



RINGA HORA
Services

Workforce Development Council

Quality Assurance Industry Summary 2024





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Overview

The moderation function of Ringa Hora Services Workforce Development Council is a quality assurance activity that benefits industry, providers and ultimately ākonga. It ensures ākonga have met the required standard when they are awarded a unit or skill standard, qualification, or credential. Working alongside providers, our external quality assurance activities confirm that assessment materials developed by providers are fit-for-purpose and that assessment decisions are fair, valid, and consistent with the national standard, irrespective of the mode and place of learning.

Ringa Hora is committed to working with and supporting all providers and employers to achieve the best outcomes for their akōnga and carries out ongoing quality assurance activities to support the continuous improvement of assessment practices.

Ringa Hora currently has the responsibility for maintaining and quality assuring approximately 1700 standards across the 10 industries of the Service sector. Given the on-going review work being completed by the Ringa Hora Qualifications team, the number is reflective of a snapshot in time.

Ringa Hora uses a risk-based approach to determine its moderation focus - the frequency a provider is moderated, and the standards called for moderation. Data from NZQA indicates that the sectors with the highest use during 2024 continue to be Security (Certificate of Approval unit standards) and Hospitality (Licence Controller Qualification unit standards).

While desk-based post moderation has its place Ringa Hora piloted on-site visits during early 2023 and moved to increase that approach during 2024. In doing this we have moved away from high volumes of desk-based post moderation and shifted our focus to be relationship focused.

Ringa Hora will continue to support our providers with our quality assurance activities during 2025. Information about our 2025 moderation plan can be found [here](#).

More information about the industries Ringa Hora serves can be found in our [Workforce Development Plan](#) and Industry Action plans.

The following pages are high-level industry summaries of the quality assurance activities of Ringa Hora during 2024.

Aviation & Airport Services

Overview

The Aviation & Airport Services industry is made up of businesses involved in aircraft manufacturing and repair, airport operations and air transport services.

There are 690 unit standards relating to the aviation industry, mostly at levels 4 and 5, with smaller numbers at levels 1–3 and 6–7. A large number of unit standards relating to aviation have had little or no usage; during 2023/24, the Ringa Hora Qualifications team reviewed and expired a number of unit standards to reflect current aviation requirements.

During 2024 Ringa Hora took on board feedback received regarding the heavy compliance requirements needed to be met to be a flight school and accredited NZQA provider. Ringa Hora, after discussions with CAA and ASPEQ, has a high level of confidence that all aviation providers must meet highly regulated CAA requirements along with maintaining NZQA compliance requirements.

Ringa Hora proposes to trial exemptions from traditional post moderation for aviation providers during 2024/2025. Where ASPEQ conducts the assessment, we will instead work alongside CAA and ASPEQ to ensure compliance is maintained. Additionally, we will keep across any NZQA compliance activities and the results of them to inform ongoing interactions with our aviation providers.

Summary

During 2024 Ringa Hora

- received and approved 9 requests for pre-moderation of assessment material
- received and endorsed 11 programme endorsement applications (9 new and 2 type 2)
- supported 3 consent to assess applications.

6 unit standard samples were post moderated. Post-moderation outcomes for 2024 showed the majority were acceptable with changes.

Business & Professional Services

Overview

The Business & Professional Services industry includes a wide range of businesses including services like legal services, accounting, parking services, business associations and labour associations.

There are 158 unit standards related to the Business & Professional Services industry mostly at levels 3–5 with small numbers at levels 1, 2, 6, and 7.

Summary

During 2024 Ringa Hora:

- received 107 requests for pre-moderation, approving 88 with the 13 remaining applications continuing to be worked on by the provider
- received and endorsed 10 programme endorsement applications (5 new and 5 type 2)
- received 42 consent to assess applications, supporting 32. The remaining 10 applications continue to be worked on with providers.

23 unit standard samples were post moderated. Post-moderation outcomes, while mostly acceptable, have identified some areas where improvements are required by providers to ensure their assessments and assessor judgements are meeting best practice.

Cleaning Services

Overview

The Cleaning Services industry supports a vast range of businesses, people and communities. It is an essential service that is becoming increasingly recognised and valued as one that ensures people can live and work in a safe and clean environment, whether that's in commercial, domestic, or other public settings.

The Cleaning industry contributes nearly \$1.4 billion to the nation's economy and has immense value to society as an essential service. As observed throughout the pandemic, without cleaners, the public is at risk of multiple health hazards and unsanitary living, working, and public environments.

There are 41 unit standards relating to the Cleaning Services industry, mostly at levels 2 and 3 with a small number at level 4. Cleaning is a very small industry with a small number of providers offering courses. Therefore, moderation is relatively limited in comparison to other Ringa Hora industries.

Summary

During 2024 Ringa Hora:

- received 6 requests for pre-moderation, approving 3 with 3 subsequently withdrawn due to an error at the provider's end.

No programme endorsement or consent to assess applications were received during 2024.

2 unit standard samples were post moderated in 2024. All post-moderation in the 2024 round showed acceptable levels of assessment practice across all providers.

Contact Centres & Industry Support Services

Overview

The Contact Centres & Industry Support Services industry includes a range of businesses such as call centres, labour supply services, gardening, and a range of administrative services.

Contact centres play a crucial role in New Zealand's business landscape, providing essential customer service support to businesses, government agencies, and banking institutions. These services have become increasingly vital due to several factors, including the growing number of businesses transitioning online and the rising complexity of customer inquiries, a trend further exacerbated by the digital age and the impact of COVID-19.

There are 41 standards relating to the Contact Centres & Industry Support industry, mostly at levels 2, 3, and 4 with a small number at levels 5, 6, and 7. Contact Centres is a very small industry with a small number of providers offering courses. Therefore, moderation is relatively limited in comparison to other Ringa Hora industries.

Summary

During 2024 Ringa Hora:

- received and approved 11 pre-moderation requests
- received and approved 1 new programme endorsement application
- received no consent to assess applications.

2 unit standard samples were post moderated. Post-moderation outcomes for 2024 were acceptable.

Financial & Advisory Services

Overview

The Financial & Advisory Services industry is integral to daily life in New Zealand, contributing \$21 billion to the economy. This industry includes a broad array of services such as investment advice, retirement planning, insurance, mortgage broking, and daily banking activities. These services not only support individual financial health but also underpin the financial stability and prosperity of businesses and communities across New Zealand.

The industry is subject to strict regulations, aimed at protecting consumers and maintaining high standards of professionalism. In recent years, there has been a marked increase in financial advisers obtaining qualifications to meet these standards, reflecting a commitment to trust and credibility in the industry. Consequently, it is crucial that qualifications remain relevant and aligned with current standards to comply with these regulations.

There are 55 unit standards relating to the Financial & Advisory Services industry, mostly at level 5 with a smaller number at levels 3, 4, and 6.

Summary

During 2024 Ringa Hora:

- received no pre-moderation requests
- received and endorsed 5 programme endorsement applications (4 new and 1 type 2)
- received no consent to assess applications.

5 unit standard samples were post moderated. Post-moderation outcomes for 2024 showed the majority were acceptable.

Government, Security & Defence Services

Overview

The Government, Security & Defence Services industry includes central and local government, the justice system, defence forces, and security services.

There are 145 unit standards related to Government, Security & Defence Services industry, mostly at level 3–6.

Summary

During 2024 Ringa Hora:

- received 61 pre-moderation requests, approving 56 with 5 applications either withdrawn or not approved due to version variations
- received and endorsed 8 programme endorsement requests (5 new and 3 type 2)
- received 17 consent to assess applications, supporting 13 with the remaining 4 in progress.

3 unit standard samples were post moderated, with 1 being acceptable and the other 2 requiring an improvement plan due to materials not being fit for purpose.

Security specific

The Security industry in New Zealand plays a crucial role in maintaining public safety and protecting businesses from various threats. There is a wide range of roles within the industry, including security guards, surveillance operators, alarm technicians, and security consultants. Security professionals often serve as the first point of contact with customers as well as the first line of defence in emergency situations.

During 2024 a number of Security providers were visited by the Quality Assurance team. Published findings of our visits can be found here [Quality Assurance Findings Security Oct24.pdf](#)

Hospitality & Food Services

Overview

Hospitality & Food Services provides opportunities for the people of Aotearoa to come together. It creates a backdrop for memories and experiences for visitors and locals to enjoy, and the industry dovetails neatly with our Tourism & Travel sectors. The industry comprises multiple roles and includes accommodation, catering, takeaway food, clubs (associations), pubs, taverns and bars. The Hospitality and Food services industry is essential, contributing billions of dollars annually to New Zealand's GDP.

There are 225 unit standards to hospitality, mostly at levels 3–5 with a small number at levels 1, 2, and 6.

Summary

During 2024 Ringa Hora:

- received 113 pre-moderation requests, approving 95. The remaining were withdrawn or still in progress.
- received and endorsed 13 programme endorsement requests (4 new and 9 type 2)
- received 426 consent to assess applications, supporting 366 with a number of applications in progress or awaiting further information from the provider.

With Hospitality being one of Ringa Horas larger industries, 110 unit standard samples were requested for post moderation. Overall post-moderation outcomes were acceptable. There were a number requiring improvement plans or not acceptable (40) which is a decrease from 2023, however the sample size requested was also lower than 2023.

Real Estate & Rental Services

Overview

The Real Estate industry contributes \$22.9 billion to the nation's economy. This industry comprises both real estate sales and property management.

Real estate salespeople and rental property managers serve distinct roles in the property market. A real estate salesperson primarily assists clients in buying and selling properties, guiding them through transactions, negotiations, and market analysis. Their focus is on facilitating property sales and purchases. Property managers see themselves as distinctly different from real estate salespeople. Property management services include finding new tenants, handling tenant turnover, marketing properties, and management property maintenance on behalf of the property owner.

There are 43 unit standards relating to Real Estate & Rental Services industry, mostly at level 4 and 5 with a smaller number at level 3 and 6.

Summary

During 2024 Ringa Hora:

- received and approved 18 pre-moderation requests
- received and endorsed 4 programme endorsement applications (all new)
- received and supported 43 consent to assess applications.

2 unit standard samples were requested for post moderation. All post-moderation outcomes in the 2024 round showed acceptable levels of assessment practice.

Retail & Distribution Services

Overview

The Retail & Distribution industry includes the wholesale and retail of a range of products and services from fuel, liquor and supermarket groceries to garden supplies, sports and camping equipment. This includes distribution and sales for both online and through traditional 'brick and mortar' premises.

The Retail & Distribution industry is pivotal to New Zealand and accounts for 6% of the country's GDP. Retail stores provide essential goods and services, making them easily accessible to the public both in urban centres and in rural communities, whether it's groceries, clothing, electronics, or household items. In addition to a wide range of customer-facing roles, there are an increasing number of back-office roles across the industry. The expansion of different retail channels and technologies also means that there are a suite of new jobs (IT/dark stores/online sales) in the industry.

There are 167 unit standards relating to the Retail & Distribution industry, mostly at levels 2, 3, and 4 with a small number at levels 5, 6, and 7.

Summary

During 2024 Ringa Hora:

- received 97 pre-moderation requests, approving 96; the remaining 1 was not approved and the application closed
- received and endorsed 5 programme endorsement applications
- received and supported 80 of the consent to assess applications.

25 unit standard samples were selected for post moderation. Overall post-moderation outcomes were acceptable with only a small number requiring improvement plans or not acceptable (5), a slight decrease from 2023.

Tourism & Travel Services

Overview

The tourism industry includes a range of businesses that provides services to tourists. At its core, the Tourism & Travel industry connects people and provides them with a wealth of experiences all over the motu, ranging from leisure and recreational activities, entertainment, hospitality, retail, accommodation, and travel. Whether you are thrill-seeking in Queenstown, out for dinner in Christchurch, exploring the far North or enjoying recreation or shopping for clothing while travelling through Tauranga, the Tourism and Travel industry is there to support you.

There are 153 unit standards relating to the tourism industry, mostly at level 3 to level 5 with a small number at levels 1, 2, and 6.

Summary

During 2024 Ringa Hora:

- received 109 pre-moderation requests, approving 96 with the remaining in progress and a small number (8) not approved or withdrawn
- received 9 programmes endorsement applications, endorsing 8 with the remaining application withdrawn as it was a type 1 change not requiring WDC endorsement
- received 98 consent to assess applications, supporting 75, the remaining are in progress or withdrawn.

Much like Hospitality, the Tourism & Travel industry is a large industry so 88 unit standard samples were requested for post moderation. Overall post-moderation outcomes were acceptable. There were a number requiring improvement plans or not acceptable (20) which is a decrease from 2023, however the sample size requested was also lower than 2023.

Post moderation outcomes

The rationale of outcomes identifies the criteria applied to assessment material and assessor decisions from all Ringa Hora industries during post moderation.

Acceptable/Tika – good moderation outcome

- no concerns about learner competency or assessment practice.

Acceptable with changes – improvements/minor changes

- no concerns about learner competency, minor marking concerns only.

Not Acceptable/Kāore I te tika – significant changes/improvements

- concerns about learner competency
- lack of evidence
- incorrect marking/judgements
- no marking evident
- incorrect versions units/assessments used

When is an improvement plan required?

Not all those deemed Not Acceptable require an improvement plan. Our threshold to require an improvement plan may include but is not limited to:

- very poor marking – concerns that the learner is not competent / high risk
- using material that has not been pre-moderated (unless they were under CMR 0113)
- any level of risk that questions that a learner should hold the unit.



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