



Assessment Intention Plan

Your Quick Guide to managing your Assessment Intention Plan

Step-by-step instructions for using the ServiceIQ Portal

Introduction

Welcome to your ServiceIQ Quick Guide that helps you manage your organisation's Assessment Intention Plan (AIP) for post moderation using the ServiceIQ Portal.

The AIP will improve and streamline the process for managing post moderation.

Who is ServiceIQ?

ServiceIQ is the official Industry Training Organisation (ITO) for the tourism, travel, retail, hospitality, aviation and museum service sectors. We work with industry to set the standards of skill needed for all kinds of roles, and create on-job training programmes that help employees and employers succeed.



Need help?

If you have any problems using the ServiceIQ Portal, please contact the Quality & Moderation team on: **0800 863 693** or email **Quality@ServiceIQ.org.nz**

Step 1: How to access the ServiceIQ portal

To access the ServiceIQ Portal, go to the ServiceIQ website www.ServiceIQ.org.nz and click on the button in the top right hand corner labelled **'Login'**.

Alternatively you can go to <https://portal.serviceiq.org.nz> and click on **'Login to Portal'**.

REMEMBER: If you are already registered on the ServiceIQ Portal, you need to login using the same information and password that were first provided by ServiceIQ.



Forgotten your password?

If you have forgotten your password, you can reset it by clicking on **'Forgot your password?'** on the login page.

Want to change your password?

Once you're logged-in, you can change your password by clicking the Main Menu drop down and choosing **'Change Password'**.

First-Time Portal User?

If you've never accessed the ServiceIQ Portal, we can help set you up. Please contact the ServiceIQ Quality & Moderation team: **0800 863 693** or email **Quality@ServiceIQ.org.nz**

Step 2: How to update your Assessment Intention Plan

Simply click on '**Update Assessment Intention Plan**' on the left of your screen.

Assessing This Year

1. Under the subheading '**Add Unit Standards**', type EITHER the unit standard number or title to search. Next, select the unit standard and click the '+' button to add it to your AIP. Please enter a 5 digit number e.g. 00167
2. Select the '**Assessment Month**', you intend to assess.
3. Select the '**Assessment Type**'.
4. Check all the ServielQ unit standards your organisation intends to assess are entered.
5. Click '**Save Changes**'.

Not Assessing This Year

If you do not intend to assess any ServielQ unit standards this year, you need to mark the '**Not Assessing This Year**' checkbox, and '**Save Changes**'

What happens next?

Once you have updated your Assessment Intention Plan, you will receive a request from ServielQ asking you to send a selection of unit standards and samples in for moderation throughout the year.

The requests will be based on the information you provided in your online AIP and ServielQ's annual moderation plan.

When you supply samples to ServielQ for moderation, you will need to go back into your online AIP and add the '**Date Submitted for Moderation**'.

Need help?

If you have any problems using the ServielQ Portal, please contact the ServielQ Quality & Moderation team on: **0800 863 693** or email **Quality@ServielQ.org.nz**