

Introducing Quality and Moderation

ServiceIQ sets the bar for training unit standards across the service sector. Our Quality and Moderation team help you ensure that your assessments are credible and hit the right marks. If you are a workplace assessment writer, tertiary or secondary education provider, our experts will help you with your quality and moderation requirements.

We use moderation to check and verify assessments for consistency against national standards. It is designed to ensure that every step in the process is fair, valid, transparent and consistent between your organisation, NZQA, and ServiceIQ.

Our Services

Moderation

Moderation is the process by which assessments are checked and verified. It either validates assessment practices by providing assurance that they meet the national standard; or, enables follow-up action to ensure assessment practices are modified to meet the national standard.

ServiceIQ's moderation system is designed to meet the needs of our service sector industries across provider, school and workplace assessment contexts.

It ensures that:

- ▶ assessment is fair, valid and consistent
- ▶ assessment meets the nationally prescribed standards
- ▶ variances from the standard are detected and kept to an agreed and acceptable level
- ▶ assessment systems, processes and judgements are moderated
- ▶ 'best practice' in assessment (including integrated assessments) is based around a collection-of-evidence model.

External Moderation

External moderation focuses on ensuring national consistency and verifying that assessments are carried out to the national standard. External moderation is concerned with assessments carried out by all users of unit standards for which ServicelQ is the standard-setting body (SSB).

Pre-moderation

Pre-moderation is the process of checking assessments before use to ensure the assessment meets the national standard; and is fair, valid and consistent.

All schools and providers with Consent to Assess for ServicelQ unit standards are required to have their assessments pre-moderated before use.

Process:

1. Download and complete the ServicelQ Pre-moderation coversheet.
2. Attach all assessment material for pre-moderation including marking schedules (as per checklist).
3. Email your full submission to Quality@ServicelQ.org.nz or courier to: ServicelQ

Attn: Quality and Moderation Coordinator
Level 14, Plimmer Towers
2-6 Gilmer Terrace
Wellington 6011

Please allow 20 working days for evaluation.

Post-moderation

Post assessment moderation is the process of checking marking of the assessment to ensure this meets the national standard; and is fair, valid and consistent. Post-moderation is requested through the Assessment Intention Plan (AIP). To complete your Assessment Intention Plan (AIP), access the Portal [here](#). Instructions on how to complete the AIP can be found [here](#). Usually two unit standards from each Sector are requested for Moderation.

Process:

1. Download and complete the ServicelQ Post-moderation coversheet.
Please use a separate coversheet for each unit standard to be post-moderated, unless samples requested are all covered in the same integrated assessment. If the requested sample forms only part of an integrated assessment please indicate this clearly within the sample work and marking guide.
2. Attach three samples for each unit standard selected including marking schedules/model answers and internal moderation reports. Please save any audio-visual evidence to a USB stick with clear identification of each candidate.
3. Courier your submission to us by the close-off date or earlier by sending it to:

ServicelQ
Attn: Quality and Moderation Coordinator
Level 14, Plimmer Towers
2-6 Gilmer Terrace
Wellington 6011

Or Email your post moderation submission to Quality@ServicelQ.org.nz

Please allow 30 working days for evaluation.

Moderation visits

Moderation visits are an additional means of support that ServiceIQ offers. providers and schools may be selected for a visit which could involve observation of assessment, sampling assessment evidence, and discussions with assessing staff and management.

Consent to Assess

Consent to Assess against standards is the status awarded by NZQA when an organisation has shown it is capable of delivering an assessing unit standards in an approved course.

Applicants are encouraged to consult ServiceIQ as early as possible when planning to apply for Consent to Assess. We can advise you on the consent to assess scope you will need to apply for. Consent to Assess is granted by the New Zealand Qualifications Authority (NZQA). A Provider or School intending to assess against ServiceIQ unit standards must include a letter of support from ServiceIQ with their application to NZQA. You can find out more from NZQA about how to apply for Consent to Assess [here](#). If you're applying for a ServiceIQ letter of support on behalf of your Provider or School, you'll need to:

1. Complete a ServiceIQ Consent to Assess Coversheet and application, filled out according to the Consent and Moderation Requirements.

Please refer to the relevant industry sector requirements and follow the NZQA Consent and Moderation Requirements (Accreditation and Moderation Action Plans). You can find them here:

- ▶ [Hospitality](#)
- ▶ [Retail](#)
- ▶ [Tourism and Travel Sectors – Industry Specific Requirements](#)
- ▶ [Aeronautical Engineering Advisory Group](#)
- ▶ [Air Traffic Services Advisory Group](#)
- ▶ [Airport Operations Advisory Group](#)
- ▶ [Aviation Core Advisory Group](#)
- ▶ [Aircraft Operation Advisory Group](#)
- ▶ [Flight Attendants Advisory Group](#)
- ▶ [International Air Express Advisory Group](#)

2. Secondary school educators, please discuss the full requirements of your application with a Schools Advisor prior to sending to ServiceIQ.
3. Submit your full application to Quality@ServiceIQ.org.nz, or courier to our address below. Schools applications must arrive before the last Friday in October in any given year.

Please allow 20 working days for evaluation.

Contact Details

Email: Quality@ServiceIQ.org.nz

Call: 0800 863 693 and ask to speak to a Quality and Moderation Advisor

Courier: ServiceIQ

Attn: Quality and Moderation Coordinator

Level 14, Plimmer Towers

2-6 Gilmer Terrace

Wellington 6011