



Quality Assurance 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?

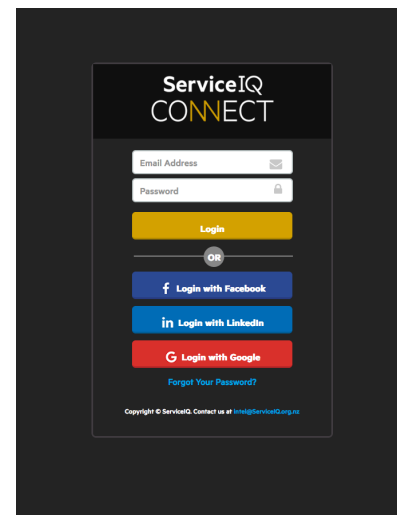
If you have any problems using the ServiceIQ Portal, please contact the Quality Assurance team on: **0800 863 693** or email **Quality@ServiceIQ.org.nz**

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'**, then **'Login to Portal'**.

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 Assurance 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. On the appropriate **'AIP Year'** click the link or select **'Edit'** from the dropdown.
2. Modify any existing unit standards you're assessing this year by clicking the link or select **'Edit'** from the dropdown.
3. **'Add Unit Standards'** being delivered and assessed by clicking the **'Add'** button. Click the **'Search'** button and type EITHER the unit standard number or title. Highlight and select.
4. Select the **'Assessment Month'**, you intend to assess.
5. Select the **'Assessment Type'**.
6. Enter the **'Person(s) assessing'**. Click **'Save'**.
7. To remove any unit standards click **'Remove'** from the dropdown.
8. Check all the ServiselQ unit standards your organisation intends to assess are entered.
9. Click **'Submit AIP to ServiselQ'**.

Not Assessing This Year

If you do not intend to assess any ServiselQ unit standards this year, select **'Not assessing this year'**.

What happens next?

Once you have updated your Assessment Intention Plan, you will receive a request from ServiselQ 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 ServiselQ's annual moderation plan.

Need help?

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