

Introducing Quality Assurance

ServiceIQ is responsible for monitoring the quality of assessment across the service sectors. Our Quality Assurance Team ensure that assessment materials and practices are fair, valid, and consistent, and meet the national standard.

All providers and schools who have Consent to Assess against ServiceIQ unit standards are required to participate in moderation if they are producing assessment materials or assessing ServiceIQ unit standards:

- ▶ If your organisation is producing their own materials to be used for assessment, these must be Pre-moderated by our team before they are used to assess any ServiceIQ unit standards.
- ▶ If your organisation is assessing any ServiceIQ unit standards, they must participate in annual Post Moderation of assessed work.

All providers and schools intending to assess ServiceIQ unit standards must obtain Consent to Assess from NZQA. A letter of support from ServiceIQ must be included in the application to NZQA.

In order to obtain and maintain Consent to Assess, organisations need to ensure they meet the criteria set out in the applicable Consent and Moderation Requirements (CMR). CMR documents set out industry expectations around unit standard delivery and assessment. You can access the CMR for Service Industry Sectors [here](#) and the CMR for Aviation Sectors [here](#).

External Moderation

Pre-moderation

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

Process:

1. Download and complete the ServiceIQ Pre-moderation Coversheet.
2. Attach all assessment material for pre-moderation including marking schedules (as per checklist).
Email your full submission to Quality@ServiceIQ.org.nz or courier to:
ServiceIQ
Attn: Quality Assurance Coordinator
Level 14, Plimmer Towers
2-6 Gilmer Terrace
Wellington 6011
3. One of our Quality Assurance Advisors will pre-moderate your assessment materials. If any changes are required, the Quality Assurance Advisor will outline these in a report and request re-submission of materials.

Please allow 20 working days for evaluation.

Costs:

The initial submission of materials for pre-moderation is free of charge. From 1 January 2019, the pre-moderation of any second or subsequent submission of assessment material will incur a cost of \$100 per hour plus GST.

If a site visit is required for pre-moderation of assessment materials, the following charges apply:

- ▶ \$300 per day plus GST
- ▶ Travel and accommodation (if required): reimbursement for actual and reasonable travel and accommodation expenses; any vehicle mileage as per the IRD rate applicable at the time.

Post Moderation

Post assessment moderation is the process of checking the marking of assessments to ensure they meet the national standard and are fair, valid and consistent.

Providers and schools who hold Consent to Assess ServiceIQ unit standards are required to complete an Assessment Intention Plan (AIP) annually. This provides ServiceIQ with the details of the unit standards you are intending to assess and who within the organisation will be assessing. Instructions on how to complete the AIP can be found [here](#). Samples for Post Moderation will be requested based on the plan you provide. Usually samples of two unit standards from each sector are requested for moderation.

Process:

1. Download and complete the ServiceIQ Post Moderation Coversheet.
2. Attach three samples for each unit standard selected as well as any additional evidence that may have contributed to the assessment decision, as well as marking schedules/model answers and internal moderation reports.

Email your full submission to Quality@ServiceIQ.org.nz or courier to:

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

Please allow 30 working days for evaluation.

The Post Moderation process is designed to support your organisation in delivering fair, valid and consistent assessments. The process may require you to complete an Action Plan for improving assessment practices for the following year.

Post Moderation – on-site visits

A sample of providers and schools may be selected each year for on-site moderation visits. The dates of any Post Moderation visit will be scheduled in consultation with the school or provider. These visits are an opportunity for ServiceIQ to sample assessments, observe assessment, equipment, and environments, and have discussions with assessing staff and managers.

Consent to Assess

Consent to Assess unit standards is granted to organisations that meet the requirements set out by ServiceIQ and the New Zealand Qualifications Authority (NZQA). In order to gain Consent to Assess, an organisation must apply to NZQA.

Applicants are encouraged to consult ServiceIQ as early as possible when planning to apply for Consent to Assess. ServiceIQ can advise on the requirements for gaining Consent to Assess and you will need to provide a letter of support from us as part of your application to NZQA.

Process:

If you're applying for a ServiceIQ letter of support on behalf of your provider or school, you'll need to:

1. Download and complete the ServiceIQ Consent to Assess Application form.
2. Attach your application along with any supporting documentation.

A checklist of information you will need to include can be found on the application form. Your application should include all relevant information about how you will meet the relevant NZQA Consent and Moderation Requirements. You can find these here:

- ▶ [CMR 0112: Service Industry Sectors](#)
- ▶ [CMR 0028: Aviation Sectors](#)

3. Secondary school educators, please discuss the full requirements of your application with [ServiceIQ's Senior Advisor Schools Compliance](#) prior to sending to the Quality Assurance team. They will provide you with advice/guidance that will ensure your application is ready prior to submission to the Quality Assurance team.
4. Submit your full application to Quality@ServiceIQ.org.nz or courier to:

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

Schools applications must arrive before the last Friday in October in any given year.

Please allow 20 working days for evaluation.

Costs:

From 1 January 2019, the following charges will apply to the Consent to Assess process:

- ▶ Advice on preparing a CTA application: no charge
- ▶ Application administration fee: \$75 per hour plus GST (per application)
- ▶ Evaluation of CTA documentation: \$150 per hour plus GST.

If a site visit is required the following charges apply:

- ▶ \$300 per day plus GST
- ▶ Travel and accommodation (if required): reimbursement for actual and reasonable travel and accommodation expenses; any vehicle mileage as per the IRD rate applicable at the time.