# Guide to applying for accreditation to deliver a programme (schools and kura)

## Part 1: Ringa Hora

Schools must first apply to Ringa Hora for a letter of support for consent to assess any unit/skill standards that they do not already have consent for (and that fall under Ringa Hora’s area).

Check which units you have consent for on the [NZQA website](https://www2.nzqa.govt.nz/) by searching for your school’s name in the search box, clicking on the name of your school, then clicking on the link under Consent to Assess. Remember that all schools have [base scope for the domain of Level 1 Hospitality units and one Level 2 Hospitality unit](https://www.nzqa.govt.nz/framework/explore/domain.do?frameworkId=1465204103).

Find the Consent and Moderation Requirements (CMR) for unit/skill standards in ServiceIQ’s programmes on the NZQA website:

* [CMR 112](https://www.nzqa.govt.nz/nqfdocs/maps/pdf/0112.pdf) (service sector units)
* [CMR 113](https://www.nzqa.govt.nz/nqfdocs/maps/pdf/0113.pdf) (units 9677 and 7123)
* [CMR 226](https://www.nzqa.govt.nz/nqfdocs/maps/pdf/0226.pdf) (Manaaki Marae & Tourism Māori units)

**Process:**

1. Download the [Ringa Hora Consent to assess application form](https://ringahora.nz/wp-content/uploads/2023/07/Ringa-Hora-Consent-to-assess-application-form-v2.docx).
2. Fill out the form. For assistance, refer to [Ringa Hora’s guidance for schools](https://ringahora.nz/qualifications-and-assurance/quality-assurance/consent-to-assess/) and/or our suggestions below.
3. Email the completed form to Ringa Hora.

**Suggestions for Consent to Assess Application’s Criteria / Evidence Section**

1. Development and evaluation of teaching systems

* Provide Assessment Schedule year plan for what you are going to offer for each year level.
* Names and details of industry contacts (what they do, email, phone) that support your program. People who could give advice, come in and talk to students or give them work experience. Think restaurants, cafes, caterers.
* Using ServiceIQ’s pre moderated resources and assessments.
* As above

2. Financial, administrative, and physical resources

* Photos of equipment and facilities.
* Health and safety rules for kitchen

3. Staff selection, appraisal, and development

Provide a CV for each teacher who will assess the units. Show relevant industry experience, e.g., chef, cook, kitchen hand, waitress, caterer, café staff any time of your life, and include time periods.

Teachers must have a recognised teaching qualification (US 4098 recommended) and:

* hold a recognised industry qualification at or above the level to be assessed, or can demonstrate equivalent knowledge and skills
* have sufficient relevant industry experience, which is:
  + Level 2 – 1 year of relevant industry experience and a relevant qualification, or 2 years of relevant industry experience
  + Level 3 – 3 years of relevant industry experience or equivalent knowledge and skills [note: an exemption to Level 3 requirements may be granted when Level 3 units are in a Level 2 programme]

Provide the school’s policy for teachers to receive regular upskilling, the health and safety policy, and the internal moderation policy.

4. Student entry

US 167 recommended. Use of knife care and handling training and general Health and Safety training provided with each standard taught.

5. Student guidance and support systems

Provide policies around student wellbeing, availability of counsellors and anti-bullying culture.

6. Off-site practical/work-based components [Not applicable.]

7. Assessment

Assessment conditions policies including:

* Assessment process, appeals, etc.
* Pre-moderated resources and assessments from ServiceIQ will be used.
* Yes, annual post moderation will be carried in accordance with Ringa Hora’s requirements.

8. Reporting

Reporting to NZQA procedures; internally moderated, entered into KAMAR, reported to NZQA.

## Part 2: ServiceIQ

Contact ServiceIQ’s Quality Assurance team ([quality@serviceiq.org.nz](mailto:quality@serviceiq.org.nz)) to request a letter of support to be submitted in support of the accreditation application to NZQA see sample wording in coloured text

Date

Re: Letter of support from ServiceIQ for accreditation application

Programme - either NZ Certificate of Hospitality or NZ Certificate in Tourism (Introductory Skills)

This request includes the following:

* A list of unit/skill standards to be delivered
* Information about assessments to be used (whether ServicelQ or other) and confirmation that all assessments have been or will be pre-moderated by Ringa Hora or relevant Workforce Development Council (WDC) before use

**Unit/skill standards to be delivered**

|  |  |  |
| --- | --- | --- |
| US ##### | # credits | US title |
| US ##### | # credits | US title |

**Assessments to be used**

All assessments used in the programme will be written by [Service IQ or other provider]. All assessments will be pre-moderated and approved before use in the programme.

## Part 3: NZQA

1. Log in to providers portal: <https://taku.nzqa.govt.nz/auth/teacherlogin>
2. Go to School administration > Open Application > Create application
3. Select Programme accreditation
4. Fill out the online application form with these sections:

### Contact details

* Enter the key contact person’s details

Approved New Zealand Programme overview

* Enter the appropriate ServiceIQ programme:
* NZ Certificate in Tourism L2 programme ID# 120312-3
* NZ Certificate in Hospitality L2 programme ID# 124652-3

Delivery and assessment.

* Choose Face-to-face mode

Assessment standards

* List all unit/skill standards you plan to deliver
* At the end check the box (optional) if proposed programme leads to one of the registration types

Qualifications

* Identify the appropriate NZQA qualification:
* New Zealand Certificate in Tourism L2 (Ref 2198)
* New Zealand Certificate in Hospitality L2 (Ref 2108)

Programme documents & Supporting documents

* Upload documents including programme document and letter of support (from ServiceIQ) and evidence of consent to assess assessment standards in programme

Submit

* After you submit, you'll receive an email with a reference number. Include this in all correspondence with NZQA.

## Documents & Attachments:

**School to provide:**

* Cover letter outlining how the school will meet the required criteria [see Cover Letter Content]
* School’s assessment policies and processes
* Ringa Hora’s letter of support for consent to assess unit/skill standards (if applicable)

**ServiceIQ to provide:**

* ServiceIQ letter of support for programme delivery
* ServiceIQ official programme document

# Sample Cover Letter Content

Applications must contain the following information (can be described in ~2 pages):   
see sample wording in coloured text

## Criterion 1 Assessment and moderation

The school has the capability and capacity to ensure assessment materials and decisions are fair, valid, consistent and appropriate for the level, given the stated learning outcomes.

[School] has support to deliver the ServiceIQ programme [Hospitality or Tourism] with pre-moderated assessments and tutor assessment guides.

[School] has or is applying for consent to assess these unit/skill standards outlined in the programme.

## Criterion 2 Resources

The institution has the capability and capacity to support sustained delivery of the programme through appropriate academic staffing, teaching facilities, educational and physical resources, and support services.

appropriate academic staffing

This programme will be taught by qualified academic staff, including [staff member] who has a degree in [degree title] and has [#] years of experience teaching [subject].

teaching facilities

The programme will be delivered at [location] which has the following facilities: [describe facilities]. Classes are timetabled for a minimum of [#] hours across [#] days. Practical or simulated elements are timetabled into [describe timetable], and the remainder of the timetabled hours will focus on theory and other components.

educational and physical resources

[School] will use ServiceIQ learning and assessment materials that have been pre-moderated and approved by Ringa Hora. If any other assessment materials are used, they will be pre-moderated and approved by Ringa Hora before use.

The learning hours will be comprised of key learning activities including [describe activities]. Activities map to the learning outcomes and assessment in these ways: [see list of methods and activities below]. These activities and delivery methods are designed to help students achieve the learning outcomes by [explain how methods will lead to outcomes]. Self-directed learning will include [describe self-directed learning]. This learning will be planned in a way that complements the in-class activities and helps students complete their assessments. The learning hours of activities alongside self-study hours will make up the programme’s 40 credit value (in line with 1 credit equalling approximately 10 learning hours).

\*Methods and activities may include:

* research
* coaching
* tutorials
* lectures
* on-job instruction
* work-based activity
* conferences
* guest speakers
* group work
* field trips
* noho marae
* self-directed learning activities

support services

Students are provided with guides outlining assessment procedures and expectations.

## Criterion 3 Support for delivery

If the applicant institution is not the holder of the programme approval, there is support from the holder of the programme approval.

[School] has attached a letter of support from ServiceIQ to deliver the programme. Any programme changes will be initiated by ServiceIQ for their programme after receiving approval from NZQA.

## Criterion 4 Programme review

There must be adequate and effective review of programme performance and the institution's capability to support the programme. There must be monitoring of improvement following review, and processes for determining whether the programme should continue to be delivered.

[School] will conduct annual reviews and provide regular feedback to ServiceIQ. It will monitor students in terms of the credits they have received and their progression through the programme to ensure they are on track to complete and grain the desired qualification. Students will be surveyed about the programme and how it could be improved, and feedback will be passed on to ServiceIQ.

## Internal Quality Assurance

Evidence of internal quality assurance approval by the school.

## Moderation and Consistency Review

Agreement to participate in moderation and the consistency review of the qualification, including how the school will monitor and assure the consistency of qualification achievement by students.

[School] will engage in internal moderation per school policy. Disputes will be managed according to the school’s appeal process. Complaints about the quality of delivery will be managed by the principal.

[School] will participate in post-moderation by ServiceIQ and Ringa Hora as required by the programme and retain originals or copies of completed and marked assessments for a minimum of 18 months. It will also participate in regular consistency reviews conducted by ServiceIQ’s Quality Assurance team to ensure consistency of qualification achievement by students.