

## GATEWAY MEMORANDUM OF UNDERSTANDING (MOU)

THIS AGREEMENT IS MADE BETWEEN:

Service Skills Institute trading as ServiceIQ and:

(Name of school) .....  
here after called the “school”

### 1. Purpose

- 1.1 ServiceIQ and the school agree that the purpose of this MOU is to support the introduction and maintenance of the ServiceIQ Schools Gateway Programmes (including supported Gateway Programmes like RSIS, Oasis, SEEDS, Z Forecourt and Cultural Camps), as applied to work based learning using selected ServiceIQ unit standards for the calendar year.
- 1.2 The school may only use and report from the list of workplace-approved unit standards as listed in the Gateway Unit Standards and Resources document. Units outside of the document are by approval only.

### 2. Assessment

- 2.1 Where a school holds appropriate Consent to Assess and has marked the work themselves, the school must use its own provider code for reporting student results to NZQA.
- 2.2 Where a school has used the marking services provided by ServiceIQ, the school may use ServiceIQ’s provider code to log student results within the school’s internal student management system and to report student results to NZQA. The ServiceIQ provider code will be sent to you with a counter-signed copy of this MoU.  
Using the ServiceIQ provider code is only permitted if a signed pre-approved approval letter is in place. The approval letter will highlight all requirements and responsibilities.  
Schools using the ServiceIQ provider code without pre-approval will be reported to NZQA who will remove those credits.
- 2.3 The Aviation Gateway unit standards are always assessed by a ServiceIQ registered assessor as they are beyond the Consent to Assess scope appropriate to a school.
- 2.4 Where the school does not hold Consent to Assess for the unit standards chosen, ServiceIQ will provide an assessment service on a cost recovery basis.
- 2.5 The distinction between 2.1 and 2.2 must be adhered to and ServiceIQ will verify any students results reported under 2.2 with NZQA on a quarterly basis.
- 2.6 All ServiceIQ Registered Assessors being used through the Gateway programme must:
  - a. be currently registered with ServiceIQ and liaise with the regional ServiceIQ Schools Advisor
  - b. be identified as the registered assessor on the Gateway Memorandum of Understanding or Student Registration Form
  - c. use ServiceIQ pre-approved Gateway learning and assessment resources (See Gateway Unit Standards and Resources document) or Gateway Assessment Coversheet
  - d. keep originals or copies of marked student work for a period of 12 months from the date of assessment for moderation purposes.

### **3. Service Provision – School**

#### **The school will:**

- 3.1 Submit to ServicelQ a completed and signed MoU and student registration and unit standard order form/s.
- 3.2 Select and support students involved in the Gateway programme as per current Tertiary Education Commission (TEC) guidelines.
- 3.3 Accept responsibility at all times for the welfare and safety of students in a Gateway programme as per current TEC guidelines.
- 3.4 Ensure appropriate uniforms are provided as per current TEC guidelines and in accordance with the workplace's requirements.
- 3.6 In advance of the commencement of the programme, advise ServicelQ, in writing, of the details of all students who are scheduled to be assessed by a ServicelQ Registered Assessor including a list of unit standards/ programme title, full name, date of birth and National Student Number (NSN) of the student.
- 3.7 Ensure that assessors use only ServicelQ pre-approved learning (where available) and assessment material for all workplace learning and assessment (See Gateway Unit Standards and Resources document).
- 3.8 Ensure that if the school's Teacher or Gateway Coordinator is used for training and assessment they meet ServicelQ's Consent and Moderation Requirements.
- 3.9 Ensure all verifiers understand their responsibilities and requirements towards the student.
- 3.10 Take responsibility for checking that the unit standard results have appeared on the student's NZQA Record of Achievement and must provide a NZQA copy of this when requesting Certificates of Achievement from ServicelQ.

### **4. Service Provision – ServicelQ**

#### **ServicelQ will:**

- 4.1 return a signed copy of the MoU to the school.
- 4.2 allow the school to use ServicelQ's provider code for the agreed unit standards (as per section 1.2 of this agreement) enabling the achieved unit standard credits to be reported against the students NCEA results only with a signed MoU in place.
- 4.3 provide the school with pre-moderated assessment material and marking services where applicable.
- 4.4 enforce non-compliance use of the provider code by notifying NZQA who will remove the reported credits.

### **5. Financial Arrangements**

- 5.1 ServicelQ takes responsibility for financial arrangements by invoicing the school for resource and marking costs where applicable.
- 5.2 The school will be responsible for all assessor costs, NZQA hook-on and credit reporting fees, and the payment for ServicelQ learning and assessment material and certificates.

### **6. Delivery of Training and Verification**

- 6.1 The school is responsible for placing the student within a suitable workplace within the appropriate service sector; Hospitality, Aviation, Tourism, Travel or Retail Supply Chain.
- 6.2 The Workplace will be responsible for verification and delivery of the workplace component of the training plan. A Workplace Assessor registered with ServicelQ may carry out the assessment of student competency.
- 6.3 Aviation, Tourism, Travel and Retail assessments, where required, may be posted to ServicelQ to be marked.
- 6.3 ServicelQ Gateway resource material must be purchased and used for all ServicelQ Gateway unit standards. Evidence verification is required for assessment of student competency.
- 6.4 The school must keep records of student work for moderation purposes. Internal Moderation to ensure marking consistency is the responsibility of the school. Annual External Moderation sampling by ServicelQ is a process for checking that assessment decisions have been made consistently across New Zealand.

Signed for and on behalf of: **The School:**

Name of school: .....

Address: .....

City: .....Postcode: .....

**Main point of contact for Schools Gateway Programmes:**

Name: .....

Title: .....

Email: .....

Phone: (0.....) .....Mobile phone: (0.....) .....

Signature: .....Date: ...../...../.....

**ServiceIQ Representative**

Name: .....

Signature: .....Date: ...../...../.....

**Please complete, sign and attach the required Student Registration and Order Form to your MoU.**

Scan/Email: [schools@serviceiq.org.nz](mailto:schools@serviceiq.org.nz) or

Fax: (04) 817 5399 or

Post: ServiceIQ  
PO Box 25522  
Wellington 6140  
Attention: Schools/Gateway MOU