

# GATEWAY MEMORANDUM OF UNDERSTANDING (MOU)

## THIS AGREEMENT IS MADE BETWEEN:

ServiceIQ (a business division of Te Pūkenga – New Zealand Institute of Skills and Technology) and:

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

### COVID-19 VACCINATION REQUIREMENTS

Students wishing to participate in a ServiceIQ Readymade (fully supported) Gateway programme which has an in-workplace component, and where the employer requires it, must be fully COVID-19 vaccinated.

ServiceIQ staff working in schools and Gateway workplaces will also meet the requirement to be fully vaccinated, as well as all applicable Public Health Orders.

## 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), as applied to work based learning using ServiceIQ selected 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 (available for download from the ServiceIQ website on the Schools Gateway page). 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.
- 3.5 Ensure that students complete all required workplace hours/placement days to the standard expected by ServicelQ and the workplace, and that students follow all employer policies and procedures.
- 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 When there is a signed MoU in place, 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.
- 4.3 Provide the school with pre-moderated assessment material and marking services where applicable.
- 4.4 Enforce non-compliant use of the provider code by notifying NZQA, which 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, should be scanned and emailed (or may be posted) to ServicelQ to be marked.
- 6.4 ServicelQ Gateway resource material must be purchased and used for all ServicelQ Gateway unit standards. Evidence verification is required for assessment of student competency.
- 6.5 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

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

# School declaration:

## Requirement to complete ServiceIQ Supported Gateway workplace component

ServiceIQ works closely with employers to ensure that students on Supported Gateway programmes gain both valuable real-world workplace experience. In addition, students can meet the requirements of industry-based Unit Standards and to be assessed as competent, gaining the relevant credits for that Unit Standard.

Both ServiceIQ and its partner employers (and their workplace assessors) take this role seriously. Students are assessed as competent on the same basis as staff in the workplace, including their adherence (or otherwise) to all workplace policies and procedures.

In cases where a student is assessed as not competent against the Unit Standard Outcomes, including any breaches of the related employer policies and procedures, the student may, after investigation, lose some or all credits (especially for integrated Gateway programmes).

I declare that I understand that:

- ▶ Gateway students will be assessed as competent or not competent on the same basis as the employees in the workplace where the students are placed.
- ▶ where there are workshops, these do not have credits attached; credits can only be achieved after the workplace placement has been fully completed and competency assessed as met.
- ▶ if a student does not meet all the requirements, including full attendance in the workplace for the placement days/ hours and adherence to employer policies and procedures, they will not gain some or all Unit Standards, and will not receive some or any related credits;
- ▶ I further understand that, in such cases, ServiceIQ and the employer will carry out an investigation, and that the outcome of that investigation will be final.
- ▶ in circumstances that are beyond the control of the school, student, employer or ServiceIQ (such as illness), ServiceIQ will do all it can to help the student achieve the unit standards and credits (within the rules of NZQA, TEC and other relevant authorities).
- ▶ the Gateway workplace relationship is between ServiceIQ and the employer; any direct school/employer interaction must be known and pre-approved by ServiceIQ.

This declaration is current from 1 January 2023 to 31 December 2023, unless updated and re-signed by both parties at any time during 2023.

Name: .....

Role: .....

School: .....

Signed: .....Date: .....

Acknowledged by ServiceIQ (signed): .....Date: .....