

# ServiceIQ / Schools Māori Tourism Cultural Camps Memorandum of Understanding

to support Māori Tourism Cultural Camps

School Name

**NOTE:** A copy of the 'ServiceIQ Māori Tourism Cultural Camps Student Registration Form' appended to this document **MUST** be completed for EACH Gateway student. It covers student name, NSN number, and contact details. (This enables accurate record keeping and generation of certificates of achievement).

# Terms and Conditions

## 1. Purpose

This MoU is for the purposes of formalising an agreement between the School and Service Skills Institute Incorporated (ServiceIQ) relating to the joint facilitation of the Māori Tourism Cultural Camps.

The MoU covers the use of unit standards and materials as part of a ServiceIQ Gateway training programme for the purposes of assessment and subsequent credit reporting, and outlines responsibilities relating to each party.

## 2. Student Entry

It is the responsibility of the School to ensure that the student meets the criteria to participate. This may include the completion of any set pre-course work which has been developed and supplied by ServiceIQ on registration of the student.

For the purposes of the Māori Tourism Cultural Camps, the approved Marae is considered to be the workplace.

Expressions of interest for participation at a camp will be collected by ServiceIQ and final places allocated in conjunction with the schools and Marae/Provider.

Once on the Camp, the occupational health and safety and pastoral care of the student is the responsibility of the school and Marae. The school should confirm the Marae/Provider meets the requirements of their OSH and Risk Analysis Management System (RAMS).

Appendix 1 of this document must be completed along with the separate Parental Approval Form.

## 3. Training Plan and Schedule of Learning Outcomes

The School will be responsible for ensuring that the training plan is developed and maintained and learning outcomes are being achieved within the specified timeframe(s). This will be done in conjunction with the Marae/Provider (workplace). Any safety issues and requirements surrounding the delivery of the programme should be covered with the Marae/Provider (workplace) through the schools RAMS.

To assist with the on course delivery of the learning programme, students may be required to complete a pre-course exercise supplied by ServiceIQ prior to the camp. The school should allow the student time at school and assist them to complete any pre-course work.

The agreed unit standards will be delivered and assessed against national standards and the relevant New Zealand Qualifications Framework (NZQF) and credits for competency achieved will be reported to NZQA by the School, under the schools 'Consent to Assess'. It is the schools responsibility to ensure the schools moderation plan is met in the assessment of the students at the Marae.

It is essential that the School seeks the support of ServiceIQ and consults appropriately with the Marae/ Provider, students and their families to ensure that the objectives of the training plan and schedule of learning outcomes can be met in the timeframe indicated.

## 4. Registration

Students should be registered for the camps at least six (6) weeks prior to the start date. All forms relating to the camps and Gateway must be completed by the School, student and parent and sent to ServiceIQ prior to this time and payment received in full. See Appendix 2.

To assist with the delivery of the programme, schools and students may be sent the pre-course work supplied by ServiceIQ to be completed prior to the camp.

## **5. Financial Arrangements**

Fees for service provision by each party are detailed in Appendix 2. These will be reviewed before the commencement of each Marae based cultural tourism gateway programme. The school will pay an agreed amount to ServiceIQ from their Gateway funding to cover the provision of ServiceIQ learning and assessment resources, and hire of the Marae (workplace) for the provision of accommodation, programme delivery (including additional tour and outdoor experiences), tutor, and assessment.

## **6. Cancellation**

Cancellation of a registration by the School within six (6) weeks of the commencement date of the camp will receive a full refund of the costs less an administration fee of \$50 (plus GST) per student.

Cancellation of the registration within three (3) weeks of the camp will not receive a refund of fees. It may be possible to transfer the place to another student, provided all consent forms are received for the replacement student at ServiceIQ within one (1) week of the camp.

Should ServiceIQ cancel the camp due to insufficient numbers or force majeure a full refund will be provided.

## **7. Assessment**

Assessment will take place on the Marae by ServiceIQ registered workplace assessors.

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.

## **8. Delivery of Training and Verification of Evidence**

The School is responsible for placing the student at the Marae based Camps which are deemed to be a suitable workplace within the Tourism sector. The Marae/Provider will be responsible for delivery and assessment of the workplace component of the learning/training plan. ServiceIQ Gateway resource material must be purchased and used in the delivery and assessment of the programme. Evidence verification is required for assessment of student competency.

To assist with the delivery of the programme, and manage the credit volume expected from the camp, students may be required to complete pre-course work, which will be used as part of the evidence required for assessment.

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 NZQA may be required. This process is for checking that assessment decisions have been made consistently across the country.

## **9. Reporting and Certificate of Achievement**

The Tourism Māori Assessors on the Marae are ServiceIQ registered workplace assessors and schools will now report the credits using our provider code.

(Where a School has used the marking service provided by ServiceIQ, a Competency Report will be sent back with the student's work which should be retained in the School records).

ServiceIQ will, on request, issue a Gateway Certificate of Achievement for each student who achieves the units standards that make up the ServiceIQ Māori Tourism Gateway programme as per specific Cultural Camps. Certificate of Achievements cost \$15 plus GST. Applications will need to be made to Support Services ([intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)) and certificates will be issued within two weeks of application.

An evaluation of the Camp will be completed by ServiceIQ to assist with the QMS continuing improvement process. Marae/Provider staff, schools and students will be requested to participate and the results will be shared with schools and Marae/Provider.

## Agreement

The parties below agree to the terms and conditions within this MoU. ServiceIQ requires an annual renewal of this MoU agreement.

NOTE: Learning and assessment resources will be ordered on receipt of this signed MoU and registration form so please ensure all contact details are correct for delivery purposes.

### Authorised Signatory for and on behalf of the School

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School name

School address (Physical)

  
  

School address (Postal)

  
  

School phone number

Authorised signatory for and on behalf of the School (Name printed)

Position

Date

Signed

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Gateway Coordinator (Name printed)

Phone

Email

**Authorised Signatory for and on behalf of ServicelQ**

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Authorised signatory for and on behalf of ServicelQ (Name printed)

Position

Date

Signed

Please complete all pages, sign and send to:

**Attention: Schools Coordinator**

**Courier:** ServicelQ, Level 14, Plimmer Towers, 2-6 Gilmer Terrace, Wellington 6011

**Post:** ServicelQ, PO Box 25522, Wellington 6140

**Fax:** 04 817 5399

**Scan:** schools@ServicelQ.org.nz

## Appendix 1 – Financial Agreement for fees and services

The school will pay an agreed invoiced amount of \$690 plus GST per student to ServiceIQ from their Gateway or other school funding, upon the final registration of a student. Payment must be made within 20 days of the month following the date of the invoice.

ServiceIQ will then contract with and pay the Marae for provision of services.

This school payment will cover:

- ▶ the provision of ServiceIQ staff for the purpose of support in facilitation of the camp
- ▶ the provision of ServiceIQ learning and assessment resources, and
- ▶ the hire of the Marae (workplace) for the provision of accommodation and food, programme delivery (including additional tour and outdoor experiences), tutor, and assessment of the unit standards.

This will **not** cover:

- ▶ the transport of the students to and from the camp venue – this is a cost to be met by the school or student
- ▶ any costs for the workplace assessor meeting the schools Moderation and Quality Management Systems.
- ▶ Assessment marking costs where requested, and completed, by ServiceIQ.

