

# New Zealand Qualifications Authority

## Assessment & Moderation - Assessor Support Options

### Terms and Conditions

#### 1. Registration

- 1.1. An 'Order Received' email will be sent by NZQA to registrants upon completing registration for a workshop/programme and at that point in time a registrant will become liable for payment to NZQA of the registration fee referred to in clause 3.
- 1.2. It is recommended that registrants wait for the subsequent 'Order Approved' email before making any necessary arrangements to attend a workshop such as organising any travel, accommodation or leave. If a workshop is oversubscribed a waitlist may be created and/or a second workshop may be created.

#### 2. Substitutions and Cancellation Policies

- 2.1. Once an 'Order Approved' email has been sent to a registrant the registration fee is due and payable and there will be no waiver of the registration fee for non-attendance.
- 2.2. In the event that a registrant, after registration, becomes unable to attend a workshop/programme, then NZQA will accept a substitute registrant up until five working days before the scheduled date of the workshop/programme. Any substitute requests should be sent to [workshops@nzqa.govt.nz](mailto:workshops@nzqa.govt.nz).
- 2.3. NZQA expressly retains the right to cancel, modify, reschedule or change the location of a workshop due to any occurrence or cause including but not limited to events beyond NZQA's direct control ("a force majeure event"). In such circumstances NZQA will not be liable to registrants, whatsoever, for any damages, losses or costs incurred by the registrant including but not limited to teacher relief costs, travel/or accommodation costs.
- 2.4. Should any force majeure event occur that requires a workshop/programme to be changed every reasonable effort will be made to contact registrants as soon as possible to advise on whether a workshop will proceed or on what revised basis it will proceed. Registrants with queries in this regard should contact NZQA at (04) 463-3245.

#### 3. Payment of Registration Fee

- 3.1. An invoice for the workshop/programme will be sent to a registrant or the Order Contact for the registrant at the end of the month in which the workshop runs, and payment of the registration fee is required within thirty (30) days of the date of the invoice.

#### 4. Copyright

- 4.1. All materials and resources used in the workshop/programme are subject to NZQA copyright and may not be used by a third party for any other purpose whatsoever without the express written permission of NZQA. This includes but is not limited to photo copying material and distributing it to other parties.

#### 5. Health and safety

- 5.1. All workshop attendees for face-to-face events agree to follow the health safety instructions and procedures at the nominated venue where a workshop is held.

**6. Workshop presenter**

6.1. The workshop presenter may or may not be a subject expert and may or may not be an NZQA employee.

**7. Feedback**

7.1. Feedback on the workshop/programme will be collected from all registrants who attend a workshop/programme and this will be used to inform future workshops/programmes.

**8. Queries/complaints**

8.1. All queries/complaints should be sent to [workshops@nzqa.govt.nz](mailto:workshops@nzqa.govt.nz).