

New Zealand Diploma in Business National External Moderation

Information and advice for Tertiary Education Organisations (TEOs)

1 The nature and purpose of moderation

The New Zealand Diploma in Business (NZDipBus) is a nationally-recognised qualification, owned and administered by the New Zealand Qualifications Authority (NZQA).

Internal moderation

TEOs accredited to offer courses based on NZDipBus prescriptions undertake assessment according to their own academic rules and procedures. As part of their quality management systems, TEOs must have internal pre- and post-assessment moderation processes in place. Internal moderation processes may include moderation by an external industry person or other TEO.

The purpose of internal moderation is to ensure assessment materials are fair and valid, and that assessor decisions are consistent.

National external moderation

The NZDipBus national external moderation system is managed by NZQA. Its purpose is to:

- identify the extent to which TEO assessment materials for each prescription meet prescription requirements and provide fair and valid assessment opportunities for learners
- identify how fairly and consistently assessors have marked learner work
- provide specific feedback to TEOs and general feedback to the sector on the moderation outcomes.

The process is a quality assurance mechanism to ensure that appropriate standards are maintained across all TEOs, giving qualification stakeholders (learners, employers and the business community) confidence that the qualification has integrity.

Prior to 2010, separate systems operated for high volume (high use) and low volume (low use) prescriptions. Assessment materials for high volume prescriptions were (and continue to be) moderated by NZQA-contracted moderators on a cyclic basis according to a published schedule. Internal moderation processes for low volume prescriptions have been subject to NZQA audit.

There will be no audit of low volume prescriptions during 2010. TEOs will be advised of processes for 2011, pending the outcome of the 2010 review of the NZDipBus qualification. The summary report on the 2009 audit and information about the audit process is available on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>

2 Communicating with NZQA about moderation

Each TEO is required to nominate a moderation liaison contact person who (on behalf of their TEO's Chief Executive Officer or equivalent role holder) is responsible for the coordination, processing and submission of material for national external moderation. The NZDipBus Liaison is the first point of contact for both Tertiary Assessment and Moderation (TAM), the NZQA team responsible for managing the national external moderation system and for the TEO's staff who may have queries about NZDipBus moderation. TEO enquiries should be directed through the NZDipBus Liaison to TAM (please email tam@nzqa.govt.nz and put "NZDipBus moderation query" in the subject line).

3 National external moderation process for national prescriptions

NZQA notifies TEOs in advance via a tertiary circular¹ of the prescriptions to be externally moderated in each semester. Schedules are also published on the NZQA website².

TEOs conducting assessment for the selected prescriptions during a nominated semester submit material for moderation by the due date (31 January or 31 July). TEOs who have not assessed a selected prescription in a nominated semester³, but who have done so in the semester immediately prior (i.e. any time within 12 months of the moderation submission date), also submit material. If a TEO has assessed during summer school a prescription that has been selected for national external moderation, the moderation submission in July must come from the summer school delivery.

It is recommended that TEOs consider amending their procedures on the collection of assessment materials for national external moderation to ensure that relevant materials are collected for each course delivered in the twelve months prior to the moderation submission date and the most recent of these materials are submitted for moderation. This should cover the eventuality of a course that was planned for the semester immediately prior to a moderation submission date not being delivered.

For each prescription assessed, TEOs complete a checklist for submission of materials for moderation⁴ and, using this as a coversheet, send their assessment materials to TAM by the due date.

TAM selects, contracts and trains two moderators for each selected prescription. When more than 20 TEOs are expected to submit assessment material for a prescription, a lead moderator may also be contracted.

The assessment materials are evaluated by moderators⁵, who then prepare reports as follows:

- a report specific to each TEO and confidential to that TEO⁶

¹ Tertiary circulars relating to the NZDipBus are located on the NZQA website at <http://www.nzqa.govt.nz/publications/circulars/tertiary.do>

² At <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>

³ TEOs not delivering on the typical semester basis should contact TAM for advice.

⁴ Found at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>

⁵ The two moderators work independently first, and then confer to finalise moderation reports.

⁶ The template for this, including guidance for what moderators look for, is available on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>

- a National External Moderation Summary Report, commenting on identified assessment or prescription interpretation issues, good assessment practice and trends nationally.

Moderators are also asked to identify any assessment material which is particularly useful in identifying appropriate standards or which illustrates good (or innovative) assessment practice. Such material may be distributed by NZQA to teaching institutions as exemplar material after approval has been obtained from the teaching institutions concerned.

At the end of each moderation round, TEO and relevant national summary moderation reports are sent to the NZDipBus Liaison for circulation within the TEO.⁷ A feedback form also accompanies each moderation report, should the organisation want to provide feedback (Note: Any clarification or appeal of result for any individual prescription should be done through the NZDipBus Liaison. Refer section 6 below).

Each NZQA moderation report is also accompanied by a moderation results letter that confirms any further actions required by the TEO. If moderation has identified significant assessment issues, a resubmission of assessment materials from the next delivery of the course (following receipt of the moderation report) will be required by an agreed date.

Assessment materials sent for resubmission are evaluated by one of the original moderators, and a resubmission moderation report prepared.

4 Presentation of assessment material for national external moderation

TEOs are asked to supply three copies of the material assembled in the following order:

- a Completed moderation checklist.
- b Statistical summary form.
- c An assessment grid showing the assessments set for the whole course and their weightings. It is helpful to mark on the grid those assessments for which learner work has been submitted.
- d Each assessment followed immediately by its marking schedule. Assessments should be assembled in the order in which they were completed during the course. Any electronic files provided to learners as part of assessment, or used by assessors as model answers, should be included.
- e The marked learner work for the substantial test or final exam. The work from the learner near the upper quartile should be presented first, followed by the work from the learner near the median and then the work from the learner near the lower quartile. The level of learner (lower quartile, near median, upper quartile) must be indicated on the work samples. Any electronic files submitted for assessment should be included.

⁷ Summary reports are also published on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/reports/index.html>

- f The marked learner work from the substantial assignment, case study or project, presented in the order as above (including any relevant electronic files).
- g Course outline and text book/reading list.

Each item should be clearly labelled and the purpose identified. It is recommended coloured paper be used to separate the various items.

5 Timeframe for moderation

TEOs must submit assessment materials to NZQA by the due dates. NZQA will follow up missed submission dates. Materials received after moderation begins may be returned unmoderated, and the TEO deemed non-compliant with national external moderation processes. Late submission of materials will be approved only in exceptional circumstances and only by prior negotiation.

It is suggested that TEOs put assessment material aside cumulatively during the progress of NZDipBus courses. This means that the material will be readily available when it needs to be submitted for moderation

Timeframes are as follows:

Activity	Semester one	Semester two
Material received by NZQA from teaching institutions	End of July	End of January (the following year)
Material received by moderators	Early August	Early February (the following year)
Material returned from moderators to NZQA (6 – 8 weeks allowed for moderation)	Early-mid October	Early-mid April (the following year)
Moderation reports received by teaching institutions	End of October	End of April (the following year)

6 Clarifying moderation reports and appealing moderation decisions

Where a TEO is unclear about the meaning of comments in a moderation report or the basis on which moderation decisions have been made, TEOs are encouraged to, in the first instance, contact TAM for clarification.

Where a TEO has serious concerns about a moderation report, there is an appeal process. However, it is recommended that the TEO first contacts TAM to seek clarification about the moderation result before deciding whether to appeal.

For information on the appeal process, refer to the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/appeals.html>

7 Annual reporting on moderation, and ongoing moderation non-compliance

In June each year, TAM sends each TEO a National External Moderation Results letter. This reports on the TEO's national external moderation results for the previous year and summarises results over three years. Where results show that key assessment requirements are consistently not being met, the letter will also request that the TEO undertakes a review of their internal assessment and moderation processes and provide to TAM an action plan that outlines how the issues identified will be addressed.

TEOs meet national external moderation requirements when they:

- meet moderation deadlines
- submit required material for moderation
- provide assessment materials and make assessor decisions that are consistent with prescription requirements
- if applicable, comply with procedures for audit of low volume prescriptions.

Ongoing non-compliance with moderation requirements may result in referral to the relevant Quality Assurance Body to take legislative action.

For all queries relating to NZDipBus national external moderation, please email TAM at tam@nzqa.govt.nz (and put “NZDipBus moderation query” in the subject line) or telephone 04 463 3372.