

## Contents

- Major stage in quality assurance
- QAD web restructure
- EER/audit schedules for 2009/2010
- New online access for TEOs
- Changes to QAD systems
- Drawdowns from SFP trust accounts
- Reminders

## QAD Website

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[Provider enquiries](#)

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## Back Issues

## Major stage in quality assurance

### From the Deputy Chief Executive Quality Assurance Division



**Tim Fowler**

From this month the tertiary education sector enters a major stage in the evaluative approach to quality assurance with the start of external evaluation and review.

I am confident that the tertiary sector has matured to the point where it is ready to take this step forward in the evolution of quality assurance.

The evaluative approach changes the focus of quality assurance from inputs and processes to educational outcomes and the most important factors contributing to them.

The design intent is that evaluative quality assurance will contribute to better outcomes for learners and their communities. Both NZQA and the sector will need to rise to the challenge this presents.

Effective self-assessment will give tertiary organisations the opportunity to further develop their skills in evaluating their educational performance and making worthwhile improvements.

Partnership between NZQA and tertiary education organisations will be vital to make the evaluative approach work. NZQA needs to offer the sector effective self-assessment and evaluation tools, and the sector needs to work on building its evaluative skills and capacity.

In that respect I have been heartened by the response of tertiary organisations to the changes, with substantial turnouts to the roadshows and self-

*Continued on page 2*

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*eQuate is the newsletter from the Quality Assurance Division (QAD) of the New Zealand Qualifications Authority. QAD is responsible for quality assurance of private training establishments (PTEs), government training establishments (GTEs) and wānanga.*

*Continued from page 1*

assessment workshops held throughout the country over the past year or so.

The development of the new framework has been three years in the making. It has been a team effort, with several interlinked streams of work being carried within NZQA, aided by the work of many individuals and organisations.

Quality tertiary education is vital to the social and economic development of New Zealand, and I am keen to see the system develop in a way that maximises this goal. From the perspective of NZQA, I aim to continue building a client-focused team that is responsive to the needs of the sector.

Lead evaluators have been gearing up for their tasks, and will be visiting many of you in the coming months.

The evaluative approach to quality assurance is a 'work in progress', and we will continue to discuss the implementation and continuing development of the framework with sector organisations and their staff.

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## **QAD web restructure**

The [Quality Assurance Framework](#) part of the NZQA website has been restructured to bring it into line with the change to the evaluative approach to quality assurance.

Some parts of the website remain unchanged, but much of the content has been re-arranged and sections added for new information on registration, self-assessment, external evaluation and review, and maintaining registration (compliance).

It may take some time and patience to familiarise yourself with the restructured format. Please be aware that the restructure has been done under tight time constraints, and both the information and the format will be refined over time.

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## **EER/audit schedules for 2009/2010**

With external evaluation and review (EER) beginning from 1 September 2009, schedules for EERs and audits are as follows.

1. If you are due for audit during the remainder of 2009 and have not received a notification letter for audit or EER from NZQA, neither the audit nor the EER will take place this year.
2. If you are currently engaged in, or have just completed an audit, we will advise you of the outcome at the end of the audit as per the new process.
3. If you are on a less than one-year cycle, and were last audited in 2009, you will receive an audit notification letter 8-12 weeks before the due date.
4. All other TEOs will receive an EER no earlier than 2010.

If you have any questions, please contact Lynn Grindell on 04 463 3391 or email [lynn.grindell@nzqa.govt.nz](mailto:lynn.grindell@nzqa.govt.nz)

*Continued on page 3*

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## New online access for TEOs

From mid-January 2010 tertiary organisations will be able to access two new items of functionality on NZQA's secure extranet: *TEO profile* and *TEO applications*. This functionality will give users the option of interacting online with the Quality Assurance Division.

### About the TEO profile

Users will be able to access, and in some cases edit, information held by QAD. Specifically, this information will include organisation and key contact details, corporate status, funding, code of practice, delivery site addresses and external evaluation and review reports.

### About TEO applications

In future, users will be able to submit application forms online for processes such as registration, course approval and accreditation and NQF accreditation. The new functionality will also enable users to upload any supporting documentation online, stripping out excess time associated with handling paper.

More information will be available over the next few months to prepare users for the new self-service functionality. Meanwhile, tertiary organisations will need to confirm with NZQA their extranet user details. Specific instructions will be communicated to TEOs in October.

For more information contact: Kathy Maclaren (Manager, Registration, Approval and Accreditation) on 04 463 4218; or Heather Woolstencroft (NQAF Project, Organisation Change Manager) on 04 463 3216.

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## Changes to QAD systems

### Application forms updated

Downloadable application forms available from the NZQA website are now being gradually updated. For example, the registration form will reflect new PTE registration criteria.

### Transition period for QAD staff

From November 2009 QAD business units will begin the transition to a new system for processing applications and external evaluation and reviews. There will be an initial bedding-in period for staff as teams become familiar with the new way of working. The transition period will be managed closely to minimise disruption.

### Online applications only from 1 July 2010

From 1 July 2010 applications will only be processed online through the NZQA extranet. We will communicate regularly with tertiary organisations until that date to support and prepare them for this transition.

These changes to our internal systems and processes will benefit tertiary organisations by:

- improving service delivery; the changes will contribute to a reduction in timeframes by 20 per cent for qualification approvals in 2011

Continued on page 4

*Continued from page 3*

- driving cost savings; efficiencies created by the new systems will help drive down compliance costs and the cost and time to market for education and training providers
- making it easy to do business with us; the new online functionality will support providers in their interactions with NZQA by giving them more flexibility in maintaining their contact details and submitting application forms.

For more information contact: Kathy Maclaren (Manager, Registration, Approval and Accreditation) on 04 463 4218; or Heather Woolstencroft (NQAF Project, Organisation Change Manager) on 04 463 3216.

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## Drawdowns from SFP trust accounts

The underlying principle of the student fee protection policy is that at all times sufficient money is available in the trust arrangement to cover the outstanding tuition of any course students are enrolled on.

This principle should be kept in mind where the delivery of training may be interrupted by such events as temporary closure because of illness, pandemic or weather conditions.

In these and similar situations, drawdowns from a trust account may get out of alignment with the portion of the course already delivered. This possibility is particularly significant for flying schools and other outdoor-based activities where weather can play a significant role in delaying completion of a course of training.

Providers in such situations must take steps to ensure they either suspend payments or return money to the trust account to ensure that they remain compliant at all times with the student fee protection policy.

Please also note that if a course is extended in duration for any reason, student fee protection cover must also be extended for the additional time taken to complete the course.

Contact Vaughan Oates on 04 463 3260 or email [vaughan.oates@nzqa.govt.nz](mailto:vaughan.oates@nzqa.govt.nz) if you require any further clarification.

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## Reminders

### **Quality Assurance Standard One to go**

Quality Assurance Standard One has been replaced by [\*Policies and Criteria for the Ongoing Registration of Private Training Establishments\*](#).

All PTEs need to read and comply with these revised requirements in order to maintain their registered status. Any upcoming quality audits of PTEs will be undertaken by reference to these policies and criteria. The change was effective from 1 September 2009.

### **Financial reporting streamlined**

Tertiary organisations are no longer required to submit to NZQA copies of financial statements

*Continued on page 5*

*Continued from page 4*

on their performance. Instead, we will require only the annual financial attestations, Forms A and B.

The change was affective from 1 September 2009. Information on financial reporting requirements is available on the section of the NZQA website dealing with [maintaining registration](#).

### **National Diploma in Business reviewed on Register**

The National Diploma in Business, level 5 (Ref 0783) and level 6 (Ref 0784), has been reviewed, and no longer appears in its previous format on the New Zealand Register of Quality Assured Qualifications ([the Register](#)). See [August 2009 eQuate](#) for more details.

### **Revised QAD management structure**

The Quality Assurance Division has revised its management structure for the delivery of the new Quality Assurance Framework. The changes were effective from 1 July 2009. See [July 2009 eQuate](#) for more details.

### **One 0800 number for all NZQA queries**

NZQA now has a single 0800 number for all queries: 0800 697 296.

Please update any 0800 number quoted for NZQA on your website or in your print publications.