

# ACCREDITATION AND MODERATION ACTION PLAN

## for NZQA Core Skills and Communication Skills

(version 5)

### Contact

For queries related to the accreditation process providers should contact the appropriate Quality Assurance Body (QAB) or where NZQA is the accrediting QAB contact the

Operations Officer  
Approvals, Accreditation and Audit  
NZQA  
PO Box 160  
Wellington 6140  
Telephone 04 463 3000  
Fax 04 382 6895  
Email [aaa@nzqa.govt.nz](mailto:aaa@nzqa.govt.nz)

For assistance in interpretation of industry requirements contact the

Administration Officer  
National Qualifications Services  
PO Box 160  
Wellington 6140  
Telephone 04 463 3000  
Fax 04 463 3112  
Email [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz)

### Core Generic > Core Generic

Domain	Standard IDs
Self-Management	496, 524, 548, 4255, 4256, 4258, 7123, 7127, 8548, 8549, 8553, 12348, 12349, 12352-12355, 12357-12359
Social and Cooperative Skills	525, 526, 529, 542, 4246, 4247, 4250, 4257, 4259-4261, 7124-7126, 12350, 12351, 12356, 18862
Work and Study Skills	504, 543, 1978-1980, 1982, 4248, 4249, 4251-4253, 7117-7122, 7128, 8557, 10780, 10781, 12360, 12382-12384, 20587-20589, 22805, 24871

### Humanities > Communication Skills

Domain	Standard IDs
Interpersonal Communications	1277, 1285, 1293, 1294, 1296, 1297, 1299, 1304, 1307, 1311, 1312, 3501, 3503, 9677-9684, 9688, 9691-9696, 9704-9707, 10790, 10791, 11093, 11094, 11096-11101, 21335, 21336, 24878

Domain	Standard IDs
Introductory Communication Skills	1284, 1291, 2976, 2987, 2993, 3485
Reading	1272, 2970, 2977, 2989, 2990, 25060, 25073
Writing	1273, 1279, 1280, 3483, 3488, 3490-3492, 3494, 9685-9687, 9689, 9690, 9697-9703, 10792, 11095, 12336, 16612, 19629

### Service Sector > Service Sector Skills

Domain	Standard IDs
Service Sector - Core Skills	56, 57, 62, 64, 376-378, 11815, 11816, 11818, 11826, 11827
Service Sector - Management	11822-11825, 11828-11830

## ACCREDITATION INFORMATION (AI)

### Introduction

The purpose of the Accreditation Information (AI) is to set out the nature of the accreditation process and involvement of the standard setting body (SSB) in the process, and to set out the SSB's industry or sector-specific requirements for a tertiary education organisation (TEO)<sup>1</sup> or school's quality systems in relation to the criteria for accreditation.

### Standard Setting Body involvement in accreditation process

#### Core Generic

All levels Evaluation of documentation by NZQA.

#### Communications Skills

Levels 1-3 Evaluation of documentation by NZQA.

Levels 4-8 Evaluation of documentation by NZQA and industry.

#### Service Sector Skills

Levels 1-3 Evaluation of documentation by NZQA.

Levels 4-8 Evaluation of documentation and visit by NZQA and industry.

<sup>1</sup> Tertiary education organisation (TEO) includes public and private tertiary education providers, industry training organisations, government training organisations, and other providers.

## Visit waiver conditions

Where SSB involvement in a visit is required, this may be waived in the following circumstances:

- where the applicant seeks accreditation to assess a very small number of unit standards and NQS and/or the relevant advisory network agrees that, given the particular nature of the unit standards, industry participation in the visit is not warranted; or
- when the applicant has a successful record of delivery in the area applied for; or
- when the application for accreditation has been developed in consultation with NQS and/or the relevant advisory network.

## Areas of shared responsibility

None.

## Fees schedule for SSB involvement in accreditation process

The [fees schedule](#) is applicable to all applications for accreditation received by NZQA from 1 November 2004. However, the SSB may choose to charge lower fees for their involvement in accreditation. Contact the SSB for further information.

Additional fees can be charged by [NZQA](#), the Institutes of Technology and Polytechnics Quality (ITP Quality), and the Committee for University Academic Programmes (CUAP) for involvement in accreditation. Contact the relevant quality assurance body (QAB) for information.

## General requirements for accreditation

These are the general requirements for accreditation of providers gazetted in 1993. Applicants should consult their QAB ([NZQA](#), ITP Quality, or CUAP) for details of the requirements.

Criterion 1      Development and evaluation of teaching programmes

There is a system for developing coherent teaching programmes and for their evaluation, which should include evaluation by learners/consumers.

Criterion 2      Financial, administrative and physical resources

Adequate and appropriate financial and administrative resources will be maintained to enable all necessary activities to be carried out.

Adequate, appropriate and accessible physical resources will be available for supporting students to meet the required standards.

Criterion 3      Staff selection, appraisal and development

A teaching staff with the necessary knowledge and skills will be maintained through staff selection, appraisal, and development.

#### Criterion 4 Student entry

There is a system for establishing and clearly publicising student entry requirements that include no unreasonable barriers.

#### Criterion 5 Student guidance and support systems

Students have adequate access to appropriate guidance and support systems.

#### Criterion 6 Off-site practical or work-based components

There are arrangements for ensuring that any off-site practical or work-based components are fully integrated into the relevant programmes.

#### Criterion 7 Assessment

There is a system for ensuring that assessment is fair, valid, and consistent.

#### Criterion 8 Reporting

There is a system for providing students with fair and regular feedback on progress and fair reporting on final achievements, with an associated appeals procedure.

There is a reliable system for archiving information on final student achievements.

### **Industry or sector-specific requirements for accreditation**

#### Criterion 2 Financial, administrative and physical resources

For Communication Skills all levels, and Service Sector Skills Level 4 and above, providers must have policies and procedures which ensure that learners have access to independent learning facilities including a wide range of current literature, learning materials, and resources such as tapes, videos, and the internet, relevant to the programmes they offer.

### **Non-compliance with accreditation requirements**

Where there is evidence of non-compliance with the requirements for accreditation the QAB (NZQA, ITP Quality, or CUAP) will seek remedial action. In cases where this action is ineffective and non-compliance continues, or in cases of repeated non-compliance, the QAB will take action that can ultimately lead to the withdrawal of accreditation.

### **Implementation**

NZQA is able to provide sufficient trained participants to service the requirements of accreditation processes.

## **MODERATION INFORMATION (MI)**

A centrally established and directed national moderation system has been set up by NZQA.

### **Introduction**

The purpose of the Moderation Information (MI) is to provide details on the national external moderation system, developed by NZQA, to ensure that assessment decisions of accredited TEOs and schools are consistent with the national standard. All TEOs and schools assessing against the standards in this Accreditation and Moderation Action Plan (AMAP) must meet the requirements for moderation outlined in this MI.

NZQA manages moderation systems for accredited schools and TEOs assessing against the standards covered by this plan.

Accredited schools and TEOs intending to assess against these standards need to make contact as below so that national external moderation of assessments can be arranged.

Secondary providers contact the

Operations Officer  
 NZQA Assessment  
 NZQA  
 PO Box 160  
 Wellington 6140  
 Telephone 04 463 3000  
 Fax 04 463 3113  
 Website [www.nzqa.govt.nz/ncea/acrp/](http://www.nzqa.govt.nz/ncea/acrp/)

TEOs contact the

Operations Officer  
 Tertiary Assessment and Moderation  
 NZQA  
 PO Box 160  
 Wellington 6140  
 Telephone 04 463 3000  
 Fax 04 463 3114  
 Email [tam@nzqa.govt.nz](mailto:tam@nzqa.govt.nz)

### **Moderation System**

Moderation is post-event, ie approval of assessment material and verification of assessor judgements are completed simultaneously after assessment has occurred.

Each school and TEO must have a named person for moderation contact with NZQA.

NZQA will confirm standards for moderation and allocate moderator(s) to the school or TEO.

The school or TEO is required to submit materials to the moderator(s) by the due date in the moderation plan.

Moderators complete moderation reports and send them to the school or TEO, and a copy to NZQA.

### Coverage and Intensity of Moderation

The level of moderation required and selection of standards, which forms the *moderation plan*, depends on a combination of:

- the amount of assessment being carried out
  - the number of standards used
  - the moderation history of the organisation
  - NQF assessment and other moderation commitments, and
  - any other contributing quality assurance factors or requirements
- and will focus on:
- the highest level at which assessment is occurring
  - newly registered standards and/or areas of accreditation
  - high 'risk' standards
  - targeted moderation systems, if applicable.

### Material required for moderation

Assessment materials (assessment activities and assessment schedules) and a sample of assessed candidate work will be required to be submitted for moderation.

### Comprehensive details

Comprehensive details of the moderation system and relevant documentation can be accessed through the following links:

*Secondary providers:*

<http://www.nzqa.govt.nz/ncea/acrp/>

*TEOs:*

<http://www.nzqa.govt.nz/for-providers/moderation/tertiary.html>

### Reporting

An annual report, summarising moderation outcomes and any required future actions, is provided to the school or TEO at the conclusion of each complete moderation cycle.

NZQA reviews all national external moderation systems on an annual basis.

NZQA reports annually to the NZQA Board on the national external moderation systems it manages.

## Funding

Costs associated in establishing and centrally managing the national external moderation system will be funded by NZQA.

## Non-compliance with moderation requirements

Non-compliance in meeting the requirements of this moderation system will result in further action. On-going unresolved non-compliance will be referred to the relevant QAB and may ultimately result in the withdrawal of accreditation.

## Appeals

NZQA has an appeals procedure in place for situations where disagreement concerning moderation decisions cannot be mutually resolved.

## NQF Registration Information

Process	Version	Date
Registration	1	30 June 1993
Revision	2	31 January 1996
Revision	3	28 February 2001
Revision	4	31 March 2003
Revision	5	25 July 2006