Guide to the NZQA
External Moderation Application
for Schools & TEOs
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Login and Access

Access to functions within the application is restricted based on roles. Which roles you have is determined by your Education Sector Login (a.k.a. ESAA) set-up, according to the roles your organisation has granted you.

For a full list of roles and access rights see: Appendix A: Access Rights

Log in to the external moderation application

1. Log in to the NZQA Schools & TEOs Login (https://www.nzqa.govt.nz/login/), using your usual Education Sector logon details.
2. Select the External Moderation link from the Moderation section.
   Note: To access historical results (prior to 2017) select the Historical Moderation link.
3. The landing page of the application displays. You can now navigate to the appropriate part of the application.
   - Click on the NZQA logo or the Home button at the top right to return to the landing page from anywhere in the application.
   - Menu Buttons – provide access to different parts of the application. The buttons available are dependent on your access.
   - User Profile – click here to logout.
Navigation

The following functions are accessible from the landing page:

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Plan</td>
<td>View your current Assessment Plan, select standards, and submit your plan. See: Assessment Plan section for more details.</td>
</tr>
<tr>
<td>Moderation</td>
<td>View moderation plans for the current and previous (or next cycle), prepare moderation submissions, view reports, and submit queries and appeals for moderation reports. See: Moderation Plan, Make a Moderation Submission, Moderation Reports and Appeals sections for more details.</td>
</tr>
<tr>
<td>Moderation History</td>
<td>View moderation results and reports for the previous five years (from 2017 onwards). Results prior to 2017 are available via the Historical moderation link. See: Moderation History section for more details.</td>
</tr>
<tr>
<td>Annual Summary</td>
<td>View the current annual summary, any related action plan, and access historical summaries. See: Annual Summary section for more details</td>
</tr>
<tr>
<td>Training and support material</td>
<td>Training materials and guides for the External Moderation application.</td>
</tr>
</tbody>
</table>

Notifications

The application will notify you of outcomes or of tasks you need to complete. For example, you will receive an email when your assessment plan is ready to access, or a reminder to submit materials for moderation.

Only the person recorded with NZQA as the moderation contact will receive notifications from the External Moderation Application, i.e.:

- Schools: Principal’s Nominee
- TEOs: Moderation Liaison

Notifications will be sent to the email address held by NZQA for the moderation contact. If you want us to send the notifications to a different email address, you’ll need to update your preferred email address in NZQA’s School & TEO Login.

This information may take up to 48 hours to update the application.
Common Features

Tables

Wherever information is presented in a tabular form in the application there is a common set of features. These features are available on the following pages:

- Assessment Plan
- Moderation Plan
- Moderation History

TABLE OPTIONS

The options available on the table views are:

Menu Item | Description
---|---
View Menu | Drop-down list of actions which can be used to customise the table view.
Excel | Export the data displayed in the table as an excel file.
CSV | Export the data displayed in the table in .csv format.
Print | Creates a printable view of the current screen. Use your browser print option (or Ctrl-P) to print the view. Only prints what is visible on the view.
Refresh: | Clears any duplicate columns (sometimes occurs when manually re-ordering). DO NOT use refresh on a 'detached' window – the application will freeze.
Filter: | Filter the data in the view.
Detach | Opens the current view ‘full screen’ in a separate window. All options (except Refresh) are available in the detached view.
Expand: | Under some circumstances the menu may shrink and not all icons are visible. Click on the expand icon (>>) to access them.
FILTER TABLES
Use the Filter option to quickly find an item of interest e.g. a standard.

### Apply a Filter

1. Enter the filter criteria in the field above the column you want to filter on.
2. Press **Enter**, (on your keyboard) to apply the filter.
3. Example: filter Assessment Plan by Standard Title:

![Use the filter fields to refine the list of standards. The * character can replace one or more characters.](image)

<table>
<thead>
<tr>
<th>To find …</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>a specific standard</td>
<td>Enter the full standard number in the <strong>Standard Number</strong> field.</td>
</tr>
<tr>
<td>a range of standards</td>
<td>If the standards begin with the same series of numbers, type the common numbers followed by an asterisk in the <strong>Standard Number</strong> filter field. <strong>Example</strong>: 9084* will display standards: 90840, 90841, 90842, etc</td>
</tr>
<tr>
<td>standards that contain a specific word</td>
<td>Enter the word in the <strong>Standard Title</strong> filter field, or Use wildcards to find ‘like’ words: e.g. *market in the <strong>Title</strong> field will display any standards that contain words like market, markets, marketing, supermarket.</td>
</tr>
<tr>
<td>all standards for a level</td>
<td>Enter the level number in the <strong>Level</strong> filter field.</td>
</tr>
<tr>
<td>all 'selected' standards</td>
<td>Enter ‘T’ in the <strong>Selection</strong> filter field (Assessment Plan only).</td>
</tr>
</tbody>
</table>

### Remove a Filter

A filter, will apply until you change or remove it, even if you open another system.

To remove the filter – just delete the text entered in the filter field(s) and press **Enter** key.
EXPORT DATA FROM A TABLE

You can export any data that is displayed in a table in the application.

The export is dependent on what view you are in, i.e.:

- Assessment Plan:
  - Summary table - the list of systems, and number of standards selected.
  - By ‘Select Standards’ – all standards on the plan.
  - By System – all standards for that system.
- Moderation Plan – all standards on the plan.
- Moderation History – historical outcomes for completed reports (2017 onwards).

If you have customised your view, then the exported data will reflect that customisation.

Data can be exported in Excel (.xls) or CSV formats.

---

**Export to Excel**

To export a plan to Excel:

1. Select the Excel icon.
2. A confirmation pop-up will display
   
   **Note:** the pop-up does not always come to the front of the screen – if it doesn’t you can find it by tabbing through your open windows (Alt-Tab, on the keyboard).
3. Choose the ‘Open with’ option.
4. Check the application is set to Excel – or select it from the drop-down.
5. Select Ok to confirm.
6. Excel will start (if not already open) and a warning message may appear – select Yes to continue.
7. Excel will open with the exported data in the worksheet.
Export to CSV

Use this format if your spreadsheet application is not Excel.

To export the plan in CSV format.

1. Select the CSV icon.

2. A confirmation pop-up will display:

3. Choose the ‘Save File’ option and select OK to confirm.

4. Open the file from your saved downloads (the location is dependent on the browser you use).
Detached View

Detach the table to view in ‘full screen’.

To return to the main view click on the X.

Detaching the table does not increase the number of rows visible – you will still need to use the page navigation if you have more than 15 standards on your plan.

Notes

- All the table options are available in the detached view.
- DO NOT ‘refresh’ a detached table – it will cause the screen to freeze.
CUSTOMIZE A TABLE

You can customise your view of the Assessment or Moderation plan, or Moderation History view including:

- which columns to display
- the order of the columns
- the sort order.

Any changes you make will be saved when you exit the application. The changes are specific to your view and do not affect any other users.

Example: Moderation Plan View

You may find it helpful to tailor the moderation plan view according to where you are in the moderation cycle:

To choose which columns to display:

1. Select View > Columns from the menu.
2. Tick or un-tick column names, as required.
3. Only ticked columns will display.

**Note:** the columns available will depend on the view. This example is for the Moderation Plan.
## Change column order

To change the order of the columns:

1. Select **View > Reorder Columns** from the menu.

2. Select the column name for the column you want to move.

3. Use the arrow keys to change the order of the selected column.

4. Repeat for any other columns.

5. Select **OK** to save the new order.

### Notes:

- Only columns selected to display (see above) will be listed in the Reorder Columns pop-up.
- The columns available will also depend on the view. This example is for the Moderation Plan.
- You can also reorder using the column headings (drag & drop). The table will revert to the default order next time you log in.
### Custom Sort the table

To create a custom sort order for the rows in the table:

1. Select **View > Sort** from the menu.

2. Select the column title in the drop-down and the order (ascending or descending).

3. Add additional sorting levels as required.

4. Select OK to save the order.

**Notes:**
- You can also sort using the column headings. The table will revert to the default order next time you log in.

**Example:** Moderation Plan sorted by: System > Level > Standard Number
Download and Print

Moderation Reports and Annual Summaries can be downloaded for printing or electronic distribution.

Reports can be downloaded from the following pages:
- Moderation Report view
- Moderation Plan table
- Moderation History table.

Any person with access to the application can download/print a report.

Annual Summaries can be downloaded from the Annual Summary view. Only people with access to view Annual summaries can download/print them.

PRINT

Print a single moderation report

1. Log in to the application and select **Moderation**.
2. Click on the required standard.
3. Right-click to access the menu.
4. Select **Print Report** from the menu.

Print multiple moderation reports

1. Log in to the application and select **Moderation History**.
2. Ctrl-click to select multiple standards from the table:
   - You can select up to 75 standards.
   - The reports will be generated as individual pdfs within a single zip file.
3. Right-click on a selected standard to access the menu.
4. Select **Print Report(s)** from the menu.

**Note**: the download time is dependent on the number and size of the reports selected.
To print an annual summary

1. Log in to the application and select **Annual Summaries**

2. Select and View the required summary.

3. Select **Print/Download**.

### DOWNLOAD FILES

#### Filenames

The print function creates a download file of the selected document(s) with the following naming conventions:

- **Single report**: Moderation Subject Name – Standard Number – Year (.pdf)
- **Multiple reports**:
  - creates a single zip file for ALL the selected reports: Reports – File Created Date – Year (.zip)
  - individual reports within the zip file: Moderation Subject Name – Standard Number – Year (.pdf)
- **Annual Summary**: Year – Summary – School Number (.pdf)

### Open Download Files

When the downloadable file is created the result will depend on your browser and personal set-up:

- a pop-up may open with options to save or open the file
- the downloaded file link may appear somewhere on the screen
- the file will also be accessible from your browser download menu and/or the ‘downloads’ folder on your device.
Assessment Plan

Overview

An assessment plan for the next moderation cycle is released towards the end of October, each year. You will receive an email notification when your plan is available, and a reminder to submit your plan prior to the due date. Plans are due by the end of November.

TEOs

Must select all the standards they are intending to assess and provide the earliest date that the learner evidence will be available for moderation for each standard. TEOs are required to submit an assessment plan if they have consent for NZQA managed standards.

Schools

Selection of standards and submission of a plan is optional for schools but provides a way to communicate your preferences for moderation to NZQA. If you have no preference on what standards are moderated within a system, then no selection is required for that system.

If you wish to indicate your preferences, then please limit your selections to approximately 10% of the standards within that system. NZQA will prioritise standards selected by the school, however other considerations sometimes mean this is not possible.

Note: Materials Available Date – schools may use this date for your own planning purposes, but the work must be available for your agreed submission date.

Quick Steps

1. Log in to the application and select Assessment Plan.
2. Select the relevant moderation system.
3. Select the relevant standards from the system 📣.
4. Enter the Date Materials Available for each selected standard, if required.
5. Save the selected standards in the system.
6. Repeat for all relevant systems.
7. Enter a comment (optional).
8. Select Submit Plan to submit to NZQA.

Common Features

You can modify the Assessment Plan tables and customise them to your personal requirements.

See the following sections under Common Features:

- **Table Options**: explains the available menu options.
- **Customize a Table**: for how to add/remove columns, change the default sort order.
- **Export Data from a Table**: for how to export the data in the plan.
Complete and Submit a Plan

Roles required: Moderation Processor (can select standards on an assessment plan), Moderation Authoriser (High Security User, can also select standards and submit the plan).

To complete and submit an assessment plan

1. Log in to the application and select Assessment Plan.
2. Select the Yes radio button, if you are assessing NZQA standards in the next year.
3. To select standards, either:
   - Choose the Select Standards link (to view all standards), or
   - Select the link to an individual system from the summary table.

4. Select individual standards, as required (see the Select Standards section of this guide) for all relevant systems.
5. As you save your selections the Summary table updates with the:
   - number of standards selected within the system
   - ‘latest’ materials available date, if entered for standards.
Complete and submit an assessment plan, continued - Moderation Authoriser only

6. Add a comment (optional)
   The comment will be visible to the NZQA staff member responsible for confirming your organisation’s moderation plan. The comment field takes a maximum of 250 characters.
   **Note**: there is no specific Save for the comment field – it is saved when you submit the plan.

7. Select **Submit Plan**, when all standards are selected, and the plan is ready to submit.

8. A warning message will display, select **Yes** to submit the plan to NZQA.
   - Following submission (or the due date for school plans) the plan will be locked (read only).

Submit a Nil Assessment Plan

TEOs who are not assessing any NZQA managed standards in the upcoming year should submit a Nil plan.

Submit a Nil assessment plan (TEOs only)

1. Log in to the application and select **Assessment Plan**.
2. Select the **No** radio button, if you are NOT assessing NZQA standards in the next year.
3. Add a comment (optional). The comment will be visible to the NZQA staff member responsible for confirming your organisation’s moderation plan. The comments field takes a maximum of 250 characters.
4. Select **Submit Nil Plan**, if the plan is ready to submit.

5. A confirmation message will appear - select **Yes** to submit the Nil plan to NZQA.
   - Following submission, the plan will be locked (read only).
Selecting standards

Roles required: Moderation Processor, Moderation Authoriser (High Security User).

To select standards

1. Select the standard (tick) - Selection checkbox.
2. Add the Date Materials Available (optional for schools):
   - choose the date from the calendar
   - or, enter the date in the format: dd/mm/yyyy.

3. Continue selecting standards for this system, as appropriate.
4. Save your selections using:
   - Save - to save without closing the window.
   - Save and Exit - to save and return to the plan overview.

Note: schools may use this date for your own planning purposes, but the work must be available for your agreed submission date.

Note: System Name

The NZQA Moderation System name that appears at the top of the list, on the Select Standards window, defaults to that for the first standard on the list. So, if you open a:

- System - then it is the system name
- all standards (i.e. use the Select Standards link) – it displays the system for the first standard in the list and may change if the standards are re-ordered or filtered.
Finding a specific standard

Use the Search function to quickly find an individual standard or all standards in a system.

Search for a standard

1. Use the Select Standards link (for all standards) or open an individual system:
   
   **Note:** You can also search for a standard by opening any of the systems in the Summary panel.

2. Click the search icon beside:
   - System name – to search for all the standards within a moderation system.
   - Standard – to search for a specific standard

3. Search for the standards.

<table>
<thead>
<tr>
<th>To search for…</th>
<th>Then…</th>
</tr>
</thead>
</table>
| All standards within a system | • Type the first few letters of the name of the moderation system.  
 |                        | • Select **Search**.                                                |
 |                       | • Select the required system from the result list.                  |
 |                       | • Click **OK** to return to the main search screen.                  |
| A specific standard  | • Type the exact standard number, then **Search**.                  |
|                      | • Select the standard, then **OK** to return to the main search screen. |
Search for a standard

<table>
<thead>
<tr>
<th>Advanced Search</th>
<th>Use the advanced search feature to find a system when you are unsure of the name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>e.g. ‘Contains: Design’, returns:</td>
</tr>
<tr>
<td></td>
<td>- Graphics and Design Technology</td>
</tr>
<tr>
<td></td>
<td>- Technology – Design and Visual Communication</td>
</tr>
</tbody>
</table>

4. The **Select Standard** page updates with all the standards that match the search criteria.
   - Example: Search for standard: 91080

Submitted Plans

Once the plan has been submitted it will be locked (read-only). If you require changes to your plan after you have submitted it please contact your School Relationship Manager or Moderation Support person.

Locked Plans

A plan will be locked when:
   - it is submitted by the school or TEO
   - the plan submission date is passed (schools only).

The message is updated when:
   - the moderation plan is available, or
   - an exemption, or Nil plan status is confirmed for a TEO.

Example:
Moderation Plan

Overview

The Moderation Plan will become available when NZQA has selected the standards for moderation. The timing may vary according to the type of provider and your moderation submission date.

View Previous/Next Plan

At certain times of the year, and depending on your submission date, you may have two moderation plans available.

Use the year drop-down to change between plans.

Show/hide explanatory text

The explanatory text at the top of the page can be hidden to increase the visible area of the screen. The expand/contact icon is located beside your organisation name.

Text section hidden - click to expand.

Text section expanded - click to hide.

Common Features

You can modify the Moderation Plan table and customise it to your personal requirements.

See the following sections under Common Features:

- **Table Options**: explains the available menu options
- **Customize a Table**: for how to add/remove columns, change the default column and sort order
- **Export Data from a Table**: for how to export the data in the plan
# Make a Moderation Submission

## Quick Steps

1. Log in to the application and select **Moderation**.
2. Select the required standard.
3. Complete the **Submission Details** and **Assessment Task** sections.
   - For a digital submission:
     - Enter a link (URL, username and password (if required for the moderator to access the materials), OR
     - Upload digital materials for the task.
4. Save the submission.
5. **Add Learners**: enter a grade for each learner, and comments as appropriate.
   - For a digital submission:
     - Upload digital materials (if not submitting by URL, as above)
6. **Save**, and update status to **Ready to Submit**.
7. **Submit** the standard to NZQA for moderation (authorisers only).
8. If you selected Physical submission you should receive an email containing the moderator’s address within 5 working days. Forward the materials to the moderator as soon as possible.

## CREATE A SUBMISSION FOR A STANDARD

**Role required**: Moderation Processer or Moderation Authoriser (High Security User)

### To create a submission for a standard

1. Log in to the application and select **Moderation**.
2. **CHECK** you have the correct plan year selected.
   - Change the year in the **Select Moderation Plan Year** field, if required.
3. Select the relevant standard.
4. Open the Actions menu (from the menu or ‘right-click’ on the selected standard) and select **Edit Submission**.
Create a submission for a standard, continued

5. Complete the **Submission Details** section:
   - **Submission Type**
     - Digital - if submitting materials online
     - Physical - if submitting materials by courier.
   - **Language**
     - English - default
     - Te Reo Māori or ‘Other’ – choose the appropriate value.
   - **Version**
     - defaults to the latest version of the standard, update if a different version was assessed.

6. Complete the **Assessment Materials** section:
   - **Source**
     - the source of the assessment task.
   - **Modified**
     - Yes - if the assessment task was modified (other than context) before use.
     - No - if the assessment task was unmodified (other than context).

7. If making a digital submission, either:
   - Enter a link
   - Include a username and password, if needed for the moderator to access the files.
   Or
   - Attach the assessment task files to the submission, in the Activity section:
     - Select **Browse**
     - Find the file you want to upload, select it then click **Open**.
     - Repeat as required.

**See**: [Moderation Submission Tips](#) and [Appendix D: File Management & Digital Submissions](#) for additional information on making digital submissions.
Enter learner grades and upload materials

**Role required:** Moderation Processer or Moderation Authoriser (High Security User)

### To enter learner grades and upload materials

**Notes:**
- Complete the Submission Details and Assessment Task sections (above), before adding learners.
- Enter a learner grade for ALL learners that you are submitting evidence for.

1. Select **Add Learner.**
2. Enter the details for the learner.
   - **Learner Identifier** – an identifier is automatically assigned (Learner A-H).
   - Label any physical materials being submitted with the matching identifier.
   - **Grade** – select the learner’s grade from the list of values (mandatory).
   - **Comment** – an optional comment on the grade awarded, or to note if evidence applies to more than one learner.
   - **Group work identifier** – use this option to identify an individual in a group work. Use a description (red shirt) not the learner’s name.
3. If this is a digital submission and you have not included a link, then attach the learner evidence:
   - Select **Browse...**
   - Find the file you want to upload, select it then click **Open**.
   - Repeat as required.
4. To add more learners (to a maximum of eight), click the **Add next** button, and repeat steps 2 & 3.
5. Select **Save and Exit**, when all learner grades are added.
   - As each learner is added the summary table (on the Edit Submission window) is updated.
   - From the summary table, you can:
     - view the attached evidence
     - open and edit the learner record,
     - delete the entire record.
6. When the standard is ready for submission select **Ready to Submit.**
   - The status of the standard is now ‘Submission - Ready to Submit’
   - The standard remains editable until it is submitted.
Submit one or more standards to NZQA

**Role required**: Moderation Authoriser (High Security User).

### To submit a standard for moderation

1. Log in to the application and select **Moderation**.
2. Review standards where the status is 'Submission - Ready to Submit'.

   **Check**:
   - The Submission Details and Assessment Task sections are complete.
   - A learner grade is entered for ALL learners that you are submitting evidence for.
   - Digital submissions only:
     - A Link (URL) is included with a username and password if required,
     - OR
     - At least one document/file is uploaded for the Assessment task and each Student.

3. Submit the standard(s) for moderation.
   - For **one** standard:
     - Select the standard and open the action menu (right-click).
     - Select **Submit**.
     - Displays a confirmation message for the standard:
       - Select **Yes**.
   - For **multiple** standards:
     - **Note**: this action submits ALL standards with status 'Ready to Submit'
     - Select a standard and open the action menu (right-click).
     - Select **Submit All**.
     - Displays a confirmation message for the standards:
       - Select **Yes**.

**Result**:
- The standards are submitted to NZQA for moderation.
- The status of the submitted standards changes to 'Submission – Submitted'
- The submitted standards are no longer editable.

**See**: [Moderation Submission Tips](#) for how to:
- Respond to submission error messages.
Submission Tips

Deleting an attached document

If you’ve uploaded the wrong document for a:

**Task:**
- Select **Delete documents** to open the Delete window.
- Select **Delete** to delete the file.

**Learner:**
- Select **Edit** for the relevant learner on the summary table.
- Select **Delete documents** to open the Delete window.
- Select **Delete** to delete the file.

Submitting a link

Files stored in a cloud storage system (e.g. Google Drive, SharePoint) can easily be submitted by providing a share link or URL.

Ensure that:
- the files relevant to the standard are organised so that the assessment task and work for each of the students is readily identifiable by the moderator.
- the share rights are set so the moderator can directly access the materials. For example:
  - Google Drive: “Anyone with the link can view”.
  - SharePoint: provide a temporary username and password so the moderator can access the materials.

1. Enter the link/URL into the Link field in the **Submission Details** section
2. Ensure a username and password are included, if needed to access the files.

3. Ensure grades are entered in the application for ALL students. If a grade is not entered via the application the moderation result cannot be recorded for that student.
### Removing access to materials

NZQA access to the materials is required if you wish to query or appeal the report.
Once the moderation is complete and the report becomes final, access to the materials can be removed.

### Submission Error Messages

The following are common validation error messages that occur when making a moderation submission, and what to do about them:

<table>
<thead>
<tr>
<th>Message</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least one learner must be created. Please try again.</td>
<td><strong>Add Learner</strong> to create a learner record. Ensure you create a record for ALL the learners you are submitting evidence for. See: <a href="#">Enter learner grades and upload materials</a></td>
</tr>
<tr>
<td>For digital submission</td>
<td>Check there is either:</td>
</tr>
<tr>
<td>You must enter a url OR upload files for assessment task and learner evidence before submitting this standard</td>
<td>- a link (URL) entered in the Link field</td>
</tr>
<tr>
<td></td>
<td>OR</td>
</tr>
<tr>
<td></td>
<td>- a valid file uploaded for:</td>
</tr>
<tr>
<td></td>
<td>- the assessment task</td>
</tr>
<tr>
<td></td>
<td>- at least one learner.</td>
</tr>
<tr>
<td></td>
<td>Ensure you create a record and enter a grade for ALL the learners you are submitting evidence for.</td>
</tr>
<tr>
<td>Standard (number) not ready to submit. Please enter results before submitting.</td>
<td>Check there is at least one learner record created for the submission.</td>
</tr>
<tr>
<td></td>
<td>Check the status is ‘Submission - Ready to Submit’.</td>
</tr>
</tbody>
</table>
Moderation Reports

Moderation Report Dates and Statuses

The following table provides information on how the status and report due date change according to the progress of the submission and report.

<table>
<thead>
<tr>
<th>When the ...</th>
<th>Status changes to ...</th>
<th>Report (Due) Date is ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>PN/Mod Liaison submits online.</td>
<td>Submission - Submitted</td>
<td>Blank</td>
</tr>
<tr>
<td>moderator requests physical materials.</td>
<td>Report – Pending Material</td>
<td>Blank</td>
</tr>
<tr>
<td>moderator accepts the submission (digital submission OK, or physical materials received).</td>
<td>Report - In Progress</td>
<td>Due date = Accepted date + 15 days*</td>
</tr>
<tr>
<td>moderator completes the report.</td>
<td>Report - Provisional</td>
<td>Provisional report publication date</td>
</tr>
<tr>
<td>provisional period (20 days*) expires, and no appeal has been received.</td>
<td>Report - Final</td>
<td>Final report publication date</td>
</tr>
<tr>
<td>appeal is accepted.</td>
<td>Appeal – In progress</td>
<td>Due date = Appeal accepted date + 20 days*</td>
</tr>
<tr>
<td>appeal is completed.</td>
<td>Report - Final (Appeal)</td>
<td>Final report (inc. appeal) publication date.</td>
</tr>
</tbody>
</table>

Notes

- *All timeframes are business (working) days.
- The due date at the point where a submission (or appeal) is accepted is an estimate. The actual date may be sooner or later, depending on moderator workload.
- Your PN/Mod Liaison will receive a notification when the report is ready.
- Submitting a query does not change the status of a report or affect the Report (Due) Date.

Quick Steps – View, Print and Query

1. Log in to the application and select **Moderation**.
2. Select the required standard:
   - The status must be Report- Provisional, Report-Final or Report-Final (Appeal)
3. Right-click on the selected standard.
4. Select the required menu option to view or print the report.
5. To query a report (Moderation Plan only):
   - Select **View Report**, then **Query Report**.
   - Enter your query and **Submit**.
**View a Moderation Report**

There are two options for viewing a report.

- Recently published reports (provisional) and final reports for the current and previous year can be viewed from the **Moderation Plan** page.
- All final reports including reports more than two years old can be viewed from the **Moderation History** page.

Only reports in the following statuses can be viewed:

- Report-Provisional
- Report-Final
- Report-Final (Appeal)

Once final, reports will remain available indefinitely. However, any attached documents (learner evidence, tasks etc) may disappear six months after the report is finalised as these are not retained by NZQA.

---

**View a moderation report – Moderation Plan View**

**Role required:** any person with access to the application can view reports.

1. Log in to the application and select **Moderation**
2. Select (click) on the required standard, then right-click to access the menu.

3. Select **View Report** from the menu.
   - The overview section of the report is displayed
View a moderation report, continued

4. Drill down to each section, as required.
   • **Assessor Decisions**: The outcome of the moderation. To see the learner grades, select **View Details**.
   • **Assessment Task**: The outcome for the assessment task, if moderated. To see the detail of any issues and recommendations, select **View Details**.
   • **Issues**: This section only displays if one or more issues were identified during moderation.
   • **Query**: This section only displays if your organisation has sent in a query about this moderation report. To see query details, select **View Details**.
   • **Appeal**: This section only displays if your organisation has appealed this moderation report. In this example, no appeal has been created.

5. Select **Download Report** to generate a printable version of the report.

6. Select **Cancel** to close the report.

---

View Learner Details

The assessor and moderator’s grades for the learners are displayed in a summary table. To view the details for a specific learner:

- Click the **View Comments** (💬) icon for that learner.
- View the Evidence that was uploaded for the learner (digital submissions only).
- View assessor and moderator grades and comments.

Use the `<Prev` and `Next>` buttons to move through the list of learners.
Query a Moderation Report

Use a Query where you're not clear on the meaning of something in the moderation report, to clarify the decisions and comments following moderation.

You can only submit a query if the status of the report is ‘Report-Provisional’.

Role required: Moderation Processer or Moderation Authoriser (High Security User)

To query a moderation report

1. View the report as above.
2. Select Query report.
3. Type your question in the Query field.
4. Upload any relevant evidence using the Choose File function.
   - Note: Only evidence from the original submission should be included.
5. Save or submit your query:
   - Save to save your query without submitting it.
   - Cancel to return to the report, without saving the query.
   - Submit, then click Yes to send the query to NZQA.

Notes

Submitting a query doesn’t change the status of the standard in the moderation plan. The only difference is that a Query section gets added to the report.

The Principals’ Nominee or Moderation Liaison will receive an email notification when the moderator responds to the query.

To view a query, click the View Details link on the moderation report, then view the questions and responses.
Appeals

Appeal a Moderation Report

An appeal may be appropriate if you disagree with moderation decisions and/or comments. Before creating an appeal, you should discuss it with the Principals’ Nominee or Moderation Liaison for your organisation.

If you just want more information or clarification about something in the report, then submitting a query may be more appropriate.

Note: An appeal must be submitted within 30 working days of the 'provisional' moderation report being published. After this time, the report becomes final.

Quick Steps

1. Log in to the application and select Moderation.
2. Select the required standard.
   - The status must be: Report – Provisional.
3. Right-click on the standard.
4. Select View Report from the menu.
5. Select Appeal report.
6. Enter appeal details and attach evidence (if relevant).
7. Select Ready to Submit.
8. Submit the appeal (Management Authoriser only).

Note: an appeal can only be submitted from the Appeal view, it cannot be submitted from the moderation plan.
Prepare Appeal

**Role required:** Moderation Processer or Moderation Authoriser (High Security User)

### To prepare an appeal

Only reports in the following status can be appealed:
- Report-Provisional

1. Select **View Report** for the relevant standard from the moderation plan.

2. Select **Appeal report**.

3. Select **Add Issue**.
Prepare an appeal, continued

4. For each issue, include:
   - Description: the issue you’ve identified within the report (up to 1000 characters)
   - Material reference: location of the evidence to support the appeal within the assessment materials (up to 250 characters)
   - Action requested: what outcome you are seeking (up to 250 characters).
   - Save the issue.

5. Create additional issues, as required, (maximum of four), click the Add next button, and return to step 3.

6. Evidence required for an appeal will depend on how the original evidence was submitted.

<table>
<thead>
<tr>
<th>If the original evidence was…</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>uploaded files</td>
<td>the appeal moderator will have access to it, it does not need to be re-loaded.</td>
</tr>
<tr>
<td>a link (URL)</td>
<td>please ensure the link (and any associated username and password) are still active so the appeal moderator will have access to the evidence.</td>
</tr>
<tr>
<td>physical and the material has been returned</td>
<td>You may choose to submit the evidence digitally (see below) or you will need to return the evidence to NZQA.</td>
</tr>
<tr>
<td>physical and the material has not ben returned</td>
<td>Submit the appeal and note that the material is still with the moderator</td>
</tr>
</tbody>
</table>

Note: If the original moderation submission was a physical submission, you can upload digital files of the material to expedite the appeal process.

- Select Attach Evidence.
  - In either the Assessment Task or Learner Evidence sections, select the Browse button.
  - Find the file you want to upload, select it then select Open.
  - Repeat as required and Save.

Only material origially submitted for moderation should be included with an appeal. Any additional material will not be considered for the appeal.

7. Once you have added all the issues and evidence, select Ready to Submit.

- You can still edit an appeal with status ‘Ready to Submit’.
Submit Appeal

**Role required:** Moderation Authoriser (High Security User)

### To submit an appeal to NZQA

1. Select **View Report** for the relevant standard on the moderation plan.  
   **Note:** the status should be ‘Appeal Ready to Submit’

2. Select **Appeal Report**.

3. Review the appeal details. Ensure that:
   - the issue Description and Action Requested sections contain sufficient detail
   - only originally submitted material is included. Any additional material will not be considered for the appeal.

4. **Save** any updated details, as required.

5. Select **Submit**.
   - A confirmation message showing the standard number displays.

6. Select **Yes** to submit the appeal to NZQA.
   - The status of the standard changes to ‘Appeal submitted’.
   - Once you submit an appeal, you will no longer be able to edit it.

### What Next?

When the appeal is received, NZQA checks that it meets the appeal criteria:
- If it doesn’t, you’ll receive a notification that the appeal was declined.
- If it does, we’ll start processing the appeal.

The appeal outcome is recorded in the moderation report.

The Principals’ Nominee or Moderation Liaison is notified when the final report is available.
Annual Summary

Overview

The annual summary provides an organisational level outcome for National External Moderation of NZQA managed standards.

Quick Steps

1. Log in to the application and select **Annual Summaries**.
2. Select the required summary.
3. View online or download and print the summary report.
4. Click the [Moderation History](#) link to access the moderation report historical view.

View an Annual Summary

**Role required:** only users with Moderation Authoriser or Moderation Management View can view the Annual Summary reports.

To view an annual summary

1. Log in to the application and select **Annual Summaries**

![External Moderation Annual Summaries](image)

   External Moderation Annual Summaries
   ABC College (1234)

2. Select the required summary from the list and select the **View** link
   Note: To view any documents associated with the summary, such as an action plan, select the **Attachments** icon.
3. View the selected summary.

![2018 External Moderation Summary](image)

4. Click on the [Moderation History](#) link to access the final reports view.
5. Select **Download** for a printable version of the annual summary.
Moderation History

Overview

All final reports are available from the Moderation History page, including those for the current and all previous moderation cycles.

You can select and download multiple reports from the Moderation History page.

Common Features

You can modify the Moderation History table and customise it to your personal requirements.

See the following sections under Common Features:

- **Table Options**: explains the available menu options
- **Customize a Table**: for how to add/remove columns, change the default column and sort order
- **Export Data from a Table**: for how to export the data in the plan

View Historical Moderation Reports

**Role required**: any person with access to the application can view historical reports.

View Moderation History

1. Log in to the application and select **Moderation History**.

![Moderation History](image)

You can:

- open an individual report to view it, or download single or multiple reports for printing, see: [Download and Print](#) section.
- add 'Issues' columns to this view (see: [Customize a Table](#)), to easily see any issues raised in the report.
The report view differs slightly from the view available from the Moderation Plan page, however the content is identical. Collapsed sections can be expanded by clicking the section header.
Appendix A: Access Rights

Manage User Access

If you need to arrange access to the moderation application for staff, please follow the normal procedure within your organisation for an Education Sector Logon. (ESL)

An email address is mandatory and must be unique to the user (not shared by any other person who will also login via ESL). This email is used for verifying identity, not for sending notifications.

The following roles are available for users of the external moderation application.

<table>
<thead>
<tr>
<th>Secondary MoE role</th>
<th>Tertiary MoE role</th>
<th>Type of access to the moderation application</th>
</tr>
</thead>
</table>
| General Security User | TEO View Only | Users have the role of **Moderation Viewer**, and can:  
  - view the moderation plan,  
  - view moderation reports and results. |
| Moderation Process | TEO Administration | Users have the role of **Moderation Processor**, and can:  
  - enter assessment judgements/grades  
  - upload material for moderation  
  - view moderation reports and results  
  - submit queries about moderation reports. |
| High Security User | TEO Management Authoriser | Users have the role of **Moderation Authoriser**, and can:  
  - select standards and submit assessment plans  
  - view moderation plans  
  - enter assessment judgements/grades  
  - upload material for moderation  
  - authorise moderation submissions  
  - view moderation reports and results  
  - submit queries about moderation reports  
  - lodge appeals  
  - view annual summaries and manage action plans. |
| Moderation Management View Only | TEO Management View Only | Users have the role of **Moderation Management Viewer**, and can:  
  - view moderation reports and results  
  - view annual summaries and action plans. |
For TEOs:
The access required is on the following section of the ESL form:
Appendix B: Browsers

Supported Browsers

The following browsers are supported by the application:

- Google Chrome 45+
- Mozilla Firefox 31+
- Internet Explorer 11.*
- Safari 8.*

The NZQA External Moderation application is supported across a range of browsers, however not all browsers behave in the same way, and functionality changes over time. If you are experiencing issues with the application using a particular browser, please try a different one. We have found Mozilla Firefox provides the best experience when using the application.

If you are using any browser other than those listed, then we cannot guarantee the application will work correctly.

Incognito Mode

Browsers offer the option of an ‘incognito’ mode where some of the information, such as cookies, that can cause application issues is not saved between sessions.

You can access incognito mode in:

- Chrome: from the Customize menu > New incognito window (Ctrl+Shift+N)
- Firefox: from the Open menu > New Private Window
- IE: from the Tools menu > Safety > InPrivate Browsing (Ctrl+Shift+P)
- Safari: from the File menu > New Private Window (Command-Shift-N)

CLEAR BROWSER HISTORY

It may be necessary to clear your browser history (a.k.a. clearing the cache) if you have encountered an Oracle error or are having persistent issues with ‘weird behaviour’ in the application. (See: Appendix C: Oracle Errors).

It is possible with most supported browsers to clear your history without clearing saved passwords, etc.

Always shut down the External Moderation Application before clearing your history.
## Clear browser history - Chrome

1. Select the **Customise and control Google Chrome** icon at the top of the browser window.

2. Select **History** from the dropdown list (or, Ctrl+H).

3. Select **Clear browsing data**.
   - A new popup displays with a list of the items to clear.

4. Select: “the beginning of time” option, or the period required to get back to before you first experienced issues with the app.

5. Check:
   - Cookies and …
   - Cached images …
   - Hosted app data

6. Select **Clear browsing data**.

7. Close the browser, re-open and try again.

**Note:** Always clear the history if you encounter an Oracle Error using Google Chrome.

## Clear browser history - Firefox

1. Click the **Open menu** icon at the top of the browser window.

2. Depending on the options you have in your browser version, you can either:
   - Select: **Options**. A new tab displays. You may need to click the **Privacy** tab to display the options for clearing your history. Select **Clear your recent history**.
   - Select: **History > Clear recent history** from the dropdown list.

3. Enter a time range: “Everything” or the period required to get back to before you first experienced issues with the app.

4. Check:
   - Cookies
   - Cache
   - Hosted app data

5. Select **Clear Now**.

6. Close the browser, re-open and try again.

**Note:** It's usually Ok just to close the browser if using Firefox and start again. Clear the history if the error persists.
### Clear browser history - Internet Explorer (IE)

1. Select **Tools > Internet options**, at the top of the browser window.
2. Under Browsing history select **Delete….**
3. Check:
   - Temporary Internet files and website files
   - Cookies and website data.
4. Select **Delete**.
5. Close the browser, re-open and try again.

#### Notes:
- Always clear the history if you encounter an Oracle Error while using Internet Explorer.
- If you select the option to ‘Delete history on exit’ then the cache will automatically be cleared every-time you close the browser.

### Clear browser history – Safari

1. Enable the **Develop** menu:
   - Choose: **Preferences > Advanced**
   - Check: ‘Show Develop menu in menu bar’
   - Close out of Preferences.

2. From the **Develop** menu select ‘Empty Caches’.
Appendix C: Oracle Errors

**BROWSER 'BACK' BUTTON**

Many of the issues schools/TEOs have experienced with the NZQA External Moderation application result from using the browser back button to exit a screen.

PLEASE DO NOT use the browser ‘Back’ button (or other browser navigation) to exit a screen in the application – always use the applications’ navigation (e.g. NZQA Logo) or button options (i.e. Exit, Cancel).

Using the browser Back button is the main cause of the ‘Oracle Internal Error’ and other unfriendly screen behaviour such as:

- duplicated columns in tables
- multiple banners
- ‘missing’ fields in Edit screens.

If any of the above occur you can:

- Use the **Refresh** function to restore a table with duplicated columns,

  Or:

- Exit the External Moderation application.
- Delete the browser history.
- Close the browser completely (all tabs) and re-open.
- Login again to continue working.
Appendix D: File Management & Digital Submissions

MANAGING FILES STORED IN THE CLOUD OR ON YOUTUBE

To submit files stored in the Cloud

Files stored in a cloud storage system (e.g. Google Drive, SharePoint) can easily be submitted by providing a share link or URL.

Ensure that:

- the files relevant to the standard are organised so that the assessment task and work for each of the students is readily identifiable by the moderator.
- the share rights are set so the moderator can directly access the materials. For example:
  - Google Drive: “Anyone with the link can view”.
  - SharePoint: provide a temporary username and password so the moderator can access the materials.

Submit files stored on YouTube

In this situation:

- provide a URL for each student (by pasting into a document)
- if all the URLs are in a single document then clearly identify each link, and upload the document, or
- you can upload a separate document for each student, or

Don't forget to upload your assessment task/link when preparing your submission.

FILE SIZES AND TYPES

Accepted File Sizes

File sizes are limited by the External Moderation Application to 2 GB. Very large files may impact on your experience for reasons other than platform limitations.

Our experience indicates that file sizes of up to 100MB will enable an acceptable experience of submitting files.

There are several reasons why smaller files are more manageable:

- depending on where you are working from, large files typically take a long time to upload; the upload may fail if the digital moderation application times out (this is set to occur after 15 minutes if you do not confirm your intention to continue)
- they may use more storage space in your school system than you intend
- depending on where moderators are working from, large files typically take a long time to download and could also be subject to timeout.

We are happy to discuss options for managing large files on a case by case basis. Please contact modsupport@nzqa.govt.nz or (04) 463-3240, to do this.

Accepted File types
The following file types are accepted:

<table>
<thead>
<tr>
<th>Files types</th>
<th>Preferred format</th>
<th>Formats also accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>pdf</td>
<td>doc, docx, odt, xls, xlsx, csv, ods, ppt, pptx, odp</td>
</tr>
<tr>
<td>Images</td>
<td>insert into a pdf</td>
<td>documents</td>
</tr>
<tr>
<td>Audio</td>
<td>mp3, wav</td>
<td>wmv</td>
</tr>
<tr>
<td>Multi-media/video</td>
<td>mp4, avi, mov</td>
<td></td>
</tr>
</tbody>
</table>

If you are using other formats, moderators may not be able to read your files. Please contact modsupport@nzqa.govt.nz or (04) 463-3240 to discuss options if you are using file types other than those mentioned.

Please note:
Zipped (.zip), executable (.exe) and other coding type files (e.g. .html) are not accepted for security reasons.

MANAGING VIDEO FILES

To reduce file size

Reduce the size of files by:
- adjusting the recording settings on your video camera
- converting the file to another file type

Video cameras, by default, are usually set to ‘auto’. The settings for the recording size and the frame rate are likely to be high and this creates large files (>200MB). There are many YouTube videos and other online guides on how to adjust your camera settings to create smaller video files.

Convert to an accepted format

The accepted video file types are: mp4, avi or mov.

There are numerous applications available to convert video files from one format to another. See the Useful Resources below. Many applications also have an export function which allows you to export files in a common format.

Converting to another format may also compress the file.

Other Useful Resources

The following links provide more information on managing file formats.

http://www.zamzar.com/fileformats/

This website categorises many different file formats for documents, images, music, and video files, among others. It also provides an online conversion facility.


Provides a useful guide to camcorder video file formats.