Frequently Asked Questions
External Moderation

Contents

These Frequently Asked Questions (FAQs) contain information for schools and Tertiary Education Organisations (TEOs) who will use the external moderation application.

This series of questions and answers is intended to help you resolve any issues you may experience with using the application.

For schools, your contact person is your School Relationship Manager. For TEOs, this is Client Services.

Logging in

I can't log into the secure School Provider Login page (schools)

If this is the first time you've tried to log in, check with your school's EPA representative to see whether there is a known outage, or whether you should apply for Education Sector Authentication and Authorisation (ESAA) access from the Ministry of Education (MoE).

If you have recently been granted ESAA access, check the support information, including first time login user guide, at the School Applications website (http://services.education.govt.nz/schools).

If there is a problem with your ESAA access, the MoE Service Desk will assist you (phone 0800 422 599, or email moe.servicedesk@education.govt.nz).

I can't log into the secure provider extranet (TEOs)

If this is the first time you've tried to log in, and you have already applied for and been granted ESAA access, check with the MoE Service Desk (http://services.education.govt.nz/education-sector-logon/contact/education-service-desk) to ensure you've been set up correctly.

If you have recently been granted ESAA access, check the support information, including first time login user guide, at the ESL Help site (http://services.education.govt.nz/education-sector-logon).

If you have been set up with the correct roles in ESAA, we'll need to check your role in our NZQA systems. Contact Client Services at qaadmin@nzqa.govt.nz (subject: '2017 Assessment Plan query', and include your MoE number).

I can log in to the secure intranet/Provider Login, but I can't log in to the external moderation application

Access to the application is authenticated by your ESAA user ID. If this is the first time you've tried to log in to the application, you may need additional roles to be added to your user ID. Contact the MoE Service Desk (phone 0800 422 599, or email moe.servicedesk@education.govt.nz) to check that you have the correct roles applied to your user ID.

If you were previously able to log in, but now can't, check the extranet/Provider Login page for any known outage issues. If there are no known issues, and you still can't log in, get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

Using the external moderation application

A page in the application doesn't load correctly, or isn't working as expected

If pages fail to load, buttons aren't clickable, or you're getting error messages, it might be because you're using an old or unsupported browser to access the application.

Check whether you're using one of our supported browsers and versions listed below.

• Internet Explorer 11	• Firefox 31+
• Chrome 45+	• Safari 8

If you **are** using a supported browser, and you are not experiencing any other issues with your home or work network, or other pages on the internet, try clearing your browser cache, closing all browser windows, then restarting.

Instructions for clearing your browser cache: (http://www.nzqa.govt.nz/assets/Providers-and-partners/Assessment-and-moderation/Moderation-Application/EO-QRG4-ClearBrowserHistory.pdf)

If that fails to resolve your problem, get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

Notifications

I haven't received notification that my assessment plan is available

If you haven't received an automatic notification (a system-generated do-not-reply email), the most likely cause is that your spam filter has directed it to your junk mail. Check your junk mail folder and, if it is there, follow your mail application's instructions for adding the address 'from a trusted source'.

If the auto notification is not in your junk mail folder, speak to your organisation's network manager. Auto-notifications may be bounced at the organisational level and never be forwarded to individual mailboxes. Your network manager can re-set permissions.

Submitting an assessment plan

I can't see my assessment plan

Only some users can view and submit assessment plans – and only for a specified time.

If you have the correct ESAA access (High Security User or TEO Management Authoriser), AND you have received an email notifying you the plan is ready – then you should be able to view it.

If you click the assessment plan button but you can't see a plan (or you see a message asking you to contact the administrator), get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

Submitting an assessment plan

I can't update my assessment plan

If you're not sure how to update your assessment plan, look at the **Submit an assessment plan** training module for tips on how to select standards and submit your plan.

If you know how to update it – but you're having some issues doing it – there are a few things to check.

- Are you using a supported browser?
- Do you have the correct ESAA access? (High Security User or TEO Management Authoriser)
- Have you received an email notifying you the plan is ready?
- Is the plan locked?

If your plan is locked, then either someone has already submitted the plan, or it is past the due date. Once a plan is locked, it has moved to the next step in the workflow, and sits with your NZQA contact person. You won't be able to make any changes to it.

If your plan isn't locked – but you still can't update it – get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

I submitted my assessment plan by mistake

Once a plan is submitted, it is locked and moved to the next step in the workflow.

If you need changes made to it, you'll need to email your NZQA contact person with the change. They'll make the change to your moderation plan on your behalf.

One of the standards I need doesn't appear on my assessment plan

If you have consent to assess that standard, add a comment into your assessment plan requesting that the standard be added. The standard won't be added until **after** you submit your assessment plan.

As long as your school or TEO has consent to assess for that standard, your NZQA contact person will add an 'assessing' standard to your plan on your behalf. This doesn't automatically mean that it will be selected for moderation.

If you want consent to assess that standard, you need to apply to NZQA for consent to assess:
http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/consent-to-assess/

I selected a standard by mistake

If you haven't yet submitted your plan, you can deselect that standard.

Open the moderation system, and click the checkbox beside the standard you don't require. Then choose the **Save and Exit** option to save your changes.

Submitting material for moderation

How can I find a standard in the plan?

You can sort the list of standards to find a particular one. You might find it easiest to sort by standard number or moderation system.

Hover over any column header to display sort arrows, then click an arrow to sort in ascending or descending order

What files can I upload for a digital submission?

Since the materials will be moderated online, they'll need to be in a format that moderators can view:

* Documents: PDF is preferred (but we'll also accept doc, docx, odt, xls, xlsx, csv, ods, ppt, pptx, odp)
* Images: Insert into a document
* Audio: mp3 or wav is preferred (but we'll also accept wmz)
* Multi-media: mp4, avi, or mov
* URLs: Insert into a document.

You won't be able to upload zip files, HTML files, or executable (.exe) files to the external moderation application.

Is there a maximum file size I can upload?

Files should be less than 100MB. If your file is more than 100MB then please contact NZQA to discuss options.

How can I delete learner evidence I uploaded by mistake?

You'll won't be able to delete the learner evidence when you first upload it. You'll need to use the pencil icon to edit the learner record first.

Once you edit the learner record, you'll be able to click the **Delete documents** button, then select the file you want to delete.

Why can't I submit the standard to NZQA?

Only Moderation Authorisers (Principal's Nominees and Moderation Liaisons) will see the **Submit** and **Submit All** buttons on the moderation plan.

You won't be able to submit the standard unless the status has already been changed to 'Submission – Ready to Submit'.