

# Exam Centre Manager Recruitment Guide for Schools/Kura

**Assessment Delivery**

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## OVERVIEW

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This guide is intended for schools / kura that are exam centres. If your school / kura is not currently an exam centre, this functionality will not be available to you.

This guide supports Principal's Nominees (PN) in recruiting and nominating Exam Centre Managers (ECM) through the Provider Login.

It covers:

- Recruitment and selection of an ECM
- Steps for Nomination
- Sample job advertisement for the role in Appendix A
- Possible interview questions for the role in Appendix B

For assistance or enquiries, please contact the Assessment Delivery team using the contact details below:

0800 697 296 or by email: [examcentremanagement@nzqa.govt.nz](mailto:examcentremanagement@nzqa.govt.nz)

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## SELECTING AN ECM

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ECM nominations open **Monday 4 May** and close **Tuesday 19 May**.

Before nominating, please review the **Key Selection Criteria** to ensure your candidate is suitable for the role.

If you need to advertise and interview for an ECM, [Appendix A](#) provides a sample advertisement and interview questions.

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### KEY SELECTION CRITERIA

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- Available onsite for all exams (Nov – Dec)
- Confident and able to use online systems
- Maintains privacy and security of exam materials and information
- Able to manage multiple priorities and meet strict deadlines
- Strong organisational and coordination skills
- Communicates clearly with a range of stakeholders
- Experience in staff selection and sound decision-making
- Demonstrates fairness, integrity, and professionalism (NZQA Code of Conduct)
- Can lead teams safely and responsibly
- Works with PN to identify and manage risks, and escalate where needed
- Able to respond effectively under pressure
- Has reliable internet access and appropriate device(s).

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### ROLE OVERVIEW AND ELIGIBILITY

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The ECM is employed and paid by NZQA on a fixed term basis, commencing 1 July 2026. The ECM cannot be the Principal's Nominee (PN) or a full-time teacher at the school/kura. When nominating a part time teacher (e.g. relief teacher) or tutor, please ensure there is a clear plan in place for them to cease teaching NCEA and NZ Scholarship students once exam materials are received at the exam centre from mid-October; this is to maintain exam integrity. The nominated ECM must also meet Police Vetting requirements, which are managed by NZQA as part of the onboarding process. Please note that Police vetting is valid for three years.

The role is primarily administrative, including a range of online tasks, alongside managing exam staff to ensure a positive and well-run exam experience for candidates. The ECM must be confident using a computer or laptop and demonstrate a high level of digital literacy. Strong organisational skills and excellent attention to detail are essential. Prior experience supervising exams is not required.

All ECMs will receive a **self-training pack**, including an ECM manual and access to online modules. **New ECMs** will be supported through a structured **mentoring programme** with group online webinars, and one-on-one mentoring sessions. Each new ECM will be paired with an experienced mentor (approximately one mentor per 10 ECMs). The NZQA Assessment Delivery team will be the key point of contact for ongoing support.

If you are unable to nominate a suitable ECM and need assistance before the closing date of 19 May, or if you have any questions relating to the recruitment and onboarding process, please contact the NZQA Specialist Workforce team by emailing [swf@nzqa.govt.nz](mailto:swf@nzqa.govt.nz)

For any remuneration-related queries, please contact the NZQA Assessment Delivery team by emailing [examcentremangement@nzqa.govt.nz](mailto:examcentremangement@nzqa.govt.nz)

## KEY ACTIVITIES TIMELINE

The key activities timeline for exam centre management is provided below. Please note that the scale and complexity of activities vary with each exam centre.

Month	Activities
Jun - Jul	Onboarding
Jul - Sept	ECM training <ul style="list-style-type: none"> <li>- New ECM only: Mentoring sessions</li> <li>- Online modules (self-training)</li> <li>- Training materials (self-training)</li> </ul>
July - Oct	Recruiting Supervisors and Exam Assistants
Sept - Oct	Preparing Exam Centre for the exams <ul style="list-style-type: none"> <li>- Exam planning</li> <li>- Exam materials received and sorting</li> </ul>
Oct	Training Supervisors and Exam Assistants
Nov - Dec	Managing exams
Dec	Submitting staff claims

The job description is available here: [Exam Centre Manager role - NZQA](#)

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## WHAT'S CHANGED FOR 2026?

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### SIMPLIFIED REMUNERATION MODEL

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To provide transparency and predictability, the ECM remuneration has moved to a salary model, replacing the previous structure. The salary is calculated based on a three-year weighted average of exam sessions, candidate session instances and SAC session instances.

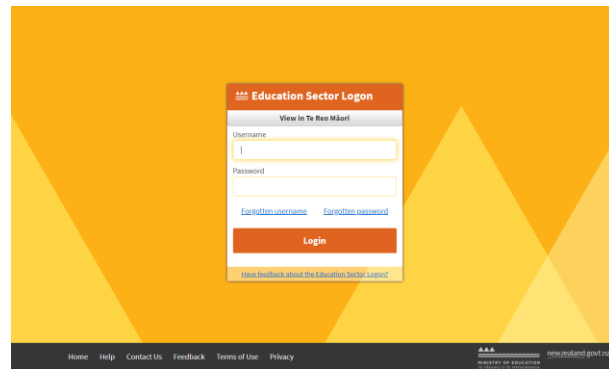
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### MILEAGE PAYMENTS (BY EXCEPTION ONLY)

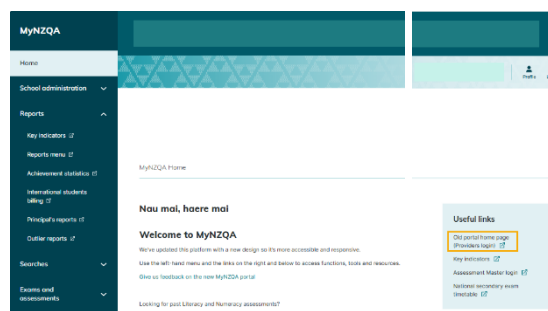
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ECMs will not be paid for regular travel to and from their place of work. Mileage payments will be approved by exception only (for example, in hard-to-staff or remote exam centres) and must be discussed and agreed with NZQA prior to contract acceptance.

# NOMINATING AN ECM



Log in to your Provider Login.



Click on 'Old portal home page (Provider login)' under 'Useful links'.

## High Security Features

### School's Administration

Test for School's Administration

### Exam Centre Timetable

Test for ELE 2 Exam Centre Timetable

### Exam Centre Manager Recruitment

Test snippet for Exam Centre Manager Recruitment

### File Download & Searches

### Outlier Reports

Click on the link to 'ECM Recruitment' under High Security Features.

First Name	Surname	Status
Ken	Kennedy	Not verified

[Verify details](#)

[Nominate a New ECM](#)

The name of last year's ECM will be displayed, by default, on this page, unless you are a new exam centre this year.

## Re-nominate last year's ECM

First Name	Surname	Status
Ken	Kennedy	Not verified

[Verify details](#)

[Nominate a New ECM](#)

To **re-nominate** last year's ECM, click on the **'Verify details'** link.

Exam Centre Manager - St Jude's College

Exam Centre Manager details

\* indicates mandatory fields. At least one phone number is required

Title

First Name

Middle Name

Surname

Date of Birth

Address Search:

\* Street Address 1

Street Address 2

Suburb / Rural Delivery

\* City / Town

\* Post Code

Home Phone

Work Phone    Ext

Mobile Phone

\* Email Address

[Back to ECM Recruitment Home](#)

This will take you to the 'Exam Centre Manager Details' page which contains last year's ECM contact details.

Ensure you have all the ECM's correct contact details (full **legal** name, address, at least one phone number and email address).

Exam Centre Manager - St Jude's College

Exam Centre Manager details

\* indicates mandatory fields. At least one phone number is required

Title

First Name

Middle Name

Surname

Date of Birth

Address Search:

\* Street Address 1

Street Address 2

Suburb / Rural Delivery

\* City / Town

\* Post Code

Home Phone

Work Phone    Ext

Mobile Phone

\* Email Address

[Back to ECM Recruitment Home](#)

Click '**Submit Details**' at the bottom of the screen.

## Nominate a new ECM

Exam Centre Manager - St Jude's College

By default, the Exam centre manager (ECM) on record from last year will be listed as the not-verified ECM for this year.  
If you wish to re-nominate the existing ECM from last year, you must verify the ECM's details.

First Name	Surname	Status
Ken	Kennedy	Not verified

[Verify details](#)

To **nominate a new ECM**, click on the '**Nominate a New ECM**' link

Exam Centre Manager - St Jude's College

Please enter the last name and a letter for first name to search for person you are nominating

\* indicates mandatory fields

\* Last name

\* First Name

[Back to ECM Recruitment Home](#)

Enter the 'Last name' and 'First Name' of the person you wish to nominate.

Click on the 'Search' button.

**Note:** If the person you are nominating is already in the NZQA database, their name will be returned.

<p>Exam Centre Manager - St Jude's College</p> <table border="1"> <thead> <tr> <th>Full name</th> <th>Street Address</th> <th>Home telephone number</th> <th></th> </tr> </thead> <tbody> <tr> <td>Diaz, Cameron</td> <td>25 Winslow Grove Taita</td> <td>04 123 1234</td> <td>Select</td> </tr> <tr> <td>Diaz, Cameron</td> <td>1A Remarkables View Queenstown</td> <td>03 987 9876</td> <td>Select</td> </tr> </tbody> </table> <p><a href="#">Click here</a> to continue if the person you wish to nominate is not listed above</p> <p><a href="#">Back to search page</a></p> <p><a href="#">Back to ECM Recruitment Home</a></p>	Full name	Street Address	Home telephone number		Diaz, Cameron	25 Winslow Grove Taita	04 123 1234	Select	Diaz, Cameron	1A Remarkables View Queenstown	03 987 9876	Select	<p>If your search returns more than one person with the same name, compare the street address and phone number shown on the screen with the information you have for your nominee. Once you have identified the correct person, click <b>Select</b> next to their name to progress.</p>
Full name	Street Address	Home telephone number											
Diaz, Cameron	25 Winslow Grove Taita	04 123 1234	Select										
Diaz, Cameron	1A Remarkables View Queenstown	03 987 9876	Select										
<p>Exam Centre Manager - St Jude's College</p> <table border="1"> <thead> <tr> <th>Full name</th> <th>Street Address</th> <th>Home telephone number</th> <th></th> </tr> </thead> <tbody> <tr> <td>Diaz, Cameron</td> <td>25 Winslow Grove Taita</td> <td>04 123 1234</td> <td>Select</td> </tr> <tr> <td>Diaz, Cameron</td> <td>1A Remarkables View Queenstown</td> <td>03 987 9876</td> <td>Select</td> </tr> </tbody> </table> <p><a href="#">Click here</a> to continue if the person you wish to nominate is not listed above</p> <p><a href="#">Back to search page</a></p> <p><a href="#">Back to ECM Recruitment Home</a></p>	Full name	Street Address	Home telephone number		Diaz, Cameron	25 Winslow Grove Taita	04 123 1234	Select	Diaz, Cameron	1A Remarkables View Queenstown	03 987 9876	Select	<p>OR, if the person's name is not returned select '<b>Click here</b>' to continue.</p> <p>The following additional details are mandatory for your nominee:</p> <ul style="list-style-type: none"> <li>• Legal Name</li> <li>• Date of birth</li> <li>• Address</li> <li>• Email</li> <li>• At least one phone number, preferably mobile.</li> </ul>
Full name	Street Address	Home telephone number											
Diaz, Cameron	25 Winslow Grove Taita	04 123 1234	Select										
Diaz, Cameron	1A Remarkables View Queenstown	03 987 9876	Select										
<p>Exam Centre Manager - St Jude's College</p> <p>Exam Centre Manager details</p> <p>* indicates mandatory fields. At least one phone number is required</p> <p>Title <input type="text"/></p> <p>* First Name <input type="text" value="Cameron"/></p> <p>Middle Name <input type="text"/></p> <p>* Surname <input type="text" value="Diaz"/></p> <p>* Date of Birth <input type="text" value="(dd/mm/yyyy)"/></p> <p>Address Search: <input type="text" value="Start typing your address here..."/></p> <p>* Street Address 1 <input type="text"/></p> <p>Street Address 2 <input type="text"/></p> <p>Suburb / Rural Delivery <input type="text"/></p> <p>* City / Town <input type="text"/></p> <p>* Post Code <input type="text"/></p> <p>Home Phone <input type="text" value="64"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Work Phone <input type="text" value="64"/> <input type="text"/> <input type="text"/> <input type="text"/> Ext <input type="text"/></p> <p>Mobile Phone <input type="text" value="64"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Email Address <input type="text"/></p> <p><input type="button" value="Submit Details"/></p> <p><a href="#">Back to ECM Recruitment Home</a></p>	<p>To enter the address, start to type their address in the 'Address Search' field.</p> <p>When the correct address appears, click on it and all subsequent address fields will be automatically populated.</p> <p><b>Note:</b> It is essential you use the Address Search tool to ensure that your ECM's address is compliant.</p> <p>When all mandatory details have been entered, click on the 'Submit Details' button.</p>												
<p>Exam Centre Manager - St Jude's College</p> <p>The nomination status for <b>Cameron Diaz : Under consideration</b></p> <p><a href="#">Return to ECM Recruitment Home</a></p>	<p>Once you have submitted your nominated ECM to NZQA, you will see this screen.</p> <p>Your nomination is now '<b>Under Consideration</b>' and has been submitted to NZQA for review.</p>												

Exam Centre Manager - St Jude's College

By default, the Exam centre manager (ECM) on record from last year will be listed as the not-verified ECM for this year.  
If you wish to re-nominate the existing ECM from last year, you must verify the ECM's details.

First Name	Surname	Status	
Cameron	Diaz	Approved	<a href="#">View details</a>

Once NZQA has reviewed the nomination, the status will be updated to **'Approved'** or **'Declined'**. This may take a few days.

In the event of **'Decline'**, the Assessment Delivery team will contact the PN.

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# APPENDIX A

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## EXAMPLE OF AN ECM ADVERTISEMENT

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### **[School name] – Exam Centre Manager**

[School name] is seeking an Exam Centre Manager (ECM) to run NCEA and NZ Scholarship exams.

This role requires experience in supervisory or leadership of teams with the ability to coordinate teams effectively.

This role is critical to ensuring the smooth and successful delivery of exams for all candidates.

#### **Key requirements:**

- High level of digital literacy (e.g. Microsoft Word, Excel, and ability to interact with online systems and processes)
- Strong organisational skills and attention to detail
- Ability to follow processes accurately
- Confidence leading and managing staff.

#### **Role expectations:**

- Be available for the full exam period (Nov – Dec)
- Complete NZQA training (online and mentoring sessions, applicable to new ECMs only)
- Follow NZQA processes and procedures
- Undertake planning and administrative tasks to prepare the exam centre.

For further information, please contact: [Insert contact]

To apply, please send your CV and cover letter to: [Insert details]

Applications close: [Insert date]

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# APPENDIX B

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## POSSIBLE INTERVIEW QUESTIONS

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- Available onsite for all exams (Nov – Dec)**
  - Are you available onsite for the full exam period (Nov – Dec)?
- Confident and able to use online systems**
  - Can you describe your experience using digital platforms or systems in your current or previous roles?
- Maintains privacy and security of exam materials and information**
  - What steps would you take to ensure confidentiality of sensitive information?
  - Describe a situation where you had to handle confidential information.
- Able to manage multiple priorities and meet strict deadlines**
  - Describe a time when you had competing deadlines. How did you prioritise your work?
  - What strategies do you use to stay on track under pressure?
- Strong organisational and coordination skills**
  - Can you give an example of how you planned and coordinated a complex activity or event?
  - How do you ensure nothing is missed when managing multiple tasks?
- Communicates clearly with a range of stakeholders**
  - Describe a situation where you had to communicate important information to different audiences.
  - How do you handle misunderstandings or unclear instructions?
- Experience in staff selection and sound decision-making**
  - Tell us about a time you were involved in recruiting or selecting staff. What factors did you consider?
  - Describe a difficult decision you had to make. How did you ensure it was fair and appropriate?
- Demonstrates fairness, integrity, and professionalism (NZQA Code of Conduct)**
  - Can you share an example where you had to act with integrity in a challenging situation?
  - How would you handle a situation where someone is not following agreed processes?
- Can lead teams safely and responsibly**
  - Tell us about your experience leading a team. How do you ensure a safe and supportive environment?
  - How would you manage a situation where a team member is not following instructions?
- Works with PN to identify and manage risks, and escalate where needed**
  - Can you give an example of how you identified and managed a risk in your work?
- Able to respond effectively under pressure**
  - Tell us about a time something did not go to plan. How did you respond?
  - How do you stay calm and make decisions in high-pressure situations?
- Has reliable internet access and appropriate device(s)**
  - Can you confirm you have reliable internet access and access to a suitable device (e.g. laptop, smartphone)?