

# CONSENT AND MODERATION REQUIREMENTS (CMR)

## for Beauty Therapy

(version 4)

From the 4<sup>th</sup> October 2021 these standards will be managed by a WDC. Please contact the relevant WDC if you have any questions.

### Notes:

The WDCs will not be charging for any external moderation activities.

The CMRs will be fully updated by the WDCs over the coming months.

### Contact

Toitū te Waiora - Community, Health, Education, and Social Services WDC

**Email** [qualifications@toitutewaiora.nz](mailto:qualifications@toitutewaiora.nz)

**Website** [toitutewaiora.nz](http://toitutewaiora.nz)

Toi Mai WDC

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### Service Sector > Beauty Services

Domain	WDC
Beauty Therapy	Toitū te Waiora - Community, Health, Education, and Social Services <i>Toi Mai WDC (in italics)</i>
Salon Skills	Toitū te Waiora - Community, Health, Education, and Social Services

### Service Sector > Beauty Services

Domain	Standard IDs
Beauty Therapy	14139, 19598, 27164, 27166, 27167, 27171-27173, 27175, 27176, 27637-27641, 27644, 27645, 27646-27648, 28946, 29326, 29590-29606, 30116, 31163-31174
Salon Skills	27168, 29327

### Requirements for Consent to Assess (RCA)

#### Introduction

The purpose of the Requirements for Consent to Assess (RCA) is to set out the nature of the process for granting consent to assess and involvement of the standard setting body (SSB) and others 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 gazetted "criteria for accreditation".

### **Standard Setting Body involvement in process for granting consent to assess**

Levels 1 and 2	Evaluation of documentation by NZQA and industry.
Level 3 and above	Evaluation of documentation and visit by NZQA and industry.

### **Visit waiver conditions**

The NZ Hair and Beauty Industry Training Organisation Inc. (HITO) may waive its involvement in a consent to assess visit when the applicant organisation has an established track record for training and assessment as well as either:

- a history of successful moderation against HITO standards, and the application is for an extension:
  - to a consent to assess scope already involving HITO standards
  - to the same or a related HITO classification
  - enabling a consent to assess scope up to a level no higher than Level 4; or
- evidence has been provided of compliance with industry or sector-specific requirements for consent to assess.

### **Areas of shared responsibility**

None.

### **Fees for SSB involvement in process for granting consent to assess**

HITO may choose to charge reasonable fees for its involvement in granting consent to assess. Contact HITO for further information.

Additional fees can be charged by [NZQA](#), and the Committee for University Academic Programmes (CUAP) for involvement in granting consent to assess. 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](#) 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.

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

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 consent to assess**

An applicant organisation may consult with HITO prior to applying for consent to assess.

An applicant organisation wishing to clarify any of the following should contact HITO:

- the requirements relating to staff and/or assessor qualifications and experience
- equipment and resources, and their use
- compliance with legislative requirements.

The industry or sector-specific requirements for consent to assess have been established to assure HITO that the applicant organisation has the capability to ensure quality training that meets industry requirements for assessment against the unit standards covered by this CMR.

An applicant organisation must supply evidence of compliance with the industry or sector-specific requirements for consent to assess for all sites where delivery of training and/or assessment against one or more standards in the scope of the application will take place.

This includes organisations that subcontract, are involved in a consortium, and/or deliver at multiple sites.

#### Criterion 1 Development and evaluation of teaching programmes

The applicant organisation must have policies and procedures to ensure that students are provided with an integrated teaching programme based on learning strategies, resources and formative assessment activities that are in keeping with the standards in the scope of the application.

The applicant organisation must have policies and procedures to ensure that:

- formal advisory links with industry are maintained for expertise and guidance on current industry practice, including advice on the development and review of teaching programmes
- teaching programmes state expected outcomes
- regular evaluation of teaching programmes is undertaken and outcomes are implemented.

The applicant organisation must have policies and procedures to ensure that all requirements under the Health and Safety at Work Act 2015 are met for each programme, and that the safety of students, visitors and tutors is ensured.

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

The applicant organisation must have, or have access to, a training salon or clinic for all sites that enables delivery of training and assessment that is in accordance with the requirements of the practical standards in the scope of the application. For the purposes of this CMR, a *training salon/clinic* is a salon/clinic where the core business is training. It will have electronic banking facilities, a reception area, professional salon/clinic products available for salon/clinic use and retail, and professional equipment sufficient to provide a commercial standard of service.

The applicant organisation must have policies and procedures to ensure there is:

- access to current national and international industry magazines
- a range of suitable teaching resources
- access to multi-media resources, for example, industry DVDs or internet
- a range of current and relevant industry text books.

#### Criterion 3 Staff selection, appraisal and development

The applicant organisation must have policies and procedures to ensure that staff involved in teaching and/or assessment will have attained:

- a recognised qualification in beauty services, whether a National Certificate, a New Zealand Certificate or an equivalent international qualification
- are credited with unit standards 4098 and 11552 or are able to demonstrate equivalent skills and knowledge.
- a recognised teaching qualification or are working towards a teaching qualification at Level 4 or above, or are able to demonstrate equivalent skills and knowledge.

The applicant organisation's appointment policies must ensure that tutors and assessors have suitable industry, technical, and commercial skills. These skills could be gained, for example, through two years of recent and consecutive practice in industry.

The applicant organisation must have policies and procedures to ensure that tutors and assessors keep up-to-date with current beauty services practice.

#### Criterion 4 Student entry

The applicant organisation must have policies and procedures to ensure that students entering a programme have sufficient literacy and numeracy skills to be able to achieve the standards in the qualification or programme. Sufficiency may be demonstrated by meeting the literacy and numeracy requirements of the National Certificate of Educational Achievement (Level 1) [Ref: 0928].

The applicant organisation must have policies and procedures to ensure that requirements for student entry in relation to communication skills, literacy and numeracy skills, and physical abilities are clearly specified.

#### Criterion 5 Student guidance and support systems

The applicant organisation must have policies and procedures to ensure that students requiring literacy and/or numeracy support have access to the appropriate resources to be able to successfully complete the programme that they are enrolled in.

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

The applicant organisation must have policies and procedures to ensure that, where off-site practical or work-based training and/or assessment is to take place, the organisation, venue (including its equipment and resources), and the qualifications of personnel involved are quality assured for suitability prior to the training and assessment taking place. The provision of off-site practical or work-based training and/or assessment must meet NZQA rules and covered by a contractual agreement between the applicant organisation and the organisation providing the off-site practical or work-based training and/or assessment.

The policies and procedures must specify that each contractual agreement detail the organisation's role and responsibilities in relation to:

- compliance with all the requirements under the Health and Safety at Work Act 2015, and the safety of students, personnel and visitors
- training and assessment that is to take place
- recording and reporting on student progress that is to take place
- reporting of credits to NZQA
- links between the off-site practical or work-based and the on-site/non-work-based training and assessment components of the programme
- provision of venues, equipment and resources.

#### **Non-compliance with requirements for maintaining consent to assess**

Where there is evidence of non-compliance with the requirements for consent to assess, the QAB (NZQA 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 consent to assess.

#### **Implementation**

HITO is able to provide sufficient trained participants to service the requirements of processes for granting consent to assess.

## **Moderation Requirements (MR)**

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

### **Introduction**

The purpose of the Moderation Requirements (MR) is to provide details on the national external moderation system, developed by HITO, to ensure that assessment decisions of TEOs and schools with consent to assess are consistent with the national standard. All TEOs and schools with consent to assess against the standards in this CMR must meet the requirements for moderation outlined in this MR.

## **Moderation System**

### *Roles and Responsibilities*

The HITO General Manager (GM) Stakeholder Engagement (or their delegate) is responsible for implementing the Moderation System including:

- requesting assessment intentions information from organisations with consent to assess
- determining whether a moderation visit is necessary for an organisation with consent to assess, and selecting standards for moderation
- selecting (based on moderation expertise and industry knowledge) and training moderators, and allocating moderation activities to moderators
- providing an annual moderation report to each organisation with consent to assess.

The HITO GM Stakeholder Engagement (or their delegate) is also responsible for:

- observing and moderating assessment against practical standards (assessment activity and assessor decisions) during moderation visits to organisations with consent to assess
- moderating assessment against theory standards (assessment material and/or candidate evidence and assessor decisions) submitted by post
- reporting the outcomes of each moderation activity to the organisation with consent to assess.

The organisation with consent to assess is responsible for:

- submitting annual assessment intentions information
- submitting assessment material and/or candidate evidence and assessor decisions for standards selected for moderation
- facilitating HITO moderation visits
- complying with HITO requirements that result from moderation outcomes.

HITO undertakes to ensure the privacy of material provided for moderation, and the security of intellectual property of the organisation with consent to assess and the outcomes of moderation. A useful resource to assist is the HITO Best Practice Guide available from [HITO](#).

### *Assessment Intentions Information*

At the end of each calendar year, HITO requests each organisation with consent to assess to submit the list of unit standards it intends to assess for the coming year that are in the scope of this CMR.

Each organisation with consent to assess submits standard IDs and expected assessment dates to HITO on or before 31 January each year.

### *Selection of standards*

For each organisation with consent to assess, HITO uses the assessment intentions information provided to select theory standards for pre-assessment moderation based on:

- organisation's moderation history
- high risk standards (in terms of health and safety and/or interpretation of the standard's requirements)
- high use standards
- highest level standard being assessed against
- standards not previously assessed against
- new standards or standards newly included in a qualification.

### *Pre-assessment moderation*

HITO notifies the organisation with consent to assess of standards selected for pre-assessment moderation, and the due date(s) for submitting the assessment material (which will be prior to any expected assessment date).

The organisation with consent to assess submits the requested material to HITO on or before the due date.

Within 20 working days, or a timeframe agreed with the organisation with consent to assess, HITO evaluates the material for validity and consistency with the national standard, and provides a moderation report to the organisation with consent to assess.

Key information included in the moderation report includes:

- name of the organisation with consent to assess
- unit standards moderated
- the moderation outcomes
- amendments that are required and/or recommended
- material to be resubmitted following amendment, and whether candidate evidence with assessor decisions is to be submitted following assessment.

An organisation with consent to assess must not use assessment material that has been selected for pre-assessment moderation until the material has been approved by HITO. HITO may make an exemption to this requirement on a case-by-case basis.

### *Post-assessment moderation*

Post-assessment moderation consists of postal moderation, which may include the use of electronic media for filmed assessment, and site visits.

HITO may request to visit an organisation with consent to assess during the year to observe and moderate practical assessment taking place.

Moderation visits enable HITO to build effective working relationships and networks with organisations with consent to assess. The focus of the moderation visit is for HITO to evaluate the assessment activity and assessor decisions for validity and consistency with the national standard.

In consultation with the organisation with consent to assess, HITO determines the standard that will be practically assessed at the time of the moderation visit.

The practical assessment will take place in a training salon/clinic or in a commercial salon/clinic depending on the requirements detailed in the guidance information of the standard being assessed against.

For the purposes of this CMR, a *commercial salon/clinic* is a salon or clinic where the core business is commercial beauty services, with electronic banking facilities, a reception area, professional salon/clinic products available for salon/clinic use and retail, professional equipment sufficient to provide a commercial standard of service, and a throughput of commercial customers in keeping with a full time commercial salon/clinic business.

The organisation with consent to assess is to ensure that at the time of the visit:

- the agreed practical assessment takes place
- all assessment material relating to the practical assessment is available.

HITO provides a moderation report to the organisation with consent to assess.

#### *Additional moderation*

Additional moderation is pre or post-assessment moderation which includes the use of electronic media and is carried out over and above that notified to the organisation with consent to assess during the first four months of the calendar year. The purpose of additional moderation is to facilitate assessment that is consistent with the national standard.

An organisation with consent to assess may request HITO to carry out additional moderation. Actual and reasonable costs for travel and accommodation will be charged. Charges for time are as outlined in the funding section below.

Alternatively, as a result of non-compliance with the moderation system, or as a result of moderation outcomes showing that assessment is not consistent with the national standard, HITO may request to carry out additional moderation. For example, the outcomes of a moderation activity (i.e. evaluation of assessment material and/or candidate evidence with assessor decisions, or a moderation visit) may cause HITO to have concern about the ability of the organisation with consent to assess to interpret the assessment requirements of one or more practical and/or theory standards consistently with the national standard. Where this is the case, HITO may require the organisation with consent to assess to:

- submit material for additional standards for postal moderation during the year
- submit additional material for the same standard for postal moderation during the year



- facilitate additional moderation visits during the year for HITO to observe and moderate practical assessment taking place.

HITO reserves the right to charge the organisation with consent to assess for additional moderation. Refer to funding section below.

## Reporting

The HITO is responsible for evaluating the effectiveness of its national external moderation system, and for providing an annual report to NZQA.

In addition to providing a report after each moderation activity, HITO provides an annual report to each organisation with consent to assess moderated during the year, which summarises moderation outcomes and notifies the organisation with consent to assess of required changes and the date by which these changes must be implemented, and recommended changes for future assessment.

HITO is committed to improving the national external moderation system in terms of:

- efficiency and cost effectiveness for users
- achieving assessment consistent with the national standard.

Stakeholders (organisations with consent to assess, students, industry) are invited to provide feedback about the moderation system by email to the HITO GM Stakeholder Engagement or to the Chief Executive at any time. In addition, HITO will seek feedback from stakeholders when it reviews the moderation system every three to five years. All feedback is considered at the time of review.

## Funding

HITO's national external moderation system will be funded via the National Moderation Transfer from NZQA. Additional HITO funds where required, and funding obtained through charges are detailed below.

### Non-compliance charges

HITO reserves the right to charge for moderation of non-compliant documentation resubmitted for a second time, moderation of additional material (whether requested by HITO or the organisation with consent to assess), additional moderation visits for practical standards, and site visits carried out to resolve ongoing non-compliance. Charges are notified to the organisation with consent to assess prior to a moderation site visit taking place.

HITO charges are as follows:

Moderation of documentation	\$75 per hour plus GST
Moderation site visits	\$300 per day plus GST
Extra time (per half day)	\$150 plus GST
Reimbursement for 'actual and reasonable' travel and accommodation expenses	Actual and reasonable charges
	Vehicle mileage at the IRD rate per km

HITO also reserves the right to charge for costs incurred when the date of a visit needs to be changed at the request of the organisation with consent to assess. Costs incurred will be charged on the basis of 'actual and reasonable' costs.

### **Non-compliance with moderation requirements**

Non-compliance in meeting the requirements of this moderation system will result in further action by HITO. Ongoing unresolved non-compliance will be referred to the appropriate QAB (NZQA or CUAP). Ultimately the QAB may withdraw consent to assess.

Where non-compliance is identified, HITO will provide details in writing to the organisation with consent to assess. Necessary corrective action will be identified and a timeframe given for compliance. HITO may request a site visit for moderation of practical assessment or if all other means of communication have not resulted in resolution. Where non-compliance continues HITO will arrange a meeting with the Chief Executive of the organisation with consent to assess to resolve the non-compliance. If the non-compliance continues, HITO will recommend to the QAB to withdraw consent to assess.

### **Appeals**

Where an organisation with consent to assess feels that it has grounds to appeal a moderation decision, it is expected that the organisation with consent to assess will discuss the matter with the HITO GM Stakeholder Engagement in the first instance.

Where the organisation with consent to assess still believes that it has grounds to appeal the moderation outcome, the organisation with consent to assess must appeal the moderation outcome to the HITO GM Stakeholder Engagement in a letter. This letter must be received by the HITO within 20 working days of the moderation report being sent to the organisation with consent to assess.

The letter must detail the:

- name of the organisation with consent to assess
- unit standard
- moderation outcome
- reason for the appeal.

Within 15 working days of receiving the appeal, the HITO GM Stakeholder Engagement will consider the appeal, consult with other parties as necessary, make a decision, and notify the outcome to the organisation with consent to assess and the moderator.

Where the organisation with consent to assess believes that it has grounds to appeal the moderation appeal outcome, the organisation with consent to assess must appeal the moderation appeal outcome to the Chief Executive of HITO in a letter, which must be received by HITO within 15 working days of the appeal outcome being notified to the organisation with consent to assess.

The letter must detail the:

- name of the organisation with consent to assess
- unit standard
- moderation outcome and the moderation appeal outcome
- reason for the appeal.

Within 15 working days of receiving the appeal, the Chief Executive will consider the appeal, consult with other parties as necessary, make a decision, and notify the moderation appeal outcome to the organisation with consent to assess, the HITO GM Stakeholder Engagement, and the moderator. The Chief Executive's decision is final and binding to all parties.

### **DAS Registration Information**

<b>Process</b>	<b>Version</b>	<b>Date</b>
Registration	1	February 1995
Revision	2	May 2003
Revision	3	October 2009
Review	4	July 2019

The next CMR review is planned to take place during 2024.