

ACCREDITATION AND MODERATION ACTION PLAN

for ServiceIQ – Tourism and Travel Sectors

(version 5)

Contact

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Arts and Crafts > Museum Services

Domain	Standard IDs
Museum Collections	20541-20543, 26803
Museum Customer Services	20546, 20547
Museum Practice	20545, 20554, 27673
Museum Public Programmes	20548-20553, 29571, 29572

Service Sector > Tourism

Domain	Standard IDs
Adventure Tourism	12406-12408, 19425, 19426, 25852, 25988
Casino Cashiering	14687-14699
Casino Gaming	9871-9879, 9882-9889, 9894-9897, 9900-9903, 9905, 9906, 9909-9912, 15701-15716, 18475-18482, 25106, 25107
Casino Security	12774-12787, 19713
Casino Surveillance	12789, 12791-12793, 12795, 12797-12799, 25672
Cook Islands Tourism	16875-16878, 16880-16884
Horse Trek Guiding	17747-17754
Tourism Conventions and Incentives	15681, 15683, 15684, 15687-15690, 15692, 15693, 15696-15700, 18576, 18578, 18580, 18581, 18583, 18584, 25859-25870, 26299-26303

Domain	Standard IDs
Travel	3727, 3750, 5068, 9729-9731, 18205, 18206, 18211-18215, 18218, 18220-18222, 18282, 20490, 25189-25195, 25499-25504, 25507-25509, 26461-26468, 26470, 26471, 28122-28129, 28749-28751
Visitor Information	9246, 12461, 18819, 25755, 25756, 25758, 28289, 28290, 28292
Visitor Interpretation	18311, 18315-18317, 25350
Visitor Services	5552-5559, 5562, 5563, 5565, 8637, 9807, 12410, 13172, 13173, 13175, 18226-18228, 18237, 18365, 20488, 20675, 23755, 23756, 23758-23761, 23763, 23764, 23766-23769, 24724-24733, 25349, 25351, 25352, 26261, 26262, 26426-26429, 26472, 28285, 28288, 29763, 29764, 30627

ACCREDITATION

Accreditation Options

- | | |
|--------------------|--|
| Levels 1 and 2 | Evaluation of documentation by NZQA and industry |
| Levels 3 and above | Evaluation of documentation and visit by NZQA and industry |

a ***Accreditation***

ServiceIQ has set up a centrally coordinated system for participating in accreditation. This system ensures that relevant sector advisory group members are involved in the process.

b ***Accreditation Policies***

- i To ensure providers have in place policies and procedures that meet ServiceIQ industry requirements.
- ii To ensure all providers who are involved in assessing against ServiceIQ unit standards understand and are capable of implementing the policies and procedures which support that assessment both when first established and on an ongoing basis.
- iii To ensure the policies and procedures are reviewed, so that the system remains valid and continues to meet the industry standards.

c Accreditation Details

Accreditation Costs

i *Advising training providers preparing for accreditation*

\$50 per hour plus GST, plus any expenses on an actual and reasonable basis.

ii *Participating with NZQA/New Zealand Polytechnic Programmes Committee (NZPPC) in accreditation according to the standard Schedule of Fees*

Administration Fee (to cover costs to ServiceIQ for administering the process) and either	Up to \$50
Documentation Evaluation only or	Up to \$100
Documentation Evaluation plus visit of one day	Up to \$300
Extra time needed for visit	Up to \$100/half day
Travel and Accommodation	Actual and reasonable
Use of private car Inclusive of GST	Charged at 56 cents/km

d Accreditation Criteria

Purpose

Applications for Subfields and/or domains are preferred to those for individual unit standards, providing the specific requirements for individual industry sectors are addressed in the accreditation application.

e Shared Responsibility

New Zealand Qualifications Authority (NZQA) takes account of a letter of support from ServiceIQ as part of the accreditation process. Industry responsibilities for document evaluation and visits are co-ordinated between ServiceIQ and NZQA in conjunction with the appropriate industry advisory group.

f Accreditation System Review

ServiceIQ accreditation system will be reviewed as necessary, drawing on feedback from the industry, and accredited assessors and providers. Changes will be implemented within the documentation held at ServiceIQ.

g ***Specific Industry Requirements Related to the NZQA Criteria for Accreditation***

Specific industry requirements related to accreditation criteria are contained in policies and procedures for each industry sector. These must be referred to in any documentation provided, in terms of compliance requirements. This information is available free of charge from ServiceIQ at the above contact address or ServiceIQ website <http://www.serviceiq.org.nz/>

The specific industry sector requirements are in addition to, and form part of, the NZQA generic accreditation criteria, which relate to all sectors covered by ServiceIQ.

h ***Approval and Implementation***

ServiceIQ, through its sector groups, is able to provide sufficient participants to service the requirements of this accreditation action plan.

The provider is welcome to contact ServiceIQ for advice on the development of their accreditation application.

MODERATION

Moderation Option

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

Moderation Strategy

ServiceIQ is responsible for moderation of assessments for unit standards in a range of industry sectors. Each industry sector has a specific set of policies and procedures for moderation that meets the requirements of that particular industry's needs.

There are however a set of guiding principles that govern ServiceIQ moderation strategy. These include:

- ensuring that the moderation strategy adheres to any best practice in moderation and assessment protocols;
- ensuring that assessment is fair, valid and consistent;
- ensuring that assessment meets the nationally prescribed standards;
- that the purpose of a moderation system is to detect variance from the standard and to keep the variance to an agreed acceptable level;
- that a moderation system should include a process for moderating judgements and monitoring assessment systems and processes;
- that a moderation system should suit the culture of the particular industry sector; and
- that a moderation system should include systems and processes that support 'best practice' in assessment which may include using an integrated method of assessment based around a collection of evidence model.

Each industry sector's specific moderation policies and procedures, which must be complied with, can be obtained free of charge from ServiceIQ at the above contact address or from ServiceIQ website <http://www.serviceiq.org.nz/>

Moderation Support

At least once yearly ServiceIQ will convene a meeting of all the moderators to discuss issues arising from the moderation process and to provide training and support for people undertaking these roles.

Moderation System Review

ServiceIQ moderation system will be reviewed as required, drawing on feedback from the moderators, industry and registered assessors and providers. Changes will be implemented within the documentation held at ServiceIQ.

Non-compliance with Moderation Procedures

Where the moderation process shows that moderation requirements have not been met, the National Moderator will specify the necessary actions that accredited providers, ITOs and registered assessors have to undertake to meet requirements. If these actions are not met within specified timelines the National Moderator will notify ServiceIQ who will put in place a process for resolution.

In an extreme case of non-compliance by an accredited provider, or another ITO accredited to register assessors, NZQA will be advised and provided with full details. As a consequence, the accreditation of the provider or the ITO may be withdrawn. ServiceIQ may de-register its own assessors.