

CONSENT AND MODERATION REQUIREMENTS (CMR) for Hospitality

(version 5)

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Service Sector > Hospitality

Domain	Standard IDs
Accommodation Services	14454-14459, 14461, 21207, 21208, 22337, 26022, 26023, 27930, 27937, 30917
Catering Services	22885, 22887, 27945-27952, 27956, 27957, 28021, 30896
Cookery	13271-13285, 13288, 13289, 13291, 13293, 13299-13301, 13304, 13305, 13307, 13310, 13311, 13314-13317, 13319, 13320, 13322, 13323, 13325, 13327, 13329, 13331-13334, 13336, 13343, 13344, 19840, 22034-22039, 22234, 24525, 24526, 25232, 30817-30832, 30895, 30916
Food and Beverage Service	4637, 4638, 14420, 14424-14427, 14431, 14432, 14434, 14436, 14438, 14440-14443, 14447, 14448, 17282-17288, 17548, 17549, 18497, 21853, 22267, 22268, 22428, 22912, 23060, 24679, 25497, 26307, 26308, 27934, 27939, 27940, 27942-27944, 27953, 27954, 27958, 27959, 29529, 29530, 29926-29928, 30441
Food Safety	167, 168, 15275, 20666, 27955
Guest Services	14406, 14408, 14409, 14416, 14467, 22338, 22339, 27931-27933
Hospitality - Foundation Skills	15891-15893, 15895, 15896, 15900, 15901, 15905, 15918-15921, 19768-19771, 21057-21059

Domain	Standard IDs
Hospitality - Gambling	18172-18179, 21499
Hospitality - Generic	14466, 14469, 25514
Hospitality Management	14417, 16891-16895, 17553, 22031-22033, 22340, 24516, 26369, 26460, 26609, 30055-30060
Hospitality - Specific Skills	4645, 4646, 16705, 21855, 21856, 22604, 28086, 28106, 28107

Service Sector > Service Sector Skills

Domain	Standard IDs
Service Delivery	57, 62, 376, 378, 11815, 11816, 11818, 11826, 26255, 27927-27929, 27935, 27936, 27938, 27960-27962, 28145, 28146

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)¹ 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

Industry participation in a visit for granting consent to assess may be waived in the following circumstances:

- when the application for consent to assess has been developed in consultation with ServisIQ; or
- when the scope of the application involves consent to assess to deliver programmes for a small number of unit standards, and given the particular nature of the unit standards a visit is deemed as not necessary; or

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

- when the applicant organisation's history of teaching and assessment and training facilities is well known to ServiceIQ.

Areas of shared responsibility

None.

Fees schedule for SSB involvement in process for granting consent to assess

The fees schedule is applicable to all applications for consent to assess received by NZQA from 1 November 2004. However, the SSB may choose to charge lower fees for their involvement in granting consent to assess. Contact the SSB 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.

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

Criterion 1 Development and evaluation of teaching programmes

Applicant organisations must have policies and procedures to ensure that there has been consultation with stakeholders and interested parties in the development of training programmes.

The applicant organisation must have policies and procedures for the robust annual evaluation of all teaching programmes, to ensure the quality of programme delivery and outcomes, by ensuring that:

- links with industry are maintained;
- feedback on training delivery and materials is obtained from trainees and industry representatives, and incorporated into their future development;
- industry representatives are invited to be involved in the development and evaluation of training programmes;
- a holistic and integrated approach to curriculum design, delivery, and assessment is employed.

Criterion 2 Financial, administrative and physical resources

The applicant organisation must have policies and procedures to ensure that training resources, equipment, and venues necessary for training and assessment are available.

Where venues, training resources, delivery, and/or assessment responsibilities in the scope of the application are being subcontracted or involve collaborative arrangements, the applicant organisation must have policies and procedures to ensure the formal documentation of such arrangements. Collaborative arrangements must align with the Principles and Parameters for Agreements between Tertiary Education Providers Involved in Collaborative Arrangements published by NZQA, and contractual arrangements must meet the requirements of the Tertiary Education Commission Tertiary Funding Information.

Applicant organisations seeking consent to assess at Level 5 or above must demonstrate that they have access to resources, including either:

- a library that contains learning and research resources such as books, periodicals, and videos; or
- formalised arrangements with another library or libraries for candidates to access equivalent learning and research resources;

that are appropriate to the scope of consent to assess.

The applicant organisation must have policies and procedures to ensure it is able to provide the physical resources required to meet the assessment environment conditions as set out in Criterion 7.

Criterion 3 Staff selection, appraisal and development

The applicant organisation must have policies and procedures to ensure that staff selection, appraisal and development will result in teaching staff who have the necessary knowledge and experience to offer training to an acceptable standard. The policies and procedures must show how the tutors will maintain regular contact with industry, and keep abreast of the latest developments in technology, industry practice, and legislative requirements.

The applicant organisation must have policies and procedures to ensure that teaching and assessing staff, whether employed or under contract, meet the following minimum requirements:

- all teaching staff must hold, or be working towards, a qualification in adult education and assessment, or demonstrate equivalent knowledge and skills;
- all assessing staff must hold Unit 4098, *Use standards to assess candidate performance*, or demonstrate equivalent knowledge and skills; and

Teaching staff and/or staff assessing against unit standards must

- at NZQF Level 3 and above, have a minimum of 2 years experience in any specialisation that they are teaching and assessing; and
- hold a qualification relevant to the domain that they teach or assess against, or demonstrate equivalent knowledge and skills.

The applicant organisation must have policies and procedures to ensure that if no person meeting the above criterion is available, teaching and assessment will not proceed.

Criterion 6 Off-site practical or work-based components

The applicant organisation must have policies and procedures to ensure a Memorandum of Understanding or contract with on-job providers exists where students are required to receive training and assessment in an on-job or work experience situation. This applies to the practical unit standards. The Memorandum of Understanding or contract must clearly state:

- the nature of the training and/or experience the students are to receive, and how this is integrated into the programme;
- responsibilities for the health and safety of students;
- responsibilities for carrying out assessment and reporting of credit.

Criterion 7 Assessment

ServiceIQ supports 'best practice' in assessment. The applicant organisation must have policies and procedures in place to support an integrated method of assessment based on an evidence collection model.

The applicant organisation must indicate whether it intends to use self-developed assessment material, which must be moderated and approved by ServiceIQ prior to use, or will use ServiceIQ developed assessment tools.

All assessments for practical unit standards in the Cookery, Food and Beverage Service, and Food Services domains must take place in an environment that meets the requirements of the Food Hygiene Regulations 1974, Food Act 1981 and any food safety programmes recognised by this Act.

The applicant organisation must have policies and procedures to ensure that the assessment environment for practical hospitality unit standards replicates a real work environment in terms of equipment, practices and service to a degree reflecting the NZQF level as follows:

NZQF Level 1 environment

There are no time pressures, and practical units may be assessed against in a classroom. The equipment relevant to the unit standard must be available. This can be domestic equipment.

NZQF Level 2 environment

There are some elements of commercial realism. The following criteria are applicable:

- the candidate must be under time pressures
- there must be an end user of the product
- domestic equipment can be used.

NZQF Level 3 and above environment

There is a high degree of realism intended to replicate a commercial workplace setting. The following criteria are applicable:

- realistic time pressures
- relevant commercial equipment to perform training and assessment
- realistic customer/staff ratios - interpreted by domain as follows:
 - Accommodation Services: While the end user in the assessment activity may be the assessor, there must be evidence of multiple occasions where the candidate has produced product or similar for guests who have the expectations of a paying guest.
 - Cookery: While the end user in the assessment activity need not be a guest, there must be evidence of multiple occasions where the candidate has produced product or similar for guests who have the expectations of a paying guest. There must be time constraints relevant to the assessment and relevant levels of production.
 - Food and Beverage: While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. Assessment will take place with the candidate demonstrating competence over multiple occasions while dealing with multiple tables and/or guests.
 - Food Services: The assessment should replicate the quantity catering environment in terms of specialist bulk equipment, preparation and service techniques which replicate current industry practice in staff workplace cafeterias, residential feeding environments, central production operations, public venues and similar quantity catering establishments.
 - Front Office/Guest Services/Hospitality Operations: While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest.

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

ServiceIQ 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 ServiceIQ.

Introduction

The purpose of the Moderation Requirements (MR) is to provide details on the national external moderation system, developed by ServiceIQ, 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

ServiceIQ appoints a National Moderator responsible for administering the national external moderation system and conducting national external moderation.

ServiceIQ external moderation system is comprised of:

- pre-assessment moderation of self-developed assessment tools
- post-assessment moderation of assessment decisions
- Moderation visits.

Organisations with consent to assess intending to assess against standards in the scope of this CMR must advise ServiceIQ of the person to contact for moderation by 28 February each year.

Organisations with consent to assess must advise ServiceIQ in writing one month in advance if they are assessing against unit standards in any domains that they have not assessed against in the previous 12 months.

ServiceIQ will moderate all of its unit standards over a five year period. A copy of the five year cycle is available on the ServiceIQ website (www.serviceiq.org.nz).

Pre-assessment Moderation

ServiceIQ encourages open communication with organisations with consent to assess, and recognises the academic autonomy of organisations to assess against the standards using self-developed assessment materials. However, to ensure assessment to national standards and consistency of assessment decisions, organisations with consent to assess are required to submit all self-developed assessment materials to ServiceIQ for pre-assessment moderation and approval prior to use. Following approval, if the assessment material is in any way altered, it must be again submitted to ServiceIQ for pre-assessment moderation and approval prior to use.

All submissions for pre-moderation must be accompanied by the pre-moderation coversheet and checklist which can be downloaded from ServiceIQ website (www.serviceiq.org.nz).

ServiceIQ charges organisations with consent to assess for pre-assessment moderation. Fees will be charged at \$75 per hour plus GST.

An organisation with consent to assess may invite ServiceIQ to undertake a visit for pre-assessment moderation if there are several unit standards to be moderated at the same time. This provides an opportunity for the moderator and the organisation to discuss the assessment materials and context of assessment; and provides immediate

moderation feedback to the organisation. This will be at the cost of the organisation with consent to assess as outlined in the funding section below.

ServiceIQ designed assessment materials are available from the ITO at a cost to organisations with consent to assess, and have been moderated prior to release. Organisations with consent to assess are invited to provide feedback about ServiceIQ assessment materials to the National Moderator following internal pre-assessment and post-assessment moderation.

Post-assessment Moderation

Post-assessment moderation may be conducted in the following ways:

- by postal submission of assessed samples requested
- during a moderation visit, or
- at a regional cluster group workshop.

The National Moderator will access credit reporting data from NZQA each quarter and select the unit standards for moderation for that quarter.

ServiceIQ will, by 31 March each year, advise the moderation contact person for each organisation with consent to assess of the method selected for post-assessment moderation for the year. ServiceIQ may consider reducing moderation requirements for organisations with consent to assess which have a history of compliant external moderation results.

The selection of unit standards for moderation will take into account:

- high use unit standards
- low use unit standards
- high risk unit standards identified by industry
- the number of assessments completed by the organisation with consent to assess for each unit standard
- the five-year moderation cycle.

Organisations with consent to assess are required to keep completed assessments and corresponding evidence for a period of 12 months from the time the assessment is reported. If there is an unresolved appeal, then the completed assessment and corresponding evidence must be kept until the appeal is resolved.

The number of samples requested for moderation will be determined from the volume of assessment being carried out by the organisation with consent to assess against the unit standards selected; however a minimum of three samples per unit standard selected will be requested.

All submissions for post-moderation must be accompanied by the post-moderation coversheet and checklist (available for download from www.serviceiq.org.nz).

Copies of moderation reports will be provided to organisations with consent to assess within one month of completion of the moderation activity. When this date falls after the end of the academic year, reports are provided by the end of January in the following academic year.

Moderation visits

A sample of organisations with consent to assess will be selected each year for on-site moderation visits. Any organisation with consent to assess may be selected for a moderation visit.

The selection of organisations with consent to assess for a visit will take into account:

- the nature of an organisation's scope
- the level of current assessment activity being undertaken by the organisation
- moderation history.

Moderation visits may include:

- sampling of assessment evidence
- interviewing assessors
- observation of assessment activity
- check of assessment equipment and assessment environments to ensure they meet the assessment conditions
- discussion with management for feedback on the moderation visit, and any requirements and recommendations for improvements to assessment practice.

Organisations with consent to assess that are selected for a visit will be advised in writing, and a date for the moderation visit is to be scheduled within two months from the date of advice at a time mutually agreed between the moderator and the organisation with consent to assess.

A moderation visit report will be provided to organisations with consent to assess within one month of completion of the moderation visit. When this date falls after the end of the academic year, reports are provided by the end of January in the following academic year.

Regional Cluster Group Moderation Workshops

ServicelQ may, at its discretion, coordinate and facilitate regional cluster group moderation workshops. Regional cluster groups will be established according to the usage of unit standards reported by each organisation with consent to assess and their geographical location, and will meet once per year. ServicelQ will provide organisations to participate with the details of this workshop (location, date and time, unit standards selected for moderation). Workshop participants will include assessors from organisations with consent to assess and schools (where appropriate), and representatives from industry and ServicelQ.

Participants will be required to bring assessment materials and candidate evidence of selected unit standards for peer moderation. Peer moderation will be completed at the workshops in facilitated groups. Feedback will be provided at the end of the workshop and a report will be sent detailing the moderation findings within one month of the cluster group moderation workshop.

Organisations with consent to assess are required to meet the travel and accommodation costs for the attendance of their own assessors at regional cluster group workshops. However, there is no charge for attendance at the workshops.

Reporting

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

Information obtained from pre-assessment and post-assessment moderation will be used by ServiceIQ to inform revisions and reviews of unit standards.

ServiceIQ reports the outcomes of unit standard moderation trends to Service Skills Australia (SSA) where they are of assistance in terms of improvements or changes to the SIT31007 and SIT40607 Training Packages. Copies of these training packages are available from ServiceIQ or can be downloaded from the Training.gov.au website (<http://training.gov.au/>).

ServiceIQ evaluates its national external moderation system on an annual basis. The National Moderator is responsible for reporting the results of the annual moderation process to the ServiceIQ Board. At any time organisations with consent to assess, assessors, and moderators can submit feedback or recommendations to the National Moderator regarding the moderation system.

Funding

When pre-assessment moderation is conducted by ServiceIQ, fees will be charged at \$75 per hour plus GST. When a visit is requested by organisations with consent to assess to conduct pre-assessment moderation, travel and accommodation expenses (actual and reasonable) will be charged by ServiceIQ in addition to the pre-assessment moderation fee.

ServiceIQ costs associated with establishing and centrally managing the national external moderation system will be funded by:

- the National Moderation Transfer from NZQA;
- organisations with consent to assess (organisations with consent to assess are responsible for the costs incurred by their participation in moderation, such as the cost of their representative's time and travel to regional cluster group meetings);
- industry contributions.

ServiceIQ costs associated with a visit to an organisation with consent to assess by the National Moderator or their delegate(s), in situations of non-compliance, will be charged in full to the non-compliant organisation. Costs will be charged on the basis of:

- \$75 per hour plus GST;
- travel and accommodation expenses (actual and reasonable);
- use of a private or company vehicle will be charged at the current published Inland Revenue rates.

Non-compliance with moderation requirements

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

In the event of non-compliance, the National Moderator will discuss requirements with the organisation with consent to assess in order to reach a solution. A time-frame and the required actions for compliance will be contracted between the National Moderator and the non-compliant organisation. Further action may include, but is not limited to, submission of additional assessment materials, moderation of additional unit standards, and/or a moderation visit.

A moderation visit may be carried out by the National Moderator or a person appointed by the National Moderator. The organisation with consent to assess will be advised of the reasons for the visit 14 days in advance. Upon completion of the visit a report will be provided to the organisation with consent to assess and ServiceIQ National Moderator outlining any compliance actions that are required.

If non-compliance continues or the time-frame and actions are not adhered to, the National Moderator will notify the organisation with consent to assess of the time-frame and actions required for compliance. Such action could require a visit from the National Moderator to facilitate compliance, at the cost of the non-compliant organisation.

Where non-compliance still continues, the case will be referred to the Chief Executive Officer (CEO) of ServiceIQ. The CEO will decide whether there should be further attempts to facilitate compliance (initiated by the CEO or the National Moderator), or whether the unresolved non-compliance will be referred to the appropriate QAB.

Appeals

Where organisations with consent to assess believe they have grounds for appeal against a moderation decision they should do so in the following manner.

- They should appeal in writing to the National Moderator within 21 days of receiving their moderation decision.
- The National Moderator will acknowledge the appeal immediately and provide a written response within 21 days.
- If the organisation with consent to assess is not satisfied with the answer, they may appeal to the CEO of ServiceIQ in writing, within 21 days of receiving the answer. The CEO will acknowledge the appeal immediately and provide a written response within 21 days.
- The CEO will take all documentation into account.
- The CEO's findings will be final.

DAS Registration Information

Process	Version	Date
Registration	1	April 1993
Revision	2	August 1999
Revision	3	May 2002
Review	4	September 2008
Revision	5	August 2011

The next CMR review is planned to take place during 2012.