

Review of ServiceIQ CMRs

CMR for Hospitality [Ref: 0112]

CMR for ServiceIQ - Tourism and Travel Sectors [Ref: 0078]

CMR for Retail, Distribution, and Sales [Ref: 0225]

ServiceIQ has completed the review of the Consent and Moderation Requirements (CMRs) above.

Date new version published

January 2019

The next CMR review is planned to take place during 2023.

Summary of review

ServiceIQ instigated a review of the Service Industry Sector CMRs to gain consistency in quality systems for unit standards classified in the service sector sub-fields managed by ServiceIQ viz. Hospitality; Retail, Distribution, and Sales; and Tourism. Three CMRs with very similar requirements have been merged to become one document.

ServiceIQ has undertaken this task to achieve a reviewed document consisting of 'common' requirements for consent to assess with specific industry requirements in the attached appendices.

CMR 0112 was selected as the 'master' CMR having the most unit standards associated with it. CMRs 0078 and 0225 were updated to mirror the appropriate sections of CMR 0112, and the standards on these CMRs will be transferred to CMR 0112 when they are next reviewed or revised.

Considerable effort has been given to gathering feedback from staff and industry to reach agreement and set achievable parameters to manage the integrity of assessment decisions for the service sector unit standards.

Compliance with new requirements

Requirements for consent to assess will apply with effect from January 2019.

Moderation system requirements will apply with effect from January 2019.

Organisations with consent to assess will be expected to be able to demonstrate compliance with the CMR from July 2019 onwards.

ServiceIQ will communicate any changes through their website and direct communications with organisations that have been granted Consent to Assess. ServiceIQ will accommodate any organisation that requires more time to manage change.

Main changes

CMR for Hospitality [Ref: 0112]

CMR for ServiceIQ - Tourism and Travel Sectors [Ref: 0078]

CMR for Retail, Distribution, and Sales [Ref: 0225]

CMR for Service Industry Sectors [Ref: 0112]

The name of CMR 0112 was changed to reflect all three service sector industries coming under the reviewed CMR.

Requirements for Consent to Assess (RCA)

ServiceIQ requires applicant organisations to provide evidence of industry excellence and the ability to support training and assessment at all relevant levels of the Directory of Assessment Standards. Merging the CMR was focused on achieving consistency across the sectors by:

- standardising requirements for experience, and qualifications of staff
- offering specific guidance to schools about applications for consent to assess
- consolidating moderation requirements across all sectors and to ensure organisations with consent to assess have the capacity to engage in ServiceIQ's national external moderation system.

Standard Setting Body involvement in process for granting consent to assess

- applications will be given consideration and where needed ServiceIQ will support applicants by supplying information and guides and offering staff support.

Industry or sector-specific requirements for consent to assess

- sector specific requirements are now found in the relevant appendix.

Criterion 1 - Development and evaluation of teaching programmes

- requirement added to consider the literacy, language and numeracy demands of the programme
- requirements added for online and distance learning.

Criterion 2 – Financial, administrative and physical resources

- requirements for subcontracting reworded to include reference to NZQA rules and moved to criterion 6
- requirement for library access deleted – it was considered obsolete in view of internet access.

Criterion 3 – Staff selection, appraisal and development

- A requirement was added for verifiers to have appropriate experience and skill.

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

- specific requirements for a Memorandum of Understanding were deleted – a generic statement regarding contractual and collaborative arrangements was added.

Criterion 7 - Assessment

- industry specific requirements were moved to the appendices
- requirements added for Recognition of Prior Learning, and Credit Recognition and Transfer
- requirement added for compliance with NZQA rules when an external party is engaged to deliver training and assessment
- requirement added for pre-assessment moderation of any self-developed assessment material.

Criterion 8 - Reporting

- requirement added for credit achievement to be reported within 3 months of assessment.

Moderation Requirements (MR)

Moderation System

- updated to reflect current ServiceIQ practice and terminology. ServiceIQ operates a predictive system; Organisations with consent to assess are required to complete an annual Assessment Intention Plan.

Funding

- updated to indicate that ServiceIQ may charge for services associated with moderation, non-compliance, and appeals
- detail regarding funding of the national external moderation system was added.

Appeals

- updated to reflect current ServiceIQ practice and terminology
- requirement added for organisations with consent to assess to keep a record of all assessment materials until an appeal has been settled.