

CMR for Service Industry Sectors [Ref: 0112 version 7]

Review of Ringa Hora Services Workforce Development Council CMR

The Ringa Hora Services Workforce Development Council (Ringa Hora) has completed the review of the Consent and Moderation Requirements (CMR) above.

Date new version published

May 2025

The next CMR review is planned to take place during 2030.

Summary of review

Since its establishment Ringa Hora has worked with NZQA, other Workforce Development Councils and its stakeholders to review and transfer CMR requirements into the current NZQA template. Ringa Hora consulted with industry, providers and schools in relation to the general and industry specific requirements – this included some industry hui and utilising the Ringa Hora website. Internal communications were undertaken with Ringa Hora kaimahi to encourage understanding of the CMR and to seek feedback on the review.

Compliance with new requirements

Consent requirements will apply with effect from May 2025.

The general CMR has had programme accreditation requirements removed and minor wording changes for clarity and consistency with the intent remaining mainly unchanged. Providers and schools will be able to transition to the new requirements with minimal changes required. All new consent to assess applications will be required to meet the reviewed CMR.

Moderation requirements will apply with effect from May 2025.

Detailed moderation requirements have not been included in the CMR to enable our current approach that has shifts in compliance focus. A link to the Ringa Hora Annual Quality Assurance plan will be included instead. The Ringa Hora Annual Quality Assurance plan is published annually and outlines the different Quality Assurance approaches Ringa Hora will focus on. Not including detailed moderation approaches also acknowledges that there is imminent change, and a new entity will take over the Standard Setting Body functions during 2026.

Organisations with consent to assess will be expected to be able to demonstrate compliance with the reviewed CMR from May 2025 onwards.

Main changes

CMR for Service Industry Sectors [Ref: 0112 version 7]

CMR for Accounting; Aeronautical Engineering; Aviation; Business; Cleaning; Contact Centres; Financial; Hospitality; Intelligence; Public Sector; Real Estate; Retail, Distribution and Sales; Security; Service Skills; Tourism [Ref: 0112 version 8]

Consent Requirements

General CMR

- Minor changes to wording for consistency and clarity.
- Programme accreditation requirements removed
- Re-ordering of requirements to meet new template.
- No standards are listed (unit or skill).

Appendix 1 Aeronautical Engineering

- Minor changes to wording for consistency and clarity.

Appendix 2 Aviation Air Traffic Services

- Minor changes to wording for consistency and clarity.
- Minor updates to reflect current industry best practice and expectations.

Appendix 3 Aviation Aircraft Operation

- Minor changes to wording for consistency and clarity.
- Removal of requirements not related to aircraft operations.

Appendix 4 Aviation Airport Operations

- Minor changes to wording for consistency and clarity.

Appendix 5 Aviation Core

- Minor changes to wording for consistency and clarity.

Appendix 6 Aviation Flight Attendants

- Minor changes to wording for consistency and clarity.

Appendix 7 Business Administration and Business Operations & Development

- Minor changes to wording for clarity.

Appendix 8 Contact Centres

- Removal of duplicate requirements covered in core requirements.

Appendix 9 Financial Management and Financial Services

- Removal of requirements related to expired unit standards and no longer relevant.

Appendix 10 Hospitality

- Minor changes to wording for consistency and clarity.

Appendix 11 Real Estate

- Removal of duplicate requirements covered in core requirements.

Appendix 12 Retail, Distribution and Sales

- Minor changes to wording for consistency and clarity

Appendix 13 Security

- Minor changes to wording for clarity.
- Removal of duplicate requirements covered in core requirements.
- Removal of references to SkillsOrg and requirements that are no longer relevant for industry.

Appendix 14 Tourism

- Minor changes to wording for consistency and clarity.

Moderation Requirements

General CMR

- Removal of detailed moderation requirements.
- Replaced with high level statement on Ringa Hora approach.
- Link to Ringa Hora Annual Quality Assurance plan included.