



March 2022

## Tēnā koutou katoa,

Toitū te Waiora is one of the six Workforce Development Councils (WDC) that came to life in October 2021, after our Orders in Council were passed. We work with the community, health, education, and social services sectors, and as such we are now the standard setting body (SSB) responsible for:

- care and disability services
- education and education support services
- funeral services
- health services
- public order safety
- regulatory services
- skin and nail therapy services
- social services
- and urban pest control.

We will lead the development of industry qualifications, set academic industry training standards, and assess training provision by education providers against these standards. Where appropriate, we will set and help with capstone assessments at the end of a qualification. We will make sure that industry standards are consistently applied across the country, and across all modes of learning, whether on the job (such as apprenticeships), on campus, or online.

We are excited to be part of this new waka, as we continue to strive to serve your needs and the needs of learners and the industries we support.

We want to make sure that the Quality Assurance/Moderation process is a way to help with ongoing practice improvement and that is what we want to foster for the future. Our quality assurance team is comprised of experienced educators who are here to assist your organisation with any query.

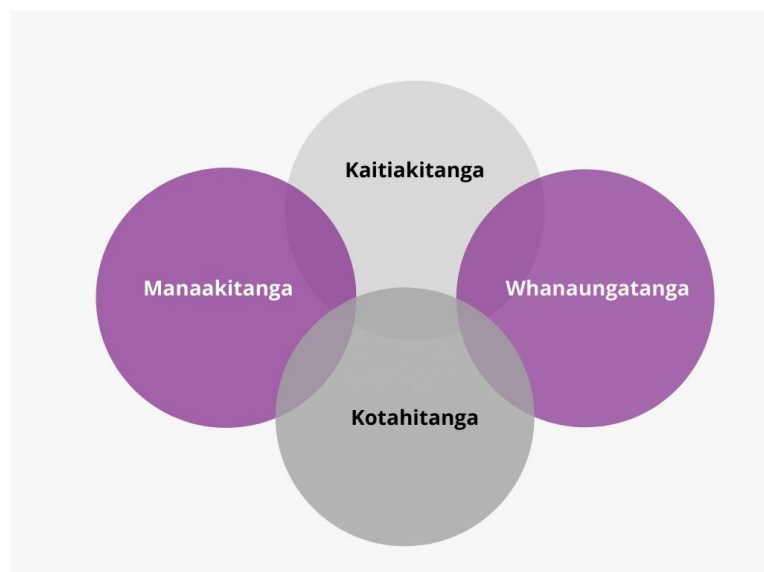
With that in mind we have introduced four values which are going to help inform and motivate our practice.

### Kaitiakitanga

- Our role is that of a Standard Setting Body and we have care and responsibility of qualifications, programmes and standards which impact on our industries and ultimately our learners.
- It is our responsibility that all of these have the integrity that are needed to ensure that those who achieve these have an outcome that is considered reputable in the workforce

### Whanaungatanga

- Getting to know our organisations and our organisations getting to know us. Those building and maintaining relationships. Where possible we like



to operate on the principle of kanohi-i-te-kanohi (face-to-face/in person), but adapting to other methods where necessary, including online forums and panel discussions.

### **Kotahitanga**

- Remembering that we do not act in isolation. Our work requires that we engage actively internally as well as externally and that allows us to work together to achieve the objectives of the Workforce Development Councils and meet the needs of industry, our education providers, and ultimately the learners.

### **Manaakitanga**

- Our role is to support our organisations and providers through the processes that are required, be that consent to assess, pre or post moderation or through appeals. It is important that they know they have a group who are willing and ready to assist where possible.

We look forward to working with you in 2022 and beyond and to improve the outcomes of learners in the areas we serve.

Ngā mihi nui ki a koutou.



Wiremu Bayliss JP  
Tumu Tiro Kounga (Manager – Quality Assurance)  
Te Tima Tiro Kounga



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## Selection

Moderation that will be called for will look at assessment activities undertaken between 1 March 2021 and December 31, 2021. We may request more recent samples to be submitted however we will let you know when we make the specific request to your organisation.

**Please note:** We will be moderating the '**Assessing Organisation**' (that means if you have had some other organisation assessing for you, such as a private training establishment (PTE), polytechnic or other registered training provider then we will be moderating **them**).

You can find the list of selected standards in the document accompanying this email. It will also be posted shortly on our website at [www.Toitutewaiora.nz](http://www.Toitutewaiora.nz).

### Process

- We will email you asking you to submit samples for moderation from the selected standards. Your submissions will then be due to Toitū Te Waiora four weeks after you receive the request.
- Moderation sample selection will usually range from three (3) to ten (10) unit standards, depending on provider activity. High reporting will mean a larger sample size will be requested.
- Please send in the candidate assessment samples for each unit standard. (Where possible we would like to see a mix of competent, not yet competent, and borderline assessments). Personal identifying information should be redacted. Please also send in an assessment schedule, (including judgement statements and model answers), evidence matrix for each unit standard.
- As noted, assessments should have been completed no earlier than **1 March 2021**.
- Complete the post moderation cover sheet and submit either through the post or email it to us. The post moderation cover sheet can be found here: [Post-assessment-moderation-coversheet-Toitū-Te-Waiora.pdf \(Toitutewaiora.nz\)](#)
- Please send digital moderation, (including links with **appropriate privileges** to OneDrive or another share platform) to [moderation@Toitutewaiora.nz](mailto:moderation@Toitutewaiora.nz). Documentation requirements still remain.
- Postal submissions can also be made (**copies only**) to Toitū Te Waiora Workforce Development Council Quality Assurance Team, PO Box 445, Wellington, New Zealand.

### Standards being moderated

Please see the list of standards being moderated in the file with this email.

### Cases of Integration of assessment

In cases where the standards we have requested are part of an integrated suite of assessment we ask that the integrated assessment package be submitted.

## Moderation Schedule

### Education Provider Moderation

We plan on calling for moderation from Kura, schools and providers alphabetically. So if your organisation begins with A - I you'll be called on for moderation in the first group. There may be some exceptions to this order and this will be communicated directly to you when moderation is requested.

Kura/School and Provider Moderation Submission Timing		
<b>Taki tuatahi (Group 1)</b> <b>April 1 – June 30</b>	<b>Taki tuarua (Group 2)</b> <b>July 1 – September 30</b>	<b>Taku tuatoru (Group 3)</b> <b>October 1 – December 20.</b>
A – I	J – R	S - Z

### Transitional Industry Training Organisations (TITO) Moderation

We are aware that those who assess for TITO's are based nationally and as a result assessments are not stored locally. TITO's have a higher reporting activity and we will be handling this a little differently.

We will make direct contact with each Transitional ITO and advise of our specific requests, and it will be due for submission within four (4) weeks of the request being made.

### First Aid/Workplace Health & Safety and Similar Standards

Due to the special nature of these standards, we will be calling for the standards in the list below to be submitted for moderation from **May 1 through to October 31 of 2022.**

Please note: The standards requested are of any **valid** version presently available.

<b>497</b>	<b>3271</b>	<b>4647</b>	<b>6400</b>	<b>6401</b>	<b>6402</b>
<b>17459</b>	<b>17559</b>	<b>17600</b>	<b>25045</b>	<b>25510</b>	<b>29315</b>
<b>30265</b>	<b>15789</b>	<b>17593</b>	<b>18408</b>	<b>18426</b>	

If you deliver standards in addition to those listed in the table above they should be submitted in line with the group schedule above.

Some of these standards, such as US6402 will be moderated in person through a site visit. We will therefore include moderation for US6400 and 6401 as a part of that activity, (as well as any others you deliver from the table above. We will contact providers by email and make appropriate arrangements for a site visit.

### Security Intelligence Standards

Due to the specialised nature of these standards, we will make direct contact with the reporting/assessing organisations and arrangements will be made for live (onsite) moderation where appropriate.

### Consent & Moderation Requirements (CMR)

All CMR requirements that were in place under the TITO's, are still in place under the Workforce Development Councils. The WDC's undertake the actions formerly done by the TITO's. There is some cross-over between councils but for specific requirements please look up the individual unit standard on the NZQA website and which CMR applies and who the overseeing Workforce Development Council is.

### External Evaluation & Review (EER)

If your organisation is scheduled for an EER in 2022 and want more recent examples for moderation then please make a request to [moderation@Toitūtewaiora.nz](mailto:moderation@Toitūtewaiora.nz) including the coversheet previously indicated. Please allow sufficient time for completion prior to your scheduled EER. We will not be able to respond to last minute requests.

### Previous Exemption Status

We understand that some organisations may have been granted exemptions from moderation for some years including 2022. We unfortunately cannot honour those exemptions and will require moderation submissions from all assessing organisations.

### Cluster Groups/Moderation Workshops & Live Moderation

We are still working through what cluster groups or moderation workshops will look like in this new environment. At this time we are aiming to recommence these late Quarter 2 into Quarter 3 of 2022. Once we have examined how these will work and who will be included these will be communicated. There will be a significant difference between what happened with the TITO's than what will be happening going forward.

If you deliver and assess using Noho Marae or Wānanga forms of delivery and assessment there is a possibility that with appropriate notice we may be able to assign our QA Advisors to attend and observe the event. Please advise us if this is an option for you with the appropriate dates.

### Factors that determine Focus Areas

Toitū Te Waiora will take into account a number of factors when determining our focus areas for providers and standards for 2022, and this will continue to feed on as preparations are made for 2023 and beyond.

While not an exhaustive list, the table below describes the moderation conditions.

	Provider	Standards
<b>Factors in scope for 2022</b>	<ul style="list-style-type: none"><li>• Historical provider information (on action/improvement plans) including non-compliance received from TITO's.</li><li>• EER (for non-school providers)</li><li>• Industry feedback and focus on provider</li><li>• Provider or consent to assess is new.</li><li>• High number of standards reported by provider</li></ul>	<ul style="list-style-type: none"><li>• Health and safety risk presented by the standard</li><li>• Legislative requirements and risk presented by the standard</li><li>• Industry feedback and focus on standard or sector</li><li>• New standards</li><li>• High and low usage of the standard</li></ul>
<b>Additional factors to be explored in further years</b>	<ul style="list-style-type: none"><li>• ERO reports (for school providers)</li><li>• Assessor (new, high usage, concerns)</li><li>• Provider's assessments are not enabling the needs of priority learners to be met.</li></ul>	<ul style="list-style-type: none"><li>• Learner achievement for standard</li></ul>

### **Future Plans**

The plan for 2023 we aim to have prepared for release by November. It is most likely to resemble this plan generally however the list of standards will be more refined. The shape of longer period plans, such as the former Five-Year plans is yet to be determined.

### **Disclaimer**

Toitū Te Waiora Workforce Development Council as the Standard Setting Body (SSB) reserves the right to call for moderation at any time for any reason and may make amendments to this plan through the course of the year, and these will be communicated through our website as well as through email contact. We encourage you to keep an eye out for updates which will be sent to the moderation contact for your organisation which is listed on our system.

We also reserve the right to call for more samples at any point of the year and these will be communicated appropriately to the organisation directly.