



Tēnā koutou katoa,

2022 has been a year in which we have really established our processes, and through the course of this year have learned a lot about our coverage areas and the needs of many of our providers. We as Toitū Te Waiora look forward to continuing the work and expanding our understanding in this space. We continue to work under the values this team established when we began our operations and we look forward to sharing this way of working into the new year to come in the Quality Assurance space. Each value for us represents a strand in the [Toitū Te Waiora logo](#).

Our Aho Tapu (fortifying strand) represents by our commitment to the principles of Te Tiriti o Waitangi. Some of these are expressed through our values, however, we solidly express our commitment to upholding Te Tiriti o Waitangi.

The remaining five strands are represented through;

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 to ensure these have the integrity needed to ensure programme or qualification achievement results in outcomes that are considered reputable in the workforce

Whanaungatanga

- Getting to know our organisations and our organisations getting to know us by building and maintaining relationships. Where possible we like to operate on the principle of kanohi-i-te-kanohi (face-to-face/in person), but are able to adapt 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 enabling collaboration 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 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.

Wairuatanga

- We understand that for all of us, whether as developers, writers, quality assurers, learners, we are on a journey together. The way we collaborate with our partners on this journey in the spirit of all our values puts us in a safe and united space.

Our whakāro for this year is “he tere ake te waka eke noa, ki tā waka eke kore” . Our interpretation of that for this space is, “the waka with a united crew goes further than a waka with no one on it”.

We look forward to working with you in 2023 and beyond to improve the outcomes of learners in the areas we serve.

Ngā mihi nui ki a koutou.

The Quality Assurance Team



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Important Notes

*Ko te pae tawhiti, whāia kia tata, ko te pae tata, whakamua kia tīna
Seek out the distant horizons and cherish those you attain.*

Latest Versions

Toitū Te Waiora encourages providers to look at their assessment documentation and update any assessments to the **latest version** available on the framework. Updates to versions of unit standards may happen for a number of reasons which may include updates in legislation or codes, as well as amendments to performance criteria.

We encourage that where there are no impacts on approved programme delivery that you please look on the NZQA standard framework at <https://www.nzqa.govt.nz/framework/search/index.do> to see whether or not the unit standards you are using are using the latest versions. If you have any questions about programme impact that you contact qualifications@toitutewaiora.nz. It may not be necessary to submit for pre-moderation but if you have questions our team is happy to assist with advice in this regard.

Consent & Moderation Requirements (CMR)

The CMR documents which Toitū Te Waiora operates under are under active review. The final form of what this will look like is still evolving. Organisations are reminded that in spite of this your obligations under the CMR's you were given consent to assess under still stand.

While it is not explicit in all of our CMR documents, any organisation with consent to assess, or applying for new consents *must* explicitly demonstrate their capability and readiness to cater to the needs of Māori, Pacific or Tangata Whaikaha (disability needs) learners.

We are also advising of an admendment to our CMR deliverable timeframes. In the cases of single or smaller integrated package assessments (for example up to five integrated standards) we *anticipate* that we will maintain the 20-working day turnaround timeframe. However, larger integrated packages will need more time for evaluation and we will discuss this with the submitting providers on a **case-by-case basis**.

Further delays due to workload volumes or other factors will be advised of at the time.

Consent to assess – Domain Coverage

Toitū Te Waiora will not be accepting consent to assess applications for domain coverage.

Skills Standards

As Skills Standards are developed and rolled out onto the framework providers will have a period of time to transition from Unit Standards to the replacement Skill Standard. This is *still* some time away from becoming actioned. There will be some piloting of Skills Standards in 2023 but these will be in specific industries and sectors.

Eventually, all providers, including those who have transitioned from Unit Standards to Graduate outcomes will need to adapt to the inclusion of Skill Standards, and that assessments using them will need to come though the Quality Assurance processes.

Internal Moderation

Toitū Te Waiora considers internal quality assurance of vital importance and is a way of demonstrating a continual cycle of improvement when it comes to assessment practice. Both internal pre and post assessment moderation contribute to this.

Aside from this being a requirement of holding and retaining consent to assess it is a way of ensuring within your own organisations that you are providing the best possible resources to measure achievement for your ākongā.

Online Tools

Toitū Te Waiora encourages the appropriate use of online assessment tools for learners. We are advising that we will require in our evaluation (pre/post assessment moderation) of online assessment tools will require access to the online platform, with appropriate rights to view completed assessments, as well as being able to view the assessment documentation and question banks. We will not require write privileges to either the assessment or learner outcomes, but will require sufficient rights to the system to conduct appropriate evaluations.

Assessments Written by Third Parties

Providers who engage with outside organisations to write assessments, it is the responsibility of the purchasing or contracting organisation (with consent to assess) to undertake internal pre-moderation and then send the assessment and their internal report it to Toitū Te Waiora for final endorsement.

Organisations who contract with providers to assess and report their results, the responsibility of all the quality assurance processes rests with the registered TEO.

We are unable to accept or conduct moderation from organisations which are not registered training providers.

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.

Situations may arise where standards assessed in integrated packages may sit across multiple WDC's. We ask that if we request a unit that is packaged in this way that we be advised, and we will collaborate with the appropriate WDC/s to undertake the moderation activity.

Toitū Te Waiora will actively seek opportunities to actively collaborate with our Ohu Ahumahi (Workforce Development Council) whanau.

The use of the term Provider

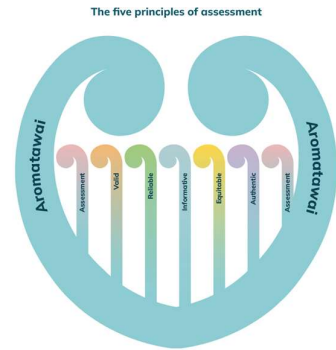
For the purposes of this document, the term provider is being defined as the NZQA accredited educational organisation holding consent to assess and reporting as the **assessing organisation** regardless of their individual status of ITP, PTE, Wānanga, School and Kura Kaupapa.

Aromatawai – Assessment Practices

Poipoia te kakano, kia puāwai
Nurture the seed and it will blossom

Toitū Te Waiora endorses the [Aromatawai and the principles of assessment 2022](#) document prepared by NZQA. We believe these five principles are the basis for sound assessment design and sound assessment practice. In summary, these five principles are;

- Pono – Assessment is valid. It measures the achievement of learning outcomes, is evidence based, and appropriate.
- Haepapa – Assessment decisions are reliable. They are comparable and consistent when made against the same outcomes in different contexts.
- Mārama – Assessment is informative. It is valued, meaningful and purposeful to the context of ākonga achievement
- Tika – Assessment is equitable. It is fair, accessible and values cultural diversity and individual needs.
- Tūturu – It affirms skills, knowledge and competencies acquired by ākonga and reflects real world contexts.



Over the coming year you will see these principles in our pre-moderation activity and documentation, post assessment moderation activities and documentation, as well as on site practical observations (or onsite moderations) undertaken by the team.

This means that we will be looking beyond whether assessments simply meet the standard expectations against which it is written. It means we will be looking at the assessment as a whole to determine if the assessment method, design and development takes into account more aspects around the learner and its suitability as indicated below.

This will be a significant difference between how Standard Setting Bodies operated in the past. It emphasises our commitment to fair assessment processes for all ākonga, especially when it comes to our legislated commitments to Māori, Pasifika and Tangata Whaikaha ākonga regardless of their context of learning.

The Quality Assurance Team views this as a balanced method of ensuring that assessment activities being undertaken are not only achieving the outcomes of the standard but are underpinned by a method that is fair to all ākonga who undertake the assessment presented to them.

Wānanga Aromatawai – Online Workshops/Webinars

If there is one thing that the recent years have taught us is that all kinds of obstacles can get in the way of the best laid plans. The Toitū Te Waiora Quality Assurance Team would like to get out into the communities more, however, this will not always be possible for a number of factors.

To accomplish this in part we're looking at holding a series of workshops through the year relating to areas not only of quality assurance but also assessment practice as viewed by the Workforce Development Council, and the united expectation there is on all of us to address the issues faced by ākonga under our stewardship.

These dates will be announced through our upcoming provider pānui and also on our website and registrations will be facilitated through our website. Having these online generally then removes the limitations on attendance.

Selection

*Mauria ko ōku painga, waiho ko ōku wherū.
Take what is good in this, leave the rest behind*

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**). **However**, this must be reflected on the NZQA Quarterly reports correctly. If your organisation appears as the assessing organisation in these reports you will be receiving the request.

Providers will receive an initial communication from us indicating their selection, the standards requested as well as the sample size. Following the distribution of this request, it will be published on our website.

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. If there are challenges with this please do not hesitate to contact us at the moderation email address.
- Depending on the results reported in the NZQA Quarterly Reports our unit standard selection will range from 1-5 unit standards.
- Our **sample** request 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. ***This may differ to what has been previously requested, however the Workforce Development Council reserves to right to designate the sample number required.***
- Clear information about the documentation required will be included in the actual request that will be sent but will include copies of the assessment, assessor/marking guide, SSB pre-moderation reports, and your own internal moderation.
 - Please note, a requirement of maintaining consent to assess is showing your own internal quality assurance processes are being undertaken, and evidenced through the provision of the reports.
- As noted, assessments should have been completed no earlier than **the date noted on your request**.
- We will primarily be accepting digital submissions in 2023. Any exceptions **must** be approved **prior** to submission. If you have any concerns about what has been selected, or the number of samples, please respond to the email and we will follow up with you.
 - Eventually provider portals will be established which will allow you to make submissions directly to our projects on the system and we will advise accordingly.
- Please send digital moderation, (including links with **appropriate privileges** to OneDrive or another share platform) to moderation@Toitutewaiora.nz. Documentation requirements still remain.

Moderation Schedule

Education Provider Moderation

In 2023 we will be calling for moderation by subject areas and seeking provider submissions within that scope from results reported in the previous year.

Provider Submission Schedule				
Field	Community and Social Services	Early Childhood	Service Sector Law and Security	Health
Period	February – April	May – July	August – October	November – February
Domain	<ul style="list-style-type: none"> Community support services Health and Disability principles in practice Core Health Whanau ora and community support 	<ul style="list-style-type: none"> EC: Educational theory and practice EC: Family, Whanau, Community and society EC: Professional practice Inclusive education practice 	<ul style="list-style-type: none"> Beauty Therapy Salon skills Cadet forces generic Cadet forces specific 	<ul style="list-style-type: none"> Workplace Health and Safety Management Occupational Health and Safety Practice
Moderation will be selected from these Standards	27457, 28520, 28537, 28558, 28986, 28992, 28993, 29455, 29456, 29459	7310, 10013, 10019, 10026, 26707, 26708, 29852 – 29859, 29861, 29863 – 29881	Service Sector 27176, 27460, 27461, 27637, 27638, 27639, Law and Security 24096 – 24098, 24110	Workplace Health and Safety Mgt 5607, 30267, 30269, 30270, 30271 Occupational Health and Safety Prac 17600, 18426, 19522, 29315, 30264, 30265
Samples from these standards may be called for throughout the year.				
Core Generic – 1827 Occupational Health and Safety Practice – 497				
	First Aid	Other high risk standards		
Standards in this list have been designated as high risk and providers will be called on for moderation independent of the previous lists	6400, 6401, 6402 (conducted with nominated providers in onsite visits each quarter as detailed below).	Occupational Safety & Health Practice 17459, 18426, 25044, 25045, 25510 Hazardous Substances & Materials 29765, 29766, 29767, 29768, 30596 Nominated providers will be contacted and advised if a site visit is required or if this will be conducted through standard moderation.		

It is likely through this that some providers may be requested for moderation multiple times over the course of a cycle, however we will endeavour to minimise this where possible.

Pre-Hospital Emergency Care (PHEC) – First Aid Site Visits

Due to the special nature of these standards, we intend to visit at least three provider sites each quarter and we will nominate this group and advise those selected well in advance of the intended visit.

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,

We are going through the selection process for providers in 2023 who will receive a site visit from members of our team. These providers will receive communications from us, in each period and when this is done, it will be confirmed on our website. This will be part of a cycle of visits over a period time.

Evaluative Process

The onsite moderation of the First Aid standards will focus on three areas;

1. Compliance with the expectations of the CMR criterion around trainer qualifications, resources and equipment.
2. The Guidance Note expectations of all three First Aid standards
3. An evaluation of the assessment methods and outcomes against the Aromatawai framework previously mentioned.

All three will form a part of our post assessment moderation report to the provider following the completion of the visit.

External Evaluation & Review (EER)

If your organisation is scheduled for an EER in 2023 and want more recent examples for moderation then please make a request to 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.

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 2023.

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

	Provider	Standards
Factors in scope for 2023	<ul style="list-style-type: none">• Historical provider information (on action/improvement plans) including non-compliance received from TITO's.• EER (for non-school providers)• Industry feedback and focus on provider• Provider or consent to assess is new.• High number of standards reported by provider	<ul style="list-style-type: none">• Health and safety risk presented by the standard• Legislative requirements and risk presented by the standard• Industry feedback and focus on standard or sector• New standards• High and low usage of the standard
Additional factors to be explored in further years	<ul style="list-style-type: none">• ERO reports (for school providers)• Assessor (new, high usage, concerns)• Provider's assessments are not enabling the needs of priority learners to be met.	<ul style="list-style-type: none">• Learner achievement for standard

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.

Document Version Updates

January 2023 – Version 1 release.