



TOITŪ TE WAIORA
Community, Health, Education
and Social Services
Workforce Development Council

National External Quality Assurance Plan 2024–2026





Whāinga – Aim

The aim of this plan is to give education organisations (Registered PTEs, secondary schools and Te Pūkenga) information and relevant details about the Toitū te Waiora National External Quality Assurance Plan for 2024 to 2026.

Toitū te Waiora is committed to building a system that honours Te Tiriti o Waitangi and supports Māori-Crown relations to meet the needs of Māori, iwi, hapu, industry, businesses, akōnga and their whānau.

Hoaketanga – Purpose

The purpose of the quality assurance and moderation function is to ensure ākonga have met the required standard when they are awarded a skill standard, qualification or credential. Our external quality assurance activities confirm that assessment materials developed by education organisations are fit for purpose and that assessment decisions are fair, valid, and consistent with the national standard, irrespective of the mode and place of learning.

All quality assurance activities follow NZQA rules and principles which can be found on the NZQA website and are in line with the relevant Consent and Moderation Requirements (CMRs).

Effective national external quality assurance will help education organisations continuously enhance their assessment systems and practices and should not be viewed as an audit or compliance activity. Toitū te Waiora will be proactive in managing any poor assessment practices that undermine the validity of ākonga credentials and will work closely with education organisations to support improvements.

Toitū te Waiora acknowledges that education organisations have several obligations they are required to meet, and they may interact with a number of WDCs. Where possible Toitū te Waiora will work to ensure the quality assurance activities are complementary. Toitū te Waiora also acknowledges the compliance requirements that are set by NZQA and during 2024, 2025 and 2026 may consider outcomes from such activities, e.g., EER, consistency reviews and programme monitoring outcomes.

Noho haepapa – Responsibilities

Quality assurance and moderation is a shared responsibility between the education organisation, WDC and NZQA. The table below describes who is involved in quality assurance and moderation, and their role.

Continuous improvement and feedback

Toitū te Waiora welcomes and encourages feedback on the National External Quality Assurance Plan 2024-2026 and its implementation.

Key organisation	Role
Education organisations	<ul style="list-style-type: none"> Deliver assessment material Develop and maintain internal quality assurance and moderation system Develop programmes that lead to New Zealand Qualifications
WDC	Develop and maintain national external quality assurance system
NZQA	Monitor WDC’s external quality assurance system

Types of moderation

Te whakaōrite tōmua – Pre-assessment moderation

Overview

Pre-assessment moderation involves WDCs moderating assessment material submitted by the education organisation prior to any assessment occurring. The purpose of pre-assessment moderation is to ensure that assessment tasks give ākonga the opportunity to meet the standard and give assessors the guidance they need to make accurate judgements about ākonga performance. This provides an opportunity to identify any potential issues before actual assessments take place.

The Toitū te Waiora quality assurance system aims to support education organisations to ensure assessments meet the diverse needs of all ākonga especially Māori, Pacific and Tāngata Whaikaha.

Assessment material can be submitted to moderation@Toitūtewaiora.nz for pre-moderation at any time.

Please find the pre-assessment coversheet here [Toitū te Waiora Pre-assessment coversheet](#).

Toitū te Waiora recommends that all newly approved assessment material is reviewed by an education organisation internal moderator in the first month after use. This will ensure that the assessment has been interpreted by the ākonga as it was intended, and that sufficient assessor guidance has been provided. As Toitū te Waiora supports the continuous improvement of assessment material, we can assist in this review and approve any amendments if this is found necessary.

Te Whakaōrite i Muri i te Aromatawai – Post Assessment Moderation

Selection

Toitū te Waiora uses a risk-based approach to determine its moderation focus – the frequency an education organisation is moderated, and standards called for moderation. Toitū te Waiora carries out moderation activities to provide the most benefit to education organisations, ākonga and employers.

A Moderation Calendar is made available to education organisations. The calendar details industry sectors to be moderated, and the timing of moderation through the year.

Process

Based on the Moderation Calendar and education organisation activity, selected education organisations will be asked for assessment samples (typically three (3)) from the previous 12 months. These requests will be sent to the education organisation's moderation contact person or Principal's nominee during the quarter.

For each Unit Standard the education organisation must supply:

- An assessment schedule/marketing guide (the version must match the Unit Standard version). This may include model answers, judgement statements and verifier/assessor guide.
- The assessment tool or integrated assessment tool (if applicable).
- An internal moderation report.
- Learner samples (this can include resit samples or samples where the outcome was a not achieved result).
- Additional evidence that may have contributed to the assessment decision.
- A completed coversheet.

Moderation Calendar 2024

Period	February – April	May – July	August – October	November – January
Domains	Allied Health Assistance Brain Injury Support Community Support Services	Cervical Screening Occupational Health and Safety Practice Core Health	Health and Disability Principles in Practice Older Persons' Health and Wellbeing Supporting People with Disabilities Occupational Health and Safety Practice	Workplace Fire and Emergency Response Workplace Emergency Risk Management Hazardous Substances and Materials
Moderation will be selected from these Standards	17455, 32504 26887, 26889, 26890, 26895, 32505 23385, 23386, 23388, 23452, 23685, 26978, 26979, 28544, 28545, 28548	29556 32328, 18408, 17600, 17601, 17599 12719, 23374, 27460, 27461, 28520, 28737	20826, 27459, 28542, 32418 23921, 23923, 26974 16870, 16871, 28523 497	4647, 3271 32158 31290, 31293, 30596
High Risk Unit Standards				
Provider groups will be called on for moderation independent of the previous lists				
Domain	Occupational Health and Safety Practice	Hazardous Substances and Materials	First Aid	
Moderation will be selected from these Standards	17459, 18426, 25044, 25045, 25510	29765, 29766, 29767, 29768, 30596	6400, 6401, 6402	

Moderation Calendar 2025

Unit Standard and Provider selection will be based on reporting activities, quality assurance submissions, previous qualification and unit/skill standard reviews conducted in the years prior to 2025.

Period	February – April	May – July	August – October	November – January
Domains	Occupational Health and Safety Practice Fire and Rescue Services – Vegetation Workplace Fire and Emergency Response Fire and Rescue Services – Generic Fire Fighting Emergency Communications Hazardous Substances and Materials Youth Development	Prisoner Management Prison Safety and Security Beauty Therapy	Urban Pest Management Occupational Health and Safety Practice Salon Skills Beauty Therapy	Ambulance Mental Health and Addiction Support Early Childhood: Educational Theory and Practice Early Childhood: Family, Whānau, Community, and Society Early Childhood: Professional Practice
High Risk Unit Standards Provider groups will be called on for moderation independent of the previous lists				
Domain	Occupational Health and Safety Practice	Hazardous Substances and Materials	First Aid	
Moderation will be selected from these Standards	17459, 18426, 25044, 25045, 25510	29765, 29766, 29767, 29768, 30596	6400, 6401, 6402	

Moderation Calendar 2026

To be refined based on reporting activities, quality assurance submissions, previous qualification and unit/skill standard reviews conducted in the years prior to 2026.

Selection from these Domains

- Self Management
- Occupational Health and Safety Practice
- Fire and Rescue Services – Structural and Industrial
- Diversional therapy
- Civil Defence Emergency Management Response
- Community work
- Professional Development of Social Service Workers
- Provide Social Services
- Social Service work with Abuse, Neglect, and Violence
- Iwi/Māori Social services
- Injury Prevention
- Civil Defence Operation
- Sensory Support
- Public Health Practice
- Emergency Care – first Response
- Hearing Therapy
- Social Service Work in Suicide Intervention
- Urban Search and Rescue Operations

High Risk Unit Standards

Provider groups will be called on for moderation independent of the previous lists

Period	February – April	May – July	August – October	November – January
Domain	Occupational Health and Safety Practice	Hazardous Substances and Materials	First Aid	
Moderation will be selected from these Standards	17459, 18426, 25044, 25045, 25510	29765, 29766, 29767, 29768, 30596	6400, 6401, 6402	

Factors that determine risk and focus areas

Toitū te Waiora will consider the factors below when determining focus areas for education organisation and standards for 2024, 2025 and 2026. The table below describes moderation considerations:

	Education organisations	Unit standards
Factors	Historical education organisation information (on improvement plans or continuous non-compliance)	Industry feedback and focus on standard
	EER outcomes (for non-school education organisations)	New Standards
	Industry feedback and focus on education organisation	High and low usage standards
	New Education organisations	Risks associated with equipment used for standard
	High number of standards reported	
	Risks associated with equipment used by education organisations	
	Health and safety risk presented by standard	
	Legislative requirements and risk presented by the standard	
	Pre moderation submissions in previous years	
	Consent to assess submissions in previous years	

Post-assessment moderation involves WDCs moderating assessor judgements to ensure they are fair, valid, and consistent with the standard. This is where samples of assessed ākonga work is called for by Toitū te Waiora and submitted electronically by the education organisation for moderation by emailing the Post-assessment coversheet and required documentation to Moderation@toitutewaiora.nz.

Please see the Toitū te Waiora post-assessment moderation coversheet for details on required documentation and how to access Aka Pārongo. The coversheet can be found here [Toitū te Waiora Post-assessment coversheet](#).

On-site moderation involves a Quality Assurance Specialist from Toitū te Waiora visiting an education organisation to observe assessment activity in action. An on-site visit may replace the need for desktop moderation. On-site moderation visit dates and location/s will be negotiated with the education organisation. On-site visits can be kanohi ki te kanohi (face to face) or wānanga ipurangi (virtually).

Outcomes and opportunities for improvement

A moderation report will be sent to each education organisation at the conclusion of the moderation event. The report will detail how well the education organisation assessments have met the standard, and where appropriate, remedial action/s for the education organisation to address.

Remedial activities for continuously not meeting the national standard

Continued evidence of not meeting the standard will be addressed by Toitū te Waiora and communicated to the education organisation.

Further actions will be an improvement plan developed by the education organisation, one or more of a meeting or series of meetings, or escalation to NZQA.

Appeals

Should an education organisation wish to appeal a moderation decision they are encouraged to contact the Quality Assurance Manager in the first instance to talk through the circumstances this can be arranged by sending an email to moderation@toitutewaiora.nz. Education organisations may submit a Moderation Appeal within 15 working days of receiving the moderation report. The Appeal form and further details can be found on the Toitū te Waiora website Toitū te Waiora – National External Moderation page.

Additional support and resources

Toitū te Waiora aims to build strong relationships with education organisations outside of moderation activities that support mutual aims. Education organisations are encouraged to connect with the Quality Assurance Team at Toitū te Waiora and may request a virtual visit or meeting at any time.



DR JAMES DEARNLEY

General Manager (Acting)
Qualifications and Assurance



TOITŪ TE WAIORA
**Community, Health, Education
and Social Services**
Workforce Development Council

