

# Manual for Secondary and Tertiary Education Organisations

National External Moderation System



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*Note: MITO reserves the right to revise and review its policies and procedures.*



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# 1. Introduction

The NZ Motor Industry Training Organisation (Inc) (MITO) is required to develop, administer, and review a system to moderate assessment carried out by all organisations accredited to assess against the standards for which MITO is the standard setting body (SSB). The system is called the national external moderation system.

The purpose of this manual is to explain the requirements and the processes of the national external moderation system to all accredited secondary and tertiary education organisations reporting credits against standards for which MITO is the SSB.

The manual is intended to be used by any person working in an education organisation engaged in assessment and/or moderation activity for MITO standards.

The manual is a reference guide to assist education organisations through each step of MITO's national external moderation process including:

- Receiving and responding to an Assessment Intentions Information request
- Receiving an *Annual Moderation Plan Notification*
- Receiving and responding to an invitation to cluster group moderation meetings
- Submitting assessment material for moderation
- Participating in a site moderation visit
- Complying with moderation requirements
- Receiving and responding to a *Moderation Outcome Report*
- Receiving and responding to a *Notification of Non-compliance with Moderation Requirements* email or letter.

The manual explains:

- What moderation is
- The MITO national external moderation process
- The roles and responsibilities of MITO and the education organisation
- What non-compliance with moderation requirements is, the steps in the MITO process for managing non-compliance, and the consequences for the accredited organisation of continuing to not comply with moderation requirements
- What follow-up actions are
- How to seek clarification about the *Moderation Outcome Report*, or appeal a moderation outcome.

Assessment material in this manual refers to:

- Assessment task
- Candidate instructions
- Assessment schedule, which sets out example evidence and the judgement statement(s)
- Other supporting documentation.

In addition, assessment material may also refer to examples of candidate evidence.

Frequently Asked Questions (FAQs) are listed at the end of each section.

Website links for education organisations are provided in Section 12.

An online version of this manual will be available on MITO's website in 2008.

## 1.1 Moderation

The purpose of moderation is to provide assurance that assessment is fair, valid and at the national standard, and that assessors are making consistent judgements about candidate performance.

**Internal moderation** is the responsibility of each accredited organisation. Internal moderation may be carried out among assessors at an accredited site, among assessors of an education organisation's multiple accredited sites or among an industry training organisation's registered assessors. Internal moderation is used to ensure consistent assessment by an accredited organisation's assessors is taking place.

**National external moderation** is used to ensure that assessment carried out by an accredited organisation is nationally consistent, i.e. that everyone is assessing to the same standard regardless of where the assessment is being carried out, and consistent with the national standard, i.e. that the standard that everyone is assessing to is at the national standard. Every National Qualification Framework (NQF) registered standard is covered by an Accreditation and Moderation Action Plan (AMAP). The Moderation Information in the AMAP provides detail on the national external moderation system applicable to the standards covered by the AMAP. Where an accredited organisation is assessing against a standard, and/or credit is reported for the standard against their provider code, it is the responsibility of that organisation to engage in the national external moderation system applicable to the standard, and to comply with the requirements of moderation.

MITO moderation is a collaborative process through which variance of assessment decisions from the national standard can be detected. The information is used to:

- Facilitate national assessment being at the national standard
- Inform review of the standards.

MITO moderates the accredited sites of organisations via the national external moderation system. The moderation activities undertaken may be any or all of pre-assessment moderation, post-assessment moderation, cluster group meeting moderation, and/or site visit moderation.

MITO undertakes to uphold intellectual property rights and copyrights, and to maintain confidentiality over *Moderation Outcome Reports* and recommendations.

MITO's internal and external moderation systems are integrated to ensure national consistency among MITO Registered Assessors and contracted organisations assessing on MITO's behalf, and accredited organisations.

## 1.2 Moderation Contact

Each organisation accredited to assess against NQF standards for which MITO is the SSB will specify to MITO who the Moderation Contact is for each of their sites accredited to assess against MITO standards.

The Moderation Contact must not be someone whose work is moderated by MITO, i.e. it must not be the accredited site's assessor, it must instead be someone at least one step removed from the national external moderation process, e.g. a person who is responsible for quality assurance within the organisation. Where an accredited organisation has more than one site accredited for MITO standard(s), the same person may be specified as the Moderation Contact for all sites.

The Moderation Contact is responsible for ensuring that the accredited site complies with MITO moderation requirements. MITO will send all moderation

communications to the accredited site's Moderation Contact and they will co-ordinate the site or organisation's participation in MITO's national external moderation system. For example, they will co-ordinate the site or organisation's response to a MITO invitation to cluster group meeting moderation; they will send assessment material to MITO for moderation.

An accredited organisation may request a change to who is specified as the Moderation Contact at any time, and where required MITO may negotiate with the organisation a change in Moderation Contact for that site.

Newly accredited organisations must provide MITO with the Moderation Contact's details as soon as possible after accreditation has been granted using the *Contact Details Form* attached.

The information MITO requires is:

- Name
- Role title
- Telephone number
- Email address.

## 1.3 MITO's Quality Assurance (QA) Team

MITO's Quality Assurance (QA) Team manages the national external moderation system for standards for which MITO is the SSB.

Any contact with MITO regarding moderation should be made to the Quality Assurance Manager in the first instance.

**Postal address** NZ Motor Industry Training  
Organisation (Inc)  
PO Box 10803  
WELLINGTON 6143

**Phone** 04 494 0005  
**Freephone** 0800 88 21 21  
**Direct dial** 04 494 1664  
**Fax** 04 494 0006  
**Email** moderation@mito.org.nz

## 1.4 National External Moderation System

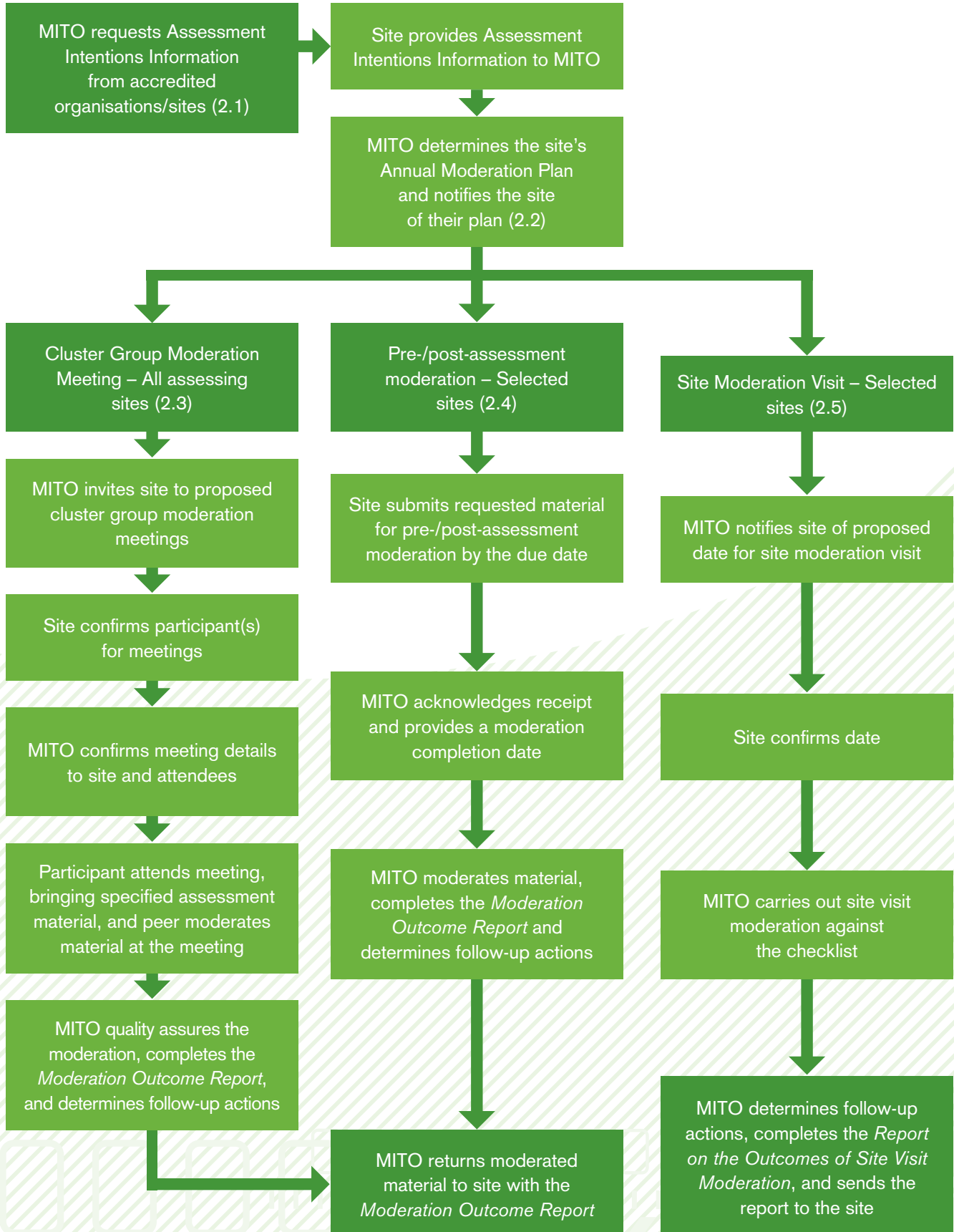
The MITO national external moderation system is made up of the following components:

- Assessment Intentions Information
- Annual Moderation Plan
- Cluster Group Meeting Moderation
- Pre-assessment Moderation
- Post-assessment Moderation

- Site Visit Moderation
- Follow-up Actions.

All sites with credit reported against their provider code for MITO standards provide MITO with Assessment Intentions Information, receive an Annual Moderation Plan in return, and participate in an annual cluster group moderation meeting. Some sites will be required to participate additionally in pre- and/or post-assessment moderation and/or in site visit moderation.

## 2 National External Moderation Process



## 2.1 Assessment Intentions Information

See section 4.

In February/early March each year, MITO requests Assessment Intentions Information from the Moderation Contact of each accredited site that reported credit during the previous 12 months.

On or before the due date (late March), each site sends the information to MITO using the electronic template provided.

MITO stores the information in its database.

## 2.2 Annual Moderation Plans

See section 5.

For each assessing site, and for some sites that are not intending to assess against MITO standards during the current moderation year, MITO determines moderation requirements based on MITO's moderation focus standards for the year, and the site's moderation history, credit reporting history, and assessment intentions for the year.

MITO provides the Moderation Contact with:

- The site's *Annual Moderation Plan Notification*, which includes the IDs of standards selected for

moderation, the submission due dates and the items required for moderation,

- A copy of the *Moderation Submission Cover Sheet*.

The Moderation Contact contacts MITO before the submission date if there is an issue with a moderation requirement specified in the *Annual Moderation Plan Notification*.

## 2.3 Cluster Group Meeting Moderation

For each assessing site, MITO emails an invitation for proposed cluster group moderation meetings for the year.

The Moderation Contact replies with the name of at least one site representative to attend at least one of the meetings.

MITO confirms the meetings that will take place and emails each confirmed site Moderation Contact and attendee the details about the meeting(s) and what to bring for moderation.

Site representative(s) attend meeting(s) bringing the specified assessment material (including candidate evidence) for peer moderation.

MITO facilitates the meeting at which each attendee will peer moderate assessment material and complete a *Moderation Outcome Report*.

MITO collects the feedback and the submitted assessment material and evidence to take to National Office.

At National Office, MITO quality assures the moderation, completes the *Moderation Outcome Reports* and completes an *Outcome of Cluster Group Meeting Moderation* cover letter stating the outcome of the moderation, and any follow-up actions required of the site.

MITO returns the moderated material to the Moderation Contact along with the report and cover letter.

## 2.4 Pre- and Post-assessment Moderation

On or before the submission due date, the site sends the items required (e.g. task, schedule, and examples of candidate evidence) with a completed and signed *Moderation Submission Cover Sheet* to the following recipient.

National Moderator  
 NZ Motor Industry Training Organisation (Inc)  
 PO Box 10803  
 WELLINGTON 6143

MITO allocates a moderator and time frame for completion, and sends the site a *Receipt of National External Moderation Submission* letter, which provides a moderation completion date.

MITO moderates the material and completes a *Moderation Outcome Report* and *Outcome of National External Moderation* cover letter stating the outcome of the moderation, and any follow-up actions required of the site.

MITO returns the moderated material to the Moderation Contact along with the report and cover letter.

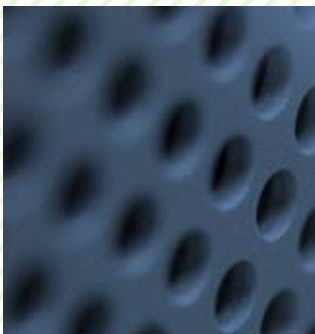
## 2.5 Site Visit Moderation

MITO provides the Moderation Contact with an agenda and a proposed date or dates for a site moderation visit.

Site confirms with MITO the date for site visit moderation.

MITO moderates the site during the visit and provides advice and guidance in relation to assessment and moderation of standards for which MITO is the SSB.

At National Office, MITO completes a *Report on the Outcomes of Site Visit Moderation* and sends it to the Moderation Contact.



## 3 Outsourcing

### 3.1 Assessment Provision

An accredited/unaccredited organisation may outsource assessment provision to another organisation that is accredited.

Examples of when this may be required are:

- An accredited school may undergo staff changes such that they can no longer meet the criterion three 'staff selection, appraisal and development' accreditation requirements set out in the AMAP.
- An unaccredited school may have students who wish to complete MITO standards.

#### 3.1.1 Reporting Organisation

This is the organisation that reports the credit to NZQA. The assessing organisation and the reporting organisation are the same except in the case of a school outsourcing assessment provision.

When a school outsources assessment provision, NZQA requires that the school reports the credit to NZQA, and that the school reports the credit against the assessing

organisation's code and location rather than against the school's own. The 'reporting organisation' is the school. The school and the assessing organisation must have a *Memorandum of Agreement*, which sets out that it is the accredited organisation, which is assessing, that is responsible for the quality of assessment taking place and for engaging with MITO in national external moderation of their assessment.

#### 3.1.2 Assessing Organisation

This is the organisation that has credit reported against its code. It is the assessing organisation's responsibility to:

- Provide MITO with Assessment Intentions Information for all candidates for whom credit will be reported against its code (regardless of what organisation reports the credit)
- Take responsibility for the quality of the assessment taking place, which may involve internal moderation of assessment being carried out by a school
- Engage in MITO's national external moderation system and meet moderation requirements.

## 3.2 Assessment Materials

An accredited organisation may prepare assessment material itself or source it from elsewhere. This is in keeping with the principle that an accredited organisation is academically autonomous. Regardless of its source, the accredited organisation is solely responsible for the quality of the material and for the quality of the assessor decisions that are made using the material.

MITO recommends that assessment material obtained from elsewhere always be quality assured by the accredited organisation before being used. The accredited organisation must assure itself that the

material will provide the candidate with the opportunity to meet the requirements of the current version of the standard.

## 3.3 FAQs

**Q.** Our organisation provides off-job training and distance learning for MITO apprentices. Do we include assessment carried out for those apprentices in our Assessment Intentions Information?

**A.** No. Credit is reported by MITO against MITO's provider code for those assessments, so, as the accredited organisation, MITO has responsibility for the quality of the assessment taking place. MITO will moderate the assessment carried out for off-job training and distance learning as part of MITO's internal moderation system.

**Q.** We are a school with students that are assessed externally in a STAR funded programme. Do we include assessment carried out for those students in our Assessment Intentions Information?

**A.** No. The external provider carrying out the assessment will include assessment carried out for those students in their Assessment Intentions Information. MITO will moderate the external provider, not the school.

**Q.** We are a school with students that are assessed by the school but in a STAR funded programme carried out with the support of an external provider. Do we include assessment carried out for those students in our Assessment Intentions Information?

**A.** No. The external provider who provides the support is the 'assessing organisation', i.e. is the accredited organisation. It is responsible for the quality of the assessment taking place because the credit will be reported against its provider code. The external provider will assure itself of the quality of assessment that the school carries out on its behalf, and will moderate the assessment carried out by the school as part of its internal moderation system. MITO will moderate the external provider, not the school.

**Q.** We are a school that is accredited for MITO standards and we obtain STAR funding to deliver training and assessment for those standards ourselves, i.e. we do not use an external provider. Do we include assessment carried out for those STAR funded students in our Assessment Intentions Information?

**A.** Yes, because you are the accredited organisation reporting credit against your own provider code. MITO will moderate the school.

# 4 Assessment Intentions Information

## 4.1 Assessment Intentions Information

Assessment Intentions Information is a list of MITO standards that the site intends to assess against during the current year with, for each, the:

- First month in which assessment is likely to take place
- Number of students or candidates that will be assessed
- Source of the assessment material that will be used
- Year in which the assessment material was prepared.

The information is used by MITO, in conjunction with other information, to determine the site's Annual Moderation Plan, which includes due dates for moderation submissions. **See Section 5 Annual Moderation Plan.**

At the start of the calendar year, MITO emails a formal *Request for Assessment Intentions Information* to the Moderation Contact of each accredited organisation that reported credit for MITO standards during the previous year. The request asks that for each accredited site in the organisation the Assessment Intentions Information for the current year is provided to MITO, using the data template provided.

Sites that reported credit for MITO standards during the previous year must provide MITO with Assessment Intentions Information. If the site is not intending to assess against any MITO standards in the current year, the Assessment Intentions Information would be notification of this.

Assessment Intentions Information submitted should be saved by the accredited organisation to be a record of what the site submitted.

## 4.2 Outsourcing

Please see [Section 3 Outsourcing](#).

## 4.3 Non-MITO Standards

MITO is responsible for national external moderation of only the standards that MITO is the standard setter for. Standards for which another SSB is the standard setter should not be included on the Assessments Intentions Information to MITO.

## 4.4 Changes to Assessment Intentions Information

If it is found that an error has been made in the information submitted, or there is a significant change to the site's assessment intentions after the information has been submitted to MITO, the information needs to be resubmitted.

## 4.5 FAQs

**Q.** Why do I need to provide Assessment Intentions Information?

**A.** To fulfil moderation requirements as a site reporting credits for MITO standards. MITO uses the information to determine what moderation needs to take place for the site.

**Q.** What standards must I include in the Assessment Intentions Information?

**A.** If you are intending to assess and report credits for a MITO standard against your provider code, the standard must be included in your Assessment Intentions Information.

**Q.** Can I put the information in an email rather than providing it in the template?

**A.** No. The information must be provided using the electronic template provided by MITO. This is so that it can be migrated into the database. MITO provides instructions with the template.

**Q.** What if our organisation assesses against MITO standards at multiple sites?

**A.** Assessment Intentions Information must be submitted for each site. MITO reserves the right to moderate each site that has been accredited. However, on the basis of the internal moderation system operating across multiple sites, MITO may choose to waive this right and instead moderate one of the sites, or reduce moderation across the multiple sites. Contact the Quality Assurance Manager if you wish MITO to consider this for your organisation.

**Q.** Our organisation has five sites, and we are accredited for and assess against MITO standards at two of the sites. Can I combine the Assessment Intentions Information for both sites?

**A.** No. The data is site specific and it must be submitted for each accredited site (NZQA location code). However, it can be submitted as a single file where the data for each site is on a separate tab in the spreadsheet.

**Q.** Who should I contact if I need help with providing Assessment Intentions Information?

**A.** Contact the MITO QA Team.

**Q.** How do I obtain the template needed to submit Assessment Intentions Information data?

**A.** MITO will email it to you as the annual Request for Assessment Intentions Information.

**Q.** What happens if we do not provide MITO with Assessment Intentions Information by the due date?

**A.** MITO will email a reminder to the Moderation Contact. The reminder provides a new due date and describes the consequences of not responding to the request. A site that has reported credit for MITO standards and does not provide Assessment Intentions Information for the following year will be referred to the appropriate QAB as non-compliant with MITO's national external moderation system.

**Q.** Why do I need to inform MITO about the first intended month for assessment?

**A.** To enable MITO to be able to determine a submission due date for pre- and/or post-assessment moderation, if required.

Q. Why do I need to inform MITO about the number of candidates that we are expecting to assess, the source of the material and the year of the material?

A. To help MITO determine a level of moderation intensity that is efficient for both sites and MITO to manage, and is also effective for achieving nationally consistent assessment.

Q. What should I do if my assessment intentions change?

A. If the change is minimal and occurs during the year, nothing. If the change is significant and discovered/decided within a few weeks of providing MITO with Assessment Intentions Information, contact the MITO QA Team.

Q. How do we know if we are accredited for a MITO standard?

A. Go to [www.nzqa.govt.nz/providers/index.do](http://www.nzqa.govt.nz/providers/index.do) and search using your provider code (e.g. 9013), click on the link to your site and check the list of subfield, domain and unit standard accreditations against the site.

Q. Can we assess students/candidates for a MITO standard that we are not accredited for and report credits using our provider code?

A. No. If you wish to apply for an extension to your accreditation to include additional MITO standards you will need MITO's support. Contact the Quality Assurance Manager.

Q. Can we report credits for a MITO standard that we are not accredited for by using an accredited organisation's provider code?

A. Only if you are a school and you have a Memorandum of Agreement with that organisation, which sets out that it is the accredited organisation that is responsible for the quality of assessment taking place and for engaging with MITO in national external moderation of their assessment.

Q. I work for an accredited site but I am not the Moderation Contact. Can I contact the MITO QA Team?

A. Yes.

# 5 Annual Moderation Plan

For each accredited site that reported credit during the previous January-December period, MITO will determine an Annual Moderation Plan (AMP). In determining the plan, MITO will consider:

- Which standards are the focus of moderation for the year
- The Assessment Intentions Information provided by the site
- The standards for which credit was reported by the site during the previous year

- The site's moderation history.

The AMP for an accredited site may be that no moderation will take place for that year, or it may involve a combination, or all, of cluster group meeting moderation, pre-assessment moderation, post-assessment moderation, and/or site visit moderation.

The Moderation Contact will be emailed with the site's *Annual Moderation Plan Notification*. The AMP will include due dates for moderation submissions, and the Moderation Contact will be responsible for ensuring that the site meets all moderation requirements.

## 5.1 FAQs

**Q.** What should I do when I receive the *Annual Moderation Plan Notification*?

**A.** Read **all** of the information and note whether any standards have been selected for pre- or post-assessment moderation. Also note the items required for submission and the submission due date. You must arrange to have the items required sent to MITO's National Moderator on or before the due date, and each submission must be accompanied by a completed and signed *Moderation Submission Cover Sheet*.

**Q.** When should I send assessment materials to the National Moderator?

**A.** By the due date provided in the *Annual Moderation Plan Notification*.

**Q.** What happens if I do not send all of the items required?

**A.** MITO will post a *Receipt of Incomplete National External Moderation Submission* letter to the Moderation Contact with a new submission due date.

**Q.** What should I do if I cannot send assessment materials to the moderator by the submission due date?

**A.** Contact the Quality Assurance Team at MITO as soon as possible and a new due date may be able to be arranged.

**Q.** What happens if I miss a submission due date?

**A.** If you do not contact MITO before the due date, MITO will email the Moderation Contact a *Notification of Non-compliance with Moderation Requirements* with a new submission due date and re-notification of the site's *Annual Moderation Plan*.

**Q.** What happens if I miss a second due date, or the new due date given in the *Notification of Non-compliance with Moderation Requirements*?

**A.** MITO will post a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter to the site's Chief Executive (CE), copied to the site's Moderation Contact, which notifies the organisation of the actions required and the time frame for completion of the actions in order for the site to achieve compliance, and the consequences of on-going non-compliance.

Q. What if I am not assessing against a standard that has been selected for moderation?

A. Contact the Quality Assurance Team at MITO before the due date so a substitute standard can be arranged.

Q. Can I send the items required much earlier than the due date?

A. Yes. However, they will be moderated before the submission due date only if workflow allows it.

Q. What happens if I am late submitting assessment materials?

A. If the Quality Assurance Team at MITO has not heard from you on the due date you will receive a *Notification of Non-compliance with Moderation Requirements* email, or a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter.

Q. What should I do if I receive a *Notification of Non-compliance with Moderation Requirements* email, or a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter?

A. Note the standards selected for pre- and/or post-assessment moderation and the submission due dates and items required. You must arrange to have the items required sent to MITO's National Moderator on or before the due date, and each submission must be accompanied by a completed and signed *Moderation Submission Cover Sheet*.



# 6 Assessment Material for Moderation

Please also see [Section 5 Annual Moderation Plan](#), including the FAQs.

## 6.1 Submission Requirements

Assessment materials submitted for moderation must:

- Be submitted on or before the due date
- For post-assessment moderation and cluster group meeting moderation, include examples of candidate evidence assessed as being borderline Not Yet Competent (no credit awarded) and Competent (credit awarded)
- Not include names on the examples of candidate evidence, i.e. identify the candidate evidence using candidate A, B, C or 1, 2, 3, rather than names
- Include all of the items required. These are specified on the AMP.
- Have passed through an internal moderation process
- Be accompanied by a completed and signed *Moderation Submission Cover Sheet* for each standard being moderated.

Materials cannot be moderated if assessor judgments are not identifiable on the assessment material. In such cases, MITO will contact the person named on the *Moderation Submission Cover Sheet* for further clarification.

## 6.2 Privacy, Intellectual Property, Copyright

Assessment evidence supplied for moderation must be identifiable as authentic to the student or candidate for whom the assessment or evaluation decision was made but, for privacy reasons, the student or candidate's name should not be on the material. Similarly, all commercially sensitive information (such as company name, customer name, vehicle registration number) should be removed from copies of material retained for moderation.

Assessment material will be returned to the submitter with the *Moderation Outcome Report*. MITO undertakes to uphold the intellectual property rights and copyrights

of other organisations and, for privacy reasons, to maintain confidentiality over *Moderation Outcome Reports* and recommendations.

## 6.3 Submitting Assessment Materials by the Due Date

Sites are expected to submit assessment material by the due date as stated on the *Annual Moderation Plan Notification*. If this date is unable to be met, contact the Quality Assurance Team at MITO as soon as possible and a new due date may be able to be arranged.

## 6.4 Incomplete Submission

If the submission is incomplete, MITO will post a *Receipt of Incomplete National External Moderation Submission* letter to the Moderation Contact with a new submission due date. MITO will hold the material but not

moderate it until the remainder of the items required are received on or before the new due date. They must be accompanied by a completed and signed *Moderation Submission Cover Sheet* for each standard being submitted.

## 6.5 FAQs

Q. How do I know what to submit?

A. The items required are specified in the *Annual Moderation Plan Notification* and/or in the relevant moderation outcome cover letter. You are also welcome to use your discretion and submit other supporting documentation as long as it is in addition to the items that have been specified by MITO.

Q. Do I need to submit teaching materials or workbooks?

A. Only if they contain the actual assessment material, i.e. task, schedule, student/candidate evidence.

Q. Can I submit photocopies of assessment materials to MITO?

A. Yes, as long as the copies are legible and the students/candidates are not named.

Q. Is it important to submit the assessment schedule?

A. Yes, because without an assessment schedule, the moderator is not able to determine how assessment decisions have been made.

Q. What will happen if I do not submit assessment materials by the due date?

A. The Moderation Contact will receive a *Notification of Non-compliance with Moderation Requirements* email.

Q. Can outsourced (commercial) assessment materials be used without internal pre-assessment moderation?

A. This is not good assessment practice. All assessment material, irrespective of its source, should go through the site's own internal moderation process to determine whether the assessment material is fit for purpose, i.e. does it allow students/candidates the opportunity to meet the requirements of the national standard? Regardless of the site's operational practices, the site is responsible for the quality of all assessment material that it uses, and the assessor decisions that are made.

Q. Do I have to use the latest version of the standard?

A. An accredited organisation must assess against the latest version of a standard as soon as is reasonably possible. Version changes that include safety issues or legislation are effective immediately. Your organisation should have an internal process for checking regularly on NZQA's website to see what changes have been made to the National Qualifications Framework (NQF). Further information is available on Framework Updates at [www.nzqa.govt.nz/framework/updates/index.html](http://www.nzqa.govt.nz/framework/updates/index.html).

## 6.6 Resubmissions

If a moderation outcome is that assessment material and/or assessor decisions were not consistent with the national standard then resubmission may be a follow-up action for your site. If a resubmission is required, the items required and a due date will be provided in the *Moderation Outcome Report* and/or moderation outcome cover letter.

Assessment materials resubmitted for moderation must meet Submission Requirements (please see **Section 6.1 Submission Requirements**).

### 6.6.1 Fees for Pre-assessment Moderation Resubmission

There is no MITO charge for post-assessment moderation resubmission.

There is no MITO charge for pre-assessment moderation, except if after rework and resubmission the material requires subsequent resubmission. In this case

every subsequent resubmission will incur a moderation charge of \$50 per hour plus GST. Such a situation would be unusual and is likely to represent an instance of accredited organisation non-compliance with moderation requirements.

### 6.6.2 FAQs

**Q.** When should I resubmit assessment material for moderation?

**A.** On or before the resubmission due date provided in the *Moderation Outcome Report* and/or moderation outcome cover letter.

**Q.** Can I ask the National Moderator to quality assure my draft modifications prior to making a resubmission?

**A.** No. Moderation is a considered and holistic quality assurance process. However, you can telephone the National Moderator for advice about modifications. Such advice is given without prejudice, i.e. following the advice does not mean that, when resubmitted, the assessment material will necessarily be considered consistent with the national standard. The advice is simply advice; it is not moderation.

## 6.7 Acknowledgement of Receipt of a Submission/Resubmission

Within five working days of receipt of a complete submission/resubmission, an *Acknowledgement of Receipt* letter is posted to the Moderation Contact to formally acknowledge that MITO has received the

complete submission/resubmission. The letter will provide the date by which the moderation will be completed (usually 25-30 working days after receipt of the submission).

## 6.8 The Moderation Outcome Report

Formal notification of the outcome of a moderation activity is provided via the MITO *Moderation Outcome Report*, which is posted to the Moderation Contact after any moderation activity. The *Moderation Outcome Report* sets out whether the assessment material and/or assessor decisions were consistent with the national standard, and any actions recommended to, and/or required of, the submitting organisation. In the case of site visit moderation, the report sets out additional moderation outcomes, depending on what the agenda for the visit was.

The *Moderation Outcome Report* is accompanied by a moderation outcome cover letter, which also contains any formal follow-up actions required of the moderated organisation. Follow-up actions set out in the moderation outcome cover letter are added to the organisation's Annual Moderation Plan and must be adhered to (refer to Section 10.2 Non-compliance).

The *Moderation Outcome Report* and the moderation outcome cover letter are posted to arrive, in the case of:

- Cluster group meeting/site visit moderation, no more than six weeks after the date of the cluster group meeting/site visit taking place

- Pre-/post-assessment moderation, on or before the date specified by MITO in the *Acknowledgement of receipt letter*.

The organisation (and not the assessor) is entirely accountable for implementation of any recommended/required actions specified in the *Moderation Outcome Report* and/or any follow-up actions contained in the moderation outcome cover letter. The Moderation Contact should facilitate and track the implementation process and, for QAB audit, any in-house decisions as to whether professional development, etc. is required.

### 6.8.1 FAQs

**Q.** What do I do if the assessment material has been found to be not at the national standard?

**A.** Note the recommended/required actions set out in the *Moderation Outcome Report*, and any follow-up actions set out in the moderation outcome cover letter, and adhere to them using your organisation's quality management system processes. Ensure that all affected parties are aware of the changes that they need to make, why they need to make the changes, and by what date/event the changes need to have been made. Procedurally, check that the changes have been made, and that they have been made within the required time frame. If your organisation does not have policy and procedures in place for implementing and documenting changes in response to moderation (both internal and external), you will need to put these in place.

**Q.** Can I contact MITO to seek clarification about the *Moderation Outcome Report*?

**A.** Yes. Contact the National Moderator at MITO.

**Q.** Can MITO select the same standard for moderation next year?

**A.** Yes.

**Q.** Why might our material not be at the national standard?

**A.** If the:

- Assessment activity does not provide the candidate with the opportunity to demonstrate all of the required skill and knowledge in the elements, performance criteria and/or range statements of the unit standard
- Special notes in the standard have not been considered in the assessment material

- Assessment is against a previous version of the standard at a time when it would be reasonable for the provider to be assessing against the current version
- Assessment schedule has not been provided
- Assessment schedule does not give appropriate example evidence for award of credit
- Assessment schedule lacks quality and quantity judgement statements about the evidence that must be presented for credit to be awarded
- Evidence and/or judgement statements are inadequate for the level of the standard and/or the requirements specified in the standard.

**Q.** Why might our assessor decisions not be consistent with the national standard?

**A.** If the:

- Example evidence in the assessment schedule has not been used as a guide to the standard
- Judgement statement(s) in the assessment schedule have not been adhered to
- Candidate evidence that has been rated 'Competent' by the assessor is inadequate for the level of the standard and/or the requirements of the standard
- Candidate evidence that has been rated 'Not Yet Competent' by the assessor is adequate for the level of the standard and/or the requirements of the standard
- Assessor decisions are not marked clearly on the assessment material
- The assessor has required full re-assessment including for elements where competence has already been demonstrated
- The assessor has required formal re-assessment where evidence indicates that the candidate probably has the skill and knowledge and that the opportunity for verbal resubmission is likely to have sufficed
- Evidence is missing
- Authenticity of the evidence is in doubt.

**Q.** Who do I contact if I do not receive a *Moderation Outcome Report* six weeks after cluster group meeting moderation, or on or before the date specified in the *Acknowledgement of Receipt* letter?

**A.** Contact the Quality Assurance Team at MITO.

**Q.** Do I have to change candidate results if the moderator has not agreed with the assessor's decision(s)?

**A.** No. A key principle of the NQF is that learners are not disadvantaged by the outcomes of quality assurance processes. However, the organisation's assessment practices must change immediately so as to be consistent with the national standard.

Q. When is an assessment consistent with the national standard?

A. When national external moderation confirms that the:

- Assessment materials provide the candidate with the opportunity to demonstrate the required skill and knowledge set out in the standard
- Assessment schedule allows the assessor to make fair, valid and consistent decisions about candidate evidence/performance
- Assessor decisions about the candidate evidence/performance are consistent with the national standard.

Q. Does every range statement need to be assessed against?

A. Yes, when a range statement:

- Is stated in the special notes, the range items must be evidenced against all elements throughout the assessment
- Appears immediately below the element, then the range items must be evidenced against all performance criteria (PC) in that element
- Appears immediately below the PC, then the range items must be evidenced against that PC.

Q. If the *Moderation Outcome Report* requires changes to be made to the assessment material and I make the changes, should I send the material back to the National Moderator?

A. No, unless the accompanying *Moderation Outcome Report* and/or moderation outcome cover letter requires resubmission and has provided the organisation with items required and resubmission due date information.

Q. What should I include on an *Action Plan* for addressing non-compliance, if I am asked for one?

A. Look at your *Moderation Outcome Reports* and any other communications received from MITO's QA Team, and make decisions on what your organisation needs to do to become compliant with the requirements of the national external moderation system and/or with the national standard. You could consider the people carrying out assessment against MITO standards in your organisation, and the policy and processes that they follow.

- Who does what?
- What kind of professional development do they need?
- How does the organisation track and collate assessment material for submission?
- How are materials for assessment produced and quality assured against the standard?
- How are assessor decisions verified and quality assured within the organisation?
- What outside support could the organisation seek, including engaging with other accredited organisations?

Be specific about your proposed actions, and prepare a timeline for implementation.

# 7 Cluster Group Meeting Moderation

During the year MITO runs cluster group moderation meetings across the country. At these meetings participants peer moderate assessment material and candidate evidence under the guidance of the National Moderator (or another suitably qualified person). MITO has found this method of moderation to be highly effective at facilitating consistency of assessment with the national standard.

The National Moderator (or another suitably qualified person) facilitates the peer moderation process during the meeting, and after the meeting the National Moderator quality assures the moderation outcome prior to reporting to the accredited site. The peer moderation process verifies that the assessment requirements and assessor decisions are consistent with the national standard. It also provides opportunity for discussion, professional development, and clarification of the national standard.

In order to meet moderation requirements, at least one representative from each accredited site of an accredited organisation must attend a cluster group moderation meeting each year. The representative must bring assessment material and candidate evidence for

one MITO unit standard against which assessment was conducted during the previous 12 months.

Workplace and contracted MITO registered assessors are also required to attend a moderation cluster group meeting each year and are subject to the same peer moderation process. This system connects the internal and external moderation systems and ensures assessment consistency between the workplace and training providers.

Participating organisations will need to fund their own administration, travel, and accommodation requirements (if necessary) for annual attendance at a regional cluster group moderation meeting. MITO will endeavour to hold the meetings in regions that will keep such requirements to a minimum.

## 7.1 Invitations to Cluster Group Moderation Meetings

An invitation is emailed by MITO to the Moderation Contact for the site. The Moderation Contact must RSVP to the invitation on behalf of the site as directed in the invitation, with the names of personnel attending and what proposed meeting(s) they will attend. At this point the meetings are proposed and will only be confirmed after RSVPs have been received.

If the site wishes to RSVP a site apology to the invitation (i.e. the site does not intend to attend one of the meetings), MITO will consider the site's reason for the apology, the site's moderation history and the site's credit report history before deciding whether or not the apology can be accepted. If the apology can not be accepted, the Moderation Contact will be notified and the site re-invited.

If the site does not RSVP to an invitation, the site's Moderation Contact will be emailed a reminder invitation.

If the reminder invitation is not responded to, MITO will contact the Moderation Contact to discuss the invitation. Additionally, the site may receive a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter addressed to the site's CE and copied to the site's Moderation Contact, which notifies the site of the actions required and the time frame for completion of the actions in order for the site to achieve compliance, and the consequences of on-going non-compliance.

## 7.2 Confirming Cluster Group Moderation Meetings and Attendance

Once RSVPs have been received, MITO will confirm meeting dates, times, locations and venues. MITO will notify the confirmed details to the Moderation Contact and to each attending site's attendees by email.

## 7.3 What to Bring to a Cluster Group Moderation Meeting

At the meeting, for **one** MITO unit standard against which the accredited site has conducted assessment within the previous **12 months**, each accredited site attendee must bring assessment material (assessment task, candidate instructions, assessment schedule) and at least one sample of candidate evidence.

If the site sends more than one attendee, it is preferable that each attendee bring assessment material for a different standard. This will facilitate discussion, professional development, and clarification of the national standard for a variety of standards during the

meeting, and will also increase the moderation coverage that year for the site. The outcome of each moderation activity will be recorded by MITO and will contribute to the site's moderation history.

## 7.4 Moderation at the Meeting

During the cluster group moderation meeting, each attendee carries out peer moderation of assessment material that has been brought to the meeting by another attendee.

The attendee moderator completes and signs a *Moderation Outcome Report – Cluster Group Meeting Moderation* form, which will detail the:

- Moderation activity that occurred (cluster group meeting moderation)
- Assessment material that was moderated
- Moderation outcomes (for the assessment task, candidate instructions, assessment schedule,

candidate evidence), i.e. whether the material and assessor decisions were at the national standard and, if not, why not.

The feedback and the submitted assessment material and evidence will be collected at the end of the meeting to take to MITO National Office for quality assuring by the National Moderator prior to a moderation outcome being determined.

## 7.5 Reporting the Outcome of Cluster Group Meeting Moderation

After the cluster group meeting moderation, MITO will quality assure peer moderation carried out at the meeting and will change a moderation outcome if necessary. MITO will also determine follow-up actions recommended to, or required of, the site and detail these in the moderation outcome cover letter.

The Moderation Contact for each attending accredited site will be sent a formal *Moderation Outcome Report* for the site's assessment material that was moderated at the meeting, and an accompanying moderation outcome cover letter.

If an attendee does not bring the required assessment material and candidate evidence to the meeting, the moderation outcome for the site that will be reported to the Moderation Contact will be 'Not at the national standard'.

If an attendee does not attend, the Moderation Contact will receive either a *Notification of Non-attendance at a MITO Cluster Group Moderation Meeting* letter, or a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter, depending on whether the site has met the requirement that one representative attend one cluster group moderation meeting each year.

## 7.6 FAQs

Q. Do I need to attend a cluster group moderation meeting?

A. In order to meet moderation requirements, at least one representative from each accredited site of an accredited organisation must attend a cluster group moderation meeting each year. It is up to the accredited site to decide who that representative will be.

Q. Can we send more than one representative?

A. Yes.

Q. What do I need to do when I receive an invitation to cluster group moderation meetings?

A. Decide who will attend what meeting(s) on behalf of the site. Arrange travel and accommodation for attendees as necessary (however, please note that at invitation stage each meeting has the status 'proposed'). RSVP to MITO as directed on the invitation with the names of personnel attending and what proposed meeting(s) they will attend.

Q. Can a site send a representative to more than one meeting in a year?

A. Yes, the site is welcome to send as many assessors to as many meetings as the site wishes to.

Q. Do the names of attendees have to be provided in the RSVP?

A. No, the site can accept the invitation to a meeting with names of attendees being provided later. However, for planning purposes MITO needs to know attendee numbers as soon as possible.

# 8 Pre- and Post-assessment Moderation

## 8.1 Pre-assessment Moderation

Pre-assessment moderation involves moderation of assessment material (assessment task, candidate instructions, assessment schedule) before it is used to assess candidates. This is useful in instances of a standard being new, high risk, at a high NQF level, and/or problematic in terms of interpretation. Additionally it is useful for achieving compliance in instances of ongoing non-compliance with the national standard.

Pre-assessment moderation requires that the site submit assessment material for a standard for moderation and approval **prior** to any assessment taking place. The

process verifies that the assessment requirements are consistent with the national standard.

## 8.2 Post-assessment Moderation

Post-assessment moderation involves moderation of both the assessment material (assessment task, candidate instructions, assessment schedule) and resulting examples of candidate evidence.

Post-assessment moderation requires that the site submit assessment material and examples of candidate evidence for a standard for moderation **after** the

assessment has taken place. The process verifies that the assessment requirements and assessor decisions are consistent with the national standard.

## 8.3 Notification of Pre- and/or Post-assessment Moderation Requirements

MITO will notify a site of the site's Annual Moderation Plan. The Annual Moderation Plan will be emailed to the site's Moderation Contact as the *Annual Moderation Plan Notification* email, which will set out any pre- and/or post-assessment moderation requirements.

Additional pre- and/or post-assessment moderation may be a follow-up action resulting from non-compliance with moderation requirements or non-compliance with the national standard (refer to Section 10.2 Non-compliance). Additional requirements will be added to

the site's Annual Moderation Plan, and notified to the Moderation Contact for the site in the applicable non-compliance letter or email, or in the applicable *Moderation Outcome Report* and/or moderation outcome cover letter.

## 8.4 Outsourcing

Refer to Section 3 Outsourcing.

## 8.5 Reporting the Outcome of Pre- and Post-assessment Moderation

Refer to Section 6.8 The Moderation Outcome Report, including 6.8.1 FAQs.

# 9 Site Visit Moderation

## 9.1 Initiation of Site Visit Moderation

MITO carries out site visit moderation of each organisation's accredited sites on a cycle of once every three years. Site visit moderation is waived where MITO considers it would not enhance external moderation of the site.

MITO may also require site visit moderation where there is non-compliance with the requirements of moderation, or non-compliance with the national standard.

Alternatively, an accredited organisation may itself request that MITO carry out site visit moderation.

## 9.2 Notification of Site Visit Moderation

If MITO intends to visit a site during a current moderation year, MITO will make contact to arrange a suitable date for the visit, and to provide the agenda.

## 9.3 Process for Site Visit Moderation

A site visit verifies that assessment requirements and assessor decisions are consistent with the national standard. It also provides opportunity for the National Moderator to provide advice and guidance in relation to assessment and assessment policy and procedures, and the national standard. The visit may involve:

- Observation of assessment taking place
- Discussion about the site's moderation outcomes from MITO national external moderation in the current and previous years
- Discussion about the site's participation in MITO's cluster group moderation meetings in the current and previous years
- Review of the site's policies/processes for assessment against standards for which MITO runs a national external moderation system
- Group discussion session for the site's automotive staff.

## 9.4 Reporting the Outcome of Site Visit Moderation

Refer to Section 6.8 The Moderation Outcome Report, including 6.8.1 FAQs.

## 9.5 FAQs

**Q.** Is a site moderation visit an audit?

**A.** No. It is a visit for the purpose of moderating the assessment carried out by the organisation and may also be used to facilitate compliance with the national external moderation system/national standard.

**Q.** Must we agree to have a site moderation visit when MITO has requested one?

**A.** Yes. However, the date of the visit is negotiable within a two month range of MITO's initial proposed date (i.e. within one month before or one month after the proposed date).

**Q.** Are there any MITO charges for a site moderation visit?

**A.** No. However, MITO may request a particular date on which to visit to coincide with other MITO travel (e.g. travel to a cluster group moderation meeting) to reduce costs for MITO. If the Moderation Contact could work with MITO to select a date that will minimise MITO travel costs MITO would appreciate it.

# 10 Non-compliance with Moderation Requirements

## 10.1 Obligation of Accredited Sites

Accredited organisations must comply with the national external moderation requirements of MITO, the SSB. Not doing so indicates that an accredited organisation is not meeting the requirements of its accreditation, and

MITO will take action in response to non-compliance. Details about MITO's national external moderation system are published in MITO's Accreditation and Moderation Action Plan (AMAP) [Ref: 0014] available at [www.nzqa.govt.nz/nqfdocs/maps/doc/0014.doc](http://www.nzqa.govt.nz/nqfdocs/maps/doc/0014.doc).

## 10.2 Non-compliance

There are two types of non-compliance:

- Non-compliance with the moderation system. Non-compliance with the moderation system means that the accredited organisation is not participating in the national external moderation system, e.g. not providing Assessment Intentions Information, not submitting required items for moderation by the due date, not responding to an invitation to cluster group

meeting moderation, not bringing specified material to a cluster group meeting for moderation.

- Non-compliance with the national standard. Non-compliance with the national standard means the accredited organisation's assessment material and/or assessor decisions are not consistent with the national standard.

### 10.2.1 Non-compliance with the National External Moderation System

#### 10.2.1.1 Non-response to Assessment Intentions Information Request

- Where a site does not submit Assessment Intentions Information to MITO on or before the due date, MITO will email a reminder request to the Moderation Contact.
- Where a site does not submit Assessment Intentions Information in response to the MITO reminder request, MITO will contact the Moderation Contact to establish the reason for the lack of response and to clarify the purpose of the information being for MITO to determine the moderation that needs to take place, and to obtain the site's Assessment Intentions Information.
- Where a site still does not provide Assessment Intentions Information, MITO's Quality Assurance Manager will post a *Notification of Non-compliance with yyyy Request for Assessment Intentions Information* letter to the site's CE, copied to the

Moderation Contact, which notifies the site of the actions required and the time frame for completion of the actions in order for the site to achieve compliance, and the consequences of on-going non-compliance.

#### 10.2.1.2 Non-response to Cluster Group Moderation Meeting Invitation

- Where a site does not provide a response to the MITO invitation to cluster group moderation meetings by the RSVP date specified in the invitation, MITO will email a reminder invitation to the Moderation Contact.
- Where a site does not provide a response to the MITO reminder invitation by the RSVP date specified in the invitation, MITO will contact the Moderation Contact to establish the reason for the non-response and to obtain the site's response to the invitation. If the site's response to the invitation is not confirmed attendance at one of the meetings

or an alternative outcome agreed to by MITO, MITO's Quality Assurance Manager will post a *Notification of Non-compliance with Moderation Requirements* letter to the site's CE, copied to the Moderation Contact, which notifies the site of the actions required and the time frame for completion of the actions in order for the site to achieve compliance, and the consequences of on-going non-compliance.

### 10.2.1.3 Non-attendance at a Cluster Group Moderation Meeting

- Where a confirmed attendee does not attend their cluster group moderation meeting, MITO will either post a *Notification of Non-attendance at a MITO Cluster Group Moderation Meeting* letter to the Moderation Contact, or include the information in a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter posted to the site.

### 10.2.1.4 Non-submission of Assessment Material for Pre-/Post-assessment Moderation

- Where a site does not meet a pre- or post-assessment moderation submission due date, MITO will send a *Notification of Non-compliance with Moderation Requirements* email to the Moderation Contact, which provides a new submission due date and re-notifies the site of its Annual Moderation Plan.
- Where a site does not meet a new pre- or post-assessment moderation submission due date, or does not meet a second pre- or post-assessment moderation submission due date, MITO's Quality Assurance Manager will post a *Notification of Non-compliance with National External Moderation System Moderation Requirements* letter to the site's CE, copied to the Moderation Contact, which notifies the site of the actions required and the time frame for completion of the actions in order for the site to achieve compliance, and the consequences of on-going non-compliance.

## 10.2.2 Non-compliance with the National Standard

### 10.2.2.1 Follow-up Actions

Follow-up actions are determined by MITO in response to instances of non-compliance with the national standard. They are moderation requirements additional to those notified to the site in the *Annual Moderation Plan Notification* and are intended to facilitate a non-compliant site achieving compliance.

Follow-up actions may be:

- Pre-assessment and/or post-assessment moderation (which may be for standards additional to those in the *Annual Moderation Plan Notification*)
- Resubmission of assessment material for moderation prior to its use or re-use
- Submission of additional candidate evidence for post-assessment moderation

- Site attendance at a specific cluster group moderation meeting
- Site visit moderation
- Preparation of an Action Plan showing how the organisation is going to achieve compliance.

Follow-up actions are added to the site's Annual Moderation Plan, and notified to the site (i.e. to the Moderation Contact) in the applicable non-compliance letter or email, or in the applicable *Moderation Outcome Report* and/or moderation outcome cover letter.

Additionally, MITO may recommend to the site's QAB (NZQA, ITP Quality, CUAP) that the site's accreditation be removed. The site's CE will be informed.

## 10.3 On-going Non-compliance

To maintain accreditation, accredited organisations are required to meet the national external moderation requirements set out in the AMAP covering the unit standards for which accreditation has been granted.

Accredited organisations meet national external moderation requirements when they:

- Provide their Assessment Intentions Information for the year using the MITO template
- Meet moderation system due dates
- Participate in cluster group meeting moderation
- Use assessment materials, and make assessor judgements, that are at the national standard.

In some circumstances, as an outcome of non-compliance with the national external moderation system and/or the national standard, the organisation may be asked to prepare an Action Plan showing how the organisation is going to achieve compliance with the national external moderation system and/or the national standard.

MITO will report on-going non-compliance to the appropriate QAB, which may ultimately remove accreditation.

The organisation should refer to information provided on the NZQA website regarding *Maintaining Registration and Accreditation* at [www.nzqa.govt.nz/for-providers/aaa/process.html#3](http://www.nzqa.govt.nz/for-providers/aaa/process.html#3).

## 10.4 FAQs

Q. What is non-compliance?

A. Non-compliance is not meeting one or more of the requirements of national external moderation.

Q. What does non-compliance mean for our site?

A. On-going non-compliance can lead to the removal of accreditation for a particular domain or subfield.

Q. Within the accredited organisation, who should be liaising with MITO about non-compliance?

A. Initially the Moderation Contact. In cases of on-going non-compliance the CE, or an equivalent authority within the organisation, should liaise with MITO.

Q. Who is the appropriate QAB?

A. In most cases for:

- Polytechnics and Institutes of Technology it is the **Institutes of Technology and Polytechnics Quality (ITP Quality)**.
- Schools, Private Training Establishments (PTEs), Wānanga, Government Training Establishments (GTEs), and UNITEC it is the Quality Assurance Division of **NZQA**.
- Universities it is the **Committee for University Approvals and Programmes (CUAP)**.

**Q.** What should I include on an *Action Plan* for addressing non-compliance, if I am asked for one?

**A.** Look at your *Moderation Outcome Reports* and any other communications received from MITO's QA Team, and make decisions on what your organisation needs to do to become compliant with the requirements of the national external moderation system and/or with the national standard.

You could consider the people carrying out assessment against MITO standards in your organisation, and the policy and processes that they follow.

- Who does what?
- What kind of professional development do they need?
- How does the organisation track and collate assessment material for submission?
- How are materials for assessment produced and quality assured against the standard?
- How are assessor decisions verified and quality assured within the organisation?
- What outside support could the organisation seek, including engaging with other accredited organisations?

Be specific about your proposed actions, and prepare a timeline for implementation.

## 11 Appealing a Moderation Outcome

Registered AMAP 0014 details the MITO process for appealing a moderation outcome. Refer to the AMAP on NZQA's website at [www.nzqa.govt.nz/nqfdocs/maps/doc/0014.doc](http://www.nzqa.govt.nz/nqfdocs/maps/doc/0014.doc).

## 12 Useful links

The following is a list of resources and web links for further information that may be useful for education organisations.

**New Zealand Qualifications Authority** (Qualifications Authority, NZQA) at [www.nzqa.govt.nz](http://www.nzqa.govt.nz) provides information on:

- Framework Updates – provides information on changes to National Qualifications Framework unit standards and qualifications [www.nzqa.govt.nz/framework/updates/index.html](http://www.nzqa.govt.nz/framework/updates/index.html)
- NZQA, *Best Practice Principles for the Assessment of Unit Standards* (March 2005) [www.nzqa.govt.nz/for-providers/resources/](http://www.nzqa.govt.nz/for-providers/resources/)
- NZQA, *NQF Moderation Policy* (August 2006), i.e. NZQA Board policy on National Qualifications Framework moderation [www.nzqa.govt.nz/for-providers/resources/](http://www.nzqa.govt.nz/for-providers/resources/)
- Registration and Accreditation Process

NZQA is the QAB for schools, PTEs, GTEs, and Wānanga in New Zealand  
[www.nzqa.govt.nz/for-providers/aaa/process.html#3](http://www.nzqa.govt.nz/for-providers/aaa/process.html#3)

- Standards, Criteria and Resources

Registration Application Pack: NZQA, *Registration Application Pack – for organisations applying to become registered as training establishments* (March 2007)

*NQF Accreditation Application Pack: NZQA, NQF Accreditation Application Pack – for organisations applying to become accredited to award credits from the National Qualifications Framework (NQF)* (March 2005)

QA Standard One: NZQA, *Quality Assurance Standard for PTEs, GTEs and Wānanga* (QA Standard One) (May 2006)

Self Evaluation Guide and Workbook: NZQA, *Self Evaluation Guide and Workbook* (August 2006)

Collaborative Arrangements Between Providers: NZQA, *Principles and Parameters for Agreements between Tertiary Education Providers Involved in Collaborative Arrangements* (November 2005)  
[www.nzqa.govt.nz/for-providers/aaa/resources.html](http://www.nzqa.govt.nz/for-providers/aaa/resources.html)

- Provider Login

This web page provides education organisations with login links to NZQA's secure extranet  
[www.nzqa.govt.nz/for-providers/login.html](http://www.nzqa.govt.nz/for-providers/login.html)

### **Institutes of Technology and Polytechnics Quality (ITP Quality)**

ITP Quality is the QAB for institutes of technology and polytechnics (ITPs) in New Zealand at [www.itpq.ac.nz/](http://www.itpq.ac.nz/)

### **TEC List of ITOs**

The Tertiary Education Commission provides a list of recognised ITOs with their accompanying contact information, website links, and gazetted industry coverage at [www.tec.govt.nz/education\\_and\\_training/itos.htm](http://www.tec.govt.nz/education_and_training/itos.htm)

# 13 Overview of Forms and Reports

Forms are available for downloading from MITO's website at [www.mito.org.nz](http://www.mito.org.nz). Hard copy samples of report templates can be provided by the MITO Quality Assurance Manager on request.

## 13.1 Contact Details Form

This form should be used by an accredited organisation to inform the MITO QA Team of any changes to Moderation Contact details.

## 13.2 Moderation Submission Cover Sheet

The submitting organisation completes and signs the *Moderation Submission Cover Sheet* and attaches it to the assessment materials for each standard being submitted for moderation.

## 13.3 Moderation Outcome Report – Pre-assessment Moderation

This is the *Moderation Outcome Report* template completed by MITO when moderating assessment material **prior** to its use for assessment. The completed report is posted to the site's Moderation Contact at the end of the moderation activity.

## 13.4 Moderation Outcome Report – Post-assessment Moderation

As above, but this template is used for moderation of material and assessor decisions **after** assessment has been carried out.

## 13.5 Moderation Appeal Form

If the organisation that made the moderation submission is appealing the moderation outcome, the Moderation Contact oversees completion and signing of the *Moderation Appeal Form* and attaches it to the

assessment material that was moderated and any other evidence supporting the request for reconsideration, prior to sending the moderation outcome appeal to MITO as per the process in AMAP 0014.

## 13.6 Moderation Appeal Outcome Appeal Form

Should an organisation that appealed a moderation outcome feel that the outcome of the appeal is inappropriate, that organisation is entitled to appeal the outcome of the moderation appeal. The Moderation Contact oversees completion and signing of the

*Moderation Appeal Outcome Appeal Form* and attaches it to the assessment material that was moderated and any other evidence supporting the request for reconsideration, prior to sending the appeal to MITO as per the process in AMAP 0014.

## 13.7 Moderation System and Manual Feedback Form

Accredited organisations are invited to use the *Moderation System and Manual Feedback Form* to suggest improvements to, or report any issues with, this manual or MITO's national external moderation system.









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