
National Quality Assurance and Moderation Plan 2025

Mā te muka, mā ngā ringaringa, ka kaha ai te taura here tāngata

Unison and collaboration are the foundations of strength

National Quality Assurance and Moderation

Muka Tangata provides leadership on innovative approaches to quality assurance for the food and fibre sector, so our partners have confidence in the quality of programmes and learning delivered and assessed by providers.



Whanaungatanga

An emphasis on building relationships first



Whakapono

Having a reciprocal high-trust model



Whakapakari

A 'side by side' approach to improving and best practice



Whakanui

Acknowledging and celebrating stories of success and best practice

Hoaketanga - Purpose

Our quality assurance and moderation functions ensure ākonga (learners) have met the required industry standard when they are awarded a Muka Tangata developed unit standard, skill standard, qualification or credential.

Our external moderation activities ensure that:

- assessment materials developed by providers are fit for purpose
- assessment decisions are fair, valid and consistent with the national standard, irrespective of the mode and place of learning
- provider developed programmes leading to qualifications meet and continue to meet industry and partner needs

Our moderation activities follow NZQA rules and principles. For more information, see NZQA's website:

www.nzqa.govt.nz/providers-partners/assessment-and-moderation-of-standards/principles/.

Effective national external moderation systems ensure good assessment, teaching and learning practices. Moderation is not an audit, but we do proactively address poor assessment practices that could affect the credibility of learner credentials.

National external quality assurance and moderation systems are designed to provide assurance to all interested parties that learners awarded a unit or skill standard can do what the standard requires.

Noho haepapa - Responsibilities

Quality assurance and moderation is a shared responsibility between the provider, WDC and NZQA.

| Key organisation | Role |
|------------------|---|
| Provider | <ul style="list-style-type: none"> • Deliver and assess to the standard • Develop and implement an internal quality assurance and moderation system |
| WDC | Develop and maintain a national external quality assurance and moderation system |
| NZQA | Monitor the WDC external quality assurance and moderation system |

Pre-assessment moderation

We moderate assessment material(s) submitted by the provider prior to any assessment occurring. This ensures we identify any potential issues with assessments early and before actual assessments take place. Pre-assessment moderation ensures the assessment tasks allow ākonga to meet the standard and give assessors guidance to make accurate judgements about learner performance.

Approved assessment materials

Accredited organisations should use approved assessment material where they exist to eliminate the need for pre-assessment moderation and ensure consistency with the national standard. Further information can be found at mukatangata.nz/national-external-moderation.

Post-assessment moderation

We post-assessment moderate assessor judgements post-assessment to ensure they are fair, valid and consistent with the standard.

Selection

We use a risk-based approach to determine our moderation focus - the frequency a provider is moderated, and standards or programmes called for moderation. We carry out moderation activities to provide the most benefit to providers, learners, and employers. This approach is shared between WDCs to ensure a consistent experience.

Moderation focus and risk areas

For **2025**, WDCs will use the following classifications for external moderation of providers: **Low Risk**, **Medium Risk**, and **High Risk**

We will take certain factors into account when determining risk areas for providers and standards for 2025.

| | Provider | Standards/programme |
|---------------------------|---|---|
| Factors in scope for 2025 | <ul style="list-style-type: none"> Historical provider information (on action plans or continuous non-compliance) ERR (for non-school providers) Industry feedback and focus on provider Provider is new High number of standards reported by provider ERO reports (for school providers) Provider's assessments are not enabling the needs of priority learners to be met | <ul style="list-style-type: none"> Standards within a particular programme Health and safety risk presented by standard Legislative requirements and risk presented by standard Industry feedback and focus on standard or sector New standards High and low usage standards Active WDC endorsed programmes Learner achievement for standard, programme, or qualification |

Moderation focus areas for 2025:

Industry and partners have identified these areas as a focus.



Agricultural vehicles



Arboriculture



Sustainability and environment



Schools



Previously endorsed programmes



RSE skills recognition project

Moderation calendar 2025

Our Moderation Calendar is developed annually and details the sub-sector or industry focus for moderation per quarter.

Key: Agriculture Horticulture Forestry Seafood

| Quarter 1 (Jan - Mar) | Quarter 2 (Apr - Jun) | Quarter 3 (Jul - Sep) | Quarter 4 (Oct - Dec) |
|---|---|--------------------------------------|-----------------------|
| | Agricultural Vehicles | Dairy farming | Vet and Animal Care |
| | Agriculture General, Fencing, Agrichemicals | Sheep, Beef Cattle, and Deer farming | Pest Control |
| | Equine, Dogs and Racing | Pig and Poultry farming | Grapes and Wine |
| | Arable | Sports Turf | Apiculture |
| | Vegetable and Fruit | Landscape and Amenity | Seafood |
| | Nursery production | Arboriculture | |
| | | Forestry | |
| Schools | | | |
| Site visits | | | |
| Provider and schools online professional development seminars | | | |

Desktop moderation

Post-assessment moderation involves WDCs moderating assessor judgements to ensure they are fair, valid and consistent with the standard. In the desktop moderation process, we ask providers to submit completed assessment samples for moderation.

Process

Between **February and March 2025**, providers will be informed of which standards we will call for moderation, and when we will request them.

Post-assessment moderation of selected registered providers works on a three-month cycle covering the moderation year. Based on the Moderation Calendar and provider activity, selected providers will be asked for assessment samples at the beginning of each quarter.

Assessment samples will be moderated by a moderation specialist, a contracted sector moderator, or as part of a sector-specific moderation panel event where samples from multiple providers are moderated.

Sample selection

Sample selection will usually range from one to six standards (3-18 samples). **We encourage providers to submit te reo Māori samples for moderation where possible.**

Evidence and documentation required:

For each standard requested or considered, the provider must supply:

| | |
|--|---|
| The assessment schedule / marking guide (It must be the correct version and match the assessment tool). This may include model answers, judgement statements and the verifier/assessor guide. Please note only one assessment schedule is required for each set of samples. | ✓ |
| The assessment tool or integrated assessment tool (if applicable) | ✓ |
| An internal moderation report (if available) | ✓ |
| Learner samples (as requested) | ✓ |
| Additional evidence that may have contributed to an assessment decision. | ✓ |

On-site moderation

On-site moderation involves a quality assurance and moderation specialist and/or a contracted moderator from Muka Tangata visiting a provider. This can supplement or be in place of desktop moderation. On-site moderation visits can take place face-to-face or virtually.

The intent of the visit will be clearly outlined prior to the visit date, and we will be guided by the provider around how best to meet the intent. Dates and location/s will be negotiated with the provider.

The process includes:

- discussing programme endorsement considerations and programme performance,
- confirming currency of meeting the relevant Muka Tangata consent and moderation requirements,
- talking with staff and ākonga,
- observing delivery and assessment,
- viewing facilities and answering questions.

We build strong relationships with providers outside of moderation activities that support mutual goals. Providers are encouraged to connect with our Quality Assurance and Enhancement team and may request a site or virtual visit at any time.

Provider results and opportunities for improvement

Following moderation, a member of the Muka Tangata Quality Assurance and Enhancement team will meet with the provider to talk through the results. A report will be sent detailing how well the provider has met moderation requirements, and where appropriate, remedial action/s for the provider to address.

Continued evidence of not meeting the standard will be addressed by Muka Tangata and communicated to the provider. Further actions may include further moderation, a meeting or series of meetings, an improvement plan developed by the provider, and reporting to NZQA.

To appeal a moderation decision please send an email to moderation@mukatangata.nz for the attention of GM Quality Assurance and Enhancement. Prior to submitting an appeal, we encourage you to contact the GM Quality Assurance and Enhancement in the first instance to talk through the circumstances.

Providers may submit a Moderation Appeal within 15 working days of receiving the moderation report.

The Appeal form and further details can be found online at mukatangata.nz/national-external-moderation.

Professional development seminars

We provide ongoing professional development seminars that support provider and learner success in the food and fibre sector.

Moderation meetings

Our Quality Assurance and Enhancement team meet regularly with contracted moderators throughout the year. The meetings provide opportunities for professional development that support moderators making consistent judgements.

Continuous improvement and feedback

We welcome feedback on the National External Quality Assurance and Moderation Plan 2025 and its implementation.

To support continuous improvement, we encourage you to provide feedback on our National External Quality Assurance and Moderation Plan 2025.



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