

TO: **Chief Executive Officers**
NZQA Liaison Officers } **Tertiary Education Organisations**

ATTENTION: **NZDipBus Programme Manager**
Heads of Business and related departments
Lecturers of NZDipBus papers

Review of the national external moderation system for the New Zealand Diploma in Business (NZDipBus)

Request for feedback

Feedback on the national external moderation system for the NZDipBus is requested by **12 December 2007**.

Please:

- use the survey form attached and return to the New Zealand Qualifications Authority (NZQA) via email or post (as detailed on the form)
- distribute this circular and survey as widely as possible through your NZDipBus networks, including industry advisory groups or other industry contacts, and encourage people to respond by the due date
- **note** that electronic responses via email are preferred as this will facilitate collation of data
- **note** that recent and current NZQA moderators will be consulted separately; this survey seeks a TEO/ industry perspective.

Background

NZDipBus is a national qualification, owned and administered by NZQA. Tertiary Education Organisations (TEOs) accredited to offer NZDipBus prescriptions undertake assessment according to their own policies.

Separate moderation systems operate for high volume prescriptions and low volume prescriptions.

- High volume prescriptions are part of the national external moderation process. Assessment materials for these prescriptions are moderated by NZQA cyclically, normally once every three years.

- Low volume prescriptions are covered by TEO internal moderation processes. Assessment materials related to these prescriptions should be internally pre- and post-assessment moderated each delivery cycle. In addition, an external industry person or other TEO must moderate assessment materials every third delivery cycle or within a period of three years, whichever comes first. These moderation processes are subject to audit by NZQA.

Additional information about NZDipBus moderation processes is available on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>.

Moderation issues

The moderation systems outlined above have been modified over time but have not been formally reviewed. In recent years, concerns have been expressed in a number of contexts about aspects of moderation. In response to these concerns, and in the light of the current transition to use of new prescriptions for the NZDipBus and to version two of the qualification, NZQA has decided to review all processes related to the NZDipBus national external moderation system. The first step in this review is to survey key stakeholders' views.

Survey

The purpose of the survey is to collect sector views on the national external moderation system for the NZDipBus in order to:

- identify and clarify issues
- improve NZQA processes
- improve TEO satisfaction.

All responses are confidential. We ask for respondent and organisational details for demographic and clarification purposes only. Publication, or use of data with advisory groups, will not identify individuals or organisations.

All feedback will be considered by NZQA and will inform any changes made to the moderation system. Early in 2008, one or more focus groups will be convened to further explore key issues identified by survey respondents.

The survey covers:

- Section 1: Your details
- Section 2: The national external moderation system
 - Moderation scheduling
 - Amount of moderation
 - Moderation reporting
 - Moderation feedback response form
 - Appeals
 - Resubmission
 - Assessment exemplars

- Section 3: Audit process for low volume papers
- Section 4: Moderators
- Section 5: NZQA communications
- Section 6: General comments.

The comprehensive range of the survey means it is relatively lengthy. Depending on the nature and length of experience with the NZDipBus national external moderation system, survey respondents may feel more able to complete some sections than others. Feedback on all questions, to the best of your and/or your organisation's ability, is appreciated.

We encourage you to discuss the contents of the survey within your organisation and look forward to your responses.

A summary of survey results will be published on the NZQA website in February 2008.

Linda Glogau
Manager
Qualifications Development and Tertiary Moderation

Enquiries

Any enquiries relating to the contents of this circular should be directed to:

Armi Marie Manuguid
Operations Officer
Tertiary Assessment and Moderation
NZQA
PO Box 160
WELLINGTON
Phone: 04 463 3372
Fax: 04 463 3114
Email: tam@nzqa.govt.nz

Circulars are available from the NZQA website at
<http://www.nzqa.govt.nz/publications/circulars/tertiary.do>

Survey – NZDipBus Moderation System Review

Responses due at NZQA by Wednesday, 12 December 2007

Please send all completed forms (preferably by email) to:

tam@nzqa.govt.nz, OR
 NZDipBus Moderation System Review
 Tertiary Assessment and Moderation
 NZQA
 PO Box 160
 Wellington

Put **NZDipBus Moderation System Review** in the subject heading of your email.

Please refer to tertiary circular T2007/018 for background information and instructions for this survey.

SECTION 1: Your details

All responses are confidential. We ask for respondent and organisational details for demographic and clarification purposes only. Publication, or use of data with advisory groups, will not identify individuals or organisations.

*Please use a [**X**] to mark your preferred option(s) in the boxes and/or write your comments in the spaces provided.*

| | | |
|------------|---|--|
| 1.1 | Your name | |
| 1.2 | Your organisation's name | |
| 1.3 | Your contact email (if you are willing to be contacted for clarification purposes) | |

| | |
|---|---|
| 1.4 Is this survey response: | |
| <i>Either...</i> an individual response from (X as many boxes as apply): | |
| | current or past NZDipBus lecturer/tutor |
| | current NZDipBus liaison |
| | manager/coordinator |
| | TEO industry advisory group member |
| | other (please state): |
| Note: If you have been an NZDipBus moderator for NZQA, please answer this questionnaire from a TEO/industry rather than a moderator perspective. | |
| <i>Or...</i> a collective response (X one box only): | |
| | on behalf of your organisation's NZDipBus programme team |
| | on behalf of the School/Department/Faculty responsible for NZDipBus programmes/ courses |
| | on behalf of your organisation |
| | other (please state): |

Moderation reporting

The purpose of this section is to gather feedback on the information provided in the two moderation reports - the report to individual TEOs, and the summary report to all TEOs.

Report 1: Report to individual TEO

Currently, overall moderation results are reported on the first page of this report as either *The national standard has been met* or *The national standard has not been met*.

Alternatively, moderation results *could* be reported to distinguish between those assessment materials that require minor or major changes to meet the national standard. For example:

Assessment materials

- *The national standard has been met.*
- *Modification is required to meet the national standard.*
- *The national standard has not been met.*

Assessor decisions about candidate's work - Candidate's work is marked according to the marking schedule:

- *consistently for all work samples*
- *consistently for most work samples*
- *inconsistently.*

| | |
|---|---|
| 2.4 What is your preferred option for how moderation results should be reported? | |
| <input type="checkbox"/> | No change to current arrangement |
| <input type="checkbox"/> | Similar to the alternative outlined above (please state any changes): |
| <input type="checkbox"/> | Other (please state): |
| | |

Sections B and C in the current moderation report format focus on the following nine questions:

1. Are all the learning outcomes assessed?
2. Do the assessment activities assess the learning outcomes at an appropriate level as specified in the prescription?
3. Are the prescription's weightings adhered to?
4. Are the assessment conditions and instructions clear and appropriate?
5. Are the assessments consistent with current good industry practice?
6. Do the marking schedules allow for a range of appropriate student responses?
7. Is the way in which marks are awarded sufficiently detailed to enable consistent marking?
8. Are the marking schedules consistent with the requirements of the prescription and assessment materials? (levels)
9. Was candidates' work marked consistently according to the marking schedule? (i.e. Did the assessor make similar decisions about answers?)

| | |
|--|-------------------------|
| 2.5 Do these questions (above) need to be reviewed? | |
| | No |
| | Yes (please state why): |
| | |

| | |
|--|--|
| 2.6 Is the moderators' feedback useful? | |
| | All the time |
| | Most of the time |
| | Some of the time (please state why below): |
| | Hardly ever (please state why below): |
| | |

Report 2: Summary report to all TEOs

The purpose of the National External Moderation Summary Report (sent to all TEOs who submitted material for a particular prescription) is to provide a national perspective on moderation results and issues across all TEOs for that prescription.

| | |
|--|--------------------------------|
| 2.7 Is the information provided in the National External Moderation Summary Report generally: | |
| | Useful |
| | Not useful (please state why): |
| | |

2.8 Please write any other comments you have about moderation reporting:

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| |
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Moderation feedback response form

The purpose of this section is to gather feedback on the use of the moderation report feedback form.

A form *Response to Moderation Report for Semester [date]* is sent to TEOs with completed NZQA moderation reports.

2.9 Please write any comments you have about the moderation report feedback form:

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Appeals

The purpose of this section is to gather feedback on the efficiency of the current appeals process.

Where there are serious concerns about moderation decisions, a TEO can appeal to NZQA. An appeal must be completed **within three weeks** of the date of the moderation result letter and moderation report. TEOs are required to use an appeal cover sheet which is available on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/appeals.html>.

2.10 Have you ever disagreed with moderation comments or decisions in your organisation's moderation reports?

| | |
|--|-----|
| | Yes |
| | No |

| | |
|--|------------------------|
| 2.11 If your answer to question 2.10 above was yes , did your organisation appeal the moderation result? | |
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No (please state why): |
| | |

| | |
|--|--|
| 2.12 Is your organisation able to meet the current timeframe for an appeal? | |
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No (please state why and your preferred time frame): |
| | |

| | |
|---|--|
| 2.13 Please write any other comments or suggestions you have about the appeal process: | |
| | |

Resubmission of assessment materials that did not meet the national standard

The purpose of this section is to ask for your overall opinion on the resubmission process.

When moderation identifies that a TEO's assessment materials and/or assessor decisions about candidates' work do not meet the national standard, the TEO must resubmit modified assessment material to NZQA for re-moderation. If pre-assessment re-moderation is required, resubmission of modified materials is required before the next course delivery. Post-assessment re-moderation occurs after completion of the next course delivery.

| | |
|--|--|
| 2.14 What do you consider is the appropriate timeframe for resubmission of materials for pre -assessment moderation and why? | |
| | |

| | |
|--|---|
| 2.15 Would you like any changes to be made to the resubmission process? | |
| | No |
| | Yes (please state proposed change(s) and the reason(s) for them): |
| | |

| |
|--|
| 2.16 Please write any other comments or suggestions you have about resubmissions: |
| |

Assessment exemplars

The purpose of this section is to gather feedback on the usefulness of exemplars provided to TEOs.

The moderation process for a particular prescription may identify TEO assessment material that reflects the national standard and good industry practice. Exemplar material is provided to TEOs who submitted assessment material for that prescription.

| | |
|--|---|
| 2.17 How useful were the exemplars that have been provided in the last two years? | |
| | Useful |
| | Not useful (please state why): |
| | |
| | Have not seen any exemplars in the last 2 years |

| |
|---|
| 2.18 Please write any other comments you have about exemplars: |
| |

SECTION 3: Audit process for low volume papers

The purpose of this section is to gather feedback on the audit process for low volume papers.

The purpose of the audit of TEO moderation processes for low volume (low use) papers is to:

- verify that TEOs have an internal moderation system in place
- determine if the system is operating in an effective manner.

The audit process is outlined in the booklet *Procedures for the Moderation of Low Volume Papers*, available on the NZQA website at <http://www.nzqa.govt.nz/qualifications/tertqual/dipbus/moderation.html>.

3.1 Please write any comments or suggestions you have about the low volume audit process:

SECTION 5: NZQA communications

The purpose of this section is to ask for your overall impressions on the quality and clarity of NZQA's communications on matters relating to NZDipBus moderation.

| 5.1. Overall, how clear are the following communications? | | | | |
|---|------------------|---------------------|--------------------------|------------------------------------|
| | Excellent | Satisfactory | Needs Improvement | Suggestions for improvement |
| Website | | | | |
| Circular | | | | |
| Email | | | | |
| Phone | | | | |
| Letter | | | | |

SECTION 6: General comments

6.1. Please write any final comments or suggestions you may have to assist us in reviewing the national external moderation process for the NZDipBus:

**Thank you for taking the time to complete this survey.
We value your feedback.**

If you have any questions regarding this survey please send an email to tam@nzqa.govt.nz, with *NZDipBus Moderation System Review – survey question* in the subject line.