



# Quality Support

December 2021

## Welcome

**He waka eke noa - we are on this journey together.**



Kia ora Assessors,

Firstly, some news about Quality Team staff changes. Lester Hoare, the previous Quality Team Manager has moved across to the Workforce Development Council (WDC) Muku Tangata, and I have replaced him as Manager of the newly named Academic Integrity team.

As mentioned in a previous newsletter, Quality & Compliance Advisor Mark Frickleton has left the ITO, and his portfolio of work is now being managed by Warren Smith, who will also continue to support the Horticulture, Apiculture, Pest, Seafood and Energy/Chemicals Sectors. The Academic Integrity Team has recently welcomed a new role within it - a specialist to support assessor development. You can read more about Alastair below.

Assessor training (Standard 4098) will continue to be available in 2022 in both online and face to face workshop forms. This is regarded as the core qualification for our workplace-based assessors, if you haven't gained this standard yet, nor enrolled in the training, can you please look at the options available in the New Year. Congratulations to those assessors who have gained 4098 in 2021.

For some of you a well-earned break may be beckoning, whilst for others the busy summer season will be starting up. Whichever group you are in, please accept the ITO's thanks for all the fine work you have done helping learners achieve in 2021, and best wishes for the Christmas / New Year period. Primary ITO will be closed from 24 December until 10 January 2022.

Ngā mihi  
Trevor Crozier

## Introducing our New Assessor Development Specialist

Alastair Gordon is the newest member of our team, and we asked him to share a little bit about himself and the new role he is taking on....

*Kia ora, I am looking forward to working with our Assessors, providing coaching and professional development to assist them in gaining the required skills and competencies. It's my intention to get around the country providing both one on one support, workshops, and online support.*

*Over the years I have worked in the Horticulture Industry primarily in nursery production, fruit production and viticulture and also in Polytech's and industry Training organisations in a range of roles, including with the Primary ITO as National Moderator and then as a Sector Manager. I have worked extensively with Workplace Assessors to support them in assessment activities that they undertake, and this has given me both insight and empathy into the challenges that industry and workplace assessing provides.*

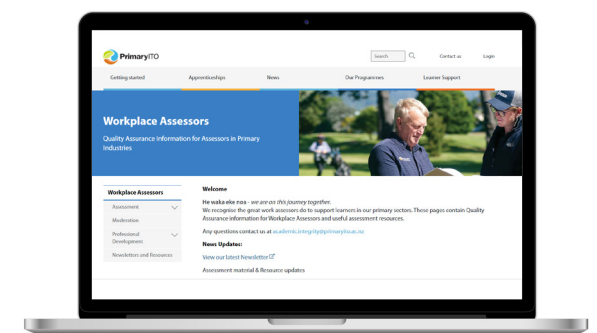
*Please feel free to call me if you would like to have a chat about any questions or concerns you have regarding assessment.*



## New look Webpage

We are excited to launch a new look webpage for our Workplace Assessors. The new layout is designed to be visually engaging, improve navigation and enhance the overall user experience when accessing the site.

The side menu page tabs make finding information quick and easy and there are loads of resources to support you and your learners. Check out the new [Workplace Assessors Webpage](#)



## Workforce Development Councils

There has been a change in the Primary ITO's scope of authority. As of 5 October, when entities known as Workforce Development Councils started up, Primary ITO ceased to be a Standard Setting Body- which means we no longer develop/revise national qualifications or unit standards.

For our sectors, that responsibility has transferred to various Workforce Development Councils - it is primarily Muka Tangata, (the People, Food and Fibre Workforce Development Council) that we will partner with going forward, but we will also have a relationship with Hanga-Aro-Rau (Manufacturing, Engineering & Logistics) for meat processing, and Ringa Hora (Services) for some unit standards that the New Zealand Qualifications Authority previously managed.

Workforce Development Councils will work closely alongside industries and employers and consult with stakeholders in their sectors, including Māori industry and Iwi businesses. You can find out more about the WDC's role here: <https://www.tec.govt.nz/rove/workforce-development-councils/what-wdcs-will-do/>

You can meet those new Workforce Development Councils here:

<https://www.mukatangata.nz/>

<https://www.hangaarorau.nz/>

<https://www.ringahora.nz/>

The thoroughness of Primary ITO assessors, and the quality of our assessment material will be sampled by the related WDC's each year. Primary ITO also independently conducts its own quality assurance moderation processes.

## Update 4098 Training

Over the last year it's been encouraging to see a significant increase in the overall numbers of workplace assessors completing 4098 training –Assess Candidate Performance.

Over 580 (64%) of workplace assessors now hold 4098 - that's an increase of 276 (31%) in the last 12 months. A great result, and well done!

A further 300 are currently enrolled in training and for those needing help to complete their practical component of the course, please contact your training advisor in the first instance.

For more information on 4098 training options visit our [Workplace Assessors webpage](#)

## From the Desk of our Peer Reviewer

It has been great to see the progress many assessors are making as they assess the NZQA communication skills unit standards. I have seen some real changes, and for some units like 9681 and 11101 (*teamwork*) the samples are usually consistently of a high standard.

260 assessments have been peer reviewed year to date by a total of 97 assessors and 22 Workplace Assessors have been badged (awarded permanent scope) for at least one of these units.

### There is some excellent assessing happening out there....

Recently, there have been some great samples coming across my desk:

A Pest Workplace assessor new to assessing communication skills (*1312 giving instructions*) has sent in outstanding samples – and now holds a record for how fast scope can be achieved for one of these unit standards!

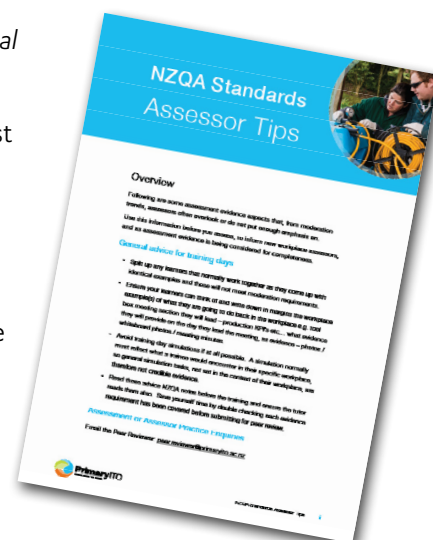
Prisons – the best 10791 (*informal meetings*) sample I have seen since starting as peer reviewer came in from one of the prison assessors. It was thorough and backed up with significant naturally occurring evidence. An additional plus was seeing the feedback from the learner that he learnt a lot from completing the unit, and how the assessor had supported him.

There are a couple of standards that are still proving challenging: 9704 (*interpersonal conflict*) and 11097 (*listening*).

**11097 Assessment Tip** - (*listening*) – please make sure your learner is using the most recent version of the assessment (version) – it definitely helps to make sure the required evidence is gathered. Check with your TA if you are unsure you have the latest version.

**9704 Assessment Tip** (*interpersonal conflict*) – please read the assessment / assessor guide carefully so you know what is required. It is key that there is evidence to show the strategy was communicated, implemented, and monitored.

For more tips on assessing NZQA Unit standards [Click Here](#)



### The finer details... Assessor sign offs, Verification and Administration

Sometimes it is the finer details that are catching Assessors out.

- **Missing Pages** - Before samples are sent for peer review check all pages are present, and fully completed (including those requiring comments). There are a number of learner assessments coming through missing some or all of: front (result) page, verifier pages, final assessor sign off pages.
- **No comments completed in the verification sections, and no final comments from the Assessor.** These sections must be completed, and assessments missing these comments will be returned to the Assessor for completion. **Tip!** If you receive an assessment back from a learner and the verification comments are missing, you can gather these from the Verifier by phone, text, email ...Just add the comments to the assessment, and note how you gathered them.

## Moderation Update



The Quarter 2 and Quarter 3 Horticulture, Apiculture and Sports Turf moderations are now completed. There has been a marked improvement of engagement and overall compliance of workplace assessors this year.

Thank you to those of you who submitted material for moderation this year. This is an important quality assurance process to give industry confidence that Assessors are making consistent decisions about learner competency and to the National Standard.

The Quarter 4 moderation for Seafood and Enchem Assessors is progressing well and should be completed before the end of the year.

View our Moderation Calendar for next year [here](#)

## Help us update our records

Please email our Academic Integrity team at [academic.integrity@primaryito.ac.nz](mailto:academic.integrity@primaryito.ac.nz) If:

- Your contact details or employer have changed
- You have recently achieved US 4098
- you are no longer assessing or do not wish to remain as an assessor.

## Get in touch!

For general inquiries or feedback on our newsletter please contact the Quality Support Crew at [academic.integrity@primaryito.ac.nz](mailto:academic.integrity@primaryito.ac.nz)

For more specific questions please use the details below:

### NZQA Peer Review queries

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### Assessor Support & Schools

**John Troutbeck** - Education & Quality Specialist.  
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### Assessor Support Queries

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