

Quality Support

June 2021



Welcome

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

Kia ora, as you may be aware, there are a lot of changes going on with vocational education at the moment. One significant change is that the Standard Setting Body (SSB) responsibilities are moving from Primary ITO to the Muka Tangata (Primary Industries) Workforce Development Council (WDC) on or around 4 October 2021.

What does that mean for workplace assessors? Not a great deal really. Whatever primary sector you are in, Primary ITO will continue to register you, give you scope to assess, and call for post-assessment moderation. The Quality Team remain here to support and help you.

Ngā mihi

Lester



Trainee Right to Appeal

A reminder to all assessors that a trainee can formally appeal an assessment decision. In summary:

APPEAL

The appeal can only be made by the learner affected by the decision and has to be communicated to the ITO in writing no later than 30 days of the assessment taking place.

[Click here](#) for the Trainee Appeal form

- The subsequent appeal process is a formal review system managed by the Quality team.
- The overall outcome of the appeal will be notified to the Learner and Assessor within 15 working days of receipt.

If you have any questions, please feel free to contact the Quality Team - quality@primaryito.ac.nz

Assessment Updates for NZQA Units.

Please be aware: following feedback, assessment material for these NZQA owned unit standards have been recently updated:



- **Unit Standard 29043** - Describe and compare different styles of team leadership for a business entity.
- **Unit Standard 9681** - Contribute within a team or group which has an objective.
- **Unit Standard 11097** - Listen actively to gain information in an interactive situation.

Please use these latest versions with your learners. These are available from the online store or through your training adviser. For a list of all assessment updates [Click here](#)

Peer Review – Spotlight on NZQA Unit 11097

Do you assess 11097 - Listen actively to gain information in an interactive situation?

A first-time pass through peer review is rare for this standard. Here is some advice from our Peer Reviewer:

- **Active listening techniques** – there needs to be evidence of attending, AND reflective listening, AND responding to non-verbal cues for both interactions.
- **Paraphrasing** – a common problem is an answer that states “repeated back the instructions about.....”. Paraphrasing is not repeating back, it is relaying information using your own words. Learner answers need to indicate the information they were given, and what they said to paraphrase it.
- **Summary of information received** – the main pitfalls here are:
 - a) the learner summarises the interaction rather than the information received
 - b) the trainee summary is too brief (needs plenty of detail).
- **Responses** – here the evidence needs to detail what the learner was responding to, how did they respond, and how was this appropriate for the person/ workplace/ culture.
- **Administration** – some assessments come through with verification and assessor sections incomplete, these ones will not pass peer review, even if the trainee evidence meets.



Check the learner has the latest version of the assessment resource (2.2). This has questions that help to get the required evidence.

Read the learners answers and make sure their answer specifically answers the question.

Double check the verification pages have been completed, with comments, before sending for peer review.

Complete the assessor sections with comments (front page, and final page).

For more information on the peer review process go to our [Workplace Assessors webpage](#)

Assessor Professional Development Webinars and Workshops

The Primary ITO Quality Team are running a series of professional development webinar and workshops for Assessors during June, July & August.

June Webinars

These **45-minute webinars** are specifically designed **for all new assessors and experienced assessors** who have not attended a Primary ITO organised webinar or a face-to-face workshop in the last 3 years. We are also extending this invitation to **any verifiers** that you may have within your organisation/workplace. So please pass on this information to them.

The dates and links to join for each webinar are listed below:

| Date | Time | Audience | Link to join |
|------------------|-------|---------------------------|--|
| Thursday June 10 | 10.30 | New Assessors & Verifiers | Click here to join the meeting |
| Friday June 11 | 10.30 | New Assessors & Verifiers | Click here to join the meeting |
| Thursday June 24 | 10.30 | Experienced Assessors | Click here to join the meeting |
| Friday June 25 | 10.30 | Experienced Assessors | Click here to join the meeting |

Each session has a corresponding link that will give you access to the event. [View Instructions](#) on joining a Microsoft Teams Online Meeting.

Professional development workshops

For Horticulture, Apiculture, Sports Turf, Pest Operations and Seafood Assessors

These face-to-face assessment workshops will give assessors the opportunity to learn more about assessment, discuss practical assessment issues and challenges and understand more about the moderation process.

The workshops are scheduled for the months of July and August 2021 in the following locations:

- Auckland, July 6
- Christchurch July 8
- Napier July 27
- Wellington August 4

Note: *a minimum of 15 confirmed participants are required for each workshop to proceed so we encourage those interested in attending to register early.*

To register for these workshops please
CLICK HERE

4098 – Take a bow!

CONGRATULATIONS to all those Workplace Assessors who have recently achieved unit standard 4098 *Use standards to assess candidate performance.*

96% of Primary ITO registered assessors now either hold unit standard 4098 - or are enrolled in a course.

Having our assessors upskilled with this recognised Industry Standard is a fantastic achievement and has the dual benefit of improving assessor confidence and judgments while ensuring assessment for our Learners is fair, valid and to the national standard.

If you are one of the few Assessors who don't hold Unit Standard 4098, or are not working towards it, please contact your Primary ITO Representative or the Quality Team to discuss how and where you can achieve this.

4098
achievement





If you would like help with any assessment issues or questions, please feel free to contact one of our Quality Advisors listed below. Also check out our **NEW Assessment Practice Checklist** and other resources on the **Website**.

Get in touch!

For general inquiries or feedback on our newsletter please contact the Quality Support Crew at quality@primaryito.ac.nz

For sector specific questions please use the details below:

Agriculture, pork, poultry, dairy, meat processing, rural servicing and wools:

Mark Frickleton - Quality & Compliance Adviser
(04) 801 4588 or mark.frickleton@primaryito.ac.nz

Kelly Cenek - Quality & Compliance Coordinator
(04) 381 7844 or quality@primaryito.ac.nz

Animal Care, apiculture, enchem, equine, horticulture, hydrology & irrigation, pest control, seafood and sports turf:

Warren Smith - Quality & Compliance Adviser
(04) 381 0867 or warren.smith@primaryito.ac.nz

Kathleen Moffat - Quality & Compliance Coordinator
(04) 801 4573 or quality@primaryito.ac.nz

Assessor Support & Schools

John Troutbeck - Education & Quality Specialist.
(07) 872 0990 or john.troutbeck@primaryito.ac.nz

NZQA Peer Review queries

Trevor Crozier - Special Projects
(04) 381 0869 or trevor.crozier@primaryito.ac.nz