

CONNEXIS ASSESSOR MANUAL

Version 2

Document control

Document Type	Guideline
Version 1	Approval April 2023
Version 2	Approval December 2023

This document is not controlled if printed. Official updates will be provided by Connexis.

Recommendations for change to contents should notify:

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TABLE OF CONTENTS

Introduction	1
Standards and Qualifications.....	1
Qualifications.....	2
Unit Standards.....	2
Level Descriptors.....	2
Definitions.....	2
Section 1: Assessor Registration.....	3
Types of Assessors	3
Assessor Training.....	4
Assessor Applications	4
Application Completion.....	5
Assessor Scope	5
Extension of Assessor Scope of Assessment.....	6
Assessor Registration	6
Section 2: Assessment Practice	8
Workplace Training and Assessment	8
Assessment Methods	10
Steps in the Assessment Process	11
Evidence Verifiers	13
Aromatawai: Principles of Assessment.....	15
Feedback, Reporting and Record Keeping.....	16
Learner's Rights in Assessment	17
Specific Individual Learner Needs	17
Plagiarism/Copying	19
Assessment Appeal Policy	20
Privacy Act 2020	21
Section 3: Moderation.....	22
Connexis Moderation Plan	23
Non-Compliance Process.....	24

Moderator Selection	24
Appendices.....	25
I. On-Job Assessment Process	26
ii. Additional Specific Industry Assessor Application Requirements.....	28
iii. Temporary Traffic Management (TTM) Application requirements	29
iv. Electricity Supply Applications for Capstone Assessor Endorsement	31
v. Sufficiency Policy – Electricity Supply Industry Assessment.....	33
vi. Definitions	35
vii. External Assessor Service Agreement Fees Schedule.....	41
viii. NZQA Level Descriptors.....	43

INTRODUCTION

Assessment is a process that systematically measures a learner's performance against learning outcomes prescribed in unit standards and the graduate profile of a qualification.

These procedures ensure consistent and compliant assessment is performed by Connexis registered assessors. This manual has four sections:

1. Standards and Qualifications
2. Assessor registration
3. Assessment practice
4. Moderation
5. Appendices: Supporting documentation and industry specific information.

Who are these procedures for?

These procedures apply to all persons registered as an assessor by Te Pūkenga Connexis Business Division. There are three types of assessors:

- In-house
- External/independent
- Contractor

Registered assessors are trained and endorsed by industry to assess standards within an approved scope. The scope is generally an approved programme leading towards a qualification listed on the New Zealand Qualifications Framework. Qualifications range from micro credentials, certificates, diplomas, to degrees and post-graduate awards.

STANDARDS AND QUALIFICATIONS

Standard Setting Bodies (SSB) develop unit standards and qualifications for specific industries and professions that are based on the needs of learners and are supported by industry.

Qualifications and unit standards are registered on the New Zealand Qualifications Framework (NZQF) and details of each can be found on the NZQA website.

The SSB responsible for developing and maintaining the majority of unit standards within Connexis qualifications is Waihanga Ara Rau Workforce Development Council (WDC). The unit standards and qualifications are written with industry input and advice. Connexis then develops programmes containing unit standards to assess required learning outcomes. Programmes need to be endorsed by the relevant WDC and approved by NZQA before learners are enrolled in them.

Qualifications

Connexis is required to have approval from the relevant Workforce Development Council (WDC) and NZQA to provide a programme of study that leads to a qualification listed on the NZQF.

Each qualification:

- Sits at a specified level of the NZQF and is made up of a certain number of credits
- Includes any pre-requisites, and transition arrangements from prior versions
- Contains core unit standards that are compulsory, and elective unit standards which are related to industry tasks.

Unit Standards

Unit standards cover specific skill sets and tasks in a profession or industry, and outline the behaviour and outcomes expected of someone carrying out that task in that industry.

Unit standards are registered on the Directory of Assessment Standards (DAS) which are listed on the NZQF. They are developed by groups of experts in their field.

Unit standards have a basic hierarchy to manage the large volume of industries and professions. A unit standard belongs to a domain, which belongs to a sub-field, which belongs to a field. The field is the highest level of the hierarchy.

Core compulsory unit standards

These units form the base of the qualification and are compulsory. The learner must be assessed as competent in these standards to fulfil the requirements of the qualification.

Elective unit standards

Some qualifications will have unit standards – and/or strands – that a learner can choose from as part of fulfilling the requirements of the qualification. This gives flexibility to work towards units that relate to their current job.

Level Descriptors

Every unit standard and qualification are assigned a level. These levels indicate the complexity of learning and the amount of effort required by the learner. It is recommended that you become familiar with the level descriptors you will predominately assess against. See [Appendix viii](#) for a table showing level descriptors Levels 1–6, or a full description of all ten NZQF Levels can be found on the NZQA website:

<https://www.nzqa.govt.nz/qualifications-standards/understanding-nzqf/#heading2.0>

Definitions

A list of **definitions** is provided in the appendix to help you to understand some of the terms used in tertiary learning and assessment practice.

SECTION 1: ASSESSOR REGISTRATION

TYPES OF ASSESSORS

Registered assessors may be contracted by Connexis or employed in a workplace, or by an education provider. Connexis is responsible for ensuring that all assessors are compliant with the relevant Consent and Moderation Requirements.

In-house Workplace Assessor

A registered workplace assessor who has been approved by Connexis to provide assessment of unit standards for their employer in-house for part of or a whole programme leading towards a qualification for learners enrolled in a Training Agreement, often referred to as a TAG. The learners receive a Training Overview outlining the assessments they need to complete.



Connexis In-house Workplace Assessors conduct assessments and report credits for unit standards within Connexis' consent to assess and the assessors designated Assessment scope. Assessors must comply with the moderation and assessment processes outlined in this manual.

External/Independent Assessor

Assessor who has been contracted by Connexis to provide assessment of unit standards for learners enrolled in a training agreement in other workplaces and invoice Connexis at an agreed rate.

Assessments carried out by independent assessors who report casual credits towards single unit standards required for Waka Kotahi warrants or license endorsements are not paid for by Connexis.

Assessors have an approved scope of assessment and meet the registration criteria. Assessor reports assessment results through Connexis.

Provider Assessor

Connexis Provider Assessors are employed by an NZQA registered training education organisation that provides training and/or conducts assessment for Connexis learners. The assessor reports credits for unit standards within the registered provider's accreditation scope or Connexis' accreditation scope. It is preferred that provider assessors use Connexis pre-assessment moderation assessment resources where available. The organisations needs to ensure that its assessors/tutors comply with the training organisation's Quality Management System (QMS) as well as the relevant CMR.

Tutors are not required to register as an assessor, but Connexis recommends that assessors/tutors working within TEO's apply to be a Connexis Provider Assessor. The advantage of being registered with Connexis is the opportunity to receive regular updates and

communications, including quarterly newsletters and invitations to Connexis Assessor Forums.

Capstone Assessor Electricity Supply Industry

See [Appendix iv](#).



ASSESSOR TRAINING

Connexis may arrange opportunities for prospective Connexis assessors to attend Assessor Training workshops to learn about the Connexis assessment and moderation processes, which will include NZQA 4098 *Use standards to assess learner performance* (Level 4).

ASSESSOR APPLICATIONS

Connexis has developed a process to ensure registered workplace assessors meet the requirements of the relevant Consent and Moderation Requirements (CMR) for which they provide training and assessment services.

To register as a Connexis workplace assessor the Assessor Application form must be fully completed and returned. The application form identifies what supporting evidence must be included for the different sectors.

Applications will be reviewed by the Connexis Quality Assurance Team, and where appropriate, a technical advisor.

Connexis assessor registration approval requirements are:

- Applicant is working in the infrastructure industry.
- Achievement of unit standard 4098 or 30421.
- Nomination or support from employer.
- Endorsement from two industry representative referees.
- Operational experience and technical expertise within the industry specific to scope application.
- Evidence of holding the appropriate industry qualification and unit standard/s or be able to demonstrate equivalent knowledge.
- Meet the CMR for the unit standard scope they are applying to assess.
- Must show evidence of demonstrated skill and knowledge within the applicant's intended scope requested.
- Prior to full registration a minimum of two assessment decisions to be supported through Connexis' post-assessment moderation process and from within assessor Scope of Registration. Temporary registration is granted to allow access to the assessment resources used for the two assessments for initial moderation.

Supporting documentation

- Two forms of identification, such as passport, driver's license with photo, or birth certificate.
- Overseas employees will need to have evidence of current work permit and visa status.

- Record of Achievement (RoA) or NSN to provide evidence of 4098 or equivalent qualification.

For additional specific industry requirements, please see [Appendix ii](#).

Application Completion

When an applicant has completed the application and post-assessment moderation process, they will be notified if they are:

- Successful and sent a letter outlining their scope along with the Connexis Services Agreement and the Connexis Assessor Manual outlining responsibilities and how to maintain registration requirements.
- Unsuccessful and reasons why their application was declined.

ASSESSOR SCOPE

The approved assessor scope reflects both the qualifications and experience of the registered assessor.

The assessor scope identifies the unit standards associated with requested programmes leading to qualifications the assessor is registered to assess; and reflects both their achieved qualifications, and experience, as well as endorsement from industry.

Assessors will attain assessment scopes if they:

- hold relevant industry registration i.e., EWRB or Waka Kotahi assessor/trainer registration
- hold the qualification or unit standard
- can provide evidence of skill and/or knowledge to at least the level of the qualification and/or unit standard

Unit standards are to be assessed within Connexis' accreditation scope.

Prior to assessing a learner, assessors must review their Assessment Scope to identify what programme or unit standards they have scope to assess, noting any expiring or new versions, noting last date for assessment. Registered assessors can only report credits for current unit standards within their registered scope.

Assessors can check their assessor scope through the [assessor portal](#) (or, for independent assessors reporting learners not enrolled in a training agreement, access to an assessor's Assessment Scope is by emailing a request to the Quality Assurance team at quality@connexis.org.nz).

Assessing units outside of scope is not allowed and results will not be entered. Assessors will not be able to retrospectively apply for an extension of their scope, as the scope extension application may not be approved, and the learner may then be negatively affected. Any assessments completed out of scope may incur financial implications for the assessor.

Extension of Assessor Scope of Assessment

Assessors can apply to extend their scope of assessment through the standard application form located on the [Connexis Website](#) and attach all supporting evidence of skill and knowledge to the application.

Applications will be reviewed the Connexis Quality Assurance Team, and where appropriate, a technical advisor.

ASSESSOR REGISTRATION

Maintain Assessor Registration

The registration period for a Connexis workplace or provider registration is annual for all assessors.

To maintain registration, assessors must:

- a. Attend one General Assessor Forum – which is a professional development forum or training event biennially. Connexis will arrange professional development forums or training on an annual basis for all industry assessors.

Note: Industry specific Peer Review and Moderation forums, such as for assessors of drinking water and wastewater treatment programmes or for the NZ Diploma programmes, incorporate the content from the Connexis general Assessor forums and includes a peer review and moderation of assessment(s) completed by the assessor during the previous year.

Assessors attending a Peer Review and Moderation forum must attend one on an annual basis and are not required to attend a General Assessor's Forum.

Assessors are responsible for any costs incurred in attending assessor forums or training event. However, Connexis will endeavour to reduce costs by providing online assessor forums or training and planning events in regions that assessors can easily access.

- b. Be actively assessing and reporting credits annually under Connexis' accreditation scope.
- c. Demonstrate consistent and fair assessment practices through moderation in the post-assessment moderation process. It is important to note that more than one 'not accepted' moderation decision in any given 12-month period will initiate a review process of the assessor's registration and may, as a minimum, include a mentor being assigned to the assessor.
- d. Be assessing and reporting within the approved assessor scope.

If above requirements are not met, the assessor will be notified and may be de-registered.

Re-Registration

Connexis conducts a review of assessor registrations annually. If the assessor meets registration requirements, their registration is extended for 12 months. If the requirements outlined above are not met, the assessor will be notified and may be de-registered.

- Assessors who only assess Temporary Traffic Management (TTM) and Wheels, Tracks and/or Rollers (WTR) are included in the mid-year review.
- Assessors in the Electricity Supply, Telecommunications, Water Treatment, and Civil Construction areas are included in the end of year review.

Where applicable, assessors' service provider agreements will state the invoicing requirements, and fees to conduct assessments onsite, online and/or using the Connexis workbooks. Assessors who do not return the signed agreement within two months after their registration expiry date will be deregistered.

Deregistered assessors are required to reapply as a new applicant and meet the current registration requirements. If an assessor has been deregistered for misconduct by Connexis previously, their application may be declined. Connexis may request for the applicant to submit their first two assessments for post-assessment moderation and attend a General Assessor Forum to be re-registered.

The absolute/final rights of registering and/or deregistering of assessors remain the sole responsibility of Connexis.

Change of Assessor details

Assessors must notify Connexis of any change of personal contact details, change of employment or assessor scope or type. The form can be found on the [Connexis Website](https://www.connexis.org.nz) or requested from quality@connexis.org.nz.



SECTION 2: ASSESSMENT PRACTICE

Assessment Overview

Assessment is the process of judging a learner's performance or behaviour. There are two types of behaviours that are commonly assessed in the workplace:

1. **Knowledge** – what do they know?
2. **Skills** – what can they do?

WORKPLACE TRAINING AND ASSESSMENT

Assessment commonly occurs after the learner has received some form of training, either on the job or from a training provider. Assessment can be used to identify at enrolment what a learner can do or knows already to inform a training overview.

In most cases, learners enrol in a programme and complete assessment workbooks while still carrying out their roles in the workplace, learning about the relevant principles and practices along the way. At some point, they will be deemed ready for an assessment by their training supervisor or direct supervisor, or they may request this themselves.

Connexis will provide a registered assessor with the appropriate assessment scope to carry out the assessment.

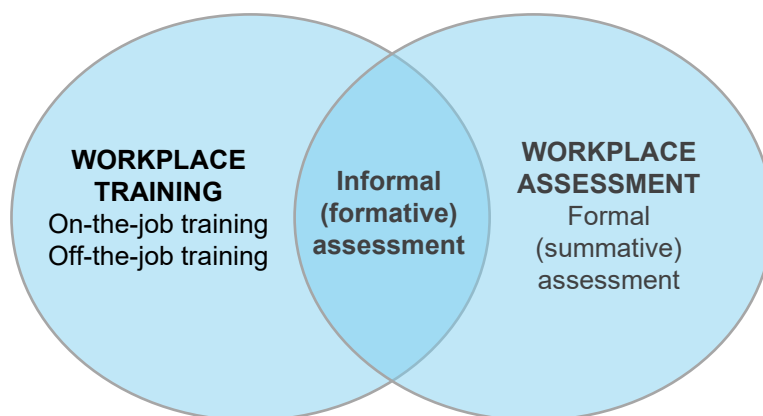


Figure 1: The relationship between workplace training and assessment

How are learners assessed?

Evidence is what assessors need to make a judgement, or decision, about whether a learner knows and/or can do the tasks set out in the approved assessment guide.

Without evidence, an assessor can't make an assessment decision. If a person is judged competent then their evidence has proved that they are. They have been observed and provided information or objects that demonstrate an ability to achieve a set standard.

The more assessments you carry out and assess, the easier it gets to quickly identify types of evidence that would prove a person knows and/or can do a task. Connexis' assessment guides aim to assist you in this process.

Essentially there are three types of evidence:

- Naturally occurring evidence.
- Specially elicited evidence.
- Historical evidence.

Naturally occurring evidence

This is the most direct form of evidence and is taken from real-life, or naturally occurring events that have been produced by a learner during their normal day-to-day activities.

Examples of direct evidence may include:

- a. Observation on-the-job. Observing a learner carry out the tasks in their natural environment is the most direct form of evidence.
- b. Evidence produced during normal day-to-day activities can demonstrate what a learner can do, be or know, such as:
 - Recorded work instructions.
 - Completed products or photos of completed products.
 - Job cards/time sheets.
 - Drawings and sketches created on-the-job.
 - Completed company business documents, for example, forms, production sheets, etc.
 - Company training records.

Specially elicited evidence

This is evidence that is sought and created mainly for the purpose of the assessment, and may include:

- Specific assessment tasks.
- Written or oral questions or task sheets.
- Simulations.
- Project work.
- Personal diaries/narratives in relation to the completion of the task(s).

Historical evidence

The evidence usually is already available from a learner's previous work experience and training. Assessors assess skills and knowledge using a portfolio of evidence containing a range of documents and records of work carried out, professional discussion and some elicited evidence.

ASSESSMENT METHODS

Written assessment

Written assessment/theory questions are a valid form of assessment of unit standards requiring 'describe' and 'explain' type responses.

Theory questions should be marked in accordance with the judgement statements or model answers in the assessor guide.

Assessors must not assess the learner's spelling or writing in the learner's script unless this is a specific requirement of the unit standard or if the written work is illegible and the assessor needs to seek clarification from the learner.

Observation

Observation of a learner's performance is a valid assessment method and should be carried out by the assessor or someone who works closely with the learner. Evidence Verifiers operate under the guidance of the assessor and support them by gathering evidence of a learner's performance that occurs naturally within the workplace.

The assessor is responsible for ensuring that the Evidence Verifier understands their role and is a suitable person to perform observations. The assessor must ensure the evidence verifier completes all parts of the observation and notes specific examples of what the learner actually did.

For more detailed information refer to the [Evidence verifier section](#) in this manual.

Oral assessment

A learner may request that an entire assessment is conducted orally rather than using written work. Evidence for oral assessment may be in writing where the assessor will note the learner's responses using the learner's own words. The assessor may record the conversation, e.g., audio or video taping so that they can replay and review the evidence as needed.

Protocols for electronically recording oral evidence include the following:

- Seek learner's permission to electronically record oral conversations.
- Assessors should retain the recording, but moderation only requires the learner's responses written on the assessment following the discussion which are then signed and dated by the assessor and the learner.
- Electronic files should be available to Connexis in an agreed digital format.

Where the assessor writes for the learner, the learner must sign and date a statement on the assessment that they confirm *that the assessor has written their words for them and that they agree the answers are what they told the assessor.*

Advanced Portfolio Assessment (APA)

Advanced Portfolio Assessment (APA) is a method of gathering evidence of competency based on current skills and historical evidence such as:

- Previous qualifications, documentation.
- References from previous managers/employers.
- Third party accounts from verifiers or witnesses.
- Work history.

Connexis has developed an APA process for a selection of programmes it has approval for. It uses specially trained assessors to carry out the APA. Assessors are contacted by Connexis staff to conduct APA.

STEPS IN THE ASSESSMENT PROCESS

Prior to assessment

An assessor is responsible for checking the following when allocated an assessment:

- Assessor scope.
- Unit standard pre-requisites. If required, ask for learner's Record of Achievement (RoA) from the quality team or ask the CSAM to ensure the trainee meets any pre-requisite requirements.
- Unit standard version and last date for reporting.
- Assessor guide version.

Prepare the learner for the assessment

An assessor must do the following:

- Contact the learner to discuss assessment readiness and discuss the assessment plan.
- Check that the on-job learning has occurred, and that the learner has successfully applied the skills sufficiently to do the job and to understand the 'why and the how.' Ensure learners only attempt the assessment once they are sufficiently proficient at the tasks required.
- Explain the tasks so the learner is clear about what is being asked and what they must do.
- Consider the individual needs of the learner. For example, use oral assessment rather than written where this will put the learner at ease and get the best performance from them, or provide an option to be assessed in Te Reo or ask for a NZ Sign interpreter, reader/ writer, support person.
- Coordinate with any workplace evidence verifiers that might contribute toward the assessment process and brief them about the expectations of their involvement within the assessment process.
- For portfolio evidence, provide the learner direction about areas of the assessment that are not covered by existing evidence.

Note: CSAMs may undertake parts of this preparation process where an external assessor is allocated, to ensure that the learner is ready, and has the right guidance and support needed.

Conduct the assessment

- The learner completes assessments, and the assessor uses the related assessor guide to assess them within 10 working days of receiving their assessment workbook.
- The assessor applies the assessor guide by checking the evidence submitted against the evidence required and judgement statements.
- Note: If practical observation evidence is required, then the learner performs tasks on the job and is observed by a suitable Evidence Verifier who records the performance for the assessor, or the assessor observes the learner directly.
- Check with the learner or verifier if there are any questions or incomplete tasks so these can be completed prior to making an assessment decision.
- The assessor makes a decision on achievement. If the learner has provided all the required evidence and it meets the unit standard requirements, then they are deemed 'Achieved' and the results are reported and feedback on the outcome is provided to the learner.
- If there is insufficient evidence, then the learner is deemed 'Not Yet Achieved', and the assessor needs to provide feedback on what further evidence is required within a requested timeframe. The assessment decision is not yet made at this stage, hence, the assessment is not completed.
- A learner is deemed 'Not achieved' after they have been given sufficient opportunity to complete but has not met the requirements.

EVIDENCE VERIFIERS

The assessor can use an observer from the workplace, called an Evidence Verifier. Evidence Verifiers act as the eyes and ears of the assessor.

An Evidence Verifier is used where an assessor may not have the technical skills or is unable to observe the learner directly in a workplace to assess their skills and knowledge. The verifier is usually someone who works with and observes the learner daily.

People who may be appropriate to provide observation, verification or attestation are:

- team leaders, supervisors, managers
- people with the qualification or equivalent knowledge and skills.

The assessor is accountable for assessing the learner's knowledge and/or skills using the evidence verified by the Evidence Verifier.

Therefore, the assessor is responsible for ensuring the Evidence Verifier understands their role and is appropriately qualified and experienced to verify evidence. The assessor needs to communicate expectations and outcomes to both the learner and the Evidence Verifier.

The assessor relies on the honesty and integrity of the Evidence Verifier and may discuss the learner's on-the-job skills, knowledge, and attitude before the final assessment decision is made.

The Evidence Verifier's role is to help the assessor by observing the learner carry out tasks when the assessor is not there.

They also help the learner by showing how to do practical tasks 'in the real world' and help keep track of the learner's progress.

The verifier's role is to:

- support and help the learner practise their skills on the job.
- be a role model for the learner.
- know the organisation's policies and procedures.
- provide the learner with useful feedback during training, coaching, and verification.
- evaluate the learner's progress and let the assessor know about the learner's progress.
- sign off the evidence as being the learner's own work and make written comments on the learner's skills and knowledge on the job.

Therefore, the Evidence Verifier needs to ensure the learner is aware and prepared for their assessments. Ideally, they have undertaken Evidence Verifier training and have read the Evidence Verifier Handbook.

The learner is responsible for collecting and providing all the specified workplace documents or evidence requested. The evidence that they collect must show that they have complied with:

- the policies, procedures, and requirements of the workplace.
- the standards of relevant professional bodies, including their code of ethics.

- any relevant legislation or regulations including Health and Safety.

The table below shows the relationship between the assessor and the Evidence Verifier when assessing the learner.

Evidence Verifier	Assessor	Both
Be competent in their own practice.	Know about the unit standard requirements and how to assess them.	Have an understanding of the industry standard.
Be in a position to capture naturally occurring evidence.	Oversee the assessment process.	Ensure learner has opportunity to produce/ gather evidence.
Be able to authenticate evidence.	Responsible for the quality of assessment.	Ensure the learner knows when assessment and verification is happening.
Understand the evidence requirements and the standard required.	Final sign-off on competency.	Plan with the learner when verification/assessment is going to occur.
Provide feedback and support to the assessor and learner.	Provide feedback and support to verifiers and the learner.	Excellent communications skills.
Should know the learner.	Register credits.	Accurate and thorough documentation.
Liaise with assessor.	Liaise with verifier.	

AROMATAWAI: PRINCIPLES OF ASSESSMENT

Kaupapa, aromatawai, and assessment

Aromatawai and the principles of assessment are underpinned by the six dynamic and inextricably linked kaupapa at the heart of Te Hono o Te Kahurangi, a framework used by NZQA to carry out the quality assurance of mātauranga Māori. These kaupapa – Rangatiratanga, Whanaungatanga, Manaakitanga, Pūkengatanga, Kaitiakitanga and Te Reo Māori – are woven through all spheres of learning and teaching.

Aromatawai involves the careful and deliberate use of processes and practices to inform and support the inextricable links between learning and teaching. The principles of assessment can be derived from aromatawai, which in turn embody the Kaupapa of Te Hono o Te Kahurangi.

Aromatawai starts with the learner. It is a teaching, learning and assessment approach based on te ao Māori values, beliefs, and aspirations. The values and features of aromatawai enrich and inform assessment design and are appropriate for all ākonga (learners).

Aromatawai is a holistic approach that highlights the interrelated nature of the environment and, as such, the interrelated nature of the learning and teaching environment. Aromatawai practices are culturally relevant and community responsive, and realise individual and collective aptitude, skills, knowledge, and future progression. Aromatawai encompasses assessment and is the glue that binds the teaching to the learning, the learning to the teaching, and connects the ākonga, kaiako (assessor), and whānau.

KAUPAPA	AROMATAWAI	ASSESSMENT PRINCIPLES
Manaakitanga	Ka PONO te aromatawai kia puāwai te pitomata o te ākonga e tohu ana i ōna pūmanawa.	Assessment is VALID/PONO : it measures the achievement of learning outcomes, is evidence based, and appropriate.
Kaitiakitanga	Kia HAEPAPA te Aromatawai hei rokiroki, hei hāpai anō hoki i ngā pūmanawa kia puāwai ai te ākonga.	Assessment decisions are RELIABLE/ HAEPAPA : decisions are comparable and consistent when made against the same outcomes in different contexts.
Whanaungatanga	Ka mahi tahi ngā kaiako me te whānau kia MĀRAMA ngā mahi hei painga mā te ākonga, kia eke panuku ai te ākonga.	Assessment is INFORMATIVE/ MĀRAMA : it is valued, meaningful and purposeful to the context of ākonga achievement.
Rangatiratanga	Ka whakatinanatia te aromatawai ki tā te Māori tirohanga kia TIKA , ā, kia rangatira ai te tū o te ākonga.	Assessment is EQUITABLE/TIKA : it is fair, accessible and values cultural diversity and individual needs.
Pūkengatanga	Ka pono, ka tika, ka TŪTURU te aromatawai ki tā te ākonga titiro.	Assessment is AUTHENTIC/TŪTURU : it affirms the skills, knowledge and competencies acquired by ākonga, and reflects real world contexts.

The full Aromatawai and the Principles of Assessment documents can be found on the NZQA website here: <https://www2.nzqa.govt.nz/about-us/news/aromatawai-and-the-principles-of-assessment/>



FEEDBACK, REPORTING AND RECORD KEEPING

- On completion of assessing all parts of the assessment, the assessor informs the learner of the assessment result and provides feedback to the learner within ten working days of the assessment. The assessor should include any relevant information on the assessments that contributed to their judgement decision.
- The assessor checks that all recording requirements are completed.
- If a learner has not achieved after they have been provided with further opportunities, then they are 'Not Achieved'. Standard practice is the learner is allowed three opportunities to attempt an assessment but for some learners, this could take longer.
- All 'Achieved' assessment results for learners enrolled in a Training Overview are to be reported through the Connexis Assessor Portal within 10 working days.
- Assessors reporting unit standards outside of a Training Overview must report 'Achieved' assessment results using the Reporting Workbook within 10 working days of assessment completion. Any exceptions will be at discretion of the QA team.
- Assessments must be retained by the assessor in secure storage, either hard-copy or scanned and stored electronically up to 24 months after the programme has completed.

- The assessor must submit assessments for moderation, as requested by Connexis, based on a sufficient sample of the number of assessments completed each year. Assessors are also required to attend an Assessor forum at least once every two years.

LEARNER'S RIGHTS IN ASSESSMENT

The responsibility for ensuring the rights of learners sits primarily with the assessor, and can be supported by other Connexis representatives, e.g., Customer Services Area Manager (CSAM).

Learners are entitled to:

- Timely assessment and feedback. Assessments should be marked within 10 working days of being submitted to an assessor and the learner should receive feedback within 5 working days of the marking being completed.
- Guidance about what the assessment requires them to do.
- Support from their workplace to build sufficient knowledge and practical skills through on-job training and coaching in preparation for assessment.

Learners must be informed about:

- The Training Overview, i.e., what modules/workbooks they must complete, and any cross-crediting awarded and the support available to get them through the programme.
- How the programme is delivered, any block course requirements, and expected programme duration.
- What unit standards and qualifications they will gain from their programme.
- The review and appeal procedures available to them if they do not meet the required standard.

SPECIFIC INDIVIDUAL LEARNER NEEDS

There may be times when a learner may not have equity with regards to learning and assessment.

Literacy

All learners who have not previously achieved a Level 3 qualification, that was assessed in English, have their literacy and numeracy skills assessed at enrolment to help identify areas of support. Advice and support for learners with literacy challenges is available through the Literacy and Numeracy Advisor at Connexis.

Cultural needs

Support and assistance can be arranged for Māori and Pacific learners to ensure they have access to learning and assessment in ways that best align with cultural practices. Contact the learner's CSAM to request assistance so assessors can get the necessary help for their learners.

Use of a reader and writer

The assessor must approve the use of a reader/writer before any work is commenced. Approval must meet the requirements below.

Connexis adopts the guidance provided by NZQA as its procedure when using readers and writers/typists. See the guidelines [here](https://www2.nzqa.govt.nz/ncea/ncea-for-teachers-and-schools/special-assessment-conditions/reading-and-writing-assistants/) or copy and paste this link <https://www2.nzqa.govt.nz/ncea/ncea-for-teachers-and-schools/special-assessment-conditions/reading-and-writing-assistants/>

Who may not be a reader or a writer?

To avoid conflict of interest, the role of a reader or writer or reader/writer cannot be undertaken by someone who is one of the following:

- a teacher or tutor of the subject
- a relative, friend or close family friend of the learner
- a fellow learner on the same programme.



PLAGIARISM/COPYING

As with all education providers in New Zealand, Connexis does not allow copying or plagiarism. Copying answers from the learning material does not demonstrate knowledge or understanding and is not valid or authentic evidence.

Plagiarism is the presentation of someone else's work as your own. In assessments, this is seen as answers that have been copied in part, or in full, from the learning material. For assessment to be authentic, the learners must show their own knowledge and skills. While Connexis assessments are open book, learners are asked to put the answer in their own words rather than copying information from the learning material as their answers.

To avoid plagiarism, learners must provide examples from their own work practice. When learners provide an example of their practice, assessors can see them applying what they have learned. This can be an acceptable demonstration of knowledge.

If the assessment asks for a definition, assessors may accept a direct quote if this is referenced. An appropriate reference allows the assessor (or anyone else) to find exactly where that information came from.

When marking and assessing, assessors should always use the assessor guide. The assessor guides typically use the same wording as the learning material. As part of good practice, assessors should also be familiar with the learning material. If the learner has copied an answer, it should be easily detected when using the assessor guide.

Assessors must not mark plagiarised work as correct.

Seek more information from the learner. This can be by having a conversation and noting down the key points of the discussion on the assessment. The assessor and learner should both sign the notes to confirm that the notes are a correct record of a face-to-face discussion. Where an assessor holds a discussion by phone, just the assessor's signature and date are sufficient.

Sharing of marked assessments with other learners

Assessors must watch for work that is similar to that of learners they have already assessed in workplaces with a number of learners on the same programme.

Training providers are required by NZQA to keep full copies of all assessment materials (including those used by sub-contractors) generated from education or training in which students are enrolled, for at least 12 months from the date of completion of that education or training. Connexis requests assessor to retain evidence for up to 24 months for moderation purposes.

Assessors must follow the rule outlined above and so should be able to detect plagiarism within a workplace by referring to previously completed assessments.

If assessors identify sharing or selling of marked assessments among learners, they must immediately advise Connexis via quality@connexis.org.nz and should raise the matter with their management. Connexis will escalate to NZQA and will request removal of unit standards or qualifications from any learner who is found to be 'cheating'.

Where Connexis identifies any learner who is sharing or selling completed assessments, a formal complaint will be made to the employer and NZQA.

ASSESSMENT APPEAL POLICY

All assessment appeals will ultimately adhere to the Te Pūkenga Ākonga Appeals policy and procedures.

Connexis will respond and review all appeals in accordance with the principles of natural justice and Connexis will not discriminate on the grounds of gender, gender identity, race, ethnicity, sexual orientation, marital status, age, disability, religious or ethical beliefs, or political opinions.

Grounds for appeal

A learner can appeal where an assessment is not carried out in accordance with Connexis work based assessment practices. The learner may appeal against:

- a. Assessment of competency based on evidence provided.
- b. Conduct of the assessment activity.
- c. Outcome of recognition of prior learning assessment or portfolio-based assessment.

Where a learner wishes to appeal the result of an assessment decision, the following process will apply:

- The learner should consult the assessor, within seven (7) working days, with the reasons for the appeal.
- An informal resolution may be achieved by:
 - Consultation with the learner's employer and/or CSAM.
 - Gaining a second opinion e.g., Technical Expert, another assessor or moderator.
 - Re-assessment by the assessor or another assessor.

If an informal resolution is not achieved, the learner or assessor will contact Connexis Quality Assurance team by telephone or in writing.

- The learner contacts the Connexis Quality Assurance team within twenty (20) working days following the result of an assessment decision.
- The Quality Assurance Administrator or Advisor records the date and nature of the appeal and acknowledges the appeal via email. The email will include a request for the learner to complete the Learner appeal form outlining reasons for the appeal and include any supporting evidence within ten working days to the Quality Assurance team mailbox.
- On receipt of the Learner appeal form, the Quality Assurance Manager will consider if there are grounds for an appeal.
- Where the grounds for an appeal have not been satisfied, the learner and the assessor are notified of the decision with a reason within ten working days.
- If grounds for an appeal are agreed, the Quality Assurance Manager informs the assessor of the appeal, requesting all assessment documentation and the assessor's response to the appeal to be submitted within ten (10) working days.

- The Quality Assurance Manager will evaluate the appeal using the evidence from the learner and the assessor and may refer to other stakeholders, or regulatory bodies for guidance. The Quality Assurance Manager may also refer to a Connexis Moderator who must have experience in the field being appealed.
- Connexis will notify the assessor and learner of the appeal outcome.
- If the appeal outcome does not support the assessor's decision Connexis will either credit the unit standard or arrange reassessment. If the appeal is unsuccessful, then the initial assessment decision is upheld.
- Should this process not resolve the matter then the Connexis Senior Management Team will review each case to provide a resolution in the first instance. Ultimately, Connexis may apply to Te Pūkenga Appeals Panel for advice.

PRIVACY ACT 2020

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

The principles apply to all assessments conducted by Connexis registered assessors. Assessors need to be mainly aware of the following principles for storage and disposal of assessment records.

Principle 5: states that organisations must ensure there are safeguards in place that are reasonable in the circumstances to prevent loss, misuse or disclosure of personal information. Therefore, assessors must ensure the safeguard of learners' assessments. For example:

- Save it electronically – password protected
- If manual, ensure that it is safe, i.e., protected from fire, not in a flood prone area, and is inaccessible to others.

Principle 9: states that an organisation should not keep personal information for longer than it is required for the purpose it may lawfully be used.

There are no minimum timeframes for retention of information, but you must not keep personal information for any longer than you need it.

Connexis requires assessors to hold evidence for up to 24 months following the completion of the programme or assessment of TTM and WRT standards for moderation purposes.

In addition, assessors must take appropriate steps to ensure the information is securely deleted or destroyed.

SECTION 3: MODERATION

What is Moderation?

Moderation is a crucial process in assessment. Moderation is a process that helps ensure that assessment tasks allow learners to meet all the requirements of the unit standard learning outcomes.

Moderation also confirms the assessor's decisions that the evidence provided by learners aligns with the learning outcomes at the required level.

There are two types of moderation activities - pre-assessment moderation and post-assessment moderation.

- **Pre-Assessment Moderation:** Is carried out during the development phase of new assessment material to ensure that all assessment tasks and assessor guidance align with the unit standard's intended learning outcomes. This must be done before the assessment material can be used by learners. Assessors will need to check that the assessment material they are assessing has been pre-assessment moderated.
- **Post-Assessment Moderation:** Is a systematic process of reviewing assessment samples from assessors to ensure fairness, validity, and consistency in their decisions.

Why is Moderation important?

Moderation provides assurance to employers, confidence for learners, and credibility for the learner and Connexis by ensuring outcomes are valid.

Assurance to employers: Moderation provides employers with assurance that learners who have been assessed have achieved the intended learning outcomes. Connexis can verify that the assessment process has been conducted in a fair and consistent manner, ensuring that learners possess the required knowledge and skills.

Confidence for learners: Moderation instils confidence in learners by assuring them that they are being assessed fairly.

Credibility for learners and Connexis: By ensuring that assessment outcomes are valid, fair and consistent, and aligned with the intended learning outcomes, moderation adds credibility not only to the learners but also to the organisation conducting the assessments - Connexis.

Moderation focus

Moderation is an integral part of effective assessment. Connexis is required to internally moderate all its assessors to ensure that assessment is fair, valid, and consistent and meets the national standard. A centrally established and directed internal moderation system has been set up by Connexis to ensure assessment practice is:

Fair: Assessment processes, activities, conditions and marking provide equal opportunity for all learners to achieve.

Valid: Assessment has a clear purpose and measures what it aims to measure. Assessment activities and assessor decisions reflect the knowledge, skills, and application of knowledge or skills required to meet the learning outcome at the appropriate level.

Consistent: Assessor decisions are reliable and accurate across all learners, regardless of who does the assessing or when the assessment occurs.

CONNEXIS MODERATION PLAN

Connexis follows a Moderation Plan to ensure all assessment activities are pre-assessment moderated and all assessments are post-assessment moderated to ensure the assessor decisions are at the unit standard level and activities meet the outcomes. The moderation is used to identify any improvements required to unit standards or assessment activities.

The five-year Moderation Plan contains a list of unit standards for moderation each year. The unit standards are selected from across all sectors using the following criteria:

- Never been moderated, or moderation occurred more than five years ago.
- High usage.
- High risk (safety/risk within the industry).
- High unit standard level.
- Unit standards requested for external moderation by WDCs and NZQA.
- Industry alert (reports from industry employers, companies, staff, or assessors of best practice not being followed).

Moderation Samples

The list of unit standards selected for moderation each year are divided into four quarters. This is to spread the workload for moderators, the QA team and assessors throughout the year.

Moderation samples requested at the beginning of each quarter from assessors who reported selected unit standards in the previous calendar year.

The following criteria is used to ensure a range of assessors and assessments are moderated:

- Unit standards reported in the previous calendar year.
- New Assessors (annually for first two years of registration).
- Assessors reporting high number of assessments.
- Assessors reporting low numbers of assessments.
- Assessors who have not attended an Assessor Forum that year.
- Advanced Portfolio Assessments (APA) assessors are required to submit two Advanced Portfolio assessments annually.

Moderation submissions are to include the following:

- Assessment guide /Marking schedule, with model answers and judgement statements.
- Learner Assessment/Workbook with assessment directions, tasks, theory questions, and evidence used to make the decision. This may include learner work records, company forms, audio or visual recordings, evidence verifier/observer check sheets etc.

Assessment samples moderated by Connexis will not be returned unless a self-addressed envelope or courier bag are supplied. Assessors will receive a report on completion of the moderation.

After moderation occurs or on expiry of the 24-month retention of material, all assessment materials, including any supporting evidence, must be destroyed in accordance with the Privacy Act 2020, or returned to the learner, and no part retained. This includes hard copies, electronic copies sent via email, or saved to computers, USB sticks, or cloud storage.

All moderated assessment resources/assessment samples that are under appeal, non-compliance or resubmission will be retained until the moderation requirements are resolved.

Timeframes

The timeframe for receiving moderation samples is 20 working days. If the assessment samples are not received, the Quality Assurance Administrator or Quality Assurance Advisor will contact the assessor and establish the reasons why and renegotiate a due date.

If there are to be significant delays, then the Connexis National Moderator is to be informed.

The Moderator has 10 working days, or 15 working days for portfolio assessments, to moderate and send a Moderation report to Connexis.

Connexis will send the Assessor notification of the outcome within 20 working days from when the Moderator received the samples.

Non-Compliance Process

Where there is evidence of non-compliance with the moderation requirements, Connexis will seek remedial action. The initial approach will be informal contact between the Quality Assurance Advisor and the assessor.

If the issues are not resolved with the initial informal approach a formal written notification of non-compliance is sent to the assessor. Actions and recommendations to resolve issues may include:

- Further post-assessment moderation.
- Professional development.
- Hold or place limitations on assessor scope.

In cases where this action is ineffective and non-compliance continues, or in cases of repeated non-compliance, Connexis Quality Assurance Manager will take action that can ultimately lead to the removal of the assessor registration and therefore, assessment scope.

Moderator Selection

Moderators are contracted to Connexis for this service and are assigned assessment samples for moderation by the Connexis National Moderator. Selection will be based on moderation expertise and knowledge of industry training programmes.

APPENDICES

- i. On-job Assessment Process**
- ii. Additional Specific Industry Assessor Application Requirements**
- iii. Temporary Traffic Management Assessor Application Requirements**
- iv. Electricity Supply Applications for Capstone Assessor Endorsement**
- v. Sufficiency Policy – Electricity Supply Industry Assessment**
- vi. Definitions; Kupu**
- vii. External Assessor Fee Schedule**
- viii. NZQA Level Descriptors**

I. ON-JOB ASSESSMENT PROCESS

STEP	PRE-ASSESSMENT ACTIVITY
1	Following discussions with a CSAM or registered assessor, the learner is enrolled in a Connexis approved programme using the training agreement.
2	Learner receives the assessment workbooks with an outline of training activities, including expected timelines, assessment requirements, and appeals process.
3	Learner undergoes workplace training under supervision of their workplace learning support person (not the assessor) to help ensure they have an opportunity to cover the learning outcomes for assessments.
4	<p>Assessor ensures they have the current assessor guide and learner assessment workbook, and if applicable, training notes.</p> <p>Pre-assessment moderated assessor guides can be downloaded from the Connexis eLearning section on the website. Assessment workbooks can be requested using the resource order form on the Connexis website.</p> <p>WRT assessment resources can be purchased using the WRT order form on the Connexis website.</p>
5	The learner and learning support person and/or Connexis registered assessor meet to discuss assessment readiness and produce a pre-assessment plan to prepare the learner.
6	<p>The assessor/CSAM will meet the learner and explain the assessment plan and the evidence that is required to demonstrate achievement.</p> <p>The learner can download the assessment, or in some cases, the assessor provides the appropriate learner assessment workbook for the unit standard being assessed to the learner.</p>
7	The assessor and learner both sign the assessment pack in their designated places.
8	The learner ensures that evidence of the appropriate number of exposures relative to the assessment tool have been recorded for practical tasks where required.
9	The learner completes remaining tasks e.g., theory questions and compiles the documentation required in support of the assessment and presents all documentation to the assessor.

ASSESSMENT	
10	The assessor applies the assessor guide by checking the evidence submitted against the evidence required and judgement statements.
11	<p>The assessor makes a decision on achievement.</p> <p>The assessor informs the learner of the assessment result and provides feedback to the learner and any relevant comments for the moderator.</p> <p>The assessor and learner sign the completed assessment.</p> <p>Reassessment is offered where appropriate.</p>
POST-ASSESSMENT ACTIVITY	
12	The assessor reports the credit of unit(s) to Connexis, using standard Connexis process.
13	For moderation purposes the assessor files the assessment documentation for up to 24 months following the completion of the programme or assessment of TTM and WRT standards for moderation purposes

II. ADDITIONAL SPECIFIC INDUSTRY ASSESSOR APPLICATION REQUIREMENTS

1. *NZ Diploma in Engineering Practices (NZDEP)* assessor applicants must complete the application form and:

- Be a current member of Engineering NZ (EngNZ).
- Be a current EngNZ Practice Area Assessor prior to applying to Connexis to become an NZDEP assessor within their field of expertise.

EngNZ will be approached to confirm the status of each applicant.

2. Electricity Supply Industry assessor applicants must complete the application form and:

- Hold the appropriate level of Electrical Workers Registration Board current practising licence for the level they are assessing.

Capstone Assessors must complete the Waihanga Ara Rau WDC Capstone Endorsed Assessor Application form and provide the required evidence ([Appendix iv](#)).

3. *Temporary Traffic Management (TTM)* assessor applicants must complete the application form and provide proof of:

- Current Site Traffic Management Supervisor (STMS) Warrant.
- Waka Kotahi TTM Approved Assessor status.

Waka Kotahi will be contacted to confirm the status of each applicant ([Appendix iii](#)).

4. *Wheels Rollers Tracks (WRT)* assessor applicants must complete the application form and:

- apply for registration to Waka Kotahi NZ Transport Agency as a course provider.
- Hold a valid Class 1 New Zealand Driver's Licence.

The assessor must inform Connexis if the driver's license expires, or if they are disqualified from driving or a particular class of license or endorsement during the assessor registration period. Connexis assessor registration will be placed on hold until a copy of a valid Driver's Licence is provided.

If Waka Kotahi NZ Transport Agency provider registration is not obtained or is withdrawn, Connexis WRT assessor registration will also be withdrawn. If registration is placed on hold or cancelled, Connexis will advise Waka Kotahi NZ Transport Agency.

III. TEMPORARY TRAFFIC MANAGEMENT (TTM) APPLICATION REQUIREMENTS

Waka Kotahi is contacted to confirm the status of each applicant and the unit standards the person is eligible to hold on their scope.

To have all TTM unit standards added to their assessor scope, the person would need to hold a TTM Mentor warrant, a STMS Trainer warrant and a TTM Assessor warrant.

TTM Mentor warrant

People who hold the TTM Mentor warrant can gain approval for Unit Standards 31957 and 31958. The TTM Mentor warrant is gained by attending a one-day Mentor workshop. People attending this workshop must hold a STMS Practising Warrant (the warrant equivalent of US 31963) and be an experienced STMS with a good track record.

TMO Trainer warrant

People who hold the TMO Trainer warrant can gain approval for Unit Standard 31959. The TMO Trainer warrant is gained by attending a three-day trainer workshop. People attending this workshop must have:

Credible industry experience.

- A STMS non-practising warrant (the warrant equivalent of US 31962).
- A TMO or STMS practising warrant (the warrant equivalent of US 31960 or US 31963).

Before the TMO Trainer warrant is awarded following the workshop, people must:

- Be a registered Connexis assessor.
- Hold or be actively working towards gaining the NZ Certificate in Adult and Tertiary Teaching Level 4 or 5.

STMS Trainer warrant

People who hold the STMS Trainer warrant can gain approval for Unit Standards 31959, 31961 and 31962. The STMS Trainer warrant is available to those who:

- Have been a TMO Trainer for at least 12 months and have been moderated to begin running STMS workshops.
- Hold the NZ Certificate in Adult and Tertiary Teaching Level 4 or 5.
- Hold STMS practising warrants for the STMS categories they will be teaching (the warrant equivalent of US 31963).

TTM Assessor warrant

People who hold the TTM Assessor warrant can gain approval for Unit Standards 31960 and 31963. The TTM Assessor warrant is gained by attending a TTM Assessor briefing and completing a written competency assessment. People attending the TTM Assessor briefing must have:

- Credible industry experience.
- Unit Standard 4098.
- STMS Practising warrants for the road categories they will be assessing on (the warrant equivalent of US 31963).

Before the TTM Assessor warrant is awarded they must also be registered as an assessor with Connexis.

IV. ELECTRICITY SUPPLY APPLICATIONS FOR CAPSTONE ASSESSOR ENDORSEMENT

Endorsement

Assessors can apply to the Capstone Reference Group to become a Capstone Endorsed Assessor. The applicant must:

- Complete the Capstone Assessor Application form
- Have an industry nominator
- Have a current Te Pūkenga t/a Connexis Service Agreement
- Be experienced as an assessor for a period of no less than 10 years relevant operational industry experience, including:
 - three years as a Connexis registered assessor to apply to become a capstone assessor and be approved by the Capstone Reference Group
 - Registered within their field only
 - They must be actively assessing
 - Attended an assessor forum a minimum of once every two years.

Met moderation requirements over a period of three years.

NB: Traction Line applicants are excluded from these requirements due to the recent introduction of workplace qualifications in this area.

- Hold EWRB registration specific to industry
- Hold a New Zealand Certificate in Electricity Supply (Level 4) in the area they wish to assess, except for Traction Line assessors up until 31 December 2022 to initiate a pool of assessors.
- Capstone assessors cannot assess learners for RCC if they have been involved in any aspect of their training.

Nomination Process for Capstone Assessor

There will be a formal application process, including nomination from industry, for Capstone assessors. The applicants will be reviewed and approved by the Waihangā Ara Rau EWRB Capstone Reference Group. The decision of the Capstone Reference Group will be final.

Capstone Endorsed Assessors Service Agreement and Renewal

Connexis Capstone Endorsed Assessors will have a current Te Pūkenga t/a Connexis Services Agreement. The contract expires at the same time as the assessors Registration Expiry.

Connexis is to provide a list of Connexis Capstone Endorsed assessors to the Waihangā Ara Rau EWRB Capstone Reference Group for review before their contracts

expire. Waihanga Ara Rau will confirm those that are to be renewed as Capstone Endorsed assessors.

Termination of the contract will be considered for any of the following reasons:

- Not meeting minimum number of moderation submissions and have decisions supported.
- Expiry of the contract.
- If they leave the Employer.
- At the Capstone Assessor's request.

Maintaining Capstone Endorsed Assessor Registration

Capstone Endorsed Assessors must be actively assessing capstone unit standards and participate in a minimum of two postal moderations per year and a peer review moderation.

The assessor must have a record of over 95% assessments meeting moderation requirements to maintain their Capstone Endorsed status. Should an assessor not meet moderation requirements, then the Waihanga Ara Rau EWRB Capstone Reference Group will review continued Capstone Assessor status.

Resignation or Removal of Capstone Unit Standards

Capstone Endorsed Assessors will have the capstone unit standards approved on their assessment scope for the agreed period of tenure. On completion of this tenure, if not renewed, or if the assessor resigns from being a Capstone Endorsed Assessor, the capstone unit standards will be immediately removed from their scope.

V. SUFFICIENCY POLICY – ELECTRICITY SUPPLY INDUSTRY ASSESSMENT

Purpose

The purpose of the Sufficiency Policy – Electricity Supply Industry Assessment applies only to the Connexis Electricity Supply Industry’s practical unit standard assessments for assessors.

This policy is also imposed on all provider resources that are used in assessment of practical Electricity Supply Industry unit standard assessment as managed by Connexis.

Scope

The scope of this policy in assessment sufficiency refers to the quality and quantity of evidence required to achieve fair and consistent assessment decisions across unit standards within the Connexis Electricity Supply Industry scope of consent to assess.

Sufficiency

Sufficiency for Electrical Supply Industry unit standards has been established in the following way and must be reflected in assessment resources developed to assess Connexis managed Electricity Supply unit standards.

Three observations of practical performance to standard are required, with two exceptions detailed below:

- When the unit standard has a range statement that defines the sufficiency.
- When workplace conditions dictate differing sufficiency, Connexis will determine, in consultation with industry, the acceptable number of observations e.g., differing sufficiency may be applied when involvement with a task is accrued over a period of time such as, installing geothermal equipment and specific high voltage cable jointing.

It has been agreed with the EWRB that Capstone unit standards would be used as the final assessment for several ESI qualifications.

The theory Capstone unit standard 32255 will be assessed by Connexis Capstone Assessors through an on-line platform. Learners are required to wait 48 hours if they do not achieve the online assessment on their first attempt. There are only two assessment attempts permitted.

It has been deemed acceptable for the practical Capstone unit standards that one practical demonstration is sufficient. The Capstone assessments must be completed and assessed and cannot be awarded by APA, RCC or another form of credit recognition, except 32255, 29737 and 29738.

Rationale

Three observations are considered to provide evidence of consistency in practical performance and an indication of a practiced skill.

Practical observation

Connexis recognises that supervisor on-job observations can make a valid contribution to the assessment process in the Electrical Supply Industry. A supervisor has the skills to identify competent and repeatable learner performance as they see it occurring naturally, on the job. Assessors may arrange for a learner's supervisor to make up to two of the three observations required in some practical assessment resources.

The assessor must make at least one of the observations unless they appoint a Technical Expert to complete all observations. The assessment decision remains the responsibility of the assessor.

VI. DEFINITIONS

Assessor Types	
Capstone Assessor	An assessor approved by the WDC EWRB to complete assessments of recognised Capstone unit standards.
External Assessor	<p>Assessor who has been contracted by Connexis to provide assessment of unit standards for learners enrolled in a TAG in other workplaces and invoice Connexis for an agreed fee.</p> <p>Assessments carried out by registered assessors who report casual credits towards single unit standards required for Waka Kotahi warrants or license endorsements are not paid for by Connexis.</p> <p>Assessors have an approved scope of assessment and meet the registration criteria. Assessor reports assessment results through Connexis and complies with the policies in this document.</p>
Evidence Verifier	Supervisor, team leader, manager, or person with sound knowledge of the assessment topic. Involved in observing and questioning learners while they perform activities/ tasks in the workplace. Provide verification to support the quality of the evidence used in assessment.
In house (Workplace) Assessor	<p>A registered workplace assessor who has been approved by Connexis to provide assessment of unit standards for their employer in-house for part or a whole programme leading towards a qualification for learners enrolled in a TAG.</p> <p>The assessment costs are covered by the in-house fee charged to the employer. May also be contracted by Connexis to conduct workplace assessments for external workplaces independent to their main place of employment. .</p> <p>Assessors have an approved scope of assessment and meet the registration criteria. Assessor reports assessment results through Connexis and complies with the policies in this document.</p>
Provider Assessor	<p>Connexis Provider Assessors are employed by an NZQA registered training education organisation that provides training and/or conducts assessment for Connexis learners.</p> <p>The assessor reports credits for unit standards within the registered provider's accreditation scope or Connexis accreditation scope. It is preferred that provider assessors use Connexis pre-assessment moderation assessment resources where available. The organisations needs to ensure that its assessors/tutors comply with the training</p>

Assessor Types	
	<p>organisation's Quality Management System (QMS) as well as the relevant CMR.</p> <p>Tutors are not required to register as an assessor, but Connexis recommends that assessors/tutors working within TEO's apply to be a Connexis Provider Assessor.</p>
Registered Assessor	Approved industry assessors who conduct assessment and report credit for unit standards within Connexis' consent to assess, and the assessors designated Assessment scope.
Technical Expert	<p>A person with extensive knowledge and experience in an industry sector that provides specialist advice on industry standards and application.</p> <p>An assessor may request verification from a technical expert when they are required to assess someone outside of their area, in a specialist field of expertise.</p>
Temporary Traffic Management (TTM) Assessors	Waka Kotahi NZ Transport Agency registered assessors who train and assess to the current warrant system.
WRT Assessors	<p>Connexis registered assessors who train and assess the Wheels, Rollers, Tracks (WRT) unit standards.</p> <p>WRT Assessor may be either Connexis registered assessors or NZQA Provider assessors and must be approved by Waka Kotahi NZ Transport Agency prior to completing Endorsements.</p>

Assessment Terms	
Assessment Appeals	Where credit is not awarded, either in total or in part, the learners may seek a review or appeal of the decision. Therefore, assessors should record clear reasons for the decision and make information available for the appeal process.
Assessment method	<p>A particular technique used to gather evidence to demonstrate the learner's knowledge and skills, i.e., observation of practical skills, theory questions, collection of naturally occurring evidence, evaluation of a product.</p> <p>The assessment takes into account credit already gained, for example through previous study as well as recognition of prior learning.</p>
Casual Credits	<p>Credits that are assessed, achieved, and reported by a Connexis assessor outside of a training agreement (TAG).</p> <p>The assessor will be directly invoiced for the cost of reporting any casual credits at the Connexis published rate. Where an assessor is an employee of the company in which the casual assessments are completed, they may make arrangements for the company to be invoiced directly.</p> <p>This fee does not apply to TTM or WRT Assessments.</p>
Evidence requirements	Specifies the quality of the evidence required to meet the outcomes of the unit standard. Associated with these may be range statements where specific criterion needs to be considered.
Historical evidence	Evidence usually already available from a learner's previous work experience and training.
Judgement statements	The judgement statement states the quality and, sometimes, quantity of evidence that is required to meet the expected level of performance for each level of achievement.
Off-job Assessment	Assessment conducted 'off job' through a training provider.
On-job Assessment	Assessments conducted at learner's workplace 'on job'. May include practical and theory assessment.
Portfolio of Evidence	A learner's personal collection of evidence submitted for assessment of achievement.
Re-assessment opportunity	An opportunity to redo part or all of an assessment. If the learner is required to redo the majority of the assessment, then a new assessment is provided after the first opportunity and after further learning has taken place. A new result may be the outcome.

NZQF Terms	
Accreditation	Any assessment completed by a Connexis registered assessor must be carried out within their approved scope and Connexis accreditation, which is listed on NZQA's provider details page here .
CMR	Consent and Moderation Requirements. A CMR is associated to each unit standard on the NZQA Framework and identifies requirements for assessment and external moderation by a Workforce Development Council (WDC).
Graduate Profile Outcomes	The expected graduate outcomes of a qualification. This comprehensively describes what a person awarded the qualification must be able to collectively do, be and know.
NZQF	New Zealand Qualifications Framework. The NZQF is a national framework based on outcomes, described in terms of knowledge, skills and attributes, and their application. NZQA administers the NZQF. All qualifications, both secondary and tertiary, are listed on the NZQF.
Moderation	Moderation is a quality assurance process, it is the method by which the national standard is established and maintained across all Connexis providers and assessors ensuring assessment is fair, valid, and consistent. The Connexis philosophy is that this process should be one of support, development, and interaction.
Naturally occurring evidence	Evidence taken from real-life, or naturally occurring events that have been produced by a learner during their normal day-to-day activities.
Pre-assessment moderation (Internal to business)	This process checks that assessment resources are appropriate and valid and meet the requirements of the unit standard/s.
Post-assessment moderation (Internal to business)	This process verifies that assessment decisions made about learners' achievement are consistent and at the right academic and/or practical level.
Programme	A programme leading to one or more qualifications listed on the NZQF and is aligned with the qualification's outcomes and is based on clear and consistent aims, content, and assessment practices.
Qualification	A qualification recognises the achievement of a set of learning outcomes for a particular purpose through formal certification.

NZQF Terms	
	Qualifications are designed to identify the underpinning skills, knowledge and attributes graduates need to perform a range of roles across broad contexts.
Specially elicited evidence	Evidence that is sought and created especially for the purpose of the assessment, and may include specific assessment tasks, written or oral questions, or simulations.
Record of Achievement (RoA)	An official transcript of all the New Zealand qualifications and standards that a person has achieved as reported by NZQA consented education organisations and Universities. Any qualifications gained before the implementation of the New Zealand Qualifications Framework will not appear on the learner's RoA.
TEO	Tertiary Education Organisation e.g., Private Training Enterprise, Wānanga, or Te Pūkenga.
Unit standard	These are nationally registered and are listed on the Directory of Assessment Standards (DAS). Each unit standard shows what a learner must know, and can do, to achieve the unit standard.

Connexis Te Pūkenga terms Kupu	
CSAM	Connexis Customer Service Account Manager
NZDEP	New Zealand Diploma in Engineering Practices
QMS	Quality Management System
Technical Advisor	Person with the industry experience and knowledge of NZQA level descriptors used to provide advice on qualifications, assessments, and assessors. Also known as subject matter experts (SMEs).
Training Agreement (TAG)	A Training Agreement signed by a learner and company before they commence their study programme with Connexis.
Training Overview	A plan showing the assessment the learner is to complete within a programme leading towards a qualification.
WRT	Wheels Rollers Tracks
Ākonga	Learner/trainee/apprentice
Kaiako	Assessor
Aromatawai	Assessment

Ohu Mahi	Collective name for the group of 6 WDCs
Te Tiriti o Waitangi	Treaty of Waitangi
Karakia	“Māori incantations and prayer used to invoke spiritual guidance and protection. They are generally used to increase the spiritual goodwill of a gathering, so as to increase the likelihood of a favourable outcome. They are also considered a formal greeting when beginning a ceremony (Wikipedia)”.

Professional Bodies and organisations	
EngNZ	Engineering NZ
ESI	Electricity Supply Industries
EWRB	Electrical Workers Registration Board
Electricity Supply Capstone Reference Group	The group is made up of representatives from the Electricity Supply industry (ESI) that Waihangā Ara Rau CIWDC is responsible for as a Standards Setting Body (SSB). Its purpose is to progress and maintain effective relationships between Waihangā Ara Rau CIWDC, education providers and stakeholders in the development and use of Capstone unit standards within approved programmes in ESI.
NZQA	New Zealand Qualifications Authority
Te Pūkenga	Nationwide tertiary training organisation that has responsibility for delivering vocational training towards qualifications and micro-credentials listed on the NZQF.
Waihangā Ara Rau Construction and Infrastructure Workforce Development Council (CIWDC)	WDC (see below) responsible for providing skills leadership, standards setting functions for the construction and infrastructure industries.
Waka Kotahi	Waka Kotahi NZ Transport Agency
Workforce Development Council (WDC)	<p>Responsible for providing skills leadership and standards setting functions for their industries, including external moderation of on and off job assessment (on campus or online). Where appropriate, WDCs will set and help with capstone assessments at the end of a qualification.</p> <p>WDCs will also endorse vocational education programmes prior to them being approved by NZQA.</p> <p>There are six WDCs covering the different industry sectors.</p>

VII. EXTERNAL ASSESSOR SERVICE AGREEMENT FEES SCHEDULE

INVOICING

Assessors may use the Connexis | Te Pūkenga invoice template or their own. All invoices must include the following details:

- Learner Name
- Learner NSN
- Training Plan number
- Unit standard details
- Assessment outcome (Achieved or Not Achieved)

Assessment fees are paid when the unit standard is reported as 'Achieved' at the completion of the assessment process. A 'Not Yet Achieved' means the assessment process is not yet completed, and the assessor may only invoice once the learner has had further opportunities to achieve.

If after three attempts, the learner is 'Not Achieved', then fees can be paid on the provision of evidence that the learner has made three assessment attempts, except for APA assessments (see below). The fee incorporates up to two re-submissions following the initial submission.

Assessment fees will also be paid for a learner who has withdrawn their enrolment part way through the unit standard assessment with evidence provided of the initial assessment attempt provided.

RATES FOR EXTERNAL ASSESSMENT (per unit standard)

The rates below do not apply to In-house on-job assessments, as these are reflected in the enrolment fee the employer/learner pays.

Table 1: Unit Standard External Assessment Rates

Unit standard	1-9 credits (excl GST)	10+ credits (excl GST)
Level 2	\$43.00	\$87.00
Level 3	\$55.00	\$108.00
Level 4	\$76.00	\$151.00
Level 5 & 6 **	\$108.00	\$216.00

** This only applies when the unit standards are in Level 4 programmes or below.

Approved Advanced Portfolio Assessment (APA) Assessors may invoice \$200 after the initial analysis of the evidence portfolio plus the rate using the table above for reporting of any unit standards achieved at this stage.

Thereafter, APA Assessors invoice for each unit standard achieved in subsequent evidence submissions, once the credit is reported, at the above unit standard rates in Table 1. Unit standards "Not Achieved" cannot be invoiced under APA.

Gateway Assessors also apply the above rates in Table 1 following the reporting of each achieved unit standard.

Table 2: Level 5 and 6 Programmes Assessment Fees

Programme	Programme Title	Max. fee (excl GST)
PR-50078 [3535]	Electricity Supply (Power Technician) (L5)	\$1082.00
PR-50001 [2619]	Infrastructure Works Projects (L5)	\$3245.00
PR-50002 [2618]	Infrastructure Works Contract Management (L5)	\$3245.00
PR-60002 [3180]	Infrastructure Asset Management (L5)	\$3245.00
PR – 60001 [3179]	Infrastructure Procurement Procedures (Level 6) Or per unit standard:	\$3245.00
	18926 Plan a procurement activity	\$814.00
	18927 Prepare a RFx document for release to market	\$814.00
	18928 Conduct procurement processes and evaluate tenders	\$612.00
	18930 demonstrate and apply knowledge of the legal, requirements, conditions, and standards for tendering procedures	\$1005.00
PR-60003 [1714]	Engineering Practice – Civil Engineering Strand (L6)	\$3245.00
PR-60004 [1714]	Engineering Practice – Electrical Engineering Strand (L6)	\$3245.00

The assessment costs for the above diploma programmes can be invoiced progressively based on evidence of unit standard results being reported to NZQA, or evidence of time spent on assessments. The assessment costs are capped at the maximum rate listed in Table 2. The invoice should clearly indicate the hourly rate and time spent on assessments.

VIII. NZQA LEVEL DESCRIPTORS

As mentioned, NZQF levels give an indication of the complexity of learning and the amount of effort required by the learner.

Level	Explanation
1–2	At this level it's about basic skills and knowledge. Recall. No new ideas or problem solving. Activities carried out under supervision. Familiar processes. No responsibility of others' work.
3–4	At Levels 3 and 4 the learner is building a wider range of specialised skills and knowledge. At Level 4 it is expected that tasks are to be completed without supervision.
5–6	Starting from Level 5, the learner builds their highly specialised technical skills. Analysis, design and evaluation of a wide range of information is expected. From Level 6 onwards, the learner takes complete responsibility for personal and/or group outcomes. The learner performs self-directed activities.
7–8	Start to apply advanced generic skills and/or specialist knowledge and skills in a professional context. From Level 8, can analyse and apply a range of processes in complex situations.
9–10	At Levels 9 and 10 the learner demonstrates mastery of a subject area. They also provide original contribution to knowledge through research.

Qualification Level Bands		
	Level 10	Doctorates, Masters
	Level 9	
	Level 8	Postgraduate Diplomas, Bachelors with Honours
	Level 7	Bachelors Degrees, Graduate Diplomas
	Level 6	Diplomas
Advanced Trade Certificates were at this level	Level 5	
Trade certificates were at this level	Level 4	Certificates
NCEA School certificates, starting from Year 11	Level 3	
	Level 2	
	Level 1	

It is useful to know the level descriptors for the scope you will predominately assess against in your workplace.

LEVEL	KNOWLEDGE	SKILLS	APPLICATION
1	Basic general and/or foundation knowledge	Apply basic solutions to simple problems Apply basic skills required to carry out simple tasks	Highly structured contexts Requiring some responsibility for own learning Interacting with others
2	Basic factual and/or operational knowledge of a field of work or study	Apply known solutions to familiar problems Apply standard processes relevant to the field of work or study	General supervision Requiring some responsibility for own learning and performance Collaborating with others
3	Some operational and theoretical knowledge in a field of work or study	Select and apply from a range of known solutions to familiar problems Apply a range of standard processes relevant to the field of work or study	Limited supervision Requiring major responsibility for own learning and performance Adapting own behaviour when interacting with others Contributing to group performance
4	Broad operational and theoretical knowledge in a field of work or study	Select and apply solutions to familiar and sometimes unfamiliar problems Select and apply a range of standard and non-standard processes relevant to the field of work or study	Self-management of learning and performance under broad guidance Some responsibility for performance of others
5	Broad operational or technical and theoretical knowledge within a specific field of work or study	Select and apply a range of solutions to familiar and sometimes unfamiliar problems Select and apply a range of standard and non-standard processes relevant to the field of work or study	Complete self-management of learning and performance within defined contexts Some responsibility for the management of learning and performance of others
6	Specialised technical or theoretical knowledge with depth in a field of work or study	Analyse and generate solutions to familiar and unfamiliar problems Select and apply a range of standard and non-standard processes relevant to the field of work or study	Complete self-management of learning and performance within dynamic contexts Responsibility for leadership within dynamic contexts



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