Connexis Assessment Results Reporting Workbook
Frequently Asked Questions

I want to assess more unit standards than what is on my scope, how do I get an extension of scope?

As we are allocating scopes by qualification rather than individual unit standards, there may be unit standards that are no longer registered on your scope. If you believe that you have the necessary experience to assess the full qualification, please fill in the Assessor Application Form located on the Connexis website. In the form, highlight the qualifications that you wish to be added to your scope. Once completed, please email it to quality@connexis.org.nz or post it to Quality Assurance (QA), Connexis, PO Box 2759, Wellington 6011. If you specifically want to add individual units to your scope, you need to complete the application form and clearly outline the reasons why you are requesting the units that are not part of a qualification.

I am not confident about assessing a unit standard that is new to my scope, what do I do?

If there are units allocated that you have not assessed before or do not feel confident in assessing, you do not have to assess these – just advise the CSAM of this. Alternatively, we suggest that you talk to an assessor mentor or moderator (you can get details of who can do this from QA team), and work with them to complete the assessment. This is the process we recommend as you can then develop your range of assessment skills as well.

How long will it take for my results to be submitted to NZQA?

Once the results are successfully imported into our Customer Relationship Management (CRM) database, we will then send this to NZQA. Results appear on the learner's Record of Achievement (ROA) within 20 business days.

I have submitted results, now what?

Please save a copy of the workbook on your computer for your own records. Attach the workbook and ID (only applicable for learners who cannot provide an NSN) to an email and send to results@connexis.org.nz. Please see our Workbook User Guide for the 'how-to'. Once you have sent the email, the results team will review the workbook and check that the supporting documentation is correct. Once completed, this will be imported into our CRM database. The results will then be sent through to NZQA and registered onto the learner's ROA. *When entering results, do not change the workbook and worksheet structure.*

Do I need to enter the date of birth of a learner?

To ensure the results are credited to the correct learner, assessors must provide:

- NSN *or*
- Date of birth AND identification - Passport or Birth Certificate.
- NB: Driver's Licence will not be accepted.

I am entering results for a casual credit and the learner does not know their NSN number, what do I do?

To ensure the result gets registered with NZQA, attach a copy of the learner's identification (passport/ birth certificate) in the same email when you send the workbook to results@connexis.org.nz. This is a requirement so Connexis can go to NZQA to check if the learner already has an NSN or if one must be created. If you do not attach this information, the workbook cannot be processed.

Can I copy and paste information for the same learner in the workbook from another workbook?

No. When the workbook is imported to the database, it must match the structure of the information fields to be filled in. If you try copy and then paste information into the workbook lines/cells, you may find it does not work or it is unable to be accepted due to the corruption of the hidden columns. **BUT** *a shortcut to copying and pasting information that **CAN** be used, is by holding down the Ctrl and D button on the keyboard in the cell below the information you would like to copy, to transfer the information to the cell below.*

Can I use the same workbook to submit results for multiple learners?

Yes, but do not leave any blank rows between learners as this can cause the import into the database to fail. If we do not have the correct information for each result, the whole workbook will be rejected. Please ensure you are checking that each learner's information is correct per line in the workbook.

What if I accidentally send in results I have already submitted?

Make sure you have removed previous learners results before reporting latest results. If you include results which you have already submitted, the system will not accept the workbook. This is to prevent duplication. Please see our User Guide which has steps to saving a Masterfile first, and then creating a new file for each submission to the results team. If you are unsure whether you have sent in a result, please request that information from the Results team: results@connexis.org.nz. Do not add results to the bottom of a sheet you have previously sent in.

Why does a Unit Standard appear as 'invalid' in the workbook when it used to be on my scope?

There are two reasons for this, the first is that the Unit Standard number is been entered incorrectly. For example, unit standard 31959 has been entered as 31995.

The second is that the unit standard is not included in your scope. If you believe that you have the necessary experience to assess the full qualification, you can complete the Assessor Application Form located on the Connexis website. Please indicate which qualifications you would like to add to your scope. If neither of these options is applicable, please contact the Quality Help team: quality@connexis.org.nz.

There may be other issues with your workbook that require attention. If you encounter any difficulty entering a unit standard, please contact us instead of trying to change the workbook structure yourself.

What is the billing process for casual credits?

An invoice is raised by the Connexis Accounts team to you – the assessor. It is your responsibility to pay the invoice and make suitable arrangements with the learner or their employer for on charging. We suggest you include this cost in your invoice to the learner or employer.

The version that has auto-populated in my workbook is wrong, can I change this?

The most recent version on your scope will auto-populate on the workbook. If you have assessed a learner using a previous version of a unit standard assessment, overwrite the version number in the workbook manually when reporting it. Firstly, ensuring that the version entered into the workbook matches the version you assessed the learner for. Please refer to the NZQA website to check if a unit standard version is current or has expired.