



HANGA-ARO-RAU
Manufacturing, Engineering
and Logistics
Workforce Development Council

Hanga-Aro-Rau Quality Assurance Approach

2025



Hanga-Aro-Rau Manufacturing, Engineering, and Logistics Workforce Development Council (WDC) is committed to ensuring New Zealand's vocational education system meets industry's evolving needs. We connect industry and educators to align workforce skills with present demands and future expectations.

Provider engagement

Our role is to promote high standards, helping to maintain a commitment to academic excellence and quality in delivery by ensuring consistent practices are applied to quality assurance and best assessment practices. Our provider engagement strategy operates at both a regional and national level.

A key focus for Hanga-Aro-Rau is to engage with its providers (Te Pūkenga, PTEs, Work Based Learning, Wānanga, and Schools) onsite (or online) to understand their operating environment. We have found that while desktop moderation activities are a valuable mechanism, we gain another layer of understanding by seeing our provider's operating environment. We work collaboratively to understand provider context and pedagogy that informs Hanga-Aro-Rau how we best support a provider's internal quality assurance system. This, in turn, supports best practice assessment and programme development. The triangulation approach connects Industry, Hanga-Aro-Rau, and learners, enabling our value-based approach is key to ensuring providers and Hanga-Aro-Rau identify areas for improvement and co-create solutions.

Regional and National focus

Our nationwide team of regional relationship managers actively engages with providers to understand better their specific challenges, their learners, and the context of assessment or programme delivery.



Click the map to see our [Quality Assurance Management Specialists](#)

Planned priority provider visits

The reasons for visiting a provider are multi-level. Reasons for an onsite visit will include, but are not limited to:

- ✘ Whakawhanaungatanga (developing relationships)
- ✘ Programme Endorsement
- ✘ Consent to Assess (CTA) application or follow-up
- ✘ Consent & Moderation Requirements (CMR) compliance
- ✘ Potential product development opportunities
- ✘ Discuss the development of new programmes
- ✘ Onsite assessment observation
- ✘ Pre-moderation support
- ✘ Cluster moderation
- ✘ Assessment advice.



We also prioritise tailored engagement with providers assessing a significant volume of standards through our “WBL Strategy and Top 15 Account Management,” involving quarterly visits and monthly senior management meetings.

Moderation processes

Pre-assessment moderation

Hanga-Aro-Rau offers proactive guidance on assessment methodology, design, and contextualization to ensure success before pre-moderation occurs. A key focus of our moderation activities is to ensure that assessment designs do not create barriers to learners' success. We provide support and guidance to providers during the development of assessment materials, ensuring that they align with best practices and industry expectations for successful outcomes. Hanga-Aro-Rau aims to complete all pre-assessment moderation within **20 working days**.

Post-assessment moderation

Post-assessment moderation focuses on continuous improvement and alignment with national standards. We maintain open communication with assessors to clarify context and provide meaningful feedback.

Moderation priorities for 2025 include:

- ✘ New or reviewed standards
- ✘ Health and safety-critical assessments
- ✘ Newly developed programmes or recent consents to assess

Hanga-Aro-Rau will moderate all providers and schools that have assessed Hanga-Aro-Rau standards from the previous calendar year, 2024. At times, Hanga-Aro-Rau will call an assessment for post-moderation undertaken in the current calendar year, 2025.

All providers will be moderated at least once in 2025. Depending on the volume of assessments a provider undertakes or the outcome of quality assurance activities, a provider may be called more than once in the 2025 calendar year.

Providers will be emailed a request to submit assessment samples for post-assessment moderation and advised of the submission date. * Note: If a provider cannot submit the post-moderation by the due date or will not be assessing the standards called for moderation in 2025, please email: moderation@hangaarorau.nz to discuss alternative standards and/or timeframes.

Three assessment samples will be requested from a minimum of three unique standards (unless the provider is assessing less than three unique standards).

The selection of standards called for moderation will be based on the following:

- ✘ The outcomes of previous moderation
- ✘ Newly developed or reviewed standards
- ✘ Health and safety risks - All standards with a significant health and safety risk will be called for moderation in 2025
- ✘ Assessment of new programmes
- ✘ Assessment of recently granted consent to assess
- ✘ Standards identified by industry as of concern

Hanga-Aro-Rau will aim to complete all post-moderation within 20 working days. If the outcome is “Not at National Standard,” a phone call will occur to explain the rationale for the outcome before sending the report.

High-risk sectors are monitored through targeted projects to mitigate assessment risks.

Targeted monitoring

Hanga-Aro-Rau is launching a targeted project to identify and address assessment risks in high-risk sectors. This initiative monitors and evaluates compliance with health and safety-impacted standards to ensure consistent and reliable assessment practices.

Additionally, Hanga-Aro-Rau is exploring sector and programme-specific monitoring in 2025, alongside targeted standard moderation. Providers involved in these monitoring activities will be contacted directly.

Communication and additional support

To maintain its effectiveness and responsiveness, Hanga-Aro-Rau offers targeted support through tailored workshops, webinars, and online team sessions. When specific development needs are identified, focused sessions will be delivered to relevant regions or sectors, and impacted providers will be notified. Additionally, Hanga-Aro-Rau is developing resources and artifacts to provide greater clarity on key processes. Our bi-monthly newsletter will share updates on these developments.





Assessment development support

We are collaborating with providers to develop assessment materials for skill standards, recognising the shift from traditional approaches.

Providers seeking assessment development support can contact their Quality Assurance Relationship Manager or email moderation@hangarorau.nz.

Newsletter

Our bi-monthly newsletter shares updates on:

-  New qualifications and micro-credentials
-  Cross-agency collaborations
-  Moderation insights and TEC updates
-  Industry engagement and dedicated events

Programme endorsement

Programme endorsements ensure qualifications translate effectively into delivery. Providers are evaluated against six key criteria, including alignment with learning outcomes, best practice assessment, and inclusivity for underserved learners.

Hanga-Aro-Rau is actively collaborating with NZQA to streamline programme approvals, aiming to reduce duplication while ensuring industry and regulatory requirements are met.

Endorsements may include conditions, with follow-up visits to support provider progress.

Connected system initiatives

We work closely with NZQA, TEC, and other WDCs to streamline vocational education processes, minimize duplication, and foster a unified approach that meets industry needs. We aim to reduce barriers, improve collaboration, and support seamless transitions for schools and providers.

Hanga-Aro-Rau remains committed to supporting excellence in vocational education and fostering partnerships that benefit industry, providers, and learners alike.

Consolidated CMR

The 21 inherited Consent and Moderation Requirements (CMRs) have been streamlined into a single core document with tailored appendices for specific industries. This simplified document, developed through extensive consultation, is now in its second feedback phase and will be submitted to NZQA in February 2025.