

Position Description: Quality Assurance & Moderation Manager

Kaiwhakahaere Manager	Education & Moderation Manager
Te Wāhi Noho Location	Auckland, Wellington or Christchurch
Te Rā Date	October 2024
Whakapānga Tuatahi Direct reports	4
Ngā Hononga Mahi Working relationships	Internal: BCITO employees nationally External: Stakeholders

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai

BCITO is a business unit within Te Pūkenga (New Zealand Institute of Skills and Technology).

Te Pūkenga supports a world-class vocational and on-the-job learning system for Aotearoa New Zealand that brings together the strengths of in-work, online and on-campus learning. It is responsible for ensuring equity and excellence in vocational education. Its key priorities are improving outcomes for Māori and Māori communities in collaboration with Māori and iwi partners and stakeholders; improving the consistency of vocational education and training; meeting the needs of the regions of New Zealand and their learners, industries, employers, and communities; ensuring that every learner receives what they need to be successful and improving vocational education outcomes.

As New Zealand's largest provider of building and construction trade apprenticeships, BCITO is committed to the development and training of people joining and working in the building and construction sector. The collaborative and positive working relationships that we have with the 16 industries that we represent are central to our success. We continually look to improve our service to the industries, so their needs are effectively met.



Vision and Values

We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

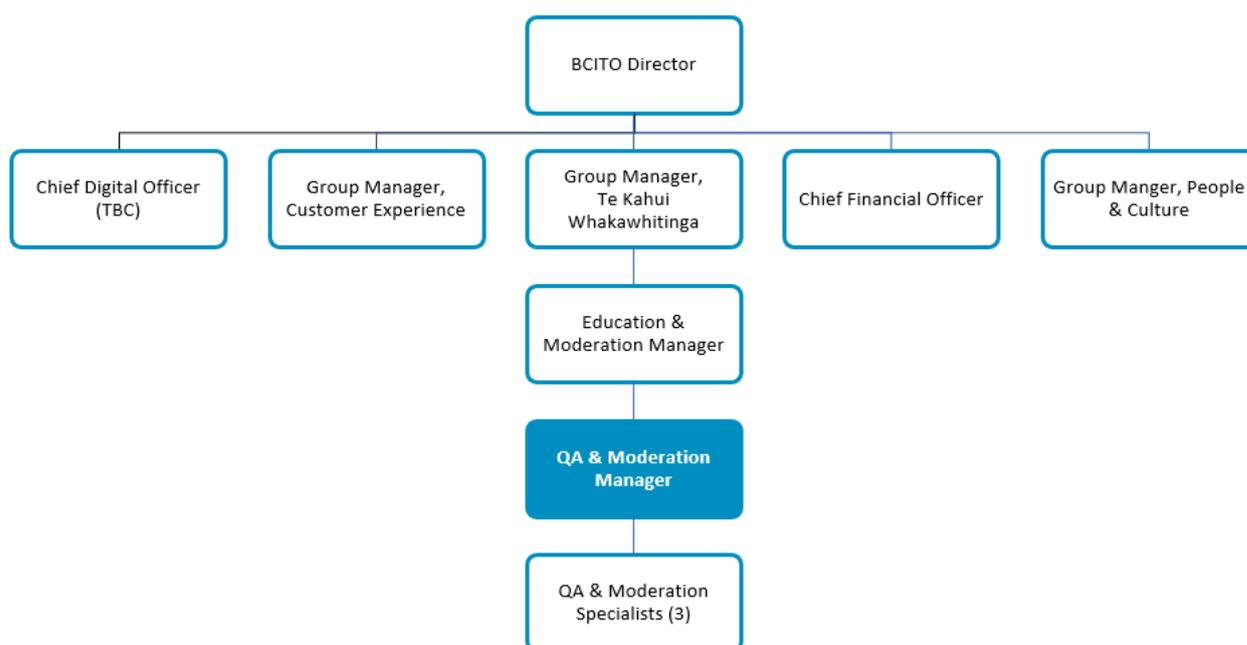
Te Kaupapa | Purpose

The Quality Assurance Manager will have overall responsibility for managing, monitoring and reporting on the BCITO Quality Assurance System. The BCITO WBL Quality Assurance System is a sophisticated structure, based on relationships developed over time.

The Quality Assurance Manager will contribute to the organisation's collective responsibility for the overall effectiveness and improvement its quality assurance, through taking a technical leadership role that provides advice and guidance to other members.

With a focus on best practice assessment principles and continual improvement, the BCITO WBL Quality Assurance team, work with external and internal stakeholders to ensure moderation goes beyond the moderation of assessment judgements.

Te Tū Whakahaere | Reporting structure



Ngā Whāinga Matua | Key responsibilities

Internal Quality Assurance Responsibilities

Actively promote ongoing reflection and improvement of best quality learning and assessment practices through Quality Assurance (QA) Reviews by:

- Planning, facilitating and monitoring QA Review of BCITO area teams;
- Providing guidance to area team staff in meeting self-assessment submission requirements for QA Review visits;
- Analysing information provided in Area Teams' self-assessment submissions and from interactions with area staff, in accordance with Quality Assurance System principles and the BCITO WBL's contractual obligations to Te Pukenga, WDC, TEC and/or NZQA;
- Reporting on findings in relation to performance in the areas of internal moderation and quality assurance practices, and learner progression;
- Communicating recommendations and requirements to Area Managers, Business Strategy Managers, Learning & Development teams and relevant members of the Senior Leadership

- Team;
- Continually reflecting on the QA Review process and implementing change where appropriate;
- Facilitating and monitoring internal moderation of assessment judgements made by BCITO WBL.
- Moderating assessment judgements made by BCITO WBL contracted assessors;
- Promoting best practice assessment with contracted assessors and MOU providers through facilitation and monitoring of professional development;
- Investigating, ruling and reporting on appeals of assessment against standards for BCITO WBL as the standard-setting body;
- Preparing and presenting submissions for moderation of assessment against standards belonging to other standard-setting bodies; and
- representing BCITO WBL at NZQA Consistency Reviews through the preparation and presentation of evidence of graduate outcomes of New Zealand qualifications;

Manage external relationships to ensure BCITO meets quality assurance obligations

- Manage relationships with WDC's (and other standard setting bodies) to ensure compliance obligations are met.
- preparing and presenting submissions for moderation of assessment against standards belonging to other standard-setting bodies
- representing the BCITO at NZQA Consistency Reviews through the preparation and presentation of evidence of graduate outcomes of New Zealand qualifications

People Leadership

- Recruit and manage the people within the team.
- Manage workflow and effectiveness across the team, focussing on delivering to expectations and achieving excellence.
- Ensure team members understand and are committed to their responsibilities and the purpose and values of the business division.
- Meet regularly with team, individually and collectively to guide performance and generate a positive team working environment.
- Proactively develop the individual and collective capability of the team, providing regular feedback, coaching and development opportunities.
- Foster a culture of strong employee engagement and promote the objectives of the organisation as a whole not just the group itself.

Note: The above responsibilities are not exclusive. The employee may be asked to perform other reasonable duties and responsibilities at management's discretion.

Health & Safety

Always carry out the requirements of the position safely while supporting the organisation's environment, of promotion and adherence to Health & Safety policies and procedures by all employees.

Mōu | Person Specifications

Essential

- In-depth knowledge of the New Zealand National Qualifications Framework, NZQA, TEC and their relationships, policies and operating procedures.
- In-depth knowledge of the vocational education sector.
 - In-depth knowledge and experience of tools, concepts and methodologies of quality assurance, moderation and assessment.
- Solid experience in effective usage of data analysis tools and statistical analysis.
- In-depth knowledge of relevant regulatory requirements.
- Experience with implementation of corrective action programmes.
- Strong people leadership, relationship management, networking and customer service experience.
- Ability to manage difficult conversations and situations with care.
- An affinity with the core construction industries.
- Excellent written and oral communication skills.
- Strong business acumen.
- Well-developed facilitation and influencing skills.
- Strong planning and people organisational skills.
- Attention to detail.
- The ability to get along with a wide range of people.
- The ability to work both autonomously and as an active team member.
- The ability to prioritise and deliver on tight timeframes, with flexibility to meet competing priorities.
- Strong computer skills, including Microsoft Office, QA applications and databases.

Desirable

- Previous people leadership experience.
- Appropriate tertiary level qualification or equivalent experience.
- Industry contacts/networks.

Signed by QA & Moderation Manager

**Signed by GM Te Kahui
Whakawhitinga**

Date:

Date:
