

ACCREDITATION AND MODERATION ACTION PLAN

for Real Estate

(version 4)

Contact

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Service Sector > Real Estate

Domain	Standard IDs
Real Estate Management	4693-4700, 4702-4705, 5146, 23132, 26153
Real Estate Practice and Law	4707, 4708, 4714, 15500, 22306, 22311, 22314, 23133-23141, 26148, 26149, 26152, 26154
Residential and Commercial Property Management	4678-4688, 22303, 22305, 22308-22310
Rural, Residential, Commercial and Business Sales	4669, 4671, 4674, 4675, 4713, 15501, 15502, 23142-23157, 23441-23444, 26150, 26151

ACCREDITATION INFORMATION (AI)

Introduction

The purpose of the Accreditation Information (AI) is to set out the nature of the accreditation process and involvement of the standard setting body (SSB) in the process, and to set out the SSB's industry or sector-specific requirements for a tertiary education organisation (TEO)¹ or school's quality systems in relation to the criteria for accreditation.

Standard Setting Body involvement in accreditation process

Level 3 and above Evaluation of documentation and visit by NZQA and industry.

¹ Tertiary education organisation (TEO) includes public and private tertiary education providers, industry training organisations, government training organisations, and other providers.

Visit waiver conditions

The REINZ Industry Training Organisation Ltd (REINZ ITO) may waive their involvement in an accreditation visit if REINZ ITO is satisfied that the applicant organisation can fulfil all the industry-specific accreditation requirements and implement the systems stated in the application.

Areas of shared responsibility

None.

Fees schedule for SSB involvement in accreditation process

The [fees schedule](#) is applicable to all applications for accreditation received by NZQA from 1 November 2004. However, the SSB may choose to charge lower fees for their involvement in accreditation. Contact the SSB for further information.

Additional fees can be charged by [NZQA](#), the Institutes of Technology and Polytechnics Quality (ITP Quality), and the Committee for University Academic Programmes (CUAP) for involvement in accreditation. Contact the relevant quality assurance body (QAB) for information.

General requirements for accreditation

These are the general requirements for accreditation of providers gazetted in 1993. Applicants should consult their QAB ([NZQA](#), ITP Quality, or CUAP) for details of the requirements.

Criterion 1 Development and evaluation of teaching programmes

There is a system for developing coherent teaching programmes and for their evaluation, which should include evaluation by learners/consumers.

Criterion 2 Financial, administrative and physical resources

Adequate and appropriate financial and administrative resources will be maintained to enable all necessary activities to be carried out.

Adequate, appropriate and accessible physical resources will be available for supporting students to meet the required standards.

Criterion 3 Staff selection, appraisal and development

A teaching staff with the necessary knowledge and skills will be maintained through staff selection, appraisal, and development.

Criterion 4 Student entry

There is a system for establishing and clearly publicising student entry requirements that include no unreasonable barriers.

Criterion 5 Student guidance and support systems

Students have adequate access to appropriate guidance and support systems.

Criterion 6 Off-site practical or work-based components

There are arrangements for ensuring that any off-site practical or work-based components are fully integrated into the relevant programmes.

Criterion 7 Assessment

There is a system for ensuring that assessment is fair, valid, and consistent.

Criterion 8 Reporting

There is a system for providing students with fair and regular feedback on progress and fair reporting on final achievements, with an associated appeals procedure.

There is a reliable system for archiving information on final student achievements.

Industry or sector-specific requirements for accreditation

The requirements outlined below are necessary to demonstrate that the applicant organisation has the appropriate quality systems, policies, and procedures to deliver training and assessment against the unit standards to the national standard required by REINZ ITO.

Applicant organisations are welcome to contact the Quality Assurance and Compliance Adviser of REINZ ITO for advice and assistance in planning for accreditation.

Note: Accreditation to deliver learning and assessment against standards is granted by standard and/or classification. REINZ ITO would prefer applicant organisations to seek accreditation for the unit standards and/or classifications necessary to deliver programmes leading to the award of national qualifications in Real Estate in their entirety.

Criterion 1 Development and evaluation of teaching programmes

The applicant organisation must have policies and procedures to ensure there is a system for linking with the real estate industry in the development of its training programmes.

The applicant organisation must have policies and procedures to ensure that the structure of courses or delivery encourages students to complete a national qualification in Real Estate.

The applicant organisation must have policies and procedures to ensure the evaluation of teaching programmes that includes input from a real estate industry licensee, branch manager and salesperson independent of the applicant organisation.

Criterion 2 Financial, administrative and physical resources

The applicant organisation must have policies and procedures to ensure that students will have access to current real estate technology and information. These policies and procedures must enable provision of specialist resources for current programmes and for new technologies or systems that may become part of real estate service provision in the future. Examples of current technology and information include access to Land on Line (<http://www.landonline.govt.nz/>), Real Estate.co.nz (<http://www.realestate.co.nz/>), and REINZ (<http://www.reinz.org.nz/>) information and statistics. Applicant organisations must have systems in place to ensure the adequate resourcing of current and future programmes.

The applicant organisation must have policies and procedures to ensure that students are provided with access to current real estate industry information.

Criterion 3 Staff selection, appraisal and development

The applicant organisation must have policies and procedures for maintaining teaching and assessing staff with the necessary knowledge and skills relevant to their responsibilities, through staff selection, appraisal and development. The policies and procedures must ensure that teaching and assessing staff are appraised annually, and that all teaching staff hold a certificate in adult teaching or similar, or be working towards such a qualification from a recognised tertiary institution.

Staff teaching and/or assessing against unit standards must:

- hold Unit 4098, *Use standards to assess candidate performance*, or demonstrate equivalent knowledge and skills; **and**
- have completed a National Diploma in Real Estate (Licensee) (Level 5) [Ref: 0100], or demonstrated equivalent skills and knowledge, and have industry experience, relevant to the unit standards they are teaching and/or assessing against, for at least three years out of the last five years (on a full or part-time basis); **or**
- hold a relevant property/valuation degree or the graduate diploma in business studies (endorsed in real estate) and have industry experience, relevant to the unit standards they are teaching and/or assessing against, for at least three out of the last five years (on a full or part-time basis).

These policies and procedures must ensure that all teaching and assessing staff have the opportunity on an annual basis to update their real estate knowledge and their teaching and/or assessing skills. It is essential that teaching and assessing staff maintain real estate industry experience by keeping up to date with current industry practice and legislative requirements.

Criterion 4 Student entry

Where an applicant organisation is developing programmes, which lead to licensing requirements, information must be available to students regarding the study options to fulfil the licensing requirements of the Real Estate Agents (Licensing) Regulations 2009.

Criterion 6 Off-site practical or work-based components

The applicant organisation must have policies and procedures to ensure:

- that off-site practical or work-based components are integrated into the relevant programme, and are relevant to the sector of the real estate industry being studied; and
- the health and safety of participants in relation to off-site or work-based components; and
- that the responsibilities of all parties are clear.

Criterion 7 Assessment

The applicant organisation must have policies and procedures to ensure that face to face assessments are carried out at an appropriate premises or venue that meet current health and safety requirements.

The applicant organisation must have policies and procedures to ensure that self-developed assessment material is submitted to the REINZ ITO for pre-assessment moderation and approval prior to use (see pre-assessment moderation below).

The applicant organisation must have policies and procedures to ensure that a branch manager, agent or course coordinator verifies student evidence produced in the workplace or a trainer/tutor verifies student evidence produced as part of a face to face assessment or correspondence/e-learning course.

Criterion 8 Reporting

The applicant organisation must have a system for providing students with fair and regular feedback on progress towards national qualifications in Real Estate. The applicant organisation must have an assessment appeal process that is transparent and readily available to the student.

The applicant organisation must have policies and procedures for informing students of REINZ ITO and the Real Estate Agents Authority's requirements for personal information (including assessment results) to be supplied to those organisations.

Non-compliance with accreditation requirements

Where there is evidence of non-compliance with the requirements for accreditation the QAB (NZQA, ITP Quality, or CUAP) will seek remedial action. In cases where this action is ineffective and non-compliance continues, or in cases of repeated non-compliance, the QAB will take action that can ultimately lead to the withdrawal of accreditation.

Implementation

The REINZ Industry training Organisation Ltd is able to provide sufficient trained participants to service the requirements of accreditation processes.

MODERATION INFORMATION (MI)

A centrally established and directed national external moderation system has been set up by the REINZ Industry Training Organisation Ltd.

Introduction

The purpose of the Moderation Information (MI) is to provide details on the national external moderation system, developed by the REINZ Industry Training Organisation Ltd, to ensure that assessment decisions of accredited TEOs and schools are consistent with the national standard. All accredited TEOs and schools assessing against the standards in this Accreditation and Moderation Action Plan (AMAP) must meet the requirements for moderation outlined in this MI.

Moderation System

REINZ ITO has the responsibility for managing the external moderation system for assessment against unit standards contained within the *Real Estate* subfield.

Moderation Process

REINZ ITO is responsible for the development, implementation and evaluation of the moderation process. REINZ ITO will appoint moderators, who will not be associated with accredited organisations, to moderate the assessment decisions of accredited organisations. REINZ ITO will ensure that moderators are trained for their role. Moderators must have industry experience, or experience in a related field, for at least three years out of the last five years (on a full or part-time basis) and hold Unit 11551, *Moderate assessment* or demonstrate equivalent skill and knowledge.

To ensure consistency, moderation guidelines will be developed for moderators to use, and the guidelines will be reviewed biannually. REINZ ITO will ensure that there is administrative support for moderators to support efficiency and the effectiveness of the moderation process.

The moderation process will support best practice assessment, and focus on the validity of assessment materials/tools/activities, the authenticity of candidate evidence, and on the consistency of assessment decisions with the national standard.

REINZ ITO will moderate each unit standard included within the National Certificate in Real Estate (Salesperson) (Level 4) each year for all accredited organisations. REINZ ITO will also select and moderate a further 30% of any additional *Real Estate* subfield unit standards, outside of the salesperson's qualification, each year.

REINZ ITO expects that all *Real Estate* unit standards will be moderated over a 3-5 year period. All accredited organisations assessing against the selected unit standards will be moderated in the same year.

REINZ ITO will contact the accredited organisation in the preceding year to ask which *Real Estate* unit standards the accredited organisation will be assessing against in the following year. From this information REINZ ITO will develop a moderation plan for the following year. A draft of the moderation plan will be available for consultation from 30 November and the moderation plan, confirmed and agreed to among REINZ ITO and accredited organisations, will be available from 15 December.

Consistency among moderators will be supported through use of the moderation guidelines developed by REINZ ITO, and the appointment of a national moderator. The role of the national moderator is to coordinate the moderation program and to collate the reports from the moderators for the twice-yearly moderator meetings.

Pre-assessment moderation

REINZ ITO has common assessment material available for accredited organisations to use to assess *Real Estate* unit standards. The use of REINZ ITO assessment material is encouraged, to eliminate the need for pre-assessment moderation of assessment material. The accredited organisation is charged \$2.25 per credit, per enrolled student, plus GST, for the use of this material. Use of the REINZ ITO material sets a common assessment standard across the industry.

Where REINZ ITO assessment materials are not used, accredited organisations must supply all assessment material for pre-assessment moderation and approval by the Moderator prior to use.

Upon receipt of assessment material for pre-assessment moderation the Moderator:

- may initiate communication to clarify any issues relating to the assessment material, and
- will either approve the assessment material, or require changes to be made, and
- may, upon request by the accredited organisation, work with that organisation to further clarify issues. Costs for this service will be met by the accredited organisation.

Accredited organisations must make all required changes to assessment material and re-submit for a compliance check before it is used for assessment.

A pre-assessment moderation fee of \$20 plus GST per credit to a maximum of \$100 plus GST applies to each assessment activity towards a unit standard. If more than one resubmission is required a fee of \$75 per hour plus GST will be charged.

Once an assessment activity has been moderated and approved it can be used for assessment without requiring further pre-assessment moderation, provided no changes are made to the unit standard or assessment material. If changes to the approved assessment material are detected during post-assessment moderation then resubmission of the material is required and the pre-assessment moderation fee will apply. Following the recommended changes being made and approved the assessment activity can be used.

Post-assessment moderation

There will be post-assessment moderation of assessor decisions, in relation to candidate evidence and authenticity as set out in the agreed moderation plan. Accredited organisations will be notified in writing of the timing for post-assessment moderation. Samples of assessment material will be submitted for postal moderation according to the timetable agreed by each accredited organisation for each of the unit standards specified within the moderation plan. Accredited organisations will be required to supply two samples of evidence from borderline candidates, two samples of evidence from candidates considered clearly competent and two samples of evidence from candidates considered clearly not yet competent. Assessor decisions will be moderated for consistency with the national standard.

Spot moderation will also take place each year until three years of clear reports are obtained from spot moderation. Spot moderation is needed to establish consistency of assessor decisions with the national standard and reduce the current degree of variance from it.

Spot moderation will be carried out with a minimum of two week's notice for the accredited organisation. Spot moderation will generally be by post but may, where considered necessary by the moderator, include a site visit. All assessment evidence from the specified period must be kept available by the accredited organisation for spot moderation by post. Where a site visit is required assessment evidence may be collected on the day of the visit.

For each unit standard not included in the salesperson's qualification and not subject to spot moderation at the time, assessment evidence for a minimum of one candidate considered clearly competent, one candidate considered clearly not yet competent, and two borderline candidates must be kept available from each course delivered within a calendar year by the accredited organisation. If there are no borderline candidates then three clearly competent and three clearly not yet competent samples are required. Where no candidate is found to be not yet competent the assessments for the entire contact class are required.

Moderation will also involve site visits to carry out moderation of practical assessments (otherwise known as contact or face to face assessments). Accredited organisations will be notified in writing of the timing for a site visit for the moderation of a practical (face to face) assessment. The moderator will then liaise directly with the accredited organisation in relation to a site visit for practical assessment moderation.

Moderators must report the moderation outcome to the Quality Assurance and Compliance Adviser of REINZ ITO within one month of receiving material for moderation or undertaking a site visit. REINZ ITO will notify accredited organisations of the results of moderation and return material at the conclusion of each moderation event. Accredited organisations will be responsible for notifying their assessors of the moderation outcome.

Reporting

REINZ ITO is responsible for evaluating the effectiveness of its national external moderation system, and for providing an annual report to NZQA.

Each moderator will prepare for REINZ ITO a report to be tabled at each moderation meeting evaluating the results of moderation and the effectiveness of the moderation system. The national moderator is to collate the reports from the moderators.

REINZ ITO may seek input from accredited organisations when the effectiveness of the moderation system is reviewed.

REINZ ITO will prepare an annual report on moderation for NZQA and REINZ ITO Board which will be distributed to moderators and accredited organisations.

Funding

Moderation will be funded through the National Moderation Transfer from NZQA and fees charged to accredited organisations.

A pre-assessment moderation fee of \$20 plus GST per credit, to a maximum of \$100, plus GST applies to each assessment activity toward a unit standard. If more than one resubmission is required a fee of \$75 per hour plus GST will be charged.

There are no fees for participation in post-assessment moderation, including no charges for site visits or spot moderation.

REINZ ITO reserves the right to charge accredited organisations when a Moderator is required to visit due to non-compliance with moderation requirements. Charges will be for administration and moderation and will be charged at \$75 per hour plus GST and travel and accommodation expenditures at 'actual and reasonable' costs. REINZ ITO charges \$0.70 per km for using a company or private vehicle.

Non-compliance with moderation requirements

Non-compliance in meeting the requirements of this moderation system will result in further action by the REINZ Industry Training Organisation Ltd. Ongoing unresolved non-compliance will be referred to the appropriate QAB (NZQA, ITP Quality, or CUAP). Ultimately the QAB may withdraw accreditation.

Where an accredited organisation is non-compliant with moderation requirements REINZ ITO will seek resolution with the accredited organisation. Increased numbers of samples of candidate evidence will be required for moderation to facilitate

consistency with the national standard being achieved. In some cases of non-compliance a site visit may be required. A site visit may occur at the request of an accredited organisation requiring clarification of non-compliance issues identified by the moderator. During a site visit the accredited organisation and the moderator will agree a plan to be implemented by the accredited organisation to achieve compliance with moderation requirements.

Appeals

Accredited organisations may appeal a moderation decision, or the process used, in writing to the Manager of REINZ ITO. In such cases of disagreement about moderation decisions, the accredited organisation and the moderator will be asked to reach agreement. If agreement is not reached, the National Moderator will provide assistance to reach agreement. If agreement is still not reached the Manager of REINZ ITO will become involved. If resolution is still not possible the REINZ ITO Board will consider the appeal. Their decision will be final and binding to all parties.

NQF Registration Information

Process	Version	Date
Registration	1	July 1995
Revision	2	January 1999
Review	3	September 2006
Revision	4	February 2010

The next AMAP review is planned to take place in 2015.