

Moderation as a Quality Management Tool

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The process of evaluating the quality of assessments carried out in both educational institutions and in the workplace raises challenges for any National Qualifications system. In New Zealand we have developed a moderation system that ensures this process is carried out on an annual basis.

The process of quality management as a tool is well known in industry circles. One of the challenges the New Zealand qualifications system has had to face is how to integrate quality management processes used in industry into workplace training, especially on a national basis.

In my presentation I will cover the reasons why this type of system was introduced, an overview of how the system works, its advantages and disadvantages, and the lessons we have learnt from its implementation.