

Quality Assurance Team Leader

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| Position Title. | Quality Assurance Team Leader |
| Group | Ringa Hora – Services Workforce Development Council |
| Reports to | Quality Assurance Manager |
| Location | Wellington |
| Position type. | Permanent Full Time |

About the Workforce Development Council (WDC)

The creation of the WDCs under the Education and Training Act 2020 provides industry with greater leadership across vocational education and training. The WDCs take a forward, strategic view of the future skills needs of industries; set standards, develop qualifications, and help shape the curriculum of vocational education; moderate assessments against industry standards and, where appropriate, set, and moderate capstone assessments at the end of a qualification. They also provide advice to the Tertiary Education Commission on investment in vocational education and determine the appropriate mix of skills and training for the industries they cover.

The purpose of Ringa Hora – Services Workforce Development Council is:

- to use its industry voice to contribute to the creation of a sustainable, globally engaged, and adaptive Aotearoa New Zealand (includes Aotearoa me Te Waipounamu and all territories).
- to contribute to an education system that provides opportunities for all people to reach their full potential and capabilities, including those who have been traditionally underserved by the education system.
- to contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relationships.
- to plan, implement and support the responses to Aotearoa New Zealand's current and future workforce needs.
- to support the transition to a low-emissions and climate resilient Aotearoa New Zealand, taking into account:
 - new global challenges.
 - emerging technologies.
 - global sustainability goals.
 - the changing nature of work, and
 - the skills, knowledge and qualifications learners need in future to achieve success for themselves and their communities.

More information about the role of Workforce Development Councils can be found [here](#).

Diversity and Inclusion

We are a workplace that values and utilises diverse and inclusive thinking, people, and behaviours. This means that our staff honour Te Tiriti and reflect the diversity of Aotearoa, New Zealand and the industries and people we work to support, and that the contributions of staff with diverse backgrounds, experiences, skills, and perspectives are valued and respected.

About the Position

The Quality Assurance Team Leader will work with the Quality Assurance Manager to develop strategies to support the ongoing quality assurance of tertiary providers delivering and assessing programmes to learners in the Services sectors. The role supports the work programme of the quality assurance team comprised of permanent and, where required contracted staff, to develop, implement and monitor annual moderation and quality assurance plans to meet Ringa Hora's operational business needs.

Key Accountabilities

Management and planning

- Develop and implement operational strategies and frameworks that are aligned to business strategic objectives in order to deliver quality assurance, moderation, learning and assessment advice and services in relation to tertiary provider outcomes
- Develop, communicate, monitor and report on annual moderation and quality assurance plans to meet operational business needs
- Monitor and report on progress of plans and projects and look for continuous improvement opportunities
- Support the Quality Assurance Advisors and Quality Assurance Coordinator to develop and action mitigation plans for providers
- Work collegially and build strong relationships with both internal and external stakeholders

Te Tiriti o Waitangi

Ehara taku toa i te toa takitahi engari he toa takitini.

My strength is not one of a single warrior but that of many.

- Understands Te Tiriti o Waitangi and supports capability building across the WDC
- Work with Te Tiriti o Waitangi partners to co-design functions and activities and influence, engage and embed initiatives across the system
- Ensuring that the WDCs' work is informed and agreed by our partners, and we meet their reporting requirements
- Demonstrate how your work supports Māori Crown relationships
- Influence positive behaviours within industries and employers to impact success for Māori in the VET system

Compliance and reporting

- Report moderation and quality assurance results to internal and external agencies as required
- Proactively manage changes in moderation and quality assurance requirements and devise relevant contingency plans
- Review the quality of work completed by the team members on a regular basis to ensure that it meets the moderation and quality assurance standards

Team supervision

- Provide and share knowledge and expertise with the team including assisting with upskilling of team members
- Manage and monitor the allocation of the programme of work and outputs for the team, and escalate any concerns/issues as they occur
- Assist the Quality Assurance Manager by providing day-to-day monitoring of team activities and team wellbeing

General

- Provide timely and quality advice and solutions as required by the WDC
- Ensure projects are managed and delivered within agreed timelines, budget and objectives
- Remain up to date with any NZQA changes and international trends, ensuring best practice approaches are implemented where possible

Skills, Knowledge, and Experience

Skills

- Demonstrated knowledge of moderation and assessment standards and practices

- Demonstratable levels of achievement in forming and maintaining high levels of sector stakeholder engagement
- Understanding of moderation's use as a mechanism to support continuous improvement
- Demonstrated understanding of cultural norms in working with diverse groups
- Expertise in managing multiple stakeholders, clients, organisations and providers to facilitate meaningful industry outcomes
- Advanced communication skills with a professional, positive, flexible and diplomatic approach to problem solving

Qualifications

- Tertiary qualification and/or demonstrated experience in the field of quality assurance

Experience

- Experience in the tertiary education and training sector, and knowledge of training delivery options
- Experience in motivating and collaborating with other staff to achieve required performance outcomes
- Experience in moderation and quality assurance
- Experience of working with NZQA and the New Zealand Qualifications Framework (NZQF)
- Experience in interpreting the assessment requirements of unit standards
- A proven history in leading and delivering projects using a variety of project methodologies
- Experience in engaging with a variety of stakeholders to extract information, synthesize, analyse, and provide insights.

Programmes/technology

- Advanced proficiency in MS office, excel and PowerPoint

Role Requirements

- Must have a willingness to embrace the transformation that is required in the vocational education and training system (VET system), including:
 - o Honouring Te Tiriti o Waitangi
 - o Supporting Māori Crown relationships
 - o Ensuring that the VET system delivers for all learners
 - o Connecting industry, employers including iwi and Māori industry and employers with the VET system
 - o Connecting the WDC across the VET system

Relationships

The Quality Assurance Team Leader will maintain key relationships with

- Wider Ringa Hora teams
- Industry
- Education providers, Schools, Wānanga, Te Pūkenga, PTEs
- Unions
- Industry specific Iwi, Hapū and Māori business groups, national Māori organisations
- Communities of Practice across Ohu Mahi

Key government relationships including:

- Tertiary Education Commission
- Ministry of Education
- NZQA
- Te Puni Kōkiri

- Ministry of Pacific peoples
- Health and Disability Commission

Delegations

- The role is responsible for working within delegated authority levels

References

Legislation / Foundation documents:

- Education and Training Act 2020
- Te Tiriti o Waitangi

Available here <https://www.legislation.govt.nz/act/public/2020/0038/latest/LMS170676.html>