

## Te Korowai Kahurangi Services

### Expectations Document

The purpose of this document is to ensure a shared understanding of responsibilities between Te Korowai Kahurangi and key internal partners, primarily Schools.

This document has been developed because of ongoing differences in expectations across schools and Te Korowai Kahurangi and in response to a reduction in staff available to support key quality related activity across the institute.

Te Korowai Kahurangi retains responsibility for supporting academic quality outcomes in partnership with Schools and other support teams.

It is important to note that while the table below outlines the breadth of the team's mahi, the work that is undertaken is dependent current priorities, which differ through the year and from school to school.

Area	Te Korowai Kahurangi will	School / Support Team will
Degree Monitoring	<ul style="list-style-type: none"><li>• Provide, maintain, and evaluate the QA system which supports achievement of positive degree monitoring processes and outcomes</li><li>• Provide institutional oversight, tracking and record keeping for degree monitoring</li></ul> <div>TL: Communicate with Monitor</div> <div>SQA:<ul style="list-style-type: none"><li>• Advising Schools on requirements and timeframes for visit</li><li>• Advise TL of PAQC outcome ratings</li></ul></div> <div>QA:<ul style="list-style-type: none"><li>• Provide agenda template to BA.</li><li>• Data gathering from the system (PBI, Psoft)</li></ul></div>	<ul style="list-style-type: none"><li>• Confirm relevant documentation is current and put into a relevant folder at least 8 weeks prior to visit.</li><li>• Provide data e.g., research and Industry engagement info etc</li><li>• Follow published (on Nest) process</li><li>• Rating the Monitoring Report outcome</li><li>• Monitoring and rating management of action plans</li></ul> <div>BA: Creates links (if not F2F), send invites and confirms attendance (including ELT)); organise visit i.e., accommodation, plane fare; contracts</div>

Review date: 1 October 2023

Area	Te Korowai Kahurangi will	School / Support Team will
Assuring Consistency	<ul style="list-style-type: none"> <li>• Provide, maintain, and evaluate the QA system which supports achievement of positive consistency review process and outcomes</li> <li>• Advise capability development pathways for staff</li> <li>• Provide expert advice for challenging issues and critique of NZQA submissions</li> <li>• Provide institutional oversight, tracking and record keeping of assuring consistency</li> <li>• Provide PeopleSoft reports on graduates</li> </ul> <p>SQA</p> <ul style="list-style-type: none"> <li>• Pre-populate cover page and some of the Self-summary report <ul style="list-style-type: none"> <li>• Advise TL of PAQC outcome ratings</li> </ul> </li> </ul> <p>QA</p> <ul style="list-style-type: none"> <li>• Collate Data (Dashboard)</li> <li>• Support in redaction of information</li> </ul>	<ul style="list-style-type: none"> <li>• Collecting ongoing GPO evidence: <ul style="list-style-type: none"> <li>○ Programme evidence: <ul style="list-style-type: none"> <li>▪ Moderation</li> <li>▪ Authentic delivery</li> <li>▪ Self-assessment</li> </ul> </li> <li>○ Graduate evidence: <ul style="list-style-type: none"> <li>▪ Match with GPOs</li> <li>▪ Relevance of GPOs</li> <li>▪ Destination</li> </ul> </li> <li>○ Next-user evidence <ul style="list-style-type: none"> <li>▪ Graduates match with GPOs</li> <li>▪ Relevance of GPOs</li> </ul> </li> </ul> </li> <li>• Analysing and evaluating the above evidence at least annually</li> <li>• Storing evidence as per institute guidelines</li> <li>• Writing NZQA submissions as part of the consistency review event</li> <li>• Attending consistency review hui</li> <li>• Tabling NZQA reports and action plans to PAQC</li> <li>• Rating the consistency review outcome</li> <li>• Monitoring and rating management of action plans</li> </ul>
PAQC	<ul style="list-style-type: none"> <li>• Provide Advice and guidance (on request)</li> </ul> <hr/> <p>SQA:</p> <p>Provide Secretarial support for PAQCs, including Grade Approval Committee (GAC) and other agreed sub-committees of PAQC</p> <ul style="list-style-type: none"> <li>• Agendas/Minutes/noting and communicating actions</li> <li>• Confirm student rep. attendance</li> <li>• Governance advice</li> </ul>	<p>School</p> <ul style="list-style-type: none"> <li>• Provision of documentation on time</li> <li>• Appoint members (incl. student reps) as per ToR.</li> <li>• Confirm QA outcome ratings</li> <li>• Escalate matters to QAB as required</li> <li>• Maintain oversight of programmes within scope</li> <li>• Maintain Action Plans</li> <li>• Keep to timeframes (meeting length)</li> </ul> <p>Student Council:</p> <ul style="list-style-type: none"> <li>• Pay student reps</li> </ul>

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	Note: it is challenging being an effective secretary and provide ongoing advice during the same hui	
<p>Grade Management (excluding thesis learners)</p> <p>Note:</p> <p>Consistency of practice across Schools/TKK required. Documentation to be updated.</p> <p>Confirm <i>Moderation</i> in the context of GACs</p>	<p>SQA/QA:</p> <p>Supporting Grade Approval Committees</p> <ul style="list-style-type: none"> <li>Setting up Gradebook</li> <li>Publishing Grades</li> </ul> <p>QA:</p> <ul style="list-style-type: none"> <li>Follow up Outstanding grades (Process grades as per Policy, including outstanding/DEF grades)</li> </ul>	<ul style="list-style-type: none"> <li>Confirming Gradebook is correctly set up</li> <li>Providing information for GACs <i>prior</i> to the GAC hui (e.g., post moderation complete, gradebook up to date)</li> <li>Actively manage outstanding grades through to resolution within policy timeframes</li> </ul>
Examinations	<ul style="list-style-type: none"> <li>Schedule exams</li> <li>Work with Access4Success (A4S) to support disabled learners completing exams</li> <li>Supervising and invigilating exams</li> <li>Managing exam records</li> <li>Printing exams</li> <li>Providing exam papers to the library</li> </ul>	<ul style="list-style-type: none"> <li>Confirm examination details as per published Examination Process schedule and timeframes (refer Nest)</li> <li><i>Format</i> exams, resits and Information Sheets prior to final submission to the Examination Office</li> <li>Moderate exams and resits prior to submission</li> <li><i>Submit</i> exam, resit paper(s) and related Information Sheets as per the published process by deadline to Examination Office no later than Friday, Week 10 (for standard semesterised delivery)</li> <li>Note: Student informs Access 4 Success (<a href="mailto:disabilitysupport@unitec.ac.nz">disabilitysupport@unitec.ac.nz</a>) of special arrangements required by students by Week 11</li> <li>Advise Examinations Office of any resits within three weeks of the date of the scheduled exam</li> </ul>

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APCs – Affected Performance Considerations  Note: TKK involvement under review	QA: <ul style="list-style-type: none"> <li>• Send APC to delegated authority. *coming soon TKK may provide an online APC form. Track APCs</li> <li>• Inform students of outcomes</li> <li>• Record APC outcome in gradebook</li> </ul>	School <ul style="list-style-type: none"> <li>• Manage assessment extensions (i.e., 5 day extensions)</li> <li>• Approve APCs</li> <li>• Manage APC outcomes</li> </ul>
Discontinuing programmes  Note: responsibilities under review	<ul style="list-style-type: none"> <li>• Provide, maintain, and evaluate the QA system which supports achievement of discontinuing programmes</li> <li>• Manage and record final discontinuation approval with Academic Committee and regulatory bodies</li> </ul> Data Analyst: <ul style="list-style-type: none"> <li>• Provide Student Status Report and Tracker to categorise affected students (Completion checking, A, B and C)</li> </ul> SQA: <ul style="list-style-type: none"> <li>• Undertake and process completion checking of potential graduates</li> </ul> QA: <ul style="list-style-type: none"> <li>• Track PeopleSoft changes- Discontinue students in the student programme/plan application (Historical programmes)</li> </ul>	<ul style="list-style-type: none"> <li>• Manage correspondence with students</li> <li>• Track communication in “Tracker” with students through to resolution</li> <li>• Sign off on documentation</li> <li>• Provide final discontinuation memorandum and student list to Academic Committee (ACSC) for approval</li> <li>• Engage with system improvements</li> </ul> Operations: <ul style="list-style-type: none"> <li>• Discontinue students</li> </ul>
Contracted delivery  Note: Confirm confirmation of grades process for ad hoc (e.g., EWRB)	QA: <ul style="list-style-type: none"> <li>• Set up Gradebook</li> <li>• Confirmation of Grades</li> </ul>	<ul style="list-style-type: none"> <li>• Invoicing learners</li> <li>• Reporting to external bodies</li> </ul> Academic Operations: <ul style="list-style-type: none"> <li>• enrolments</li> </ul>
Programme changes	<ul style="list-style-type: none"> <li>• Advise on new and proposed changes to programmes</li> </ul> SQA:	<ul style="list-style-type: none"> <li>• Engage early (as soon as possible) with Lead, PDM</li> <li>• Update (track change) programme documentation to support change</li> <li>• Complete change application form</li> </ul>

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<p>Note:</p> <ul style="list-style-type: none"> <li>• Changing requirements with Te Pūkenga</li> <li>• Can only support when planned</li> <li>• Also involves TPA, Kaihautū and Pacific Navigators</li> <li>• WDC support may be required</li> </ul> <p>Note:</p> <p>Programme documentation includes: Programme document, regulations, course descriptors, PID sheets, MoU, contracts, site approvals, etc.</p>	<ul style="list-style-type: none"> <li>• Documentation management (negotiable on a case-by-case basis) depending on work level – Advice in all instances from Lead, PDM)</li> <li>• Advise on what constitutes a Type 1 and Type 2 change</li> <li>• Advise on documentation requirements</li> <li>• Maintain PID sheets</li> <li>• update documentation following approval</li> </ul>	<ul style="list-style-type: none"> <li>• Endorse change through PAQC</li> <li>• Maintain programme documentation</li> <li>• Confirm all criteria are met prior to making applications</li> </ul>
<p>PEPs</p>	<ul style="list-style-type: none"> <li>• Provide (includes standard data provision), maintain, and evaluate the QA system which supports programme self-assessment</li> <li>• Advise capability development pathways for staff</li> <li>• Provide expert advice and ad hoc data</li> <li>• Provide institutional oversight, reporting, tracking, and record keeping of PEPs</li> </ul> <p>QA:</p> <ul style="list-style-type: none"> <li>• Prepopulate SMART Goals</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake Āta Kōrero   Evaluative conversation with staff</li> <li>• Complete documentation of PEPs using system provided</li> <li>• Table PEP reports and action plans and rate SA capability at PAQC</li> <li>• Monitor and manage action plans</li> <li>• Engage with system improvements</li> <li>• Complete in line with published timeframes</li> </ul>

Area	Te Korowai Kahurangi will	School / Support Team will
	PDM QA: <ul style="list-style-type: none"> <li>- Track institute engagement (TBC)</li> </ul>	
CEPs	<ul style="list-style-type: none"> <li>• Provide (includes standard data provision), maintain, and evaluate the QA system which supports CEP</li> <li>• Advise capability development pathways for staff</li> <li>• Provide expert advice</li> <li>• Provide institutional oversight, reporting, tracking, and record keeping of CEPs</li> </ul>	<ul style="list-style-type: none"> <li>• Request support when required</li> <li>• Complete CEPs using the system provided</li> <li>• Engage with system improvements</li> </ul>
QA oversight	<ul style="list-style-type: none"> <li>• Manage and track progress of key QA systems both institutional performance and process improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Following QA oversight process (including PAQCs)</li> </ul>
Programme Review	<ul style="list-style-type: none"> <li>• Oversee the system</li> <li>• Advise on approach to reviews</li> <li>• Assist with any queries</li> </ul> SQA: <ul style="list-style-type: none"> <li>• Collate Data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information</li> <li>• Lead Programme Reviews</li> <li>• Complete Review report</li> </ul>
Professional / Regulatory Body Accreditation  Note: to be reviewed	<ul style="list-style-type: none"> <li>• Advise on approach to reviews</li> <li>• Assist with any queries</li> </ul> SQA: <ul style="list-style-type: none"> <li>• Collate Data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information</li> <li>• Plan the requirements with the accrediting body</li> <li>• Lead the accreditation process</li> </ul>
Letter of Confirmation  Note: to be reviewed.	QA: <ul style="list-style-type: none"> <li>• Confirm eligibility to graduate with SQA</li> <li>• Update and send templated letter to students</li> <li>• Update tracker</li> <li>• Letters required for Regulatory Authorities</li> </ul>	<ul style="list-style-type: none"> <li>• Sign off on letters</li> </ul>
Student Handbooks	QA: <ul style="list-style-type: none"> <li>• Confirm information is up to date – amend if required</li> </ul> Note: CDs, etc can only be changed via programme approval process	<ul style="list-style-type: none"> <li>• Provide information within timeframes where necessary</li> </ul>

Area	Te Korowai Kahurangi will	School / Support Team will
Exclusion process	<p>SQA:</p> <ul style="list-style-type: none"> <li>• Provide report on at risk students to School for decision making purposes</li> <li>• Report excluded students to PAQC</li> <li>• Communicate exclusion outcomes to students</li> </ul> <p>QA:</p> <ul style="list-style-type: none"> <li>• Generate report on at risk students to SQA</li> <li>• Update PS</li> </ul>	<ul style="list-style-type: none"> <li>• Assess at risk students</li> <li>• Determine outcome for at risk students</li> </ul>
External Course Moderation	<p>SQA:</p> <p>Based on advice from the school:</p> <ul style="list-style-type: none"> <li>• collate folders for distribution</li> <li>• Send moderation material (including forms, etc.) to moderator</li> <li>• Maintain three year rolling moderation plan based (including moderation outcomes)</li> <li>• Ensure reports are saved</li> </ul> <p>QA:</p> <ul style="list-style-type: none"> <li>• redaction of material</li> </ul>	<ul style="list-style-type: none"> <li>• Save material for moderation in relevant folders</li> <li>• Develop and confirm (by PAQC) moderation plan</li> <li>• Contract (or otherwise engage) moderator</li> </ul>
NZQA/WDC Moderation	<ul style="list-style-type: none"> <li>• Manage communication and requirements between Unitec and NZQA/WDC regarding moderation</li> <li>• Collect samples from School</li> <li>• Send to moderator and provide reports to school</li> <li>• Consider requests to appeal moderation outcomes</li> </ul> <p>QA:</p> <ul style="list-style-type: none"> <li>• Redaction of material</li> </ul>	<ul style="list-style-type: none"> <li>• Provide the requested assessments for moderation in the format required (electronic)</li> <li>• Save the materials for moderation in relevant folders</li> <li>• Accept moderation outcome and/or desire to appeal</li> <li>• Undertake appropriate follow up action following receipt of moderation report.</li> </ul>
<p>Completions</p> <ul style="list-style-type: none"> <li>• Note: process under review.</li> </ul>	<p>SQA:</p> <ul style="list-style-type: none"> <li>• Complete completion pre-check (as time allows)</li> <li>• Identify students eligible to complete</li> <li>• Complete paperwork and seek approval from delegated authority within School</li> </ul> <p>QA:</p>	<ul style="list-style-type: none"> <li>• Confirm eligibility of learners to complete</li> <li>• Rechecking of Graduand lists for students who are ineligible to graduate</li> </ul> <p>Graduation:</p> <ul style="list-style-type: none"> <li>• Organise Academic Committee (ACSC) approval</li> </ul>

Area	Te Korowai Kahurangi will	School / Support Team will
	<ul style="list-style-type: none"> <li>• Generate relevant reports</li> <li>• Advise students they are ineligible to graduate.</li> </ul>	
Literacy and numeracy	QA: <ul style="list-style-type: none"> <li>• Setup L&amp;N course shells in the Tool</li> <li>• Upload student data</li> </ul>	School: Enrol students into L&N assessment tool Organise students to complete assessments TPA: support schools with L&N interpretation
Records management (excluding exams)	Maintain the academic Programme Library Save relevant files to e academic library: <ul style="list-style-type: none"> <li>• Programme Documentation</li> <li>• Monitoring reports</li> <li>• Consistency Review</li> <li>• PEPs</li> <li>• Committee minutes</li> </ul>	School: Follow retention of materials as per Archive NZ.
Business Intelligence/Academic Performance data	Create, analyse, and report on Unitec Education Performance Report annually, approved Institute Graduate Survey annually; approved course survey bi-annually Provide ad-hoc data requests on the above business intelligence	Request business intelligence using the BI request system.
Institute Committee secretarial support	Ensure all communication is through the relevant Committee email Provide secretarial support for some committees: <ul style="list-style-type: none"> <li>• QAB (Riza and Judith) <a href="mailto:gab@unitec.ac.nz">gab@unitec.ac.nz</a></li> <li>• Ako Ahimura (Riza and Judith) <a href="mailto:AA-LTC@unitec.ac.nz">AA-LTC@unitec.ac.nz</a></li> <li>• AAC – Karen <a href="mailto:aac@unitec.ac.nz">aac@unitec.ac.nz</a></li> </ul>	Ensure all communication is through the relevant Committee email Support the operation of the committee through attendance and engagement

The following mahi is not/ no longer supported by Te Korowai Kahurangi  
 - Interim PEPs



- Support for any non-approved programme developments (except scoping of these developments)
- Non-essential policy, procedure, or process changes
- Maintenance of under-utilised reporting dashboards (in PowerBI)
- Publishing detailed Committee agendas on the Nest
- “Over-attendance” at committees (i.e., only essential staff to attend any hui)
- Rechecking of Graduand lists for students who are ineligible to graduate
- Provision of readily available PS reports (i.e., class lists, etc.) to academic staff (will be self-service)
- Administering short course and contracted delivery processes including enrolments, invoicing, student management (grade processing will continue to be supported)
- Invoicing processes for Students completing Unit Standards
- Any non-administrative support relating to Literacy and Numeracy assessments
- Research Project/Thesis approvals administration, workshops, and communication with students
- Creation of My Course Details (MCDs)
- Academic Risk management reporting
- Ad hoc Provision of BI data without going through the request process