



Position Description

Position Details	
Position Title	Quality Assurance Advisor
Group/ISB	Services Industry Skills Board
Reports to	Head of System Performance and Improvement
Location	Wellington or as agreed
Position Type	Permanent, Full-Time

About the Industry Skills Boards

The Industry Skills Boards were established pursuant to the Vocational and Educational Training Act 2025. The government formally established eight new Industry Skills Boards (ISBs), marking a major milestone in the transformation of the vocational education and training system.

Industry Skills Boards (ISBs) provide industry leadership across New Zealand's vocational education and training system. They work closely with employers, learners, providers, iwi Māori, government agencies, and industry stakeholders to ensure vocational education is responsive to current and future workforce needs.

ISBs are responsible for setting and maintaining industry standards and qualifications, endorsing programmes, quality assuring assessment practices, and providing workforce development insights that support a skilled and productive workforce.

About the Services Industry Skills Board

The Services Industry Skills Board represents a broad and diverse services sector, supporting industries that are customer-centred, technology-enabled, and culturally responsive.

The Services ISB works in partnership with industry, providers, and communities to:

- ensure vocational education reflects industry needs;
- support learners to develop skills that lead to meaningful employment;
- contribute to an education system that enables all people to reach their full potential;
- develop and maintain standards, credentials, and qualifications;
- endorse programmes and quality assure assessment; and
- strengthen collaboration between industry and vocational education.

More information about the role of **(your ISB)** can be found **here:** [Home - Services ISB](#)

Diversity and Inclusion

We value and embrace diverse perspectives, experiences, cultures, and ways of working.

We are committed to creating an inclusive environment where all kaimahi can contribute, thrive, and succeed. We recognise the importance of equitable outcomes for Māori, Pacific peoples, disabled people, and those who have historically been underserved by the education system.

Position Overview

- The Quality Assurance Advisor contributes to the integrity, consistency, and quality of vocational education and assessment across the Services Industry Skills Board.
- The role undertakes moderation and quality-assurance activities, provides practical advice and support to education providers, and contributes to continuous improvement across assessment and moderation systems.
- Working collaboratively with providers, assessors, industry stakeholders, and internal teams, the position helps ensure assessment decisions are credible, consistent, and aligned with national standards and industry expectations.

Key Accountabilities

Quality Assurance and Moderation

- Undertake pre-assessment and post-assessment moderation activities.
- Review assessment materials and assessment decisions against national standards and quality-assurance requirements.
- Prepare moderation reports and recommendations that support provider improvement and consistency of assessment practice.
- Monitor and support provider action plans arising from moderation activity.
- Maintain accurate and auditable moderation records.
- Support moderation contractors and moderation-related activities as required.

Assessment Quality

- Provide advice on assessment design, evidence requirements, and assessment practice.
- Evaluate assessment materials to ensure they generate valid, reliable, authentic, fair, and consistent evidence of learner achievement.
- Support providers to strengthen assessment and moderation capability.
- Identify quality risks, gaps, inconsistencies, and opportunities for improvement.
- Contribute to the development of assessment guidance, exemplars, templates, and quality resources.

Provider Engagement and Capability Building

- Build positive and productive relationships with education providers, assessors, moderators, employers, and industry stakeholders.
- Provide practical advice and support to improve assessment and moderation practice.

- Contribute to workshops, webinars, moderation forums, and capability-development initiatives.
- Support providers to respond to moderation findings and implement sustainable improvements.
- Gather and share provider and industry insights to inform quality-assurance activities.

Continuous Improvement

- Analyse moderation findings and quality-assurance information to identify trends and improvement opportunities.
- Contribute to the review and development of standards, qualifications, credentials, and quality-assurance resources.
- Support projects, reviews, investigations, and system-improvement initiatives.
- Identify and escalate quality, compliance, operational, or reputational risks as appropriate.
- Contribute to a culture of continuous improvement and innovation.

Reporting and Team Contribution

- Prepare accurate and timely reports, technical advice, recommendations, and correspondence.
- Maintain accurate records and information in organisational systems.
- Work collaboratively across teams to support organisational priorities.
- Share knowledge and contribute positively to team capability and performance.
- Provide professional and responsive service to internal and external stakeholders.
- Undertake other duties reasonably within the scope of the role.

Te Tiriti o Waitangi

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

My strength is not mine alone but comes from the collective.

- Understand and apply Te Tiriti o Waitangi principles within the role.
- Support culturally responsive assessment and quality-assurance practice.
- Build effective relationships with iwi, hapū, Māori organisations, and Māori providers.
- Contribute to equitable outcomes for Māori learners.
- Support positive sector practices that improve learner success and participation.

Health, Safety and Wellbeing

- Take reasonable care of personal health, safety, and wellbeing.
- Comply with organisational health, safety, and wellbeing requirements.
- Report hazards, incidents, and risks promptly.
- Contribute to a safe, healthy, and inclusive workplace.

Skills, Knowledge and Experience

Qualifications

- Relevant tertiary qualification or equivalent experience in quality assurance, assessment, vocational education, adult education, or a related field.
- Unit Standard 11551 (*Quality Assure Assessment*) or equivalent capability is desirable.
- Qualification in assessment, moderation, or quality assurance is advantageous.

Skills and Knowledge

- Knowledge of assessment and moderation practice.
- Understanding of vocational education and training systems.
- Ability to interpret standards, assessment requirements, and quality-assurance frameworks.
- Strong analytical and critical-thinking skills.
- Excellent written and verbal communication skills.
- Ability to develop effective stakeholder relationships.
- Sound judgement and attention to detail.
- Understanding of culturally responsive assessment practice.
- Competence in Microsoft 365 and related business systems.

Experience

- Experience in assessment, moderation, quality assurance, vocational education, or programme delivery.
- Experience reviewing assessment materials or assessment decisions.
- Experience working with education providers and other stakeholders.
- Experience analysing information and preparing reports or recommendations.
- Experience contributing to continuous improvement initiatives.
- Experience within retail, hospitality, tourism, customer service, contact centers, business services, travel, security, sales, or other Services sectors would be advantageous.

Success Measures

- Success in this role will be demonstrated through:
- High-quality and timely moderation decisions.
- Accurate and defensible quality-assurance advice.
- Positive provider relationships and engagement.
- Effective identification and resolution of quality issues.
- Continuous improvement in assessment and moderation practice.
- Strong contribution to team and organisational objectives.
- Consistent application of quality-assurance requirements across Services industries.

Key Relationships

Internal

- Head of Systems Performance and Improvement
- Senior Quality Assurance Advisor
- Quality Assurance Team
- Standards and Qualifications Team
- Engagement and Partnerships Team
- Services ISB Leadership Team
- Hāpaitia Shared Services

External

- Vocational education providers
- Assessors and moderators
- Industry stakeholders and employers
- Industry associations
- Māori and Pacific stakeholders
- New Zealand Qualifications Authority (NZQA)
- Tertiary Education Commission (TEC)
- Ministry of Education
- Other Industry Skills Boards

Delegations

Delegation Authority	Level
Direct Reports	None
Financial Delegation	None
Moderation Decisions	Within delegated authority
Acting Authority	None

References

- Te Tiriti o Waitangi
- Education and Training Act 2020
- Health and Safety at Work Act 2015
- Privacy Act 2020
- Official information Act 1982
- NZQA Rules and Guidance
- Services Industry Skills Board Quality Assurance Framework
- Services Industry Skills Board Policies and Procedures