



Careerforce Post Assessment Moderation Guide for Assessors

Supporting quality, consistency, and continuous improvement

1. Welcome

Moderation at Careerforce is about supporting you to be the best assessor you can be.

It is not a fault-finding exercise. It is not a one-off compliance check. Moderation is a continuous improvement process designed to strengthen assessment practice, ensure consistency across assessors, and build confidence in our collective decisions.

This guide explains how moderation works, when it happens, and what you can expect as a Careerforce assessor.

2. Who this guide is for

This guide is written for:

- Careerforce registered assessors
- New assessors joining Careerforce
- Anyone wanting to understand how Careerforce moderation works

You do not need prior knowledge of moderation systems to use this guide.

3. Our moderation philosophy

Careerforce views moderation as:

- A learning opportunity
- A way to share good practice
- A tool for building consistency
- A mechanism for continuous improvement

Moderation is most effective when it is timely, relevant, and supportive. For this reason, our moderation approach focuses on recent assessments, planned sampling, and clear feedback with follow-up support.

4. How moderation works at Careerforce

Moderation is carried out by Careerforce Quality Assurance Advisors (QAAs).

QAAs review selected assessment samples to check that:

- Assessment decisions are fair, valid, and consistent
- Evidence requirements are met
- Feedback to learners is appropriate
- Assessment practice aligns with Careerforce expectations

Moderation findings are documented in a moderation report and shared with you.

5. Registration-aligned moderation timeframes

All assessor registration review dates now align to the end of each quarter:

- 31 March
- 30 June
- 30 September
- 31 December

To support you ahead of your registration review, Careerforce aims to:

Sample, moderate, and return a report:

- 6 months before your review date
- 3 months before your review date

This approach ensures moderation feedback is timely, relevant, and actionable, not retrospective.

6. How moderation samples are selected

QAAs will target assessments that:

- Have been completed within the last six months, and
- Align with the Careerforce Three-Year Moderation Plan (2026-2028)

QAAs will also sample three samples within the first three months of first registration to support our new assessors.

This means moderation focuses on:

- Priority qualifications and unit standards
- Areas of higher risk or change
- Ensuring coverage across the moderation cycle

You may be asked to submit specific assessment materials as part of this process. Careerforce reserves the right to call any sample for moderation at any time.

7. What happens during moderation

When your work is selected for moderation:

If the sample is on Aka Toi, we will simply select and moderate the sample on the platform. If it was completed via a paper assessment, we will reach out and request you scan the documents and send them to us.

Then:

- A QAA will review the sample against moderation criteria
- A moderation report will be completed

The report will be returned to you with:

- Strengths identified
- Areas for improvement (if any)
- Clear advice and recommendations

8. Feedback, expectations, and continuous improvement

Moderation feedback is expected to be acted on.

Where advice or recommendations are provided:

- Assessors are expected to reflect on and implement changes
- QAAs may follow up in future sampling to confirm improvements
- Patterns across moderation help shape wider assessor support and guidance

This ensures moderation leads to real improvement, not just documentation.

Assessors may dispute a moderation decision. This dispute should be made in writing to moderation@careerforce.org.nz. We will seek to resolve the dispute between assessor and moderator at this level.

If the outcome is not satisfactory to the assessor, they may appeal the moderation decision. Appeals are lodged on our website.

9. Support and development pathways

If moderation identifies that additional support would be helpful, a referral may be made to a Workplace Capability Advisor (WCA) operating in your area.

WCAs can provide:

- Targeted coaching
- Practice guidance
- Training and development support

This is a supportive step, not a punitive one.

10. New assessors: what to expect

Once registered, new assessors will have:

Their first three assessments moderated by the QAA team within the first three months of registration.

This initial moderation focuses on:

- Building confidence
- Supporting consistent assessment practice
- Clarifying expectations early

After this initial period, new assessors move into the same moderation timeframes as all other assessors.

11. Your role as an assessor

As a Careerforce assessor, you are expected to:

- Participate in moderation when requested
- Submit required materials on time
- Engage with moderation feedback
- Apply learning to future assessment practice

Moderation works best when assessors see it as a professional conversation, not a test.

12. Frequently asked questions

Is moderation linked to compliance?

Moderation supports quality and consistency. While it contributes to quality assurance, its primary purpose is improvement.

What if issues are identified?

You will receive clear feedback and support. Additional guidance or WCA support may be offered where helpful.

Will I always be moderated twice?

The aim is to provide feedback at 6, and 3 months before registration review, but this may vary depending on assessment activity and sampling needs. Careerforce may request supplementary samples to review practice or examine other trends at any time.