



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

## Guidelines for degree panels

**Version 1.0**  
**August 2022**

**NZQA**  
**125 The Terrace**  
**PO Box 160**  
**Wellington 6014**

## Table of Contents | Ngā Ihirangi

1. Introduction   Whakarāpopototanga.....	4
2. Panel Composition   Te Titonga.....	5
Panel Appointments .....	5
3. Attendance   Ko wai i tae mai.....	5
4. Equity   Te Mana Taurite .....	6
5. Process   Ngā Tukanga .....	6
6. Operation of the Panel   Ngā whakahaerenga a te paewhiri.....	7
Preparation for the Panel Visit .....	8
7. Requirements, recommendations and commendations   Ngā herenga, ngā taunakitanga me ngā whakamiha .....	10
8. Roles of each panellist   Ngā tūranga mahi o ia kaiwhiriwhiri.....	11
Chairperson’s responsibilities .....	11
Academic panellist.....	11
Industry panellist .....	12
Māori panellist (Pasifika panellist if applicable).....	12
Panel member from applying TEO.....	13
Regulatory or Professional Body panellist .....	13
NZQA panellist.....	14
Appendix 1 – Mihi/ Whakatau process and waiata .....	15
Appendix 2 – Protocol   Ngā Kawa .....	17
Appendix 3 - Approval and Accreditation process   Ngā tukanga o te Whakaaetanga me te Whakamanatanga (akoranga).....	18
Appendix 4 - Panel preparation information (for pre-meeting)   Ngā taipitopito kōrero mō ngā whakaritenga a te paewhiri (i mua i te hui) .....	19
Appendix 5 - Contracts for panellists   Ngā kirimana mō ngā kaiwhiriwhiri.....	20
Appendix 6 - Conflict of Interest attestation   Whakamōhio mai ngā pānga rongorua....	21
Appendix 7 – Claim Form .....	22
Appendix 8 – Sample Virtual Panel Agenda.....	24

## 1. Introduction | Whakarāpopototanga

New degree applications to NZQA will consist of a panel event which is a peer review of the application by a group of experts. In many instances some of the participants, including members of the panel, are not familiar with how a panel operates; this document is designed to provide support for all participants, but it is primarily targeted at those who are unfamiliar with the conduct of the panels.

To meet this need, this document provides a summary of the NZQA processes that shape the panel's operation and deliberations in the NZQA approval processes. It is designed to ensure a consistent approach is taken for degree applications so that tertiary education organisations know what to expect and what is expected of them. It is underpinned by NZQA's commitment to Te Tiriti O Waitangi and to ensuring equity of access and equitable outcomes, particularly for Māori and Pasifika learners.

It is also informed by an ethos of fairness and of ensuring that all parties to the panel event are heard and considered.

The correct and effective operation of a panel is an integral part of the quality assurance process for programme approval and accreditation at degree level, providing an independent judgement that the programme meets these criteria. Panels are established to obtain feedback on the proposed programme from the perspectives of key stakeholders and to triangulate that feedback to inform its recommendations to NZQA.

It will greatly assist in the smooth running of the event if all participants study the contents of this document in advance of the event.

Degree programme approval provides confirmation that a programme of study meets the defined criteria specified in the [NZQF Programme Approval and Accreditation Rules 2021](#) (the Rules) and the [Guidelines for Approving and Maintaining Degrees and Related Qualifications](#).

NZQA degree panels are generally face-to-face at the delivery site[s] that the applicant will provide the programme. However, NZQA is prepared to conduct panel events virtually in certain exceptional circumstances; for example, arising from restrictions in place owing to the COVID-19 pandemic.

The applicant Tertiary Education Organisation (TEO) arranges, in agreement with NZQA, the date, time, and location of the panel meeting that is acceptable to all panel members and that facilitates the attendance of all key stakeholders.

The responsibilities of each panel member are detailed on pages 8-11 of this document. It is important also that the applicant organisation, as host, is familiar with the panel process and their responsibilities under this process prior to the event.

## 2. Panel Composition | Te Titonga

NZQA panels generally comprise five or six people. Māori representation is essential on a panel and, where Pasifika communities are a key stakeholder for the programme, NZQA will appoint a Pasifika representative to the panel. NZQA tries to ensure that panels comprise five individuals in total.

Applications for Level 10 programmes involve a larger panel. Where TEOs are planning to apply for a Level 10 programme, NZQA requires that they discuss panel requirements with NZQA directly before making an application.

Applications for programmes that involve registration body approval will include panellists nominated by those bodies. Where TEOs are planning to apply for a programme that requires regulatory or professional body approval they must approach NZQA to discuss panel requirements before making an application.

### Panel Appointments

The TEO that has applied for approval and accreditation to provide the degree in question will nominate members to the panel who are selected in agreement with NZQA. In certain circumstances, and subject to agreement between NZQA and the applicant TEO, panels may include representatives from relevant regulatory and professional bodies as observers.

NZQA has Memoranda of Understanding (MoU) with a number of regulatory and professional bodies<sup>1</sup> which contain collaborative arrangements for the evaluation of degrees and for the conduct of shared panels, where professional registration or recognition is a prerequisite for practising in a particular profession or occupation. In these circumstances, panel composition will increase to include agreed nominees of the professional body in question. Panel membership must still adhere to the requirements of the Guidelines.

The panel operates as one and its members are collectively responsible for all matters contained in the panel's report, including commendations, recommendations, and requirements.

As part of the application, TEOs must submit two nominations to NZQA for each position on the panel; these nominations must include the CVs of the nominees. The final decision on the panel composition and membership is made by NZQA.

## 3. Attendance | Ko wai i tae mai

To enable the panel to fully discharge its responsibilities all panel members must be available to attend all meetings and activities on the agenda. Furthermore, panellists must

---

<sup>1</sup> The Nursing Council of New Zealand, Teaching Council of Aotearoa New Zealand, Social Workers Registration Board, Midwifery Council of New Zealand, Occupational Therapy Board of New Zealand, New Zealand Association of Counsellors & the Osteopathic Council of New Zealand.

fully prepare for the panel visit, attend scheduled pre-meetings and be available to complete their work in a timely manner.

The panel deliberations are not a public forum and are to be held in private, attended only by those nominated to the panel or those arranged by the panel Chair to attend various sessions. The panel must inform the TEO's CE or nominee should they need to contact any other party or parties. Where the TEO's CE or nominee do not wish this contact to occur, advice from NZQA will be sought.

It is expected that where the panel requests attendance of a person or persons to inform its deliberations the TEO will agree and facilitate any such attendance.

The Chairperson will be the final arbitrator as to who attends each session on the agenda and retains the power to include or exclude.

#### **4. Equity | Te Mana Taurite**

The NZQA Quality Assurance Division statement on equity is: our quality assurance systems, policies and processes will enable Māori and Pasifika learners to have fair and equitable access to a high quality education that supports them to experience success and equality of outcomes. Panel deliberations are to be informed by this equity position.

Panel deliberations and consideration are to be informed by NZQA's position on equity which is that quality assurance systems, policies and processes will ensure Māori and Pasifika learners have fair and equitable access to a high-quality education that supports them to experience success and equality of outcomes.

NZQA's position is described by NZQA's [Statements of Intent](#) which have been informed by the [Tertiary Education Strategy 2020](#) that encompasses the concept of equity and guides our approach in this regard.

#### **5. Process | Ngā Tukanga**

The initial evaluation of the degree application involves preliminary evaluation of the proposed programme by NZQA followed by a request for further information (RFI). The intention of an RFI is to address minor gaps in the evidence provided, or to clarify design and/or delivery, and may lead to a not approved outcome if the response does not address these gaps sufficiently.

If, following preliminary evaluation and RFI, NZQA determines that the proposed programme is of sufficient quality to proceed to panel, the panel is appointed and the application is presented to the panel for an independent peer review. NZQA may not proceed with conducting a panel, if RFI response has not sufficiently addressed the gaps.

Panel members are then sent the application for evaluation and must complete and submit their preliminary evaluation and feedback to the NZQA evaluator. Based on the compiled feedback from the panel, NZQA will then determine whether it is prudent for the panel visit to proceed.

If the compiled panel feedback identifies major issues that would require redevelopment of the programme, or that the TEO will not be able to address pre-panel or during the visit, NZQA will contact the TEO to suggest they withdraw the application.

During the panel process, the panel investigates a range of outstanding or pertinent aspects of the programme in relation to the approval and accreditation criteria in the Rules and Guidelines, evaluates whether these criteria are met, and recommends to NZQA whether the programme be approved and whether the TEO be accredited to offer the programme.

To inform and support the panel's work, a series of formal scheduled meetings take place with internal stakeholders, including appropriate members of the institution's Senior Management Team (SMT), programme development team, programme tutors and support staff, existing students and a range of external key stakeholders.

The information provided during these meetings needs to triangulate with the written documentation provided by the TEO and the evaluation conducted by NZQA; this information is synthesised into a final report to NZQA which may recommend approval and/or accreditation of the application, or that it be declined.

To recommend approval and/or accreditation the panel must agree by the end of the visit that the programme is fit for purpose, meets all formal requirements, and meets the needs of the tertiary education sector, industry and community.

Following the event, the panel will be required to consider the applicant's response to requirements or other matters, if applicable, and conduct a full review of the written report and provide feedback.

## **6. Operation of the Panel | Ngā whakahaerenga a te paewhiri**

The procedure used by NZQA to evaluate degree approval and accreditation applications may extend over a six-month period. The panel's work consists of three stages:

- i. Preparation for the panel visit, including reviewing the programme document and evaluation of the application
- ii. The panel visit to the delivery sites, and
- iii. Reviewing and approving the report of the visit written by the NZQA evaluator.

As part of the panel appointment process, NZQA will provide each panel member with an indication of the expected work and time involved, including:

- i. Estimated preparation time
- ii. Time and date by which initial evaluation is due
- iii. Time and date of pre-meetings if required

- iv. Post-panel requirements, and
- v. NZQA contact person for any queries on the process and timeframes.

Note estimated preparation time is variable depending on the panel member's specific role in the panel, therefore a degree of flexibility will be considered when this estimate is provided. An agenda for the panel visit should be drawn up in the first instance by the TEO in agreement with NZQA and the Chair to provide direction, structure and purpose to the panel event and should be followed in order, unless the Chairperson and TEO agree otherwise. The agenda should be circulated prior to the first meeting of the panel so that the panel members and key stakeholders can prepare and make a well-informed contribution.

The agenda should include meetings with some or all of the following as appropriate: appropriate members of the SMT, the programme development team, teaching staff/tutors, external stakeholders consulted during programme development, learners from the same or similar faculty or current learners if a degree change application, the student support team, and the research co-ordinators.

#### Preparation for the Panel Visit

An NZQA Evaluator is assigned to coordinate the evaluation process and guide panellists in terms of their responsibilities.

All panel members will initially be provided with the relevant key documents associated with the application four to six weeks in advance of the panel visit; this will include the programme document after it has been evaluated by NZQA.

An NZQA evaluator will email each panellist the *Guidelines for Approving and Maintaining Degree and Related Qualifications*, the *NZQA Guidelines for Degree Panels* as well as a preliminary evaluation template. Panellists are asked to read and consider the documentation against the criteria, as listed on the preliminary evaluation template.

Panellists are required to complete the evaluation template as a MS-Word document by a date provided by the relevant NZQA evaluator. There may be some areas where panellists feel unable to comment – these may be left blank. The NZQA evaluator will provide the collated panel comments to the TEO and circulate the TEO's response to the panel for further feedback.

#### The Panel Visit

The provider may conduct a formal or an informal welcome for the panel. The NZQA panel should respond in the most appropriate way in accordance with NZQA's commitments to Te Tiriti o Waitangi. In advance of the panel event the evaluator and the panel chair will liaise with the applicant on the details of the mihi/whakatau and will brief the panel members to ensure that all are fully prepared. NZQA's response to the welcome will be discussed at the panel's pre-meeting.

A pre-meeting should be held prior to the panel and include all panellists, the chair and the NZQA evaluator. This meeting should occur so that the panel can meet one another properly before the panel proceedings, the NZQA evaluator can provide a brief summary of the process, and a plan for each of the meetings at the panel can be drafted (please see Appendix 6).

Pre-meetings should ideally be about one hour in duration. Tikanga of the organisation must be taken into consideration – it may be more suitable to hold a meeting the night before at another venue rather than on the morning of the panel for this reason, but this should be discussed between the NZQA evaluator and the chair prior. Panellists must only bill for hours spent discussing the application and the panel proceedings.

The panel visit itself usually takes one or two days, depending on the type and complexity of the application.

At the completion of the first day of discussions the panel chair, accompanied by the NZQA representative, will normally discuss with the TEO's Senior Management Team (SMT) the progress of the panel and any concerns that have arisen. If during the panel's deliberations it concludes that the programme may not be approved and/or the TEO accredited, the panel must still complete the agenda and visit in its entirety.

A tour of the campus may be necessary to validate resources.

At the end of the visit the panel chair, in the presence of the panel, will present an oral summary of findings to members of the TEO's SMT, and other staff as agreed with the Chair.

The business of all meetings is recorded by the NZQA representative who will produce the report on behalf of the panel.

### Panel outcomes

Panel-only time is included in the agenda to allow the panel to review progress, and to evaluate the significance and appropriateness of information and evidence provided in various agenda meetings. This is to ensure a thorough and robust triangulation, and that all matters are understood and comprehensively addressed.

At the culmination of the first day's activities the panel will have a scheduled period to deliberate. On the second day they will formulate commendations, recommendations, and requirements as applicable (please see section below).

Following the visit, the NZQA evaluator will prepare a draft report against all relevant approval and accreditation criteria. It will then be circulated to panellists for confirmation of accuracy. The draft report is then sent to the TEO to be checked for factual accuracy.

The TEO response to the draft report, including any actions taken in response to any requirements or recommendations, are circulated to the panel for consideration. Panellists are asked to confirm (in writing) that all criteria have been met and that the final report is

true and accurate before making a recommendation to NZQA for approval and accreditation. It should be noted that a panellist's role is not complete until they have had the opportunity to read and feedback on the final report.

In instances where the panel does not collectively agree that a criterion/criteria have been met, the evaluator will recommend solution options to the Chair and panel . A summary of actions taken will be included in the report.

The report of the panel must conclude with a recommendation to NZQA to approve or decline the application.

A degree monitoring visit is conducted one year after the approved programme has commenced delivery. The appointed degree monitor will usually be the academic representative on the panel. The first monitoring visit is viewed by NZQA as the last step of the degree programme approval and accreditation process, the "closing of the quality assurance loop". The purpose of the visit is for the monitor to test the veracity of any requirements made during the panel, and to examine the provider's response and actions taken to meet any recommendations made by the panel.

## **7. Requirements, recommendations and commendations | Ngā herenga, ngā taunakitanga me ngā whakamiha**

Requirements and recommendations are incorporated as part of the panel process to ensure that all Degree Programme Approval and Accreditation criteria are met under the Rules, and to strengthen the programme in general.

A requirement specifies an action to be completed by the TEO to ensure that a specific criterion or criteria have been met before the panel can recommend approval of the application to NZQA. The purpose of a requirement is to clarify aspects of programme design and/or delivery, or to address minor gaps that are discovered during panel deliberations. The provider's response to requirements will be evaluated by the NZQA evaluator considering the panel members' feedback before a recommendation to approve is made.

Requirements could be such as an indicative research or staff plan, revision of the aim or strategic purpose of the qualification.

There is no maximum number of requirements – the Chair and panel must exercise discretion as to the scale of the requirements and their impact on the approval and/or accreditation of the programme. For example, one large requirement may require complete redevelopment and cause the programme approval application to be declined whereas five minor requirements could be remedied within a short time frame.

TEOs are provided with 20 working days to submit response to the requirements. An extension to submit will be provided, on a case-by-case basis.

The panel may also make recommendations to the institution. A recommendation is an advisory statement of an activity requiring attention that the panel considers to be beneficial

and will enhance the programmes and/or its delivery. Completion of a recommended action improves the programme quality. A recommendation must be materially addressed as soon as practicable by the applicant TEO and progress on activity related to recommendations must be reported to the degree monitor during the first visit for the programme. Should a TEO have decided not to address a recommendation, it must provide a credible rationale for this decision, and an alternative course of action. The degree monitor will examine and measure the progress of each recommendation.

Commendations can only be formally added to a degree approval report to reflect exceptional or outstanding practice in regard to the programme quality or programme delivery. It is the recognition of excellent practice with demonstrable good outcomes.

The chair in his or her oral summary should acknowledge such features as the attitude, approach, organisation, efforts, and input put into the panel proceedings, where applicable.

## **8. Roles of each panellist | Ngā tūranga mahi o ia kaiwhiriwhiri**

### Panel chair

The panel chair is in charge of the panel process. In this regard the Chair must act impartially and independently to ensure that the business of the panel is conducted in a proper, fair, and efficient manner and that all parties are given the opportunity to fully participate. Therefore, the Chair will regulate the course of the meetings to keep proceedings relevant, focused and conducted in a timely manner.

The role of the panel chair includes:

- agreeing an agenda for the visit with the applicant TEO and NZQA Evaluator
- organising the pre-panel meeting
- in conjunction with the panel, arranging the focus of each meeting, relevant key questions, and the persons to initially raise these questions during the panel
- directing and leading the panel process; including presenting questions, ensuring that the timing of the agenda is adhered to, that the proceedings are fair and equitable, and coordinating panel times and any call backs
- ensuring the visit is completed in its entirety prior to the panel making its decisions
- requiring that any requests for further information which arise during the visit are made to the institution through the panel chairperson only
- reporting back to the institution during and at the end of the panel visit process, and
- providing feedback on the draft report.

### Academic panellist

The academic nominees must be working in an academic role at an institution other than that of the applicant at the time they are nominated to the panel. They must be teaching

and researching in the same discipline at a similar or higher level as the programme under consideration.

Any changes to their employment role should be notified to the TEO and their agreement sought in advance to allow the parties to source an appropriate replacement, if necessary.

The academic panellist is present to ensure the programme meets academic needs and standards.

The role of the academic panellist includes:

- conducting preliminary evaluation of the proposed programme from the academic perspective
- commenting primarily on the academic aspects of the programme
- presenting questions from the panel that relate to the academic perspective of the programme
- assisting the chairperson during the panel process where necessary, and
- providing feedback on the draft report.

#### Industry panellist

The industry nominees must be in a senior role from a programme-related industry with appropriate tertiary qualifications and experience in the subject of the application at the level of the application, or higher.

The industry panellist role is to ensure that the programme meets the needs and the requirements of the industry, that it supports industry and meets a skills need.

The role of the industry panellist includes:

- conducting preliminary evaluation of the proposed programme from the industry perspective
- commenting primarily on the professional aspects of the programme
- presenting questions from the panel that relate to the professional/industry perspective of the programme
- assisting the chairperson during the panel process where necessary, and
- providing feedback on the draft report.

#### Māori panellist (Pasifika panellist if applicable)

Māori nominees should come from the local Iwi and have appropriate qualifications and experience that are related to the field of the proposed programme at the level of the programme so that it meets the needs and aspirations of Māori.

A Pasifika panellist should also be representative of the Pasifika community who must be able to comment upon the extent to which the proposal supports the aspiration for increased Pasifika student success and that enables Pasifika learners to succeed.

The Māori panellist is to ensure that the programme meets the needs of, provides equitable access for Māori, and that their community voice is evident in the programme. The role of the Māori panellist includes:

- conducting preliminary evaluation of the proposed programme from a Māori perspective
- commenting primarily on the aspects of the programme that are related to Māori
- interpreting how the proposed programme will foster, promote and support Māori student success
- presenting questions from the panel that relate to Māori needs and community voice
- assisting the chairperson during the panel process where necessary, e.g., representing the panel in the mihi whakatau, and
- providing feedback on the draft report.

#### Panel member from applying TEO

Internal TEO nominees must be a senior academic from a different discipline with appropriate qualifications and experience.

The applicant's own internal representative attends to ensure that the TEO's perspective is considered on the panel. However, as a member of the panel, the internal TEO panellist must take a neutral stance and act independently of the TEO. The role of the internal TEO panellist includes:

- conducting preliminary evaluation of the proposed programme from the academic perspective
- commenting on the aspects of the programme that are common to different disciplines
- presenting questions at the panel that relate to the programme in terms of development, delivery, and support
- assisting the chairperson during the panel process where necessary, and
- providing feedback on the draft report.

#### Regulatory or Professional Body panellist

The Regulatory or Professional Body panellist are present to ensure that all requirements of their respective institution are met in the programme design, so that graduates will hold the specific attributes required to gain registration with the regulatory body where applicable.

The Regulatory or Professional Body panellist is not contracted to NZQA and therefore is not required to complete the NZQA preliminary evaluation procedure that other panellists complete. The panellist will likely have their own documentation related to the requirements of their institution that they will use during the course of the panel.

### NZQA panellist

The NZQA evaluator is present to ensure that the gazetted criteria are adhered to, and during the visit, provide guidance to the panel and ensure that the panel process is followed.

The NZQA evaluator has done the preliminary evaluation and requested any further information from the TEO prior to forming the panel. The NZQA evaluator determines the final panel composition out of the nominations supplied by the TEO.

The role of the NZQA panellist is:

- to ensure that the gazetted criteria as documented in the Rules and Guidelines are adhered to and that the panel process is followed correctly
- to compile appropriate notation
- to collaborate with the panel chair as appropriate, prior to, during and after the panel
- to receive and coordinate the responses to the draft report from the TEO and produce a final report
- to provide guidance to the panel, making notes and presenting questions (if necessary) during the panel
- to compile a draft report after the visit and circulate it to the panel, and
- to finalise the report and progress the application to a conclusion.

## Appendix 1 – Mihi/ Whakatau process and waiata

A welcoming ceremony may take place at the beginning of a panel visit to formally welcome the panel on site, and for informal introductions between parties to occur. The structure of the welcome may vary from a general conversation to more formal proceedings according to the tikanga of the organisation.

NZQA will respond in the most appropriate way to reflect the welcome.

A male member of the panel is required to respond in te reo Māori on behalf of the manuhiri (guests/panel), however in the absence of a male member of the panel or indeed if there is no male member that is comfortable responding, the NZQA evaluator will organise internally within NZQA for an appropriate male to respond formally in te reo Māori.

The panel will ordinarily recite a waiata as part of this response. The panel will normally respond with *Te aroha* (below, waiata number one). The NZQA evaluator will inform the panel of the chosen waiata in advance of the panel event.

The welcome ceremony will likely be followed with hongi between institution and panel, and kai (food).

The [Te Puāwai app](#) includes sung versions of some waiata and also a description of protocols and etiquette. It also facilitates the composition of a pepeha or an abridged pepeha for non-Māori.

### 1. [Te aroha](#) [link to Youtube]

Te aroha	Love
Te whakapono	Faith
Me te rangimarie	and peace
Tātou, tātou e.	be amongst us all.

Alternative waiata:

### 2. [E Toru Ngā Mea](#) [link to Youtube]

E toru ngā mea	There are three things
Ngā mea nui	Very important things
E kī ana	As stated in
Te Paipera	The Bible
Tūmanako	Hope
Whakapono	Faith
Ko te mea nui	And the greatest thing is
Ko te aroha.	Charity/Love

3. [Ngā Maunga Tapu](#) [link to Youtube]

Ngā Maunga Tapu e tū nei  
Ngā awaawa e tere nei  
Ki runga o ngā marae  
Me ngā whare tūpuna.

Our sacred mountains that stand  
Our rivers that flow  
Upon our marae  
And throughout our ancestral meeting houses

Chorus

Mihia, mihia e ngā iwi  
Ngā marae, ngā awa e tere nei  
Ngā maunga kōrero e karanga nei  
Ngā reo, ngā mana, nau mai, Kia ora rā.

Greetings to the people  
The marae and rivers that flow  
The esteemed mountains that speak to us  
All voices, all authorities, welcome, be well

Te aroha tuia te iwi  
Tuia te miro tāngata  
Ki runga o ngā marae  
Me ngā whare tūpuna.

It is compassion that binds people  
Bind together the people  
Upon our marae  
And throughout our ancestral meeting houses

Chorus

Mihia, mihia e ngā iwi  
Ngā marae, ngā awa e tere nei  
Ngā maunga kōrero e karanga nei  
Ngā reo, ngā mana, nau mai, Kia ora rā.

Greetings to the people  
The marae and rivers that flow  
The esteemed mountains that speak to us  
All voices, all authorities, welcome, be well

## Appendix 2 – Protocol | Ngā Kawa

Panellists must objectively contribute to enhance the potential quality of the proposed programme and its delivery, while also recognising that it is not their role to redesign a proposed programme. Panel members should always be empathetic towards the applying institution, particularly those individuals who have been involved in developing the programme under consideration and are expected to conduct themselves professionally at all times.

All panellists should be aware of the time allocated to each discussion session, acknowledging that all panellists may wish to ask questions during the session.

Any requests for further information that arise during the visit will be made to the institution through the panel chair only.

All panellists are required to be present and engaged throughout the entirety of the panel visit to enable all evidence to be presented and ensure a fair process.

Cell phones should remain off throughout all discussion sessions out of respect for the applying institution (unless there are exceptional circumstances, which must be discussed with the chairperson prior to commencement of discussions).

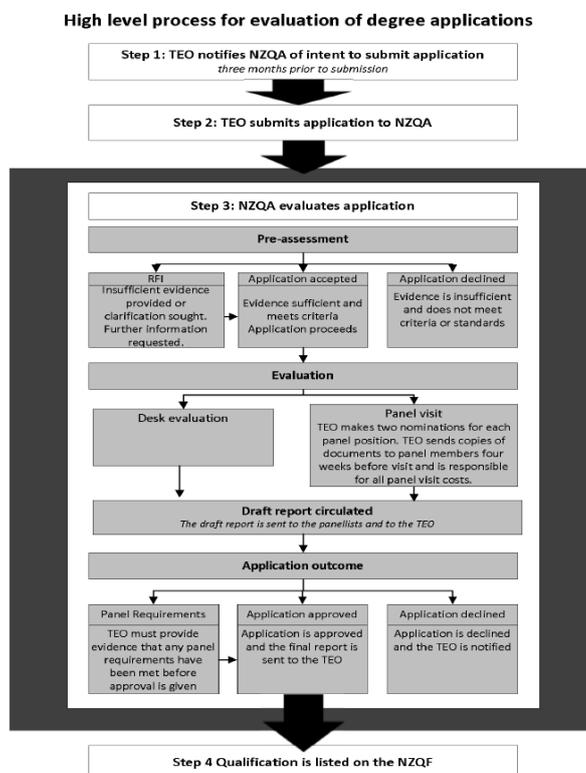
Questions about the institution's financial situation are not generally within the remit of the panel.

## Appendix 3 - Approval and Accreditation process | Ngā tukanga o te Whakaaetanga me te Whakamanatanga (akoranga)

A very brief outline of the degree approval and accreditation process is below:

1. The applicant plans and finds out about the relevant requirements
2. The applicant develops their degree programme
3. The applicant submits their degree application for approval and accreditation, including panel nominations, to NZQA. NZQA evaluates the documentation and may request more information
4. NZQA sets up a panel for a site visit, and the applicant TEO prepares hard copies for the panel.
5. Panel conducts a site visit[s]
6. Panel confirms findings and NZQA writes the report
7. The applicant receives the report to check for factual accuracy
8. If the report includes requirements, the applicant must provide a response to the requirements within the given timeframe, typically 20 working days. The panel will evaluate the response before an outcome is decided
9. NZQA notifies the applicant of the outcome
10. NZQA publishes the outcome.

More details about the full approval and accreditation process can be found in the *Guidelines for Approving and Maintaining Degrees and Related Qualifications*, available on the NZQA website.



## Appendix 4 - Panel preparation information (for pre-meeting) | Ngā taipitopito kōrero mō ngā whakaritenga a te paewhiri (i mua i te hui)

During the course of a discussion session within a panel, panellists may note down questions they wish to ask but do not have time for. The panel chair can ask the institutions' panel convenor to arrange a call-back session toward the end of the day in these instances.

- Introductions
- Quick briefing about panel process (NZQA evaluator)
- Quick panel discussion: key issues noted in application
- Planning for the panel:

Topic	Question (eg issues to be addressed resulting from pre-evaluation report)	Panel member to lead this session	Groups to be asked	Supplementary or call-back questions	Possible requirements or recommendations

## Appendix 5 - Contracts for panellists | Ngā kirimana mō ngā kaiwhiriwhiri

Panellists, except for the TEO's internal representative and representatives of professional bodies, are required to hold a valid NZQA contract at the time of the panel visit; a *Request For Contract Details* form and a *Conflict of Interest* form will be sent to panellists by NZQA and must be returned to Quality Assurance Administration via email ([qaadmin@nzqa.govt.nz](mailto:qaadmin@nzqa.govt.nz)) with the NZQA evaluator copied in, within five working days of receipt.

The *Conflict of Interest* form must be carefully considered by panellists to avoid situations that would invalidate the findings of the panel due to any undeclared relationship or perceived conflicts.

A valid NZQA contract signed by both parties is required to be held by NZQA well in advance of the panel site visit.

NZQA reserves the right to remove suggested panellists from a panel if contract documentation is not returned within a timely fashion, or if a conflict of interest that cannot be mitigated is identified.

Panellists are required to complete the preliminary evaluation of the programme documentation, attend and contribute to the panel pre-meeting and panel visit, and feedback on the panel report within the timeframes specified by the NZQA evaluator.

The NZQA contract template is used to raise a panellist contract. All panellists (barring the TEO's internal representative and representatives of regulatory or professional bodies) must possess an NZQA contract prior to the panel visit.

The NZQA evaluator will discuss and provide an estimate of suitable hours each panellist should charge in their invoice at the end of the panel.

## **Appendix 6 - Conflict of Interest attestation | Whakamōhio mai ngā pānga rongorua**

All panellists (barring the TEO's internal representative) must complete this attestation to ensure that potential conflicts of interest are evaluated at NZQA prior to the panel visit.

Please list any potential conflicts of interest - for example, if you:

- are involved in any Local Advisory Board activity at the applicant TEO
- are currently involved in teaching activities in similar programmes at this institution
- have been involved in any advisory work for this proposed programme
- have personal links to staff who will teach on the proposed programme, and
- have the potential to financially gain from the approval and accreditation of the proposed programme.
- have previously been employed by the applicant TEO.

Declaring potential conflicts of interest does not necessarily mean that you will be unable to act as a panel member. NZQA will review the conflict of interest attestation and be in touch where necessary.

Quality Assurance Administration will process the contract template and sent back to the panellist for confirmation. Panellists must then sign the documentation and return it to NZQA.

## Appendix 7 – Sample Claim Form

### CLAIM FORM/ TAX INVOICE– NZQA – Quality Assurance Division

Note: To assist us in processing your claim efficiently, please complete all the details requested in this form – *Thank you.*

<b>Contract No:</b>		<b>Contractor's Role:</b>		<b>Date:</b>	
Name and Address:					
Have you previously been paid by NZQA as a panel member/panel chair/monitor? (please circle)		Yes / No	Telephone:		
			Email:		
<b>IRD No:</b> <i>(Must appear on all claims)</i>	____ / ____ / ____		<b>IR330 Declaration attached?</b> <i>(tick box if yes)</i>	<input type="checkbox"/>	
<b>GST No (where applicable)</b>					

<b>*Name of the Provider (mandatory):</b>		<b>NZQA Application Case number (mandatory):</b>	<b>Case No:</b>
<b>*Name of the Programme (mandatory):</b>			
<i>Provider's Representative/ Contact:</i>			If you require payment direct to your account please provide a pre-printed bank deposit slip.
<i>NZQA Contact:</i>	Manager, Approvals and Accreditation Quality Assurance Division	<b>Tick if you require a cheque to be sent to the address above</b>	<input type="checkbox"/>

#### CLAIMS FOR TRAVEL AND ACCOMMODATION

Date	Claim Details (e.g. Airfare, Taxi, Parking) <i>Receipts required</i>	Amount
	(Breakdown of hours required – planning and preparation, onsite, reporting/review)	
	Total	
	GST	

### CLAIMS FOR SERVICES

Date	Claim Details	Hours	Rate	Amount		
	(Travel cost .77c/km to Max \$150) (NZQA updates this annually, so please check with us before filling)					
	(Travel time \$40/hr max 5 hr \$200)					
	(Meals max claimable \$65/day)					
	Total (GST not claimable on services)					
<p><b>NB:</b> GST registered taxpayers must supply a tax invoice with this claim.</p> <p>Attach all supporting documentation, e.g. receipts and invoices.</p> <p><b>Scan claims/invoices to:</b> <a href="mailto:gadinvoices@nzqa.govt.nz">gadinvoices@nzqa.govt.nz</a></p>		<p>I verify that this claim is correct and within the terms of my contract with NZQA</p> <p><b>Contractor's Signature:</b></p>				
<p><b>NZQA USE ONLY</b></p> <p>I certify that this account is true and correct and that funds are available to meet the cost of goods/services received</p>						
Cost Centre	G/L Code	Project Code / Case ID	Task No.	Item Description		Amount
				Name of Contractor	Delete One	
429.16/429.53	3110/3110		050/ 900	First Name / Last Name	- Panelist Fees - Monitor Fees	\$
429.16/429.53	3120/3120		800	First Name / Last Name	- Panelist Expenses - Monitor Expenses	\$
429.16/429.53	3120/3120		800	First Name / Last Name	Mileage	\$ (excl GST)
<p><b>Job Task # Entered in Conexa? Yes / No</b></p> <p>If yes, PO #</p>			<p><b>Manager's Approval Signature</b></p> <p>Date</p>			

## Appendix 8 – Sample Virtual Panel Agenda

### NZQA Approval and Accreditation Degree Panel Visit (Virtual)

**Dates:**

**Degree[s]:**

**Provider:**

#### Panel Membership

Panel Chair

NZQA Evaluator

Academic panel member

Internal panel member

Industry representative

Māori representative

<b>Pre-panel meet</b>	<b>Virtual Link (Teams or Zoom)</b>
<b>Afternoon before panel</b>	<b>Activity</b> Meet fellow members of Panel, discuss process for the following days
TEO's IT Technical support staff member to attend.	

<b>Panel Day 1</b>	<b>Virtual Link (Teams or Zoom)</b>		
<b>Suggested Times</b>	<b>Activity</b>		<b>Participants</b>
9:00 - 9:30	Whakatau [no waiata]	Meet and greet, etc	Panel, TEO management, staff and/or TEO contact person.
9:30 - 10:15	Break - Panel time		

10:15 - 11:00	Meeting with senior management	High-level overview of programme[s]	Panel All senior managers
11:00 - 11:15 Break - Panel time			
11:15 - 12:15	Meeting with programme manager[s], quality manager & development team	Programme overview, structure, delivery and evaluation.	Panel and Programme leader(s), Academic/Quality Manager
12:15 - 13:15 Lunch & Panel time			
13:15 - 14:15	Meeting with teaching staff	Teaching perspective	Panel and programme teaching staff (should exclude programme leader(s) and academic/quality manager)
14:15 - 14:30 Break - Panel time			
14:30 - 15:15	Meeting with students	Student perspective	Panel and current students on this programme from all years
15:15 – 16:30 Panel time and call-back if necessary			
<b>Panel Day 2</b>	<b>Virtual Link (Teams or Zoom)</b>		
<b>Suggested Times</b>	<b>Activity</b>		<b>Participants</b>
09:00 – 10:00	Meeting with Industry Advisory Group/external stakeholders	Discussion relating to the activity of the Group, the programme and its graduates.	Panel, external Advisory Group members only
10:00 - 10:30 Break - Panel time			
10:30 - 11:15	Meeting with Research Manager & staff		
11:15-11:30 Break - Panel time			
11:30 - 12:15	Meeting with support staff	Pastoral, academic and operational support	Panel and support staff
12:15 - 13:15 Lunch & Panel time			
13:15 – 14:45	Discussion and synthesising.		Panel only
15:00 – 15:45	Concluding meeting	Report back to TEO and farewell	Panel, senior leadership, programme manager, and other staff.

# **NZQA guidelines for degree panels**

**Version 1.0**

**August 2022**