Terms of Reference

As approved by Steering Group on 5th August 2019

2019 ICT Qualifications Review
Steering Group

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1. Background

The NZ Qualifications Authority (NZQA) undertook the *Mandatory Review of Qualifications* back in 2014, a review of all qualifications on the New Zealand Qualifications Framework ("the Framework") that meet specific criteria.

The scope included all qualifications at levels 1-6 on the Framework, excluding qualifications offered by the University sector.

Qualifications were grouped into separate reviews. These reviews are then planned and undertaken in conjunction with industry, education providers and existing qualification owners, with the review governed by a Board or Steering Group generally led by a relevant third-party organisation in partnership with NZQA.

In the case of Information and Communications Technology (ICT), the review was c-led by NZQA's National Qualifications Service (NQS) and the Institute of IT Professionals NZ (now IT Professionals NZ, ITPNZ). ITPNZ is the independent professional body of the ICT sector.

The 224 existing qualifications in the ICT space were replaced by 14 new qualifications, listed in May 2015. These qualifications are listed below in the Scope section.
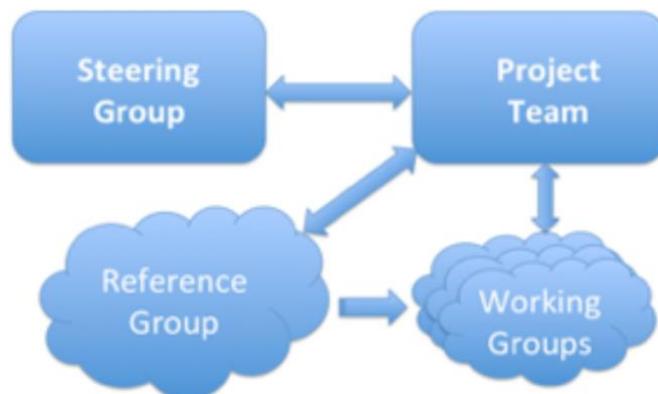
All qualifications on the NZ Qualifications Framework have built-in review periods, and these qualifications were scheduled for review by the end of 2019. This Steering Group has been established to govern the review process and ensure the voices of industry and providers are influential at the decision-making side of the review.

NQS will lead and operate the working groups, project team and development process and ITPNZ will lead and organise the Steering Group providing governance to the process. A broad cross-section of stakeholder organisations from industry and education providers will be asked to nominate the members of the Steering Group to ensure broad sector engagement.

This document outlines how the Steering Group will operate and work with the Project Team.

2. Structure of the Review

The ICT Qualifications Review will be structures as follows:

- The **Steering Group** will provide governance and will be led and operated by ITPNZ.

- The **Project Team** will be led and operated by NZQA's National Qualifications Service.

- The **Stakeholder Reference Group** will be made up of all stakeholders including education providers, qualification owners, community groups, industry representatives and others.

- **Working Groups** will be formulated from the Reference Group for specific review areas.

3. Purpose

The Information and Communications Technology (ICT) Qualifications Review Steering Group ("the Steering Group") will provide leadership and direction for the review of New Zealand ICT-related qualifications which are strategically relevant to New Zealand's IT industry, business in general, students, people and communities and their aspirations.

The work of the Steering Group will be in accordance with *Requirements for listing and maintaining qualifications on the New Zealand Qualifications Framework*.

The Steering Group will be expected to provide high-level strategic governance during the review of the qualifications and to communicate progress to key stakeholders and other interested parties and provide final endorsement of any changes to the qualifications.

The output of the review will be formally submitted to NZQA's Quality Assurance Division who are considered to be the Project Sponsor.

4. Key roles

With regard to the purpose, the Steering Group will:
1. set "rules of engagement" for the review
2. establish and implement the strategic direction with an underlying project plan
3. in conjunction with the project team, evaluate the map for qualifications with a model for communication and consultation
4. establish and liaise with workgroups and critically analyse developments

5. Oversee the *process* of the review and ensure that it is in keeping with the rules of engagement and outcomes set at the start of the review

6. determine and establish a decision-making process to enable outcomes to be achieved

7. make formal submissions (including qualifications) to Quality Assurance Division, NZQA, following recommendation from the Project Team

5. Scope

The primary scope of the Steering Group is restricted to governing the process and outcomes of:

- the review of qualifications that fall within the criteria for this review
- Oversight and governance of the review *process*
- Oversight and governance of the development of a new set of relevant qualifications for ICT
- Ensuring appropriate consultation mechanism are in place and that all stakeholders have the opportunity to input into the review and outcomes and that this input is appropriately considered
- Ensuring a good process is in place to enable successful completion of the project with a broadly acceptable, good quality and defensible outcome

Given the change signalled in the Review of Vocational Education (RoVE), it is not envisioned that this review will lead to major changes to the ICT qualifications landscape. Where the Steering Group sees a need for significant change, this may be presented as a recommendation to the incoming Workforce Development Council envisioned by that Review.

The Steering Group may consider matters outside this primary scope, but only for the purpose of achieving the purpose of the review within the primary scope.

For example:

- Impact of in-scope qualifications on educational entry pathways to the qualifications, for instance from secondary education.
- Educational exit pathways from the qualifications under review, for instance the impact on qualifications above Level 6 on the Framework (such as Bachelor Degrees) and other industry qualifications.
- Other matters that the Steering Group reasonably believes is absolutely necessary to be considered when reviewing the qualifications within the criteria of this review.
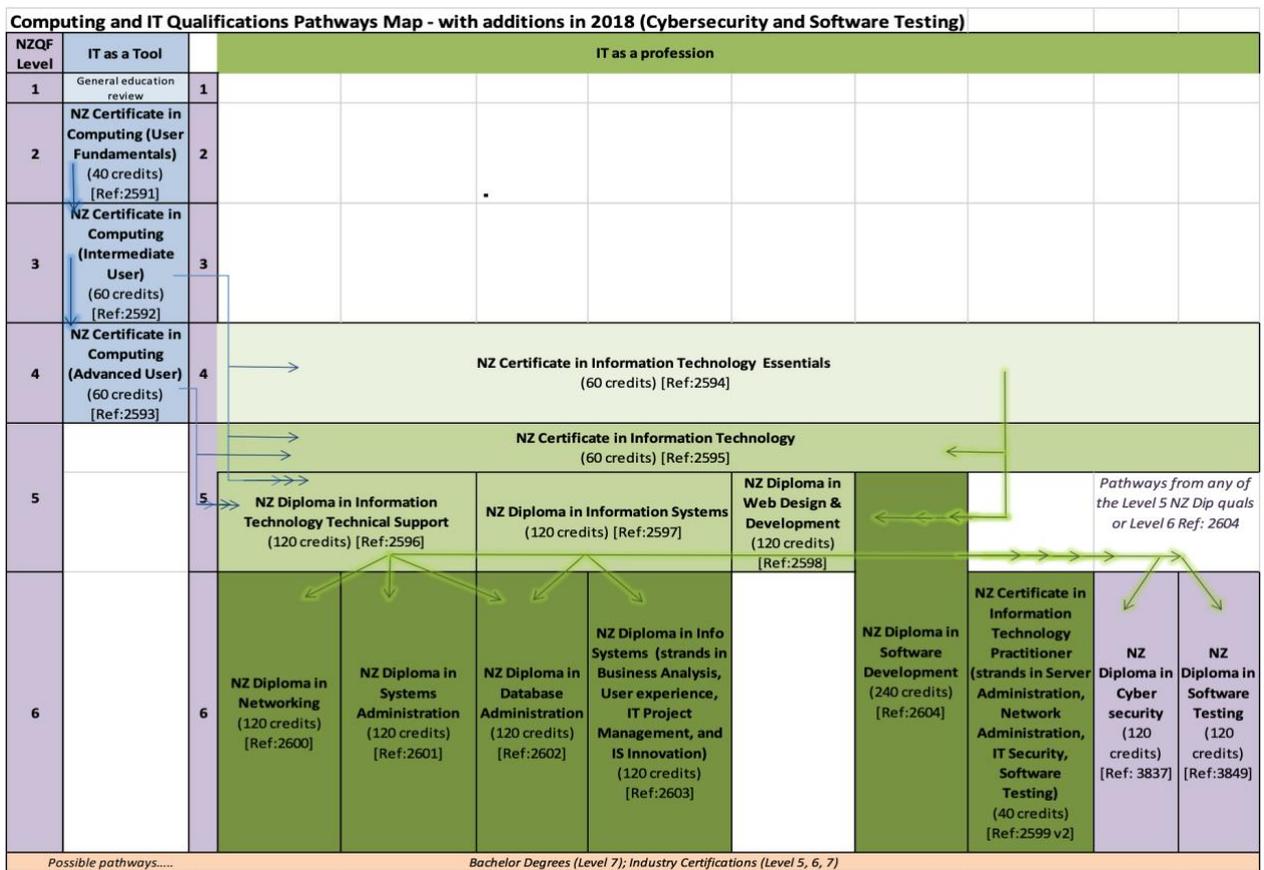
5.1 Qualifications under review:

- NZ Certificate in Computing (User Fundamentals) (Level 2) (40 credits)[Ref: 2591]
- NZ Certificate in Computing (Intermediate User) (Level 3) (60 credits) [Ref: 2592]
- NZ Certificate in Computing (Advanced User) (Level 4) (60 credits) [Ref: 2593]

- NZ Certificate in Information Technology Essentials (Level 4) (60 credits) [Ref: 2594]

- NZ Certificate in Information Technology (Level 5) (60 credits) [Ref: 2595]
- NZ Diploma in Information Technology Technical Support (Level 5) (120 credits) [Ref: 2596]
- NZ Diploma in Information Systems (Level 5) (120 credits) [Ref: 2597]
- NZ Diploma in Web Development and Design (Level 5) (120 credits) [Ref: 2598]

- NZ Certificate in Information Technology Practitioner (Level 6) *(with strands in Server Administration, Network Administration, and Information Technology Security)* (40 credits) [Ref: 2599] - version 2
- NZ Diploma in Networking (Level 6) (120 credits) [Ref: 2600]
- NZ Diploma in Systems Administration (Level 6) (120 credits) [Ref: 2601]
- NZ Diploma in Database Administration (Level 6) (120 credits) [Ref: 2602]
- NZ Diploma in Information Systems (Level 6) (with strands in Business Analysis, User Experience, IT Project Management, Information Systems Innovation) (120 credits) [Ref: 2603]
- NZ Diploma in Software Development (Level 6) (240 credits) [Ref: 2604]

Not in scope (as these were listed recently):

- NZ Diploma in Cybersecurity (Level 6) (120 credits) [Ref: 3837]
- NZ Diploma in Software Testing (Level 6) (120 credits) [Ref: 3849]

Computing and IT Qualifications Pathways Map - with additions in 2018 (Cybersecurity and Software Testing)

6. Timeline

Pre-review preparation - establish relationships; information gathering and analysis
- ~~QDs meeting (ITP & NQS) – approach, responsibilities and timelines~~ ~~29 March 2019~~
- ~~Notification to mandatory stakeholders of review & QDs (ex QAD)~~ ~~1 April 2019~~
- ~~Information gathering and analysis, review plan drafted~~ ~~April/May 2019~~
- ~~Webpage creation and consultation lists developed~~ ~~April/May 2019~~
- ~~Stakeholder communication – pre-review feedback; EoI work-groups~~ ~~31 May 2019~~
- ~~Governance/Steering group formed and convened~~ ~~July 2019~~

Plan and Conduct the review
- Review plan – prepare, finalise, sign-off and publish May-July 2019
- Results of information gathering and analysis compiled June/July 2019
- Update qualifications pathway map – prepare for consultation/WG June/July 2019
- Confirm work group membership and arrange meetings; prepare brief June/July 2019
- Steering group meeting 1: overview and confirm approach, key issues; Early Aug 2019
  confirm WGs, WG brief, review plan for qual review
- Communication to stakeholders – pathways map, approach August 2019
- Working groups established June/July 2019
- Four 2-day work group meetings to review and develop quals August 2019
  (one for each discipline cluster)
- SG consider & endorse draft quals for consultation or re-work late August 2019
- Four one-day or F2F or e-meetings of working groups *(if needed)* Aug/Sept 2019
- (If needed): SG meeting to re-consider before consultation September
- Stakeholder consultation for feedback on draft reviewed quals (3 weeks) September
- Consultation feedback compiled and analysed for SG Sept/Oct 2019
- Steering Group meeting (Teleconf): consider feedback & whether WGs Early- mid Oct
  need to be reconvened
- Work groups (four) reconvene to finalise quals (F2F or e-meeting) Mid Oct 2019
- Draft quals finalised for steering group sign-off Late Oct 2019
- Steering Group meeting (if needed) - endorsement of quals Late Oct 2019
- Seek Stakeholder attestations (NZQF7) Sept/Oct 2019
- Application documentation prepared (NZQF5,8,7s, change report) Oct 2019
- SG endorsement of review report and documentation Oct 2019
- Application to A&A finalised and lodged By 30 October 2019

Following submission
- Respond to RFI from A&A re quals (possibly reconvene WGs) December 2019
- Revised qualifications approved for listing Dec 19/Jan 2020

7. Knowledge and expertise of Steering Group members

Collectively, the Steering Group will have understanding and knowledge of:
- The Framework
- ICT profession labour market trends (both within the ICT industry and in relation to ICT skills requirements of general business and community)
- Mātauranga Māori, Pasifika education, international education, distance education and workplace learning.

Each member will have:
- credibility with NZQA and national stakeholder groups
- depth of sector knowledge and breadth of experience
- willingness to be an effective voice and to achieve consensus
- demonstrated leadership capability.
- They shall be considered experts in the subject matter, understand the purpose for the Review and be committed to successful implementation of the Review.
- They shall act as independent professionals and shall **not** act as representatives of the organisation that has appointed or elected them to the Group, their employer or any other body. Full and formal representation shall be through the Reference Group, not the Steering Group which is a governance vehicle.
- Members must be able to travel to Wellington for any face-to-face Steering Group meetings or workshops. Travel is expected to be covered by their sponsoring organisation, however there may be room within the budget to contribute to some travel costs in some circumstances.
- They should be free from organisational politics and be in a position to give their time freely.

Other ITPNZ or NQS staff or contractors (such as the Project Coordinator) may attend Steering Group meetings in a non-voting capacity and other people may attend when invited by the Group.

8. Selection process

A range of ICT-related groups will be asked to nominate individuals for the Steering Group.

Aside from the Chair of the group (appointed by ITPNZ), nominations have been requested from:

- NZQA NQS (1 nominee)
- CITRENZ (2 nominees from IT/P educational providers)
- Independent PTE (1 nominee invited by the review lead)
- ITENZ (1 nominee from PTE educational providers)
- Wānanga (1 nominee from educational providers)
- ITPNZ (2 nominees from industry/profession)
- NZTech (1 nominee from industry/profession)
- NZRise (1 nominee from industry/profession)
- DTTA (1 nominee from ICT teachers)

Total Steering Group size: 12 (5 provider, 4 industry, 1 each co-lead incl Chair, 1 teaching rep)

Other than the Chair position, the final decision on Steering Group membership shall be made by the review co-leads. While in most circumstances those nominated will be appointed, specific consideration will be given to the individual and overall requirements of members as per the previous section.

Should any group above not formally notify the Steering Group Chair of their appointment by a specified date the invitation will lapse and the Institute will make whatever arrangements it deems appropriate to fill the vacant position.

9. Members of the Steering Group

The following are the Steering Group members:

- Chair   Paul Matthews (ITPNZ)
- NZQA   Diana Garrett (NZQA)
- CITRENZ   Aaron Steele
- CITRENZ   Mary Proctor
- PTEs   Raymond Young
- ITENZ   Patrick Dowling
- Wānanga   TBC
- ITPNZ   Gareth Cronin
- ITPNZ   Sam Jarman
- NZTech   Diane Edwards
- NZRise   Shane Ross
- DDTA   Gerard MacManus

10. Tenure

Appointments are for the period of the Review. Any on-going Group will be constituted separately.

11. Responsibilities of members

Members:
- Commit to the pan-sector purpose of the review
- Contribute constructively and openly to the work of the group
- Commit to a 6-12 month process
- Maintain regular attendance at meetings (approximately monthly)
- Confirm minutes
- Respond to communications
- Be prepared and informed

Appointing organisations (or other stakeholders such as education providers or employers) will be expected to cover the cost of travel for their Steering Group appointee (a total of approximately four face-to-face meetings is expected). Some funds may be available to assist with travel costs in some circumstances when no other option is available.

The first face-to-face meeting will be in Wellington. At this stage it is intended to hold most meetings via videocall, however if a sufficient proportion of Steering Group members come from other parts of New Zealand some subsequent meetings may be rotated around the main centres.

12. Meeting protocols and behaviour

Meetings are:
- semi-formal
- interactive
- outcome focused
- consensus driven (which does not necessarily mean unanimous)
- constructive
- open and honest

Discussion will be under Chatham House rules. This means that while discussion may be reported and minuted, these will not be attributed to any one individual except where explicitly requested.

All members of the Steering Group accept that all participants are professionals and will actively work to ensure a safe environment for all.

All participants will receive equal treatment regardless of their age, gender, race, cultural beliefs, educational background, employment status, or any other factor and will always be afforded the opportunity to speak without fear of ridicule or retribution.

Any member who feels bullied or intimidated whilst carrying out their tasks may speak with the Chair in absolute confidence and any member who, in the opinion of the Chair, has acted inappropriately may be suspended from the Steering Group.

Should the issue be in relation to the Steering Group chair, or not adequately dealt with by the Working Group Chair, it may be taken up with the NZQA Qualifications Assurance team who may suspend any Steering Group member accordingly.

13. Quorum and voting

Attendance of half the Steering Group members is required to constitute a quorum.

Each Steering Group member shall be afforded one vote. In the event of a tie of votes, the Chair may exercise an additional casting vote.

14. Meeting Documentation

Meetings of the Steering Group should be documented appropriately and minutes kept. All Minutes (other than where declared confidential by the Steering Group) will be made available and dispersed to the Stakeholder Reference Group following meetings of the Steering Group.

Minutes and other documentation shall be retained by the Chair or a delegated member and kept on record by NZQA following termination of the Steering Group.

15. Confidentiality

Whilst operating openly and transparently, the Steering Group will ensure that information confidential to the review or any participant or stakeholder is kept confidential to members of the Steering Group.

All Steering Group meetings or other consultative meetings shall operate under Chatham House Rules unless explicitly stated otherwise.

16. Media Comment

Being a member of the Steering Group does not provide an implicit or explicit right to speak on behalf of the Review, Steering Group, NZQA or ITPNZ, and no Steering Group member other than the Chair may make comment as a representative of the Steering Group.

All media enquiries related to the Steering Group work must be redirected to the Chair as per established and normal Board practice. All Steering Group members agree to refrain from public comment regarding the work of this Group unless comment is made in conjunction with the above.

This is not intended as an instrument to "gag" Steering Group members, but rather to ensure that the message being presented by the Review and Steering Group is consistent. This shall not bind any organisation, including ITPNZ or NZQA, from commenting independently from the Steering Group work however it must be made clear that this isn't on behalf of the Steering Group.

17. Conflicts of Interest

All Steering Group members agree to abide by the ITPNZ Conflict of Interest Policy, including:
- Completing a formal Conflict of Interest Declaration to be provided to the Steering Group Chair and made known to all group members;
- Notifying the Steering Group Chair immediately should any additional Conflict of Interest arise during the time the Steering Group is operational;

Steering Group members accept that failure to declare a Conflict of Interest where one exists, whether it be actual or perceived, may result in immediate removal from the Steering Group.

Conflict of Interest declarations will be shared with all Steering Group members and are made on the basis that they will be disclosed in meeting minutes where appropriate.

18. Sub-groups and Working Groups

The Steering Group may establish a specialist short-term Sub-group or panel to carry out specific qualifications review tasks as required or to conduct research for the Steering Group at their discretion.

All Working Groups related to the review process will be formally constituted by the Steering Group on the recommendation of the Project Team. When constituting a Working Group, the Steering Group will give consideration to ensuring appropriate engagement and consultation in relation to the purpose of the Working Group, an appropriate scope and terms of reference are defined with clear outcome expectations, and an appropriate process is in place to appoint Working Group members with the requisite skills, knowledge and engagement needed.

The Project Team may appoint specialist consultants, contractors or employees to conduct parts of the review, consultation or qualifications construction process. It is for the Project Team to manage their resources and other than to the extent of ensuring good governance of and that the credibility of the Review process is not threatened, how staffing resources are allocated or managed is outside the scope of the Steering Group.

19. External working relationships

The Steering Group members will ensure the Review engages with:
- NZQA Quality Assurance team
- current owners of ICT qualifications
- Wānanga and other key Māori stakeholders
- key Pasifika stakeholders
- ICT and Computer Graphics qualification providers
- employers and other end-users
- national associations, other advisory networks and peak bodies
- Government agencies

20. Disestablishment and resignation

Disestablishment of the Steering Group

The co-leads may disestablish the Steering Group if it has become inactive or ineffective in meeting its terms of reference in accordance with the criteria listed in the *Guidelines for the review of qualifications at levels 1 to 6 on the New Zealand Qualifications Framework.*

Resignation/Release of members

The Chair of the Steering Group may release an individual from membership as a result of resignation or failure to meet the stated responsibilities and may take whatever steps are necessary to ensure an appropriate replacement in approximate keeping with the establishment process.

21. Administration

ITPNZ is responsible for the operation of the Steering Group, including:
- Ensuring Steering Group meetings are organised and facilitated effectively
- Preparing and disseminating: agenda and related papers, schedule of meetings and meeting records; documents required for approval to develop and approval to list qualifications; consultation documents and collated feedback from consultation
- Logistics around meeting venues and catering

The Project Team may provide some of these services for the Steering Group.

The Project Team is responsible for:
- project management
- operation of Working Groups
- maintaining web pages for information and consultation
- communication with the Stakeholder Reference Group, in partnership with the Steering Group Chair
- completing administrative tasks associated with the review, not including the Steering Group, including arranging:
  - meeting venue and catering
  - travel
  - accommodation and meals
  - vehicle and taxi travel reimbursement
  - breakfast and evening meals or meal allowances
- monitoring expenditure and advising of any constraints related to the budget for the review, except where related to the Steering Group