

# FAQs for industry and employers – Muka Tangata quality assurance role

## Who does Muka Tangata have a quality assurance role with?

Education providers. There are about 160 education providers that deliver programmes and standards to learners in the food and fibre sector. Providers are made up of schools, Private Training Establishments (PTEs), polytechnics, Wānanga, and Industry Training Organisations

## What are we trying to achieve?

Through our legislated roles, we support providers to develop and deliver great programmes for learners, so that employers get the skills they need

## Who does this work at Muka Tangata?

With the help of other teams, Muka Tangata has a dedicated Quality Assurance and Enhancement team to carry out these important functions

## How do we carry out our quality assurance role?

We do this by:

- a. On behalf of industry, endorsing all programmes developed by providers
- b. Checking to make sure all providers are set up to deliver and assess unit and skill standards
- c. Checking all assessment materials developed by providers are fit-for-purpose
- d. Checking assessor marking, and working with providers to improve their assessment practices.

## What happens if providers don't meet the standard?

We have interventions to bring them up to the standard. Each provider receives a detailed report on whether they have met the standard, and we monitor each of them. Providers who continually fail to meet the standard go on an improvement plan with us

## How else does Muka Tangata support providers?

Building solid relations with providers is an important part of our quality assurance strategy. We ask providers to engage with us early when they develop programmes. We visit providers regularly to talk with staff and learners, and observe delivery and assessment happening. We run seminars for providers on key subjects. And we put on workshops for individual providers

## Have there been any successes?

Yes, for example through Muka Tangata interventions and support we have seen the verification rates (rates where we agree with the assessors decision) go up in many industries. Apiculture went from 8% in 2023 to 90% in 2024. Agriculture Vehicles and Machinery went from 62% in 2023 to 73% in 2024

## How can employers and industry representatives help?

If you see a gap in provider provision, or you aren't happy with a programme or how its being delivered, we want to hear from you

## Where can I find out more?

You can see moderation reports for each industry here [Moderation reports - Muka Tangata](#) You can see more about our role and how we connect with providers here [For providers - Muka Tangata](#)



**MUKA TANGATA**  
People, Food and Fibre  
Workforce Development Council