

## Aide Memoire: Examination Workforce onboarding update

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<b>To:</b>	Hon Erica Stanford, Minister of Education
<b>From:</b>	Dr Grant Klinkum, Chief Executive
<b>Date:</b>	18 October 2024
<b>Reference:</b>	OC01284

### Purpose

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1. As you are aware, we are onboarding our specialist workforce onto a new Human Capital Management System [OC01239 refers]. This aide memoire updates on progress to onboard our examination workforce (examinations managers, supervisors and assistants).
2. NZQA proposes not to proactively release this briefing as part of the next publication of documents until the onboarding process is complete.

### Background

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3. In 2022, NZQA's payroll vendor (which was also the vendor for around 18 other state sector users) exercised a sunset clause to cease the use of its payroll application. Consequently, NZQA had to transition its permanent workforce as well as external specialist workforce (SWF) to the new HCM system. NZQA's permanent staff were successfully moved to the new HCM system in mid-2024.
4. Each year, NZQA contracts around 7,500 part-timers to support NCEA assessment. Of this number, some 6,700 people run end-of-year examinations.
5. In August 2024, the recruitment, onboarding and payroll processes for this Examination Workforce e.g. examinations managers, supervisors and assistants were transitioned to the new HCM system. This replaced manual systems, allowing NZQA to streamline and improve upon its recruitment, on-boarding and payment processes.
6. The new HCM system strengthens privacy, legal and compliance arrangements.
7. NZQA communicated the new processes to the examination workforce and provided the following support:
  - the provision of guides;
  - training materials;
  - information on our website about how to set up and use the new system; and
  - face-to-face training sessions.

8. Some people experienced delays while they set up and learnt the new systems as well as when technical issues were identified and resolved or escalated to vendors (which is normal in complex new systems).
9. Of the 6,700, more than 4,800 have signed their contracts and are able to be deployed. Approximately 1,700 are in the process of being onboarded (meaning they are progressing through the system). We are investigating the status of the remaining 200. This is comparable with previous years.

## Actions

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10. We have put several things in place to support the remaining people through this change, including:
  - a dedicated team and extra resource into our Contact Centre (which we have staffed for this weekend as well);
  - a series of online drop-in sessions to assist Exam Centre Managers (with break out rooms for different types of support); and
  - proactive communications with the exam workforce.
11. We have also provided Principals and Principals' Nominees with an update on the situation.
12. We are currently investigating temporary system changes to simplify the new registration onboarding experience.
13. Today we advised examination centre managers that as of Monday 21 October there will be a paper recruitment form as a back-up option, where individuals are not able or confident to move through the system.

## Next steps

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14. We will provide you with daily situation reports next week.



**Dr Grant Klinkum**

Chief Executive

18 October 2024

**Hon Erica Stanford**

Minister of Education

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