Action Plan addressing recommendations from the External Review of Digital Assessment (April 2024)

Action	External Review Recommendation	Target Date	Status
1. Align testing protocols between NZQA and vendors	ER2	March 2024	Complete
2. Update NZQA's incident management and risk management models	ER3 ER11	May 2024 May 2025	In progress
3. Revisit and promote NZQA's vision for digital assessment, including progress metrics	ER7 ER8	May 2024 February 2025	In progress
4. Review contracts with NZQA's technology vendors, and NZQA's arrangements for managing those contracts	ER1 ER5	September 2024 September 2024	In progress. Revised Service Level Agreements with vendors are at an advanced stage.
5. Consider opportunities for improved communications with schools around digital assessment strategy, risks and operations	ER16	May - December 2024	In progress.
6. Review NZQA's operating model and processes to support an integrated end-to-end view of assessment and better use of data and information	ER9 ER8 ER10 ER13	February 2025 October 2025 October 2025 February 2026	In progress
7. Develop improved processes for capturing insights and feedback from schools and students	ER4 ER15	December 2025 February 2026	Post assessment events
8. Develop improved understanding of the Exam Centre Manager (ECM) success profile and redevelop the training for this group and consider the	ER12 ER17	February 2025 June 2025	Updated training redesign for Exam Centre Managers in 2024 In progress.

Principal's Nominee (PN) role and support for PNs			Working on guidance and further support for Principal's Nominees including clarification of their role and responsibilities.
9. Consider a new external advisory body supporting digital assessment	ER6	July 2024	In progress
10. Develop a 'hot debrief' model to identify risks and opportunities for improvement immediately after assessments take place	ER14	October 2025	In progress