



# 2024 Administrative and submission instructions for Literacy and Numeracy assessments

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# NZQA

Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority



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# Section 1: Information for Principal's Nominee

## 1. Introduction

This document is an overview of what you need to know for the delivery and submission of the Literacy and Numeracy (<https://www2.nzqa.govt.nz/ncea/subjects/litnum/>) Common Assessment Activities (CAAs).

The CAAs have been designed for a digital format that is a more authentic, real-world approach to assessing functional literacy. Young people are increasingly required to complete all manner of activities online requiring functional literacy, the most notable being the online, multiple-choice assessment for driver licencing, and more recently, downloading a vaccination pass. The supporting functionality available in a digital format replicates modern ways of working.

## 2. Assessment overview

Standard	Session Title	Description	Assessment Event (AE)	
			1	2
<a href="#">32403</a>	<i>Literacy Reading</i>	<i>Demonstrate understanding of ideas and information in written texts</i>	20 – 31 May	09 – 20 September
<a href="#">32405</a>	<i>Literacy Writing</i>	<i>Write texts to communicate ideas and information</i>		
<a href="#">32406</a>	<i>Numeracy</i>	<i>Apply Mathematics and Statistics in a range of everyday situations</i>		

Teachers/supervisors are expected to be familiar with the Assessment Specifications for each standard, which can be found on the NZQA or Ministry of Education's NCEA website:

Website	Webpage
NZQA	<a href="https://www2.nzqa.govt.nz/assets/NCEA/LitNum/Assessment-specifications/Literacy-assessment-specifications-2024.pdf">www2.nzqa.govt.nz/assets/NCEA/LitNum/Assessment-specifications/Literacy-assessment-specifications-2024.pdf</a> <a href="https://www2.nzqa.govt.nz/assets/NCEA/LitNum/Assessment-specifications/Numeracy-assessment-specifications-2024.pdf">www2.nzqa.govt.nz/assets/NCEA/LitNum/Assessment-specifications/Numeracy-assessment-specifications-2024.pdf</a>
Ministry of Education	<a href="https://ncea.education.govt.nz/teaching-and-learning-overview">ncea.education.govt.nz/teaching-and-learning-overview</a>

To access and complete the Literacy and Numeracy CAAs, candidates will click on 'Complete your online assessment' tile on the NZQA website home page then log into Assessment Master using their [MyNZQA Learner](#).

The marking of candidate assessment responses and results entry will be conducted by NZQA.

Results will be released in the week beginning 5 August 2024 for Assessment Event 1 (AE1) and 5 December 2024 for Assessment Event 2 (AE2).

### 3. Key tasks

	Principal's Nominee	Teacher	Candidates
Preparation	<p>Submit data file with entries by <b>1 April</b> (AE1) and <b>1 August</b> (AE2).</p> <p>Late entries can be accepted up to two weeks before the assessment day.</p> <p>Read the information on <a href="#">preparing for and running digital assessments</a>.</p> <p>Set up supervisor logins.</p> <p>Ensure spare devices and headphones are available.</p> <p>Ensure candidates have access to headphones that are compatible with their device if they intend to use the speech to text function.</p> <p>Ensure the school technician is available to assist.</p> <p>If you require printed PDFs for SAC candidates for to resolve technical issues following the instructions in the <a href="#">Assessment Materials</a> section.</p>	<p>Read assessment specifications and instructions/guides.</p> <p>Prior to the assessment, check that candidates can log in or create (if they are new to NCEA) an <a href="#">MyNZQA Learner</a> account.</p> <p>Check you can login and access the CAAs in Assessment Master (NZQA's digital platform).</p> <p>Ensure candidates have access to their National Student Number (NSN) so they can verify their <a href="#">MyNZQA Learner</a> account.</p> <p>Ensure candidates have headphones if Polly or other assistive technology (text to speech software) is to be used.</p>	<p>Create or check their <a href="#">MyNZQA Learner</a> account.</p> <p>Complete practice digital assessment and/or PDF practice assessments.</p> <p>Ensure they are <a href="#">prepared for a digital assessment</a>.</p>
Assessment	<p>Open and close candidate access to the CAAs in Assessment Master (NZQA's digital platform).</p> <p>Administer the CAAs like an external examination in terms of security and supervision.</p> <p>Follow breach procedures if needed.</p>	<p>Run and supervise the CAAs.</p> <p>Locate the 4-digit access code in Assessment Master.</p> <p>Ensure candidates have submitted their assessment in Assessment Master.</p>	<p>Log in through the <i>Student log in</i> button on the NZQA website.</p> <p>Answer the CAAs in Assessment Master.</p>
Submission	<p>Scan and upload all candidate responses completed on the printed PDFs through the <i>Digital Submission Upload</i> link – <a href="#">Provider log in</a>. <a href="#">How-to guides</a> are available on NZQA website.</p> <p>Complete the attendance register.</p>	<p>Ensure candidates have submitted responses through Assessment Master at the end of the session by checking their status is 'Complete' or collected responses on the printed PDF for submission.</p>	<p>Submit responses through Assessment Master or submit to the teacher for responses outside of Assessment Master.</p>
Follow-up	<p>Submit the Results Confirmation Process form if required.</p>	<p>Review candidate results.</p>	



## 4. Key dates

Date 2024	Literacy (Reading 32403 & Writing 32405) and Numeracy (32406)
Apr	Read the: <ul style="list-style-type: none"> <li>• <a href="#">Literacy and Numeracy</a> assessment specifications.</li> <li>• Assessment Master support guides (available from the <a href="#">Provider log in</a>).</li> </ul>
1 April	Final entry data file submission for late entries for AE1 sent to NZQA.
30 Apr	Schools receive login credentials and instructions to set up Administrator and Supervisor logins.
13 May	Administration and submission instructions available to schools through the NZQA website – <a href="#">Literacy and Numeracy</a> .
17 – 24 May	<b>AE1 – week 1:</b> <ul style="list-style-type: none"> <li>• Password-protect assessments in PDF form made available to download from 3.30 pm from the <a href="#">Provider log in</a>. The week 2 writing assessment is different to the week 1 assessment so you must download the correct one. Links will be removed from 3.00 pm 24 May.</li> </ul>
<b>20 – 31 May</b>	<b>Candidates sitting AE1 access the Literacy and Numeracy assessments in Assessment Master.</b>
24 – 31 May	<b>AE1 – week 2:</b> <ul style="list-style-type: none"> <li>• Password-protect assessments in PDF form made available to download from 3.30 pm Friday from the <a href="#">Provider log in</a>. Links will be removed from 3.00 pm 31 May.</li> </ul>
1 Jun – 4 Aug	NZQA will mark all candidate responses from AE1.
Week of 5 Aug	Results and Assessment Feedback (for those who did not achieve) released for candidates that sat AE1.
23 Aug	Final date for submission of <a href="#">Results Confirmation Process</a> requests from AE1.
26 Aug	Final entry data file submission for AE2 sent to NZQA.
2 Sep	Schools receive login credentials and instructions to set up Administrator and Supervisor logins (for schools who did not have entries for AE1).
6 – 13 Sep	<b>AE2 – week 1:</b> <ul style="list-style-type: none"> <li>• Password-protect assessments in PDF form made available to download from 3.30 pm Friday from the <a href="#">Provider log in</a>. Links will be removed from 3.00 pm 13 Sep.</li> </ul>
<b>9 – 20 Sep</b>	<b>Candidates sitting AE2 access the Literacy and Numeracy assessments in Assessment Master.</b>
13 – 20 Sep	<b>AE2 – week 2:</b> <ul style="list-style-type: none"> <li>• Password-protect assessments in PDF form made available to download from 3.30 pm from the <a href="#">Provider log in</a>. The week 2 writing assessment is different to the week 1 assessment so you must download the correct one. Links will be removed from 3.00 pm 20 Sep.</li> </ul>
21 Sep – 4 Dec	NZQA will mark all candidate responses from AE2.
5 Dec	Results and Assessment Feedback (for those who did not achieve) released for candidates that sat AE2.
21 Feb 2025	Final date for submission of <a href="#">Results Confirmation Process</a> requests from AE2.

## 5. Candidate entries

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Schools are required to submit an entry file with all candidate entries for Literacy and Numeracy to NZQA by **1 April** (for **AE1**) and by **26 August** (for **AE2**).

For AE2, candidate entries will be for those who were unable to participate in AE1 due to:

- they may not have been ready
- they were absent or unable to participate
- they were close to achieving a standard.

Candidates cannot access the assessments or submit their responses if an entry has not been created for the standard before the time of the assessment.

Candidates are not required to be entered into every assessment during the assessment period i.e. candidates may only be ready for Reading, Writing or Numeracy.

Candidates can be assessed from Year 9 for the Literacy and Numeracy assessments.

If you experience any issues submitting your entry file, please contact the NZQA Data Management & Learner Records team on 0800 697 296 or [schools@nzqa.govt.nz](mailto:schools@nzqa.govt.nz)

### 5.1 Late candidate entries

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On the day of the assessment we cannot guarantee entries received will be processed in time for the candidate to take part in the digital assessment, but if you have **FIVE or fewer entries** then the process is to:

- contact NZQA on 0800 222 230
- provide candidate details over the phone
- submit a data file to NZQA.

**If you have more than FIVE late entries, then the process is to:**

- submit a data file to NZQA at least two days before the assessment is due to take place, include the comment 'Late Lit/Num entries' with the file
- send email to [schools@nzqa.govt.nz](mailto:schools@nzqa.govt.nz) and add 'Urgent' to the subject line
- reschedule the assessment day or use the printed PDF for the candidate(s) with late entries.
- check status of the batch file within 48 hours and contact the NZQA Data Management & Learner Records team on 0800 697 296 or [schools@nzqa.govt.nz](mailto:schools@nzqa.govt.nz)

If you experience any issues submitting your entry file, please contact the NZQA Data Management & Learner Records team on 0800 697 296 or [schools@nzqa.govt.nz](mailto:schools@nzqa.govt.nz)

## 6. Supporting documentation

For the Literacy and Numeracy CAAs, schools will need to be familiar with accessing and using Assessment Master.

This following documentation is specific to the roles of the Principal's Nominee (Administrator) and the Supervisor.

Document type	Document title	Document location
Assessment Master	<ul style="list-style-type: none"> <li>• <i>Assessment Master guide for administrators</i></li> <li>• <i>Assessment Master guide for supervisors</i></li> <li>• Job aids (in English and te reo Māori)</li> <li>• Videos</li> <li>• Other support documents</li> </ul>	<a href="#">MyNZQA</a> > Useful documents > Assessment Master guidance
Digital Submissions	<ul style="list-style-type: none"> <li>• <a href="#">How-to guides and resources</a></li> </ul>	
Forms	<ul style="list-style-type: none"> <li>• <a href="#">Online Attendance Register</a></li> <li>• <a href="#">Results Confirmation Process</a></li> </ul>	
Other NZQA resources available	<ul style="list-style-type: none"> <li>• <a href="#">Pūtake eLearning course</a> (available in English and te reo Māori)</li> <li>• <a href="#">Get your school ready for digital assessment</a></li> <li>• <a href="#">Preparing for LIT NUM   TRMTP checklist</a></li> <li>• <a href="#">Check your school's technology</a></li> <li>• <a href="#">Consent to assess for tertiary providers</a></li> <li>• <a href="#">Information on Polly (text-to-speech) and Assistive Technology</a> for the Writing 32405 and Numeracy 32406 assessments</li> <li>• <a href="#">Special Assessment Conditions for Literacy and Numeracy</a></li> <li>• <a href="#">Literacy and Numeracy pre-assessment instructions</a></li> <li>• <a href="#">Digital Assessment troubleshooting checklist</a></li> <li>• <a href="#">eLearning courses Assessment Master for Supervisors and Assessment Master for Administrators in Pūtake</a></li> </ul>	

For candidates, information and resources to help prepare them for digital assessments is available on the NZQA website ([www2.nzqa.govt.nz/ncea/external-assessment/about-digital-external-assessment/preparation-for-students/](http://www2.nzqa.govt.nz/ncea/external-assessment/about-digital-external-assessment/preparation-for-students/)).

## 7. Candidate device and browser requirements

When accessing the CAAs in Assessment Master, most laptop and desktop computers are compatible with the platform.

Candidates may use their own devices if the school has a Bring Your Own Device (BYOD) programme and supporting policies.

Device	Requirements
Browser options	For optimal performance and experience, use <b>Google Chrome</b> , version 95+
Screen / monitor	Screen resolution must be at least: <ul style="list-style-type: none"> <li>• 1366 x 768 pixels</li> </ul>
Operating system	Use one of the following: <ul style="list-style-type: none"> <li>• Microsoft Windows 8.1, 10+</li> <li>• Apple Mac OS 10.15+</li> <li>• Chrome OS</li> </ul>
Headphones	Candidates will require headphones that are compatible with their device when accessing the CAAs in Assessment Master if they wish to use the Polly tool.

Further information about device requirements can be found on our website page: [Digital exams device check](#).

## 8. Principal's Nominee responsibilities

Principal's Nominee (Administrator) is responsible for:

- checking and submitting candidate entries through data file submission to NZQA
- ensuring students have registered and use their [MyNZQA Learner](#) details
- ensuring spare devices and headphones are available
- ensuring the correct external assessment conditions in the [assessment specifications](#) are met
- opening and closing candidate access to the CAAs, by using the login credentials provided by NZQA to access your Assessment Master Admin account. Refer to the *Assessment Master guide for administrators*
- ensuring headphones are available and compatible with the devices used, where the candidate wishes to use the Polly tool or other text to speech tools in Assessment Master
  - The Polly tool supports candidates with low vision, learning differences or reading difficulties. They do this by reading text aloud to candidates. Candidates can use Polly or a tool they bring themselves for the numeracy and writing assessments. The other tools NZQA recommends using are:
    - Texthelp Read and Write including Google Read and Write (text-to-speech function only)
    - Accessibility tools that are available from your Microsoft, Apple or Android device. This includes Microsoft Narrator, Spoken Content (Apple) and Google Text-to-Speech.



- providing supervisor with:
  - *Assessment Master guide for supervisors* (as early as possible)
  - login credentials for Assessment Master
  - printed copies of the downloaded PDF of the CAAs for candidates completing the assessments outside of Assessment Master (to be printed double-sided)
- checking that candidates have submitted their responses in Assessment Master, i.e. their status is 'Complete'
- checking that candidate paper responses have been scanned, saved as pdfs and uploaded to the *Digital Submission Upload* link and the online attendance register is completed and submitted to NZQA.

If issues occur when accessing the assessments on the day, please contact the NZQA on 0800 222 230.

## 9. Assessment process overview

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The following sets out the delivery and submission processes for schools on the day of the assessment:

### 9.1 Assessment and submission process

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#### Assessment Master responses

Schools give candidates access to the CAAs:

- a. **The Principal's Nominee (Administrator):** Opens the CAAs in Assessment Master.
- b. **The teacher/supervisor:**
  - i. Instructs candidates to go to the home page of the NZQA website, click 'Login', scroll down to the 'Online assessments' section, select the white 'Student log in' button under the 'Complete your online assessment' tile and log into the assessment platform using their [MyNZQA Learner](#) credentials.
  - ii. Helps the candidates log into the CAAs, reads the [Pre-assessment instructions](#).
  - iii. Gives the candidates who need to complete the CAAs outside of Assessment Master the printed PDF provided by NZQA (printed by the school).
- c. **The candidate:** Checks their headphones, where Polly or other speech to text tools will be used, using the audio check page.
- d. **The teacher/supervisor:**
  - i. Gives candidates the 4-digit access code, obtained from Assessment Master.
  - ii. Supervises the CAA.
- e. **The candidate:** Completes their response in Assessment Master.

Where a candidate has opted to complete their response outside of Assessment Master, they must hand in their completed paper response to the teacher/supervisor at the end of the assessment session.

- f. **The Principal's Nominee (Administrator):** Closes the CAAs in Assessment Master.

**Paper responses**

Schools give candidates access to the paper-based version of the CAAs:

**a. The teacher/supervisor:**

- i. Gives the candidates the paper-based version provided by NZQA (printed by the school).
- ii. Supervises the CAAs.

**b. The candidate:**

- i. Writes their name, NSN and school code on the front cover.
- ii. Completes their response.
- iii. Hands in their completed paper response to the teacher/supervisor at the end of the assessment session.

**c. The Principal's Nominee (Administrator):**

- i. Collects the completed paper responses, scans them as PDFs.
- ii. Uploads scanned paper responses to NZQA via the *Digital Submission Upload* link from the [Provider log in](#).

## 10. Assessment materials

PDF copies of the assessments are available for download and to be printed to assist candidates with [Special Assessment Conditions](#) and extraordinary circumstances where digital assessment within the assessment window is not possible.

Although NZQA does not expect any problems, it is important that schools are well prepared for any local network or platform issue. We strongly suggest that you download a copy of the assessment and have it ready to photocopy, in the event that a paper-based version is required. If for any reason a paper-based version of the assessment is used it is very important that the name of the student and their NSN is clearly placed at the top of the first page.

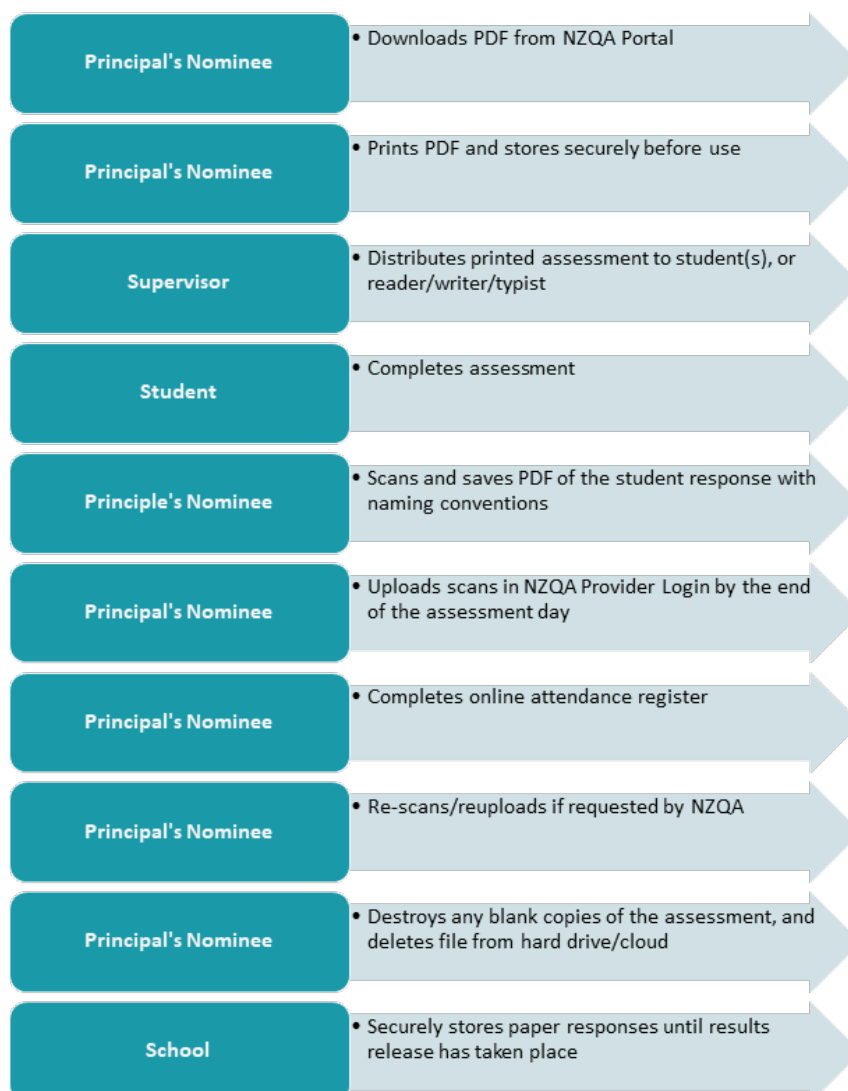
### 10.1 Assessment security

For the validity of the assessments, the login credentials for access to Assessment Master, password protected PDFs of the CAAs provided by NZQA, must be kept secure and not shared outside of your direct teaching staff in any way.

The assessment should only be accessed and released to the candidates at the time set by the school.

PDF copies of the assessments used by the reader/writer/typist must be either destroyed or kept secure and not shared outside of your direct teaching staff in any way.

### 10.2 Overview for using printed PDFs



## 10.3 PDF for SAC conditions

The Literacy and Numeracy CAAs are digital-first, which means candidates complete the assessments on a computer. Please encourage candidates with SAC entitlements to complete the assessment digitally where their reader/writer/typist can work from either a PDF or the Assessment Master screen. This will allow them to fully benefit from the digital tools available for support. These tools include:

- copy and paste
- easy deletion and insertion of text
- spell check
- Polly text-to-speech (on 32403 Reading and 32406 Numeracy only)
- Assistive Technology.

### 10.3.1 Important Information for Literacy Writing PDF

#### Important information about the Literacy Writing (32405) assessment

To protect its validity, Literacy Writing (32405) has an assessment for Week 1, and a separate assessment for Week 2 of the assessment period.

The PDFs will be clearly labelled with Week One or Week Two on the cover page. Additionally:

- Week 1 will have a BLUE banner
- Week 2 will have a YELLOW banner

Before distributing the assessments, check the file you have downloaded to ensure you have the correct writing PDF for candidates, or their response may be invalid. If the candidate is not completing their assessment digitally, ensure you submit the scanned PDF by the end of your assessment day.

### 10.3.2 Downloading the PDF

The CAAs (in PDF form) will be available for download by the Principal's Nominee from the High Security section of the [Provider log in - Non-end of Year Assessment Download](#).

The link will display assessment files available for download from 3.30 pm on the Friday prior to the assessment week.

Assessment Event	Week	Available from...	until...
1	1	3.30 pm Friday 17 May	3.00 pm Friday 24 May
1	2	3.30 pm Friday 24 May	3.00 pm Friday 31 May
2	1	3.30 pm Friday 6 September	3.00 pm Friday 13 September
2	2	3.30 pm Friday 13 September	3.00 pm Friday 20 September

To download the PDF:

- Click the 'Download' button, it may take a few minutes for the zipped file to download to your device, depending on the file size.
- To open the file, an access code is required. By downloading the file, an automated email will be sent to the Principal's Nominee email address.

The email is sent from [webmaster@nzqa.govt.nz](mailto:webmaster@nzqa.govt.nz) and includes:

- the access code to open the PDF(s) contained in the zipped file.
- the ESAA ID of the requester.

Note, if you click on the link outside of the specified times of when files are available for download, the link to the files will not be displayed.

Please contact NZQA on 0800 222 230, if you:

- are experiencing difficulties with downloading the PDF, or
- have downloaded the file and checked your Junk/Spam folder and the email is not there.

### 10.3.3 Using the printed PDF

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The printed PDF can be offered to candidates as an alternative method, for completing the assessment if there is a significant interruption and;

- the candidates are unable to complete the assessment digitally, if they have started. Once students have started an assessment, they must complete the activity within the same session. Supervisors can use their discretion to extend the end of the assessment session, or
- it is not possible to complete the digital assessment within the same day or on another day within the two weeks of the assessment event, if they have NOT started.

Remember that the literacy and numeracy assessments do not have to be completed within set time e.g. 60 minutes, provided each is completed within a single continuous session within a day.

Schools using the printed PDF must:

1. print the appropriate number of PDFs for the candidate(s) and reader/writer/typist.
  - Confirm you have the correct Literacy Writing (32405) PDF for AE1 or AE2.
2. ensure the appropriate assessment conditions are maintained during each assessment session.
3. ensure the candidate(s) have written the school code, their name and correct NSN on the front cover.
4. collect the handwritten or typed candidate responses at the end of the assessment session, scan and save as a PDF using the [file naming convention](#). It is the Principal's Nominee's responsibility to upload the files to NZQA using the *Digital Submission Upload* link from the [Provider log in](#).
5. complete the linked Microsoft form [online attendance register](#) accurately to indicate which candidate has completed the assessment as a response on paper.
  - a. If a candidate has completed the assessment partially digitally and on paper, indicate on the form it is a composite in order for the full response to be marked.
  - b. If you do not submit an online attendance register, NZQA will contact you to request one. NZQA will be unable to process the candidate's response for marking until the register is completed and submitted.
6. securely retain copies of the written candidate responses until the completion of the Results Confirmation Process (RCP).
7. destroy or keep secure any PDFs of the assessment used by the reader/writer/typist. Failure to do so may result in a [breach](#).

Reminder, the Week 1 Literacy Writing PDF cannot be used in Week 2. Any responses submitted using the incorrect PDF will not be marked and will not count toward an assessment attempt.



## 11. Candidate results

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Results for AE1 will be available the week starting 5 August 2024 and AE2 will be available on 5 December 2024.

If a candidate has achieved a standard, an 'A' will be displayed. If they have not achieved a standard, an 'N' will be displayed.

Only an Achieved result will be displayed on a candidate's Record of Achievement (ROA). Literacy and Numeracy standards will not show a result until the student has achieved it.

The six dedicated standards for the NCEA co-requisite are not graded standards and candidates cannot gain a Merit or Excellence in these assessments.

Marked scripts for the Literacy and Numeracy standards are not returned but candidates who do not achieve a standard receive Assessment Feedback.

An interim Assessment Report will be made after the assessment event, which will show how the national cohort performed against each outcome and make recommendations on where schools may want to focus teaching and learning.

An annual Assessment Report will also be released after AE2, with information relating to how the whole cohort performed.

### 11.1 Candidate assessment feedback

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Candidates who completed the literacy (reading and writing) and/or numeracy CAAs and did not achieve one or more of the standards can access their Assessment Feedback from their [MyNZQA Learner](#), at the same time their results are released. The document will show the strength of the evidence a candidate provided for each outcome in that standard. Candidates should download and/or print this document to share with their teachers/tutors, and/or whānau, to assist with teaching, learning, and preparation for future assessment attempts.

Assessment Feedback for Te Reo Matatini me te Pāngarau is not available at this stage. |

### 11.2 School results access to results

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Results for AE1 will be available the week starting 5 August 2024 and AE2 will be available on 5 December 2024. Secondary school teachers can go to the [Provider log in](#) and navigate to 'File Downloads and Searches'.

Under 'File Downloads', schools can download a spreadsheet (results.zip) file. This file shows results for all candidates who completed the assessment. This file can be imported into the School Management System (SMS).

Schools can also use the Candidate/Standard search functions to see results for individual candidates.

### 11.3 Candidate results access

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Candidates can access their results via their [MyNZQA Learner](#) on the NZQA website.

Once logged in, candidates can access the 'My School Entries and Results' link on the left of the page.

Candidates will need their NSN and password to log into to the NZQA website. Candidates who do not have this information will need to call the Contact Centre on 0800 697 296 or ask Awhina, NZQA's chat bot, on the NZQA website.

## 11.4 Candidate support

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We recommend reviewing the Assessment Feedback document with candidates(s) and working with them to identify what did and did not go well during the assessment event. This could include reviewing their preparation for the assessment (such as achievement in diagnostic tests, participating in digital familiarisation activities, and going through [past digital external assessments](#)) as well as the strengths and weaknesses of their responses in the assessment.

## 11.5 Re-entering candidates

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If candidates did not achieve a standard for the first assessment event, schools will need to decide after reviewing the Assessment Feedback whether it is appropriate to enter them in the next Assessment Event.

Remember, there will be further opportunities for students to participate in the assessments in the following year. Candidates can attempt the co-requisite standards through Years 9-13 (and in some tertiary institutions).

For further help with determining candidate readiness, there are a range of Curriculum Progress and Consistency Tools available. These are designed to support schools in understanding your learners and what their next steps might be. An overview of these tools is available from [NCEA.Education](#)

## 11.6 Results confirmation process (RCP)

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Candidates cannot request a reconsideration and/or a review for the NCEA co-requisite. However, if a candidate's results deviate significantly from what you expected, you may want to confirm their results are accurate, via the Results Confirmation Process (RCP).

The RCP can be triggered if a candidate's results are not consistent with the outcomes of [diagnostic assessments](#) the school has implemented as part of the teaching and learning programme.

The RCP is a check that the item scores have been recorded correctly and marking has been applied accurately. Where relevant, the student's evidence may be re-marked.

To begin this process, complete the online [Results Confirmation Process form](#) and submit to NZQA. There is no charge for the RCP.

If candidates' results reflect the schools' expectations, there is no need to undertake results confirmation.

The final date for submission of the Results Confirmation Process requests are:

- 23 Aug 2024 for AE1
- 21 Feb 2025 for AE2.

## Section 2: Information for teachers/supervisors

### 12. Delivering the Literacy and Numeracy CAAs

The mode of assessment for the Literacy and Numeracy assessments is by sitting external Common Assessment Activities (CAAs) conducted as per the NZQA dates provided below.

Assessment Event (AE)	
One	Two
20 – 31 May	09 – 20 September

Schools are responsible for:

- making an assessment plan that includes:
  - which candidates will be assessed
  - what devices are available
  - who will supervise the CAAs
  - which rooms will be used
  - what days you will assess each standard.
- deciding:
  - which staff supervise the CAAs
  - when the CAAs are held during the two-week assessment period
  - if candidates who are ready to be assessed complete the Reading, Writing and Numeracy assessments at the same time, different times on the same, or across multiple days
  - how the room is set up for the CAAs
  - if learners require Special Assessment Conditions.

### 13. Administering the CAAs

#### 13.1 Timing

The Literacy and Numeracy CAAs are designed to be completed by most candidates within 60 minutes, but there is no actual time set by NZQA for candidates to complete the assessment except that students should complete it in a single time period. This does not mean that the time available should be considered as unlimited. Schools should use professional judgement to ensure that sufficient time is provided for all students to complete the assessment fairly, including those students with learning needs that usually require SAC support.

The assessments are not time bound but a student who is operating at least at curriculum level 4 should complete in sixty minutes. Each assessment must be completed within a single supervised session. Ensure you are clear about the agreed times set for the CAAs in your school, and there are plans in place for candidates who may require more time.

It is best practice for schools to assess candidates for a single co-requisite (Reading, Writing or Numeracy) on the same day, but schools can stagger these throughout the day to protect each CAA's integrity.

Schools:

- determine the best time during the day to hold the assessment session.
- manage the delivery of Literacy and Numeracy CAAs. They can choose when to deliver the CAAs, so long as it is within the two-week assessment period set by NZQA.

- will use Assessment Master for candidates to access and respond to the CAAs. Schools may decide a candidate needs to respond outside of Assessment Master, by writing or typing their responses using the printed version (PDF available by NZQA and printed by the school).

Candidates should be given a minimum of 60 minutes to complete the CAAs but can take as long as they need provided the assessment is delivered in a single session and should be advised of the scheduled date and time well beforehand. It is up to the school to manage the provision of the assessment session.

## 14. Accessing the CAAs

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Prior to the candidates sitting the CAAs, the school must be familiar with accessing and using Assessment Master.

To access the assessments, the Principal's Nominee (Administrator) must first log into Assessment Master and open the CAAs.

Once the candidates have completed the assessment, the Principal's Nominee (Administrator) must then close the assessment access.

Detailed guidance is available in the *Assessment Master guide for administrators* provided separately by NZQA (via the [Provider log in](#)).

## 15. Assessing the CAAs

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Schools must ensure examination conditions are maintained during the assessment session. School internet or network access does not have to be blocked as NZQA can digitally sample candidates work for authenticity.

### School must:

- inform teacher/supervisor and candidates of the requirements outlined in the assessment specifications well before the assessment session
- provide the teacher/supervisor with the printed PDF of the CAAs
- **check** the *Digital Submission Upload* link is accessible from the [Provider log in](#)
- ensure candidates understand that, by submitting their response, the candidates are verifying that the content is their own work
- ensure candidates can access the CAAs (for those completing in Assessment Master)
- supervise the assessment to ensure candidates work individually and do not have access to hard-copy course resources or notes
- ensure candidates responses completed on the printed version are scanned, saved as a pdf and follow the file naming conventions:
  - check the pdf has been printed double-sided
  - check the candidate(s) have written the school code, their name and correct NSN on the front of the booklet
  - upload scanned paper responses to NZQA
  - complete an [online attendance register](#) for each session
- securely retain copies of the paper responses completed outside of Assessment Master until the completion of the Results Confirmation Process (RCP)
- destroy unused paper copies.

**The teacher/supervisor is responsible for:**

- managing the assessment
- following the *Assessment Master guide for supervisors*
- providing candidates with:
  - the 4-digit access code after reading the [Pre-assessment Instructions](#)
  - printed copy of the PDF (for candidates opting to respond outside of Assessment Master)
- collecting paper responses from the candidates that have completed the assessment outside of Assessment Master.

## 16. Supervising the CAAs

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For the end of year assessments, supervisors read out a set of pre-assessment instructions. If you would like to simulate an end of year assessment, please refer to [Appendix A: Pre-assessment Instructions](#) and note these are a guide only and can be amended to suit your school's assessment plan.

Candidates must complete their assessment individually under supervision.

The school must:

- provide a venue where desks can be separated appropriately
- ensure supervisor invigilate the assessment to external examination standard following the *Assessment Master guide for supervisors*
- ensure candidates work individually
- ensure the online attendance register is completed accurately.

## 17. Preparing for the digital submission

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### 17.1 Printed PDF (paper) responses

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Assessments completed on paper must be submitted by the end of the assessment day using the instructions provided on the [How-to guides and resources](#) from the NZQA website.

Failure to submit scanned paper response on time may result in a breach, or the candidate response being classed as invalid. Responses submitted after the day of the assessment must follow the [Late submissions process](#).

Paper responses must be scanned and saved as a PDF before being submitted to NZQA. Please follow the NZQA preferred file naming convention when saving the PDF.

It is important that scans of the CAAs are clear and legible. Please check the pages are scanned in the correct order and rotation. If the marking team are unable to view the submitted scanned responses, NZQA will request a rescan of the paper response to replace the file previously uploaded.

It is the Principal's Nominee's responsibility to ensure the scanned paper responses have the correct candidate's name, NSN and school code.



## 17.2 File naming conventions

Use the following file naming convention when saving PDFs prior to the upload of files.

[4-digit School No]-[NSN]-[Standard No].[extension]

Example: 0045-345678912-91979.pdf

By using the file naming convention specified, this ensures the uploaded file is linked to the correct candidate's entry. It is important the file name includes the candidate's NSN and/or name.

*Note: The school number must be padded with leading zeros to 4 digits. For example, 0004, 0023, 0123'.*

## 18. Late submissions

Late upload of candidate responses completed outside of Assessment Master (**after the day of the assessment**) can only be made if:

- an email is sent to [examinations@nzqa.govt.nz](mailto:examinations@nzqa.govt.nz), by the school Principal or Principal's Nominee verifying that the late submission(s) was the result of an act of omission on the part of the school and that the candidate has not worked on the submission **after the day of the assessment**.
- the email is sent prior to submitting the work to NZQA.
- candidates are entered for the standard to be submitted. If there are no current entries, schools will be required to submit an updated entry file to NZQA.

**Note:** The subject line of the email will need to include 'Late submission – <Literacy/Numeracy>-<standard number>' e.g. *Late submission - Literacy Writing 32405*.

NZQA will acknowledge the request and/or provide further instruction where applicable.

Contact the NZQA Contact Centre on 0800 222 230, if you are concerned about the scanning and/or uploading of candidate responses.

## 19. Queries

Please direct queries to the contact details listed below:

Query type	Contact	Email subject requirements
Assessment or submission queries	<a href="mailto:assessment.service.centre@nzqa.govt.nz">assessment.service.centre@nzqa.govt.nz</a>	Use the subject and standard number in the subject field. e.g. Literacy 32405
Late submissions	<a href="mailto:examinations@nzqa.govt.nz">examinations@nzqa.govt.nz</a>	Use 'Late submission' and subject and standard in the subject field. e.g. Late submission - Literacy 32405
Support prior to the assessment AND on the day of the assessment	0800 222 230	

## Appendix A: Pre-assessment Instructions

<b>Introduction</b>	<p>For end of year assessments, our supervisors read out pre-assessment instructions.</p> <p>If you'd like to simulate an end of year assessment, read out these instructions.</p> <p>These are only a guide and can be adapted to suit your school's assessment plan.</p>
<b>Duration of assessment</b>	<p>The Literacy and Numeracy assessments are designed to be delivered in 60 minutes, but students can take the whole school day to complete if required.</p> <p>Ensure you are clear about the timings you have agreed in your school, and that you have a plan for students who may take longer to complete.</p>
<b>Supervisor: Read these instructions to the students</b>	<p>Listen carefully and follow all instructions.</p> <p>Ensure you are logged in and waiting at the access code screen.</p> <p>The assessment is [x] minutes in duration. No one can leave the room without permission. The official time is taken from [clock].</p> <p>Watches and mobile phones can only be in the room inside your bag and must be turned off.</p> <p>Power banks must be kept in your bag. If you need to use your power bank, raise your hand.</p> <p>Do not access internet resources, except the assessment. Navigating away from the assessment screen will trigger the breach software, and your supervisor will need to unlock your assessment.</p> <p>Do not have any unauthorised material such as notes, correcting fluid, or books with you or in any pocket.</p> <p>If you require blank note paper, please ask and it will be provided for you.</p>
<b>Supervisor: Read these instructions for Numeracy (32406) and Literacy Writing (32405) only</b>	<p>If you are using the text to speech software (Polly), you will need to use headphones.</p> <p>Polly is off by default.</p> <p>You will need to turn Polly on using the Polly icon in the top right-hand corner of Assessment Master.</p> <p>When Polly is on, when you highlight text, the play bar will display.</p> <p>Click on play to listen to the text read aloud and use the action functions to pause and stop.</p>
<b>Supervisor: Read the Access Code</b>	<p>When students are about to start the assessment:</p> <p>Read out the access code and write the code on the board, in large clear digits.</p> <p>Remind the students if they have any problems, to put up their hand.</p>

## Appendix B: Digital Assessment troubleshooting checklist

NZQA will be closely monitoring the performance of the digital assessment platform during the Literacy and Numeracy assessment events.

We will post real-time updates on the [Literacy & Numeracy web page](#) advising whether there are any current platform performance issues that may affect the co-requisite assessments.

If there are significant problems with the platform performance, NZQA will send a text message to PNs with instructions on what schools should do. If no text messages are received, and there are no updates on the website indicating a general problem, then any problem is most likely to be local/at the school level.

The following checklist may assist you to troubleshoot local/school level issues. We suggest you keep this close by in the event that any issues arise.

Scenario	Notes	Recommended actions
If some or all students cannot start the assessment	The assessment folder may be locked	<input type="checkbox"/> Check that the assessment folder is 'unlocked'. If it is unlocked and students cannot start the assessment, record the following information and any other details you have and contact the priority call centre line (0800 222 230). <ul style="list-style-type: none"> <li>• The number of the standard affected: _____</li> <li>• What students can see on the screen/ error message: _____</li> <li>• Identify the step of the login process students were at:               <ul style="list-style-type: none"> <li><input type="checkbox"/> The NZQA website</li> <li><input type="checkbox"/> Student log in' button</li> <li><input type="checkbox"/> Log-in credentials entered</li> <li><input type="checkbox"/> Got in but the Access Code is not working</li> </ul> </li> <li>• NSN of one affected student: _____</li> </ul>
If the system slows down temporarily for less than 10 minutes	Students may experience slowness which may be caused by high numbers of users logging on around the same time.	In most cases, the slowness will resolve itself within a few minutes. Students should not refresh the screen or close their browser.

Scenario	Notes	Recommended actions
If slowness persists longer than 10 minutes	Slowness can be due to local factors affecting the performance of the system.	<input type="checkbox"/> Check with your own IS technician support if the school's network is performing at speed. <input type="checkbox"/> Ensure there are not large numbers of other students or staff in the vicinity of the exam room who may be connecting devices to the room's Access Point. <input type="checkbox"/> Check how many students are connecting through a single Access Point (Wi-Fi router). If there are more than 30 students, it may be affecting the speed of connection. If there are up to 50 or more, it is almost certainly affecting speed. <input type="checkbox"/> Check that there are no local issues with your school's internet service.
If students are unable to access the assessment for more than 15 minutes	Literacy and numeracy assessments do not have to be completed within set time e.g. 60 minutes, provided each is started and completed: <ul style="list-style-type: none"> <li>• preferably within the same session or</li> <li>• within the same day, or in extreme circumstances such as the assessment platform being unavailable, at the earliest opportunity within the assessment event.</li> </ul>	<input type="checkbox"/> Halt the assessment and consider the following options: <ul style="list-style-type: none"> <li>• If students have started an assessment, they must complete the activity preferably within the same session, or within the same day, or, in extreme circumstances such as the assessment platform being unavailable, at the earliest opportunity within the assessment event.</li> <li>• Supervisors can use their discretion to extend the end of the assessment session.</li> <li>• If students have not started the assessment, the assessment can be undertaken on another day within the two weeks of the assessment event.</li> <li>• Assess the students at the next assessment event.</li> <li>• Consider whether the limited number of other standards are appropriate for individual students to meet the requirements of the co-requisite.</li> </ul>
If the student's device 'freezes'	If an individual student's device appears to freeze for an extended period, assist the student to log in again.  Only do this as a last resort as the student may lose the work they have completed on the page.	<input type="checkbox"/> ask the student(s) to log out of the assessment or close the window (force restart if the device has completely frozen), <input type="checkbox"/> wait a few minutes, <input type="checkbox"/> unlock the student and then log in again.
Further assistance	Familiarise yourself with the Administrator and Supervisor guides and job aids in your Provider login before the assessment event.	Contact the dedicated call centre line <b>(0800 222 230)</b> for assistance.