CDAIO 2026

AI at NZQA

In confidence

NZQA
Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

NZQA core business

Assessment and credentials

Qualifications and standards

Quality assurance

Qualification recognition


Secondary assessment
10 WEEKS
Challenge to NZQA: We need to give learners their results faster?

IT SURE CAN – NZQA MARKING MODEL



Marking model using Machine Learning, LLM and Humans in the loop

Evidence?

- SPEED
- CONSISTENCY
- ACCURACY
- COST

WE KNOW AI CAN MARK

BUT CAN WE OPERATE AI MARKING?

EXPERIMENT → PRODUCTION



People , Process and Technology needed to come together!

WHAT DID PRODUCTION REQUIRE?



LITERACY WRITING 2026

OPERATIONALISED ✓

SECURE ✓

INTEGRATED ✓

RELEASED TO PRODUCTION ✓




IT
WORKED!


PROVE IT.
PRODUCTIONISE IT.
JOB DONE?

DIFFERENT QUESTIONS EMERGE



THE APPARENT ANSWER



EXCEPT!



ARE WE TALKING ABOUT THE SAME KIND OF AI?



Not All AI Journeys Are The Same

Two directions. Four realities. A bigger opportunity.

Different journeys. A stronger organisation.

EXPERIMENT / EMERGING

Explore
Learn
Create value

PRODUCTION / SCALED

Operate
Integrate
Deliver impact

AI as a TOOL

Experimenting with new ways to work.

"How can AI help our people?"

AI as a PRODUCT

Experimenting with new services and capabilities.

"What can AI enable for our learners and customers?"

AI as a TOOL

Embedded in how we operate.

"How do we operate AI safely and at scale?"

AI as a PRODUCT

Embedded in what we deliver.

"How do we deliver trusted AI-enabled services at scale?"

The journey from experiment to impact builds new capabilities across the organisation.

Experiment and learn › Build and integrate › Govern and assure › Build capability › Deliver impact

EVERY SUCCESSUFL IMPLEMENTATION CHANGED NZQA!

AI assisted marking ✓

AI Chatbot ✓

Sentiment analysis ✓

Marking operationalisation ✓

STEP experimentation ✓

AI assisted development ✓

THE CONVERGENCE



~~WE WERE SCALING AI~~

WE WERE SCALING NZQA!


THE BIGGER QUESTION!
WHAT WILL YOU HAVE TO BUILD WHEN YOUR AI WORKS?