



FairWay



iStudent  
Complaints

# iStudent Complaints Annual Report 2016-2017



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## Foreword from Denise Evans – iStudent Complaints Scheme Director

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FairWay Resolution Limited is privileged to have the responsibility for delivery of the iStudent Complaints Scheme. We have really appreciated the collaborative approach taken by NZQA in the development of the scheme and discussion of issues which have arisen in respect of the inter relationship between complaints handled by iStudent complaints and academic issues. Provision of international education opportunities is a significant export earnings opportunity for New Zealand which is underpinned by students and their families having confidence that they will experience the excellence that New Zealand education providers offer. FairWay has both an experienced team of conflict resolution professionals and the agility to develop the iStudent complaints scheme to meet the needs of the users. In this first year there have been many opportunities for learning and we have appreciated the co-operation of education providers who have been involved in complaints from students.

## Introduction

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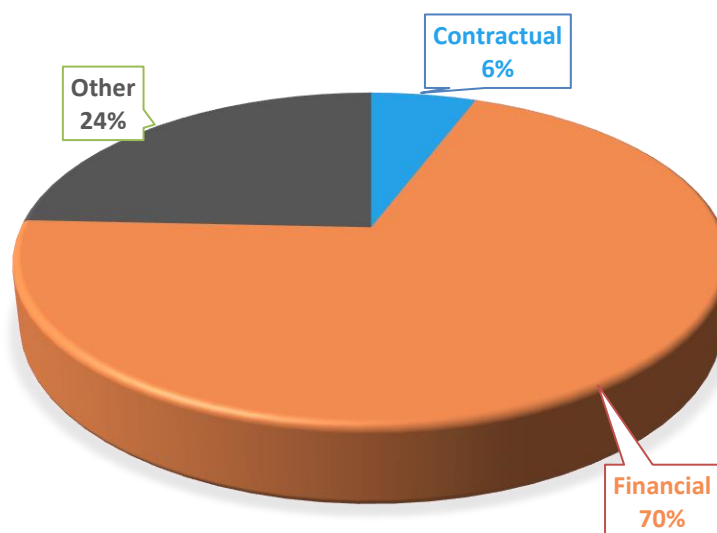
The iStudent Complaint (ISC) scheme, operated by Fairway Resolution Limited, has completed its first full year of operation. Whilst enquiry and call numbers have doubled in quarters 3 and 4, the number of cases entering the formal dispute resolution process has been low with most concerns being resolved during the enquiry phase (see below).

Over half of all enquiries / complaints have come from students from China and India. 86% of cases involve a Private Training Establishment (PTE). 70% of the dissatisfactions related to Financial matters, particularly refunds.

## Nature of Enquiries

As found in other similar schemes, much of ISC's work takes place within the Enquiry phase. Facilitating engagement within the provider's internal complaints process, sharing of information between the parties, reality testing and management of expectation can enable resolution (between the parties themselves) and may also determine whether a complaint is pursued.

|             |     |
|-------------|-----|
| Contractual | 4   |
| Financial   | 49  |
| Other       | 18* |

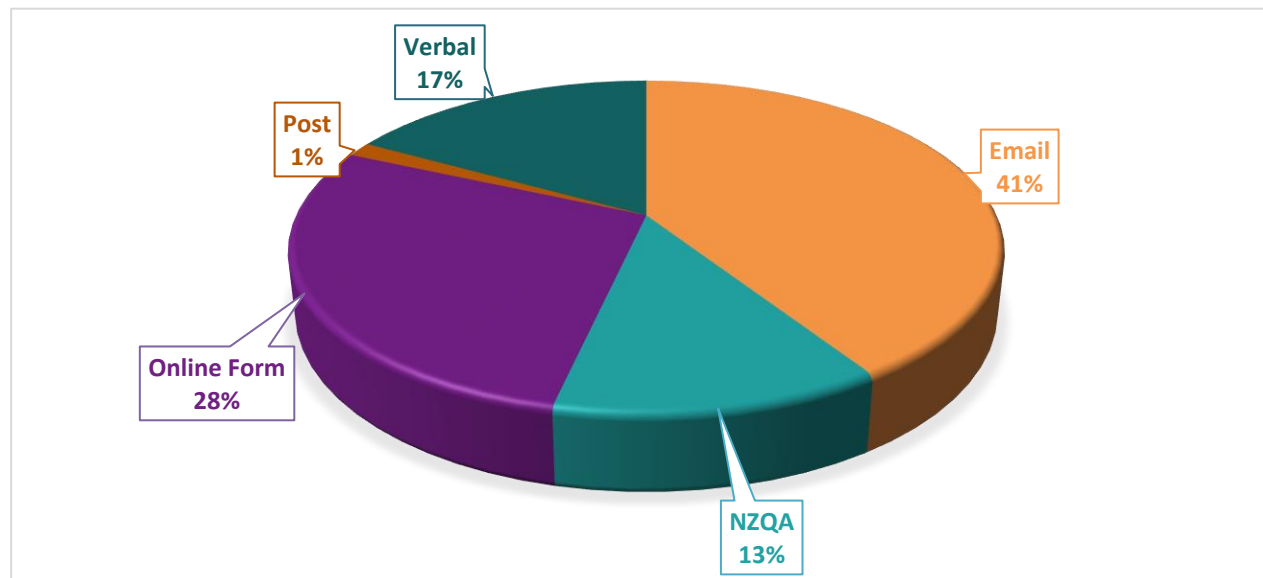


Many of the complaints to ISC relate to dissatisfactions around refund amounts or lack thereof (often students believe that providers have failed to take into consideration the student's circumstances when determining eligibility for refund). This is not often found to be the case when matters reach adjudication (see below).

\*Some enquiries in the "other" category related to *academic* matters and not within ISC jurisdiction. These would have been referred for assessment by NZQA or the Office of the Ombudsman

## Method of Receipt

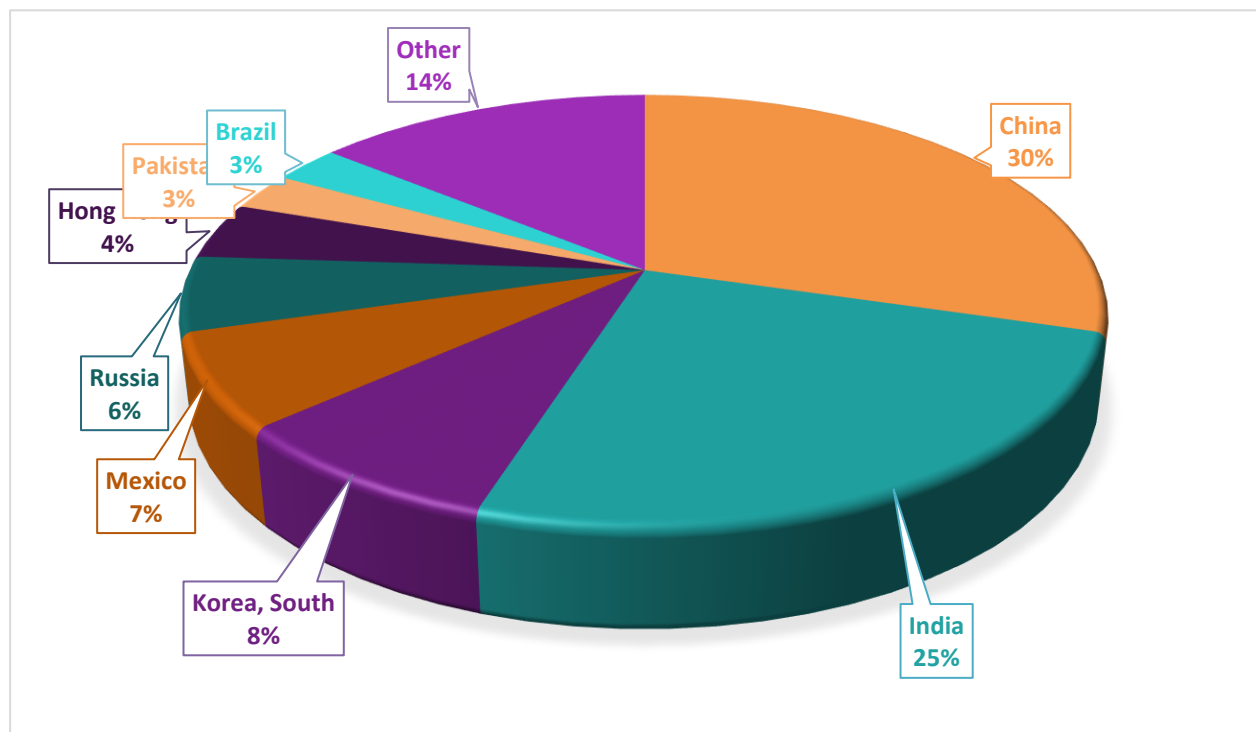
|             |    |
|-------------|----|
| Email       | 29 |
| NZQA        | 9  |
| Online Form | 20 |
| Post        | 1  |
| Verbal      | 12 |



Not surprisingly, most contact with ISC is via email and online form. The use of translation tools such as Google translate is evident in many communications.

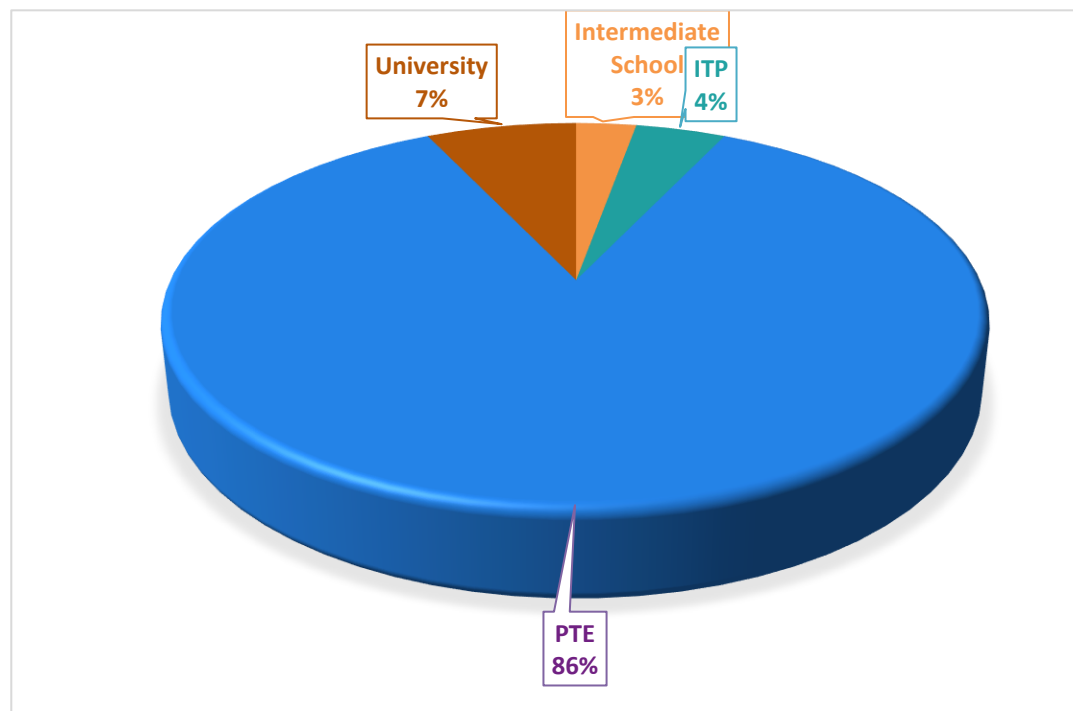
# Ethnicity

|              |    |
|--------------|----|
| Brazil       | 2  |
| China        | 21 |
| Colombia     | 1  |
| Fiji         | 1  |
| Hong Kong    | 3  |
| India        | 18 |
| Japan        | 1  |
| Korea, South | 6  |
| Malaysia     | 1  |
| Mauritius    | 1  |
| Mexico       | 5  |
| New Zealand  | 1  |
| Pakistan     | 2  |
| Philippines  | 1  |
| Russia       | 4  |
| Sri Lanka    | 1  |
| Thailand     | 1  |
| USA          | 1  |



## Training Establishment Types

|  |    |
|--|----|
| Intermediate School                    | 2  |
| Institute of Technology or Polytechnic | 3  |
| Private Training Establishment         | 61 |
| University                             | 5  |

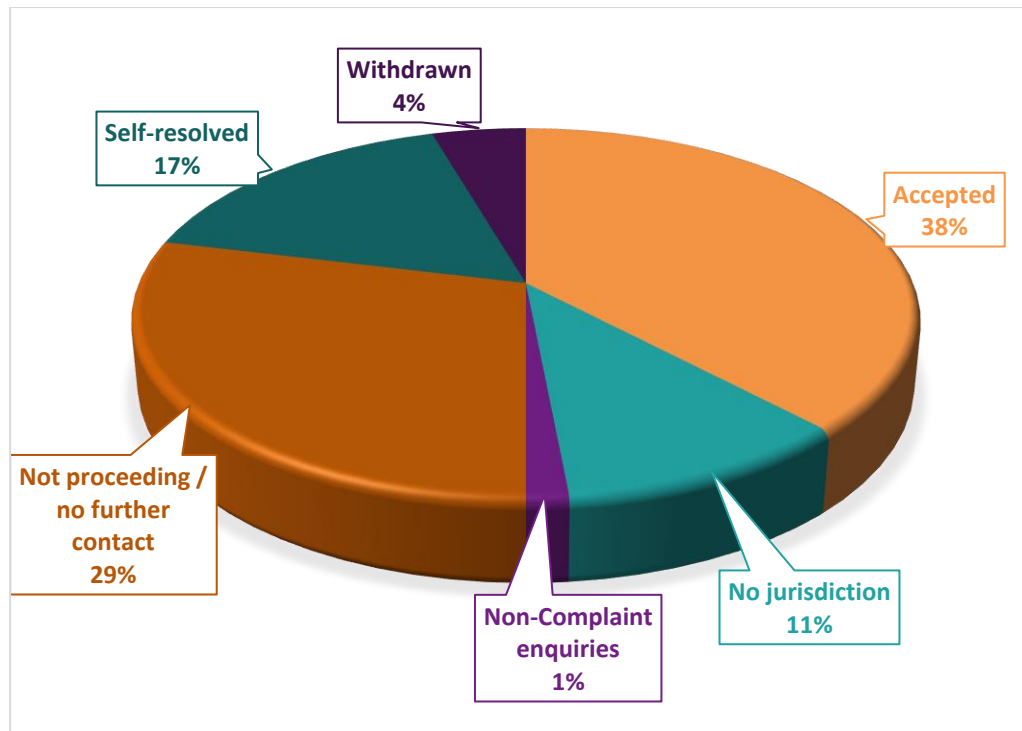


## Enquiries Received

|                                     | Period |    |    |    |           | Nationality   | Provider Type YTD |                     |                  |     |     |            |
|-------------------------------------|--------|----|----|----|-----------|---|-------------------|---------------------|------------------|-----|-----|------------|
|                                     | Q1     | Q2 | Q3 | Q4 | Total YTD |   | Primary School    | Intermediate School | Secondary School | PTE | ITP | University |
| <b>Enquiries Received</b>           | 11     | 12 | 26 | 22 | 71        | China 21, HK 4, South Korea 6, India 18, Mexico 5, Pakistan 2, Russia 4, Other 11 | 0                 | 2                   | 0                | 61  | 3   | 5          |
| Non-Complaint enquiries             | 0      | 0  | 1  | 0  | 1         | Other 1   |                   |                     |                  | 1   |     |            |
| No jurisdiction                     | 0      | 2  | 4  | 1  | 7         | S Korea 3, Pakistan 2, Other 2  |                   |                     |                  | 5   |     | 2          |
| Not proceeding / no further contact | 0      | 3  | 11 | 5  | 19        | China 6, Hong Kong 1, South Korea 2, India 3, Mexico 1, Other 6                   |                   |                     |                  | 18  | 1   |            |
| Self-resolved                       | 0      | 2  | 5  | 4  | 11        | China 6, India 3, Mexico 1, Other 1   |                   |                     |                  | 8   | 1   | 2          |
| Withdrawn                           | 0      | 1  | 1  | 1  | 3         | China 1, India 1, HK 1  |                   |                     |                  | 3   |     |            |



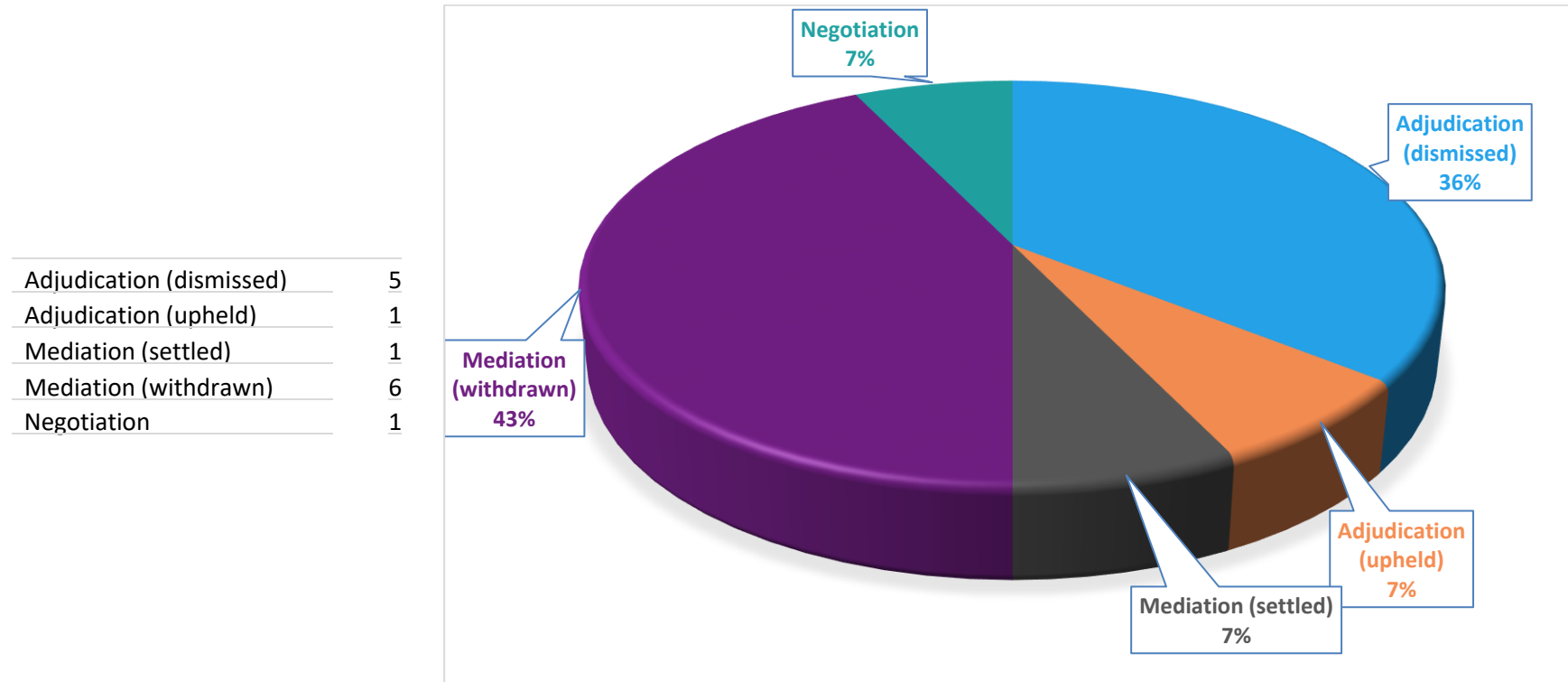
|                                     |    |
|-------------------------------------|----|
| Accepted Claims                     | 25 |
| No jurisdiction                     | 7  |
| Non-Complaint enquiries             | 1  |
| Not proceeding / no further contact | 19 |
| Self-resolved                       | 11 |
| Withdrawn                           | 3  |



## Outcomes of Accepted Claims

| Resolved at:                | Period |    |    |    |     | Nationality                      | Provider Type YTD |                     |                  |     |     |            |
|-----------------------------|--------|----|----|----|-----|----------------------------------|-------------------|---------------------|------------------|-----|-----|------------|
|                             | Q1     | Q2 | Q3 | Q4 | YTD |                                  | Primary School    | Intermediate School | Secondary School | PTE | ITP | University |
| Negotiation                 | 0      | 0  | 0  | 1  | 1   | China 1                          |                   |                     |                  | 1   |     |            |
| Mediation (withdrawn)       | 0      | 5  | 0  | 1  | 6   | China 2, India 3, HK 1           |                   |                     |                  | 6   |     |            |
| Mediation (settled)         | 0      | 0  | 0  | 1  | 1   | S Korea 1                        |                   | 1                   |                  |     |     |            |
| Adjudication (dismissed)    | 0      | 2  | 1  | 2  | 5   | China 2, Philippines 1, Russia 1 |                   |                     |                  | 4   |     |            |
| Adjudication (upheld)       | 0      | 0  | 0  | 1  | 1   | Russia 1                         |                   |                     |                  | 1   |     |            |
| Cases ongoing At 30/06/2017 |        |    |    |    | 11  | India 6, Mexico 2, Other 3       |                   |                     |                  | 10  | 1   |            |

\* Claims being matters Deadlocked when not resolved through Enquiry / Providers internal complaints process



|                          |   |
|--------------------------|---|
| Adjudication (dismissed) | 5 |
| Adjudication (upheld)    | 1 |
| Mediation (settled)      | 1 |
| Mediation (withdrawn)    | 6 |
| Negotiation              | 1 |

86% of cases going to mediation were withdrawn. 1 case that reached mediation was settled through negotiated agreement.

83% of cases going to adjudication were dismissed. Only 1 case that reached adjudication was upheld.

## Case Studies

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### A Russian student argues that compensation paid by provider was not sufficient

In 2016 the student had brought a complaint against the provider regarding several code breaches. The matter was investigated by NZQA and the complaint was upheld. The provider and the student met to try to resolve financial matters.

Following discussions, the provider argued that a payment had been made to the student who had been asked to confirm receipt as full and final settlement. The provider believed that in doing so the student had accepted the payment in full and final settlement of the matter. The student insisted that whilst they had confirmed receipt of the payment they had not confirmed that it was in full and final settlement. Rather they advised the provider that they were not satisfied with the resolution and contacted iStudent Complaints. The complaint was that the matter had not been properly resolved and there had been no signed settlement agreement – thus the student sought return of remaining fees that had not been refunded.

The parties met with an iStudent practitioner to try to resolve matters. Telephone discussions and a face to face meeting were held, however parties were still unable to reach agreement. The matter moved to adjudication.

In the proposed decision, the adjudicator found that the complaint was partially upheld and that there had been no previous settlement agreement. However, the adjudicator proposed that no further compensation was necessary. Both parties were provided with an opportunity to comment. The provider agreed with the proposal. The student disagreed with the proposal and provided further information which was duly shared with the other party.

On the basis of the new information provided by the student, the adjudicator maintained the decision that the complaint be partially upheld and directed that compensation was payable. In the final decision, the provider was directed to refund all remaining fees. Following receipt of the final adjudication, the provider contacted iStudent Complaints and indicated it was dissatisfied with the outcome. It was emphasised that this was not something that could be challenged through a complaint to FairWay (**see Dissatisfaction regarding iStudent Complaint Scheme from Provider**)

## Student from Hong Kong disagrees with school refund policy

The student applied for and was enrolled on a 1 year course through an independent agent in Hong Kong. However, on arrival in New Zealand, the student decided to change to a different course with a different provider. After submitting a withdrawal and refund request the student was unhappy to find that the schools refund policy stated that, because of the date of the withdrawal, only 70% of the fees would be refunded. The student believed that they had not been properly advised of the refund policy and contacted iStudent Complaints.

Initially iStudent complaints was unable to formally look at the matter because the student had not made a formal complaint to the provider. The student was notified that the provider had to be given an opportunity to try to resolve matters through its own internal complaints process. If no resolution was found then iStudent Complaints would consider its jurisdiction to look at the matter through its process.

The student did make the complaint to the provider. After investigation, the provider confirmed that it felt that it had acted as per its refund policy and that there were no extenuating circumstances requiring a full refund. The student was still unhappy and so contacted iStudent Complaints.

The parties agreed to meet with an iStudent independent practitioner. The mediator contacted the parties individually to get an understanding of their concerns before a face to face meeting took place in Auckland

The parties had an open discussion regarding the issues that they faced and matters were explained in detail so that a better understanding of the facts was possible. The meeting concluded with the student considering whether to withdraw the complaint or to continue with the process and await an adjudicated decision.

After giving the matter some thought the student wrote to the practitioner. They advised that they had found the meeting and the better understanding helpful and felt ok about withdrawing the complaint because they could see that the provider had not acted incorrectly.

The complaint was withdrawn. Both parties said that they were very grateful to iStudent Complaints.

## **An Indian student argues that he shouldn't face additional fees in second semester as he paid for the course in advance.**

The Student advised ISC that he had a dispute with his provider. He explained that he paid all fees in advance for courses in 2015 and 2016.

Now the institute were saying that the fees were increased for 2016 and he must pay an additional \$856.00. He felt this was not fair as he had not been advised of the increase beforehand. His argument was that whilst the providers contract appeared to reserve the right to increase its prices, that should not apply to people who had already paid. His concern was that the provider had threatened debt collection action if not paid. At the time of contacting ISC the student advises he had not submitted a formal complaint.

ISC explained that it was unable to formal look at the matter until a complaint had been made to the provider. The student said that he would submit a complaint and gave his permission for ISC to notify the provider that the complaint was on its way. The parties arranged a meeting to discuss the situation. After discussions, a resolution was reached and the student advises ISC that he was very satisfied with the outcome. The file was closed as self-resolved.

## **South Korean students allege an agent had committed fraud**

Four South Korean Students contacted ISC after the Christmas holidays with their concerns regarding a Korean Education Agent who had allegedly disappeared taking students money, and passports. In addition, the students advised that there were various problems with the visa applications that the agent had been making on their behalf. The students advised that the police had been notified both in NZ and in Korea.

ISC explained that it would refer matters to NZQA. Three of the students had advised that they gave ISC permission to raised their concerns with the Provider who subsequently confirmed that it was in discussions with the students concerned to resolve matters.

ISC endeavoured to follow matters up with the students, one of whom confirmed that he had received a refund of the school fees but was concerned that others may be affected by the same issue. ISC did not receive any further response from the other students. After a number attempts to make contact the files were closed.

## **A Chinese student complained that due his University's actions, he and his classmates had lost access to reduced student travel cards**

The student advised ISC that (following the University's reclassification of papers and courses) a group of students suddenly found themselves ineligible for tertiary discount status. The prime concern was that they were no longer able to obtain Student Travel Cards (although they felt they would also miss out on discounted Gym access and other student benefits). Neither the campus help desk or the transport company were unable to offer any solution and the student felt they were not getting anywhere.

ISC explained that matters of policy may lie outside its scope to tackle, but offered to contact the Providers' complaints team to see where things stood. The University were concerned about the situation and set about making investigations. The Campus operations team entered into negotiations with the transport provider.

Within the week ISC were advised that the students would again be able to claim their student discounts. The student was notified and matters resolved. The student said *"all my classmates wants me to send their appreciation with heart: Great thanks to iStudent Support...."*

## Systemic Issues

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The relatively low number of complaints could be taken to indicate that most providers of education for international students have adequate internal procedures to deal with complaints from students. It may also indicate that knowledge of the iStudent scheme is not yet at a level where students see the process as being available to them. It is too soon to make any conclusive findings. Of the cases that have been referred to iStudent the most prevalent concern is about provider's apparent lack of documented internal complaints processes.

Following discussions with NZQA it was agreed that more specificity would be provided when such concerns present in future, as this may be useful in relation to compliance checks moving forwards.



## Timeliness

| Performance Measure   | Target | Achieved   |
|---|--------|--|
| <b>Initial response</b> to claim within 1 working Day   | 95%    | <b>97%</b> (Target Achieved)   |
| <b>Triage Decision</b> (accept and allocate practitioner, request further information or decline) within 15 working days of claim | 95%    | <b>100%</b> (Target Achieved)  |
| <b>Negotiation</b> - Disputes managed by negotiation completed within 10 working days of triage decision)                         | 90%    | <b>100%</b> (Target Achieved)  |
| <b>Mediation</b> – Disputes completed within 30 working days of triage decision.  | 85%    | 50% (Target not achieved this indicates some of the complexity of dealing with these complaints including language difficulties and the fact that many students have left New Zealand by the time the dispute is raised and dealt with). |
| Disputes completed within 35 working days of triage decision.   | 95%    | 83.3% (Target not achieved)<br>NB: Average = 25 working days. Achievement skewed due to low numbers.   |
| <b>Adjudication</b> – Disputes completed within 30 working days of decision to involve an adjudicator                             | 85%    | 50% (Target not achieved)  |
| Disputes completed within 60 working days of the decision to involve an adjudicator   | 95%    | <b>100%</b> (Target Achieved)<br>NB - Average = 31 working days. Achievement skewed due to low numbers.  |

|   |                      |   |
|---|----------------------|---|
| <p><b>Service Quality</b> - At least 75% of disputes are resolved by Consensual measures</p>            | <p>75% or more</p>   | <p><b>60%</b> (Target not achieved) – this is because of the low number of disputes and the fact that by the time the disputes have been referred opportunities for consensual process may have not been possible due to entrenched positions).</p> |
| <p>Less than 10% of adjudication decisions are modified by the District Court under section 238L(3)</p> | <p>Less than 10%</p> | <p><b>0%</b> <b>(Target Achieved)</b></p>   |

## Satisfaction with iStudent Complaints Scheme

|   |            |   |
|---|------------|---|
| <p><b>Is anyone better off?</b> – 85% of parties to the dispute, who respond to client satisfaction survey, are satisfied with the DRS service, which does not include satisfaction with the adjudicated outcome.</p> | <p>85%</p> | <p><b>83.33%</b> (Target Not Achieved)<br/><i>NB 83.33 % Satisfied or very satisfied (16.66% Neutral)</i></p> |
|---|------------|---|

Feedback is sought from parties using the scheme by way of Satisfaction Surveys sent at the end of the dispute process. Response rate has been low at approximately 18.5% for providers and 7% from students.

### Anecdotal Feedback

*“Had a great experience with mediator, plays an important bridging role in connecting between the students and the provider “*

*“I thank you for all the support you gave me and the efforts you took... Despite your own work pressures, you took out the time to help me out, I totally appreciate it! Thank you for being by my side and helping me in times of need. I will always remain indebted to you. Thank you once again.”*

*“This consequence gave [provided name] a lesson do not to bully students again, they brought disrepute to education industry. At the same time, [iStudent Complaints] make me have confidence about New Zealand education industry, and you are the good example of competent New Zealand officer, can't forget your help, thank you so much”.*

*“.... Fast reply with patience. And I got detailed update through the entire process. Richard is a very kind and warm-hearted consultant. Me and my classmates appreciate his great help as he solved an issue for all of us.”*

*“Good communication and problem solve skill. “*

*“This ‘issue’ was perhaps not the normal way a complaint might be dealt with as the student went straight to iStudent complaints rather than using the internal complaints procedure. However, we found the process and the approach to be fair and helpful “*

One complaint/ dissatisfaction was passed to FairWay’s Complaints Investigation and Privacy Officer (see below).

No areas of concern relating to the scheme or its performance were identified in the user Satisfaction Surveys. One provider did comment that they felt that the process “took too long”. Upon investigation, it was found that **once deadlock was reached** the matter took 33 working days to complete the iStudent Complaint Process – well within anticipated timeframes.

See Appendix 1 Provider Survey results and Appendix 2 Student Survey results

## Dissatisfaction Regarding iStudent Complaint Scheme

Following receipt of the final adjudication, the provider contacted iStudent Complaints and indicated it was dissatisfied with the outcome. The provider commented that it was felt that determination to make payment to the student was unexpected, and that it had no option but to contact NZQA.

The i-student team referred the matter to FairWay’s Complaints Investigation and Privacy Officer. The Complaints Investigator spoke with the provider about the dissatisfaction. The matter did not progress to a formal complaint, and there were no findings made that expectations under FairWay’s Customer Service Charter had not been met, or that a correct process had not been followed in this case.

The provider’s main concern related to the finding that payment was to be made to the student and how that amount had been calculated. It was emphasised that this was not something that could be challenged through a complaint to FairWay. The provider was sent an email which explained how the amount had been calculated and outlined what process had been followed. This closed the complaint/dissatisfaction contact.

**The dissatisfaction was acknowledged within 1 working day and the matter addressed (with a successful outcome) within 25 working days.**

## Raising Awareness of the iStudent Complaint Scheme

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- iStudent Complaints team members will engage with providers to gather input towards ongoing promotion and special projects.
- Social media
- Ongoing awareness notices in eQuate and Code News (NZQA newsletters)
- Webinar. It was felt that the NZQA Online Toolbox would be a useful platform to stage a Webinar “Turning Grizzlies into Gold”
- Joint NZQA / iSC attendance at forthcoming Forum of International Service Managers (FISM)

### Social Media

Programme of increased Social Media presence through Facebook and Instagram has been underway since January - looking at ways to engage with students alongside promotion of the iStudent Brand itself.

- We have created an Instagram account which now has 112 followers.
- We have increased our Facebook following to 55 people.
- During the last three months, we have been testing new types of content on iStudents social media presence. We have now developed a social media strategy for iStudents online presence with the aim to increase our engagement and following.

## iStudent Website

Since its launch in July 2016, the iStudent Website has received over 14,000 visits from new users. A considerable spike in June was identified as some form of spamming attack although no security measures were breached. If we disregard that spike the figure sits at just over 7,400 sessions with over 6,000 being new users.

- 3,067 sessions began from the Home page itself.
- 1,414 sessions began on the Complaint page.
- 721 visitors viewed the Complaint form itself.
- Website analytics indicate 69 complaint forms were submitted (of which 20 related in registered complaints – see **Method of Receipt** above)

## Events

### Auckland International Cultural festival

On Sunday 2 April, members of the Fairway Resolution and iStudent Complaints scheme attended the Auckland International Cultural festival for the second year running. This excellent event at Mt Roskill War Memorial Park was a perfect environment for promoting the scheme.

Professionally made promotional flags were created as well as a colourful flyer to promote iStudent Complaints.

Several follow up meetings have been arranged after this event including meetings with AUT, Massey University, Te Wananga Aotearoa and Auckland University.

## News Item posted on ISC Websites

### A land of many cultures

Thursday, April 6, 2017

*The iStudent team enjoyed meeting people from different cultures at the Auckland Cultural Festival.*



At FairWay, we embrace the cultural diversity of New Zealand. We're here to help people in conflict move forward while being considerate of their culture. We look forward to next year! For more information in iStudent click [here](#).

One of the best things about New Zealand is how it embraces people from different cultures.

The recent Auckland International Cultural Festival helped bring people together and celebrated diversity. The FairWay team were lucky to attend.

“It was a great opportunity to meet people and learn about different cultures. We got the chance to talk to lots of people from different backgrounds and cultures,” says Rachel.

We also learned a lot about being an international student.

“We spoke to past international students who wished iStudent was around when they studied. Some current international students told us all about their studies. We also heard from family members of international students. It really helped me to better understand what it's like to be an international student,” said Bethany.

## Plans for the year ahead

- Review of iStudent Complaints website.
- Attendance at Education Conferences
- Enhancements to satisfaction survey process.



## Appendix 1

### Provider Survey Results

|                                       |  |   |   |
|---------------------------------------|--|---|---|
| Staff                                 | Thinking about the experiences you have had with the iStudent Complaints facilitator over the phone or by email, how strongly do you agree or disagree that they...? | <ul style="list-style-type: none"> <li>listened to you and understood your views?</li> <li>were respectful and sensitive to your culture (if appropriate)</li> <li>were friendly and courteous?</li> <li>gave you all the information you needed about the dispute resolution process?</li> <li>were knowledgeable and able to answer your questions?</li> <li>were able to handle your query efficiently?</li> </ul> | <ul style="list-style-type: none"> <li>100% agree/strongly agree</li> <li>75% agree/strongly agree</li> <li>100% agree/strongly agree</li> <li>100% agree/strongly agree</li> <li>100% agree/strongly agree</li> <li>100% agree/strongly agree</li> </ul> |
|                                       | And thinking about the experiences you have had with the mediator/adjudicator, how strongly do you agree or disagree that they...?                                   | <ul style="list-style-type: none"> <li>listened and understood your issue/complaint</li> <li>were friendly and approachable</li> <li>were professional and well-prepared.</li> </ul>  | <ul style="list-style-type: none"> <li>100% agree/strongly agree</li> <li>75% agree/strongly agree</li> <li>100% agree/strongly agree</li> </ul>  |
| Overall views on the service/ process | These questions are about the about the overall iStudent Complaints process. How strongly do you agree or disagree with the following statements?                    | <ul style="list-style-type: none"> <li>The process was fair and impartial</li> <li>I was kept well informed about what was going to happen<br/>e.g. delays, changes, how the process would work</li> <li>The time taken for the process was reasonable</li> <li>I understood the outcome</li> </ul>   | <ul style="list-style-type: none"> <li>100% agree/strongly agree</li> <li>100% agree/strongly agree</li> <li>Nearly 70% agree/strongly agree</li> <li>100% agree/strongly agree</li> </ul>  |
|                                       | Overall, how satisfied are you with the service you received from iStudent Complaints?   | 75% of providers surveyed said they were satisfied/ very satisfied. 25% said Neutral  |   |

|                     |   |                   |
|---------------------|---|-------------------|
|                     | <b>If a friend or family member was in a dispute with their education provider, how likely would you be to recommend iStudent Complaints service to them? Please answer on a scale of 0 to 10, with 0 being extremely unlikely and 10 being extremely likely.</b> | Average score = 9 |
| <b>Demographics</b> | <b>Half of survey response were from Auckland based providers, one quarter from Christchurch and one quarter were Wellington based</b>  |                   |

## Appendix 2

### Student Survey Results

|                                      |  |   |  |
|--------------------------------------|--|---|--|
| Staff                                | Thinking about the experiences you have had with the iStudent Complaints facilitator over the phone or by email, how strongly do you agree or disagree that they...? | <ul style="list-style-type: none"> <li>listened to you and understood your views?</li> <li>were respectful and sensitive to your culture (if appropriate)</li> <li>were friendly and courteous?</li> <li>gave you all the information you needed about the dispute resolution process?</li> <li>were knowledgeable and able to answer your questions?</li> <li>were able to handle your query efficiently?</li> </ul> | <ul style="list-style-type: none"> <li>100% agree/strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> </ul> |
|                                      | And thinking about the experiences you have had with the mediator/adjudicator, how strongly do you agree or disagree that they...?                                   | <ul style="list-style-type: none"> <li>listened and understood your issue/complaint</li> <li>were friendly and approachable</li> <li>were professional and well-prepared.</li> <li>My cultural and language needs were respected</li> </ul>   | <ul style="list-style-type: none"> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> </ul>   |
| Overall views on the service/process | These questions are about the about the overall iStudent Complaints process. How strongly do you agree or disagree with the following statements?                    | <ul style="list-style-type: none"> <li>The process was fair and impartial</li> <li>I was kept well informed about what was going to happen e.g. delays, changes, how the process would work</li> <li>The time taken for the process was reasonable</li> <li>I understood the outcome</li> <li>My cultural and language needs were respected</li> </ul>  | <ul style="list-style-type: none"> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> <li>100% strongly agree</li> </ul>                                    |

|                            |  |                      |
|----------------------------|--|----------------------|
|                            | <p><b>Overall, how satisfied are you with the service you received from iStudent Complaints?</b></p>   | 100% very satisfied. |
|                            | <p><b>If a friend or family member was in a dispute with their education provider, how likely would you be to recommend iStudent Complaints service to them? Please answer on a scale of 0 to 10, with 0 being extremely unlikely and 10 being extremely likely.</b></p> | Average score = 10   |
| <p><b>Demographics</b></p> | <p>1 x Canterbury<br/>           1 x Auckland</p>  |                      |

## Appendix 3

### Supplementary Data

#### Introduction

The following data is supplementary to the iStudent Complaints Annual Report 2017-18 (and produced as a result of discussions between Ministry of Education and Student Contract Dispute Resolution Scheme Operator, Fairway Resolution). Please note that ISC case record management system will be undergoing some re-alignment to better recognise aspects of the scheme process. This data may not be 100% accurate but will provide a baseline for year on year comparison.

## Enquiries

|   | Total for Year |
|---|----------------|
| Under consideration (Balance brought forward) | 0              |
| New Enquiries in Period                       | 71             |
| <b>Total Enquiries for Year</b>               | <b>71</b>      |

## Enquiry Analysis

|   | Total for Year |
|---|----------------|
| <b>New Enquiries</b>                                    | <b>71</b>      |
| Not Accepted  | 8              |
| Withdrawn / Not Proceeding                              | 19             |
| <b>Accepted Claims</b>                                  | <b>38</b>      |
| Enquiries Under consideration (Balance Carried forward) | 6              |

## Claims

|   | Total for Year |
|---|----------------|
| Ongoing Cases (Balance brought forward) | 0              |
| Claims Accepted in Period               | 38             |
| <b>Total Claims Accepted for Year</b>   | <b>38</b>      |

## Claims Analysis

### ACCEPTED CLAIMS (New) – Total for Year 38

| Outcome   | Total for Year |
|---|----------------|
| Resolved at Facilitation                                  | 14             |
| Resolved at Negotiation                                   | 1              |
| Resolved at Mediation                                     | 7              |
| Resolved at Adjudication                                  | 6              |
| <b>TOTAL CLAIMS RESOLVED</b>                              | <b>28</b>      |
| Carried forward (Ongoing Claims to next reporting period) | 10             |
| <b>TOTAL</b>  | <b>38</b>      |

## Student Ethnicity (Accepted Claims)

| Ethnicity   | Number of Claims |
|---|------------------|
| India   | 12               |
| China   | 11               |
| Russia  | 4                |
| Mexico  | 3                |
| Hong Kong,  | 2                |
| Other; Japan, S Korea, Mauritius, Philippines,<br>Sri Lanka, Nepal (1 each) | 6                |
| <b>Total Claims</b>   | <b>38</b>        |

## Provider Type (Accepted Claims)

| Provider Type       | Number of Claims |
|---------------------|------------------|
| Intermediate School | 34               |
| ITP                 | 2                |
| University          | 1                |
| Intermediate School | 1                |
| <b>Total Claims</b> | <b>38</b>        |

## Nature of Claim (Accepted Claims)

| ISC Case Category Detail                    | Number of Claims |
|---|------------------|
| Refund - Withdrawal                         | 22               |
| Refund – Visa Declined                      | 3                |
| Refund - Termination                        | 3                |
| Refund – Course Closure                     | 3                |
| Misrepresentation                           | 3                |
| Incorrect Fee                               | 2                |
| Compensation (following NZQA Investigation) | 1                |
| Other - Homestay                            | 1                |
| <b>Total Claims</b>                         | <b>38</b>        |



## Appendix 4

### Financial Performance

For the year ended 30 June 2017

|                               | <i>note</i> | <b>\$'000s</b> |
|-------------------------------|-------------|----------------|
| <b>Income</b>                 | <b>1</b>    | <b>231</b>     |
| Depreciation and Amortisation |             | 7              |
| Personnel                     | 2           | 53             |
| Other                         | 3           | 92             |
| <b>Operating costs</b>        |             | <b>152</b>     |
| <b>Operating surplus</b>      |             | <b>79</b>      |

1 - Contracted income for 2018 year is \$218,000

2 - Personnel costs are expected to increase after the first year of operation due to increased use of the scheme

3 - Other includes: Occupancy, ICT, Finance, HR Support, Travel

4 - Presented as an extract from financial statements prepared in accordance with New Zealand generally accepted accounting practice for FairWay Resolution Limited.