

Ngā amuamu tauira
Study complaints



PŪRONGO 2024

Study Complaints | Ngā Amuamu Tauira

Ono marama tuatahi



1 O HĀNUERE KI TE 30 O HUNE 2024



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Ngā Ihirangi

NAU MAI	3
Haere mai.....	4
Ko wai mātou	5
Ā mātou mahi	5
Me pēhea te tīmata?.....	5
Tō mātou pūtakenga mai	5
HE HURITAO KI TE 2024.....	6
Ā mātou mahi āwhina o mua.....	7
Tiro whānui ki ngā amuamu	8
Tiro whānui ki ngā tono nawe	8
Te āhua o ngā tono nawe	9
Tiro whānui ki ngā kerēme.....	10
Tiro whānui ki te āhua o te whakatau i ngā kerēme (hui katoa - 30).....	11
Kerēme a ngā momo kaiwhakarato.....	11

NAU MAI

Haere mai

Tūngia te ururua kia tupu whakaritorito te tupu o te harakeke

Nau mai ki tā mātou pūrongo tuatahi o Study Complaints|Ngā Amuamu Taura, te Kaupapa Whakatau Amuamu Kirimana Taura Mātātoru ā-Motu, ā-Ao hou, i tīmata ōkawa i te 1 o Hānuere 2024. Ahakoa kua tuwhera mō te haurua o te tau, he nui tonu ā mātou whakaaro hei tuari ki tēnei pūrongo.

Nā Fair Way i whakarato a iStudent Complaints mā ngā taura ā-ao, nā reira he nui ngā wheako hei nanaotanga i te wā e hoahoa ana i tā mātou ratonga hou. Engari, i whāia kētia e mātou tētahi huarahi hou ki te whakaora i tēnei ratonga, kua i te ingoa anake engari i ngā āhuatanga katoa o tōna kawenga, māi i ngā pūnaha me ngā tukanga, tae noa ki te paetukutuku. Hei tā te whakataukī i runga - *tūngia te ururua, kia tupu whakaritorito te tupu o te harakeke* - e tohu ana i ngā tīmatanga hou me te whakaatu i tō mātou whāinga e āhei ai mātou ki te noho tūturu ki te takunetanga o tēnei kaupapa, ki ngā tikanga mahi pai rawa (e aro ana ki te kaiwhakamahī, he tomopai, he motuhake, he tōkeke, he whāomo, he papanga hoki) me ngā kōrero i tukua mai ki a mātou e ngā ākonga i te wā o tēnei tūāoma.

I whakatau mātou kia wawe te whakatuwhera e āhei ai mātou ki te whakawhiti i waenga i ngā kaupapa o nāiane i te ratonga pāhekoheko hou, mō ngā tono pātai e 9 me ngā kerēme e 5 e mau tonu ana, ā, me te tautoko i ngā ākonga ki te whakapupū ake i ngā take i mua o ngā whakatā o te raumati. I whai hua tēnei whāinga i te mea he nui rawa ngā tono i heipū mai, ina koa he wā pāeko kē tēnei i mua, i ngā wā o ngā rangi whakatā o te raumati. Mai i te 1 o Hānuere, arā, te wā whai mana o tēnei kaupapa, he nui te kokenga i te tuatahi. Ahakoa i tae mai ngā tono 107 hou, i te ono marama, 47% o ērā i hua ake i ngā marama e rua i te tīmatanga. Mai i taua wā kua mārō te te pīkaunga mahi. Ka whāia tētahi tikanga whakatau wawe e ā mātou kaimahi ina taea, tatū noa ki te wā tiro-tiro. O ngā kerēme 37 i whakaaetia e te tukanga, 70% o ērā i whakatauhia e ngā tukanga tatūnga tokitoki.

I ahau e huritao ana ki tēnei tūāoma, ka rere te reo o mihi ki te hautūtanga o Richard Binner, GM o ngā whakahaeretanga, rāua ko Samantha de Coning, Upoko o ngā Whakatutuki Mahi, mō ā rāua mahi ki te waihanga haere i tēnei ratonga me te tautoko hoki o te kāhui whānui o Fair Way, nā rātou mātau i āhei ai ki te whakaora i tēnei ratonga, i roto i te wā poto. Ko ētahi atu mema matua o te kaupapa ko Chris Pickering rātou ko Samantha Brennan, ko Solveig Bratland, otirā i tukua mai ō rātou mōhiotanga me ngā ringa āwhina i te wā o te hoahoa, te whanaketanga me te kawenga o Ngā Amuamu Taura. Me te hiahia anō ki te whakanui i tō mātou kāhui Kairuruku Whakataunga, ngā Kaitakawaenga Whakataunga me ngā Mātanga Whakataunga, ko rātou hoki ngā kanohi kei muri o ngā mahi kawē i tēnei ratonga. He pānga nui tō ā mātou mahi ki ngā taura i a rātou e urungi haere ana i ngā nawe, otirā ko te wheako tuatahi pea tēnei o te wherawhera i tētahi tohenga. Nei rā aku mihi motuhenga ki tēnā, ki tēnā o koutou.

E harikoa ana ahau ki tēnei whāinga hou, i te kuhunga ki te tau 2024/25, me te tekau mā rua marama tuatahi o te whakarato i Ngā Amuamu Taura ki ngā taura ā-motu, ā-ao hoki.



Ngā mihi

ki a Jeanie Robinson

Jeanie Robinson, Kaiwhakahaere Kawenga - Ratonga Arumoni ki Fairway Resolution Limited (Fair Way). Hei wāhanga o āna mahi, ka noho haepapa a Jeanie mō Ngā Amuamu Taura.

Ko wai mātou

He ratonga whakatau tohe koreutu a Ngā Amuamu Tauira.

Mēnā he tauira ā-ao, ā-motu rānei koe, ā, he take tāu kāore anō i whakatauhia, mō tētahi kaiwhakarato mātauranga i Aotearoa, mā mātou koe e āwhina.

He aha tā mātou mahi

Ka āwhina mātou ki te whakatau i ngā:

- **Ngā take ahumoni** – e hāngai ana ki ngā take moni, hei tauira, ngā whahokinga pūtea
- **Ngā take kirimana** – e hāngai ana ki ngā whakaaetanga, hei tauira, ngā kirimana ako
- **Ngā kerēme utu paremata** - e hāngai ana ki ngā tono moni, tono whakahau rānei ki te whakatikatika i ngā mahi i muri i tētahi tirohanga a Te Manatohu Mātauranga (NZQA) e whakatau ana kua takahia te Tikanga Tiaki Tauira.

Me pēhea te kōkiri atu?

Me whakapā mai:

- Waea koreutu 0800 00 66 75
- help@studycomplaints.org.nz
- whakamahia tā mātou [puka tuihono](#)

Tō mātou pūtakenga mai

Nā Fair Way – kia tau (Fair Way) a Study Complaints | Ngā Amuamu Tauira i whakarato, otirā he whakahaere e matatau ana ki te whakatau take. Ko tā ngā kaimahi Kairuruku Whakataunga, Kaitakawaenga Whakataunga me ngā Mātanga Whakataunga a Fair Way he āwhina i ngā tauira me ngā kaiwhakarato mātauranga i ngā hātepe katoa.

I waenga i te 2016 me te 2023, nā Fair Way a iStudent Complaints i whakarato, he kaupapa whakatau take mā ngā ākonga ā-ao.

I te 2023, I tohua e Te Minita Take Mātauranga a Fair Way hei kaiwhakahaere o tētahi Kaupapa Whakatau Amuamu Kirimana Tauira Mātātoru ā-Motu, ā-Ao hanumi hou, i whakatūria e te Education and Training 2020 Act. I raro i te ingoa ko Ngā Amuamu Tauira, ka whakarato a Fair Way i tēnei ratonga hanumi hou, i raro anō i Ngā Ture Mātauranga (Kaupapa Whakatau Amuamu Kirimana Tauira Mātātoru ā-Motu, ā-Ao) 2023.

HE HURITAO KI TE 2024

Ā mātou mahi āwhina

He mea hoahoa tā mātou tukanga ki te whakamana i ngā taura me ngā kaiwhakarato mātauranga ki te whakatau wawe i ngā take, mā ngā tikanga tatūnga tokitoki i te wā e taea ana. Kō tō mātou whāinga matua he whakatau i ngā matea o ngā ākonga kei Aotearoa e ako ana, te whakarite kia whai reo i te tukanga otirā kia mātāmuatia tō rātou mana, tuakiri me te oranga. Ki te kore e taea e te taura me tana kaiwhakarato mātauranga te kimi whakataunga, mā Ngā Amuamu Taura e whakawā, mā te tuku i tētahi whakataunga whai mana.

Anei tētahi tirohanga o tā mātou huarahi āwhina i ngā taura mai i te 1 o Hānuere ki te 30 o Hune 2024:



116 ngā tono



47% i whakatauhia i te huringa 2



23% i whakatauhia i ngā hui wawao



27% i puta he whakatau whai mana

1. Me tīmata	2. Ngā hui takawaenga me te whiriwhiri	3. Wawaonga	4. Whakawātanga
<p>Ka rapu whakamārama mātou mōu, me te whakarite i ngā tautoko e tika ana.</p>	<p>Ka whakamōhio i tō kaiwhakarato mātauranga, ka tīmata ngā kōrero.</p>	<p>Ka mahi tahi, ka eke ki tētahi whakaaetanga i te hui wawaonga.</p>	<p>Ka whai whakaaro ki te nawe, me te whakatau anō i te wā o te whakawātanga.</p>
<ul style="list-style-type: none"> • 116 Ngā tono i tae mai • 10 ngā ākonga me ngā kaiwhakarato i whakatau wae i ngā take • 37 i whakaaetia hei kerēme <ul style="list-style-type: none"> » 30 ngā kerēme i whakatauhia, i kati rānei i 	<ul style="list-style-type: none"> • 14 ngā kerēme i whakatauhia mā te hui takawenga, te whiriwhiri rānei 	<ul style="list-style-type: none"> • E 7 ngā kerēme i puta he whakaaetanga i ngā hui wawaonga <ul style="list-style-type: none"> » 67% i whakatauhia ngā take katoa » 33% i whakatauhia ētahi take 	<ul style="list-style-type: none"> • E 8 ngā kerēme i puta he whakawātanga <ul style="list-style-type: none"> » 1 i whakaaetia » 0 i whakaaetia ētahi wāhanga » E 7 kāore i whakaaetia

ngā hātepe 2 - 4 <ul style="list-style-type: none"> 69 i whakakorehia, i tukua ki wāhi kē, kāore rānei he pānga 	3% i kati 1 te kerēme i waho kē i te mana whakawā, ā, i tonoa kē ki te huarahi whakataunga tohe tika.
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Tiro whānui ki ngā amuamu

Tiro whānui ki ngā tono nawe

Mō te wāhanga mai i te 1 o Hānuere ki te 30 o Hune 2024, he 107 katoa ngā tono namwe hou i tae mai.

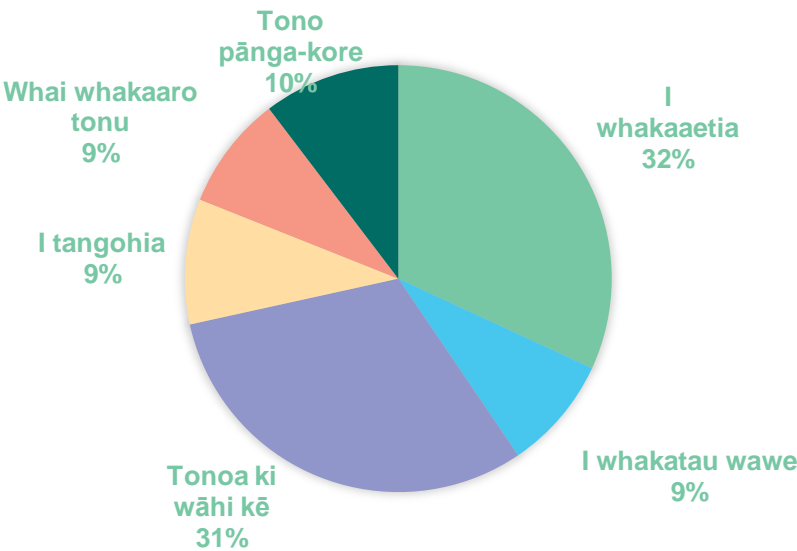
E āhei ai te whakawhitinga i waenga i ngā ratonga whakatau tohe o nāiane ki te kaupapa hanumi hou, i tuwhera Ngā Amuamu Tauira i te Tīhema 2023. I te wā o te whakawhitinga, e 5 ngā tono i tukua kē i te kaupapa rāroto, ā, e 4 ngā nawe i whai whakaarotia i te mutunga o Tīhema 2023 i kawea mai i te kapapa ā-ao.

O ngā tono nawe 116 katoa, 72 nā ngā tauira ā-motu, ā, 44 nā ngā tauira ā-ao.

62% he tauira ā-motu

38% he tauira ā-ao.

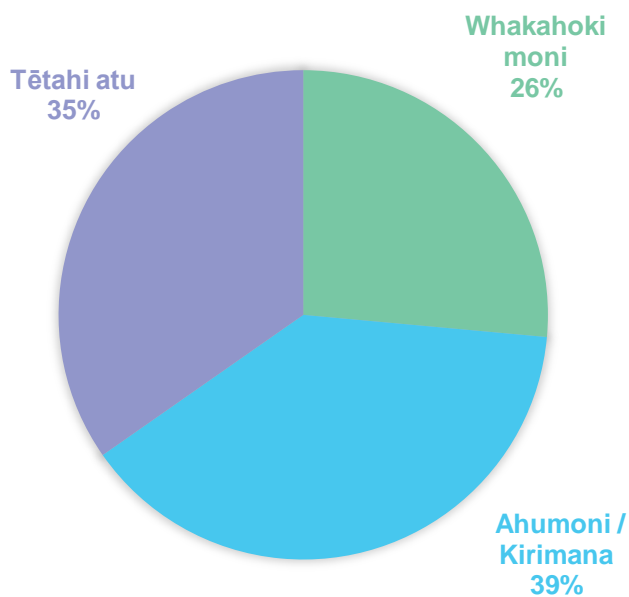
Te kokenga o ngā tono nawe (hui katoa - 116)



Ka whakaatu te tūtohi i runga i te kokenga o ngā nawe i tēnei wā:

- 32% i whakaaetia hei kerēme - i koke ki te tukanga whakatau nawe
- 31% ngā tono nawe i waho kē o tō mātou mana whakawā, ā, ka tukua ki ētahi atu rōpū. Ko ngā tukunga matua i whakahokia ki te kaiwhakarato mātauranga, kia āhei ai te ākonga ki te tukanga amuamu ā-roto, ki a NZQA hoki mō ngā amuamu e pā ana ki te kounga o te akoranga, ngā whakamātautau rānei, ki NZQA kia tiroirohia anō e pā ana ki te tiaki tauira, me ētahi atu tukunga ki te Kaitiaki Mana Tangata me ngā Whare Wānanga o NZ.
- 10% o ngā tono kāore he pānga - hei tauira, ngā tono rauemi, mōhiohia rānei
- 9% (10 tono) i whakatauhia hāngai e te kaiwhakarato me te tauira, i te wā o te tirohanga, mā te huarahi whakatau wawe
- 9% i whakakorea e te tauira
- 9% i te whiriwhirihia tonu i te wā kati o tēnei wāhang a- e whai whakaarotia tonutia ana.

Te āhua o ngā tono nawe



I raro i te Education and Training Act 2020 ka āhei mātou ki te whakatau nawe i waenga i te ākonga (tae atu ki ngā tauira o mua, o muri hoki) me ngā kaiwhakarato, ngā kaiwhakarato waitohu rānei e pā ana ki:

(a) ngā take kirimana, ahumoni hoki

(b) tētahi kerēme utu paremata mo te korenga, te kino rānei i pā ki te tauira nā te takahitanga o te tikanga i raro i te wāhanga 534 e te kaiwhakarato, o te kaiwhakarato waitohu rānei.

I tēnei tūtohi ka whakaatu mātou i te tāhūhū matua o ngā tono.

Ka whakarato mātou i ētahi atu āmiki o ngā wāhanga i raro nei.

Te āhu o ngā tono nawe (hui katoa -121)

Te āhua o te nawe	Rāroto	ā-Ao	Hui Katoa
Utu paremata	1		1
ā-Kirimana/ahumoni	29	18	47
Aromatawai akoranga	1		1
Tono āhuwhānui	18	2	20
Ehara i te take SC*	9	11	20
Whakoki moni - Katinga Akoranga	1	2	3
Whakahokinga Moni - Kounga o te Whakaratonga (Mātauranga)	2		2
Whakahokinga Moni - Haumaruru me te Oranga		1	1
Whakahokinga Moni - Ngā tohutohu me ngā ratonga Tautoko Taurira		1	1
Whakahokinga Moni - Take Kokota		3	3
Whakahokinga Moni - Maunutanga	12	10	22
Tapeke Matua	73	48	121

Kia mōhio mai, ko te tapeke i runga o te 121, ka uru ngā tono i tae mai i te wā whakawhitinga i te Thema, ā, mai i te 1 o Hānuere ki te 30 o Hune 2024 hoki.

*Kāore i raro i te mana whakawā a Ngā Amuamu Taurira.

Tiro whānui ki ngā kerēme

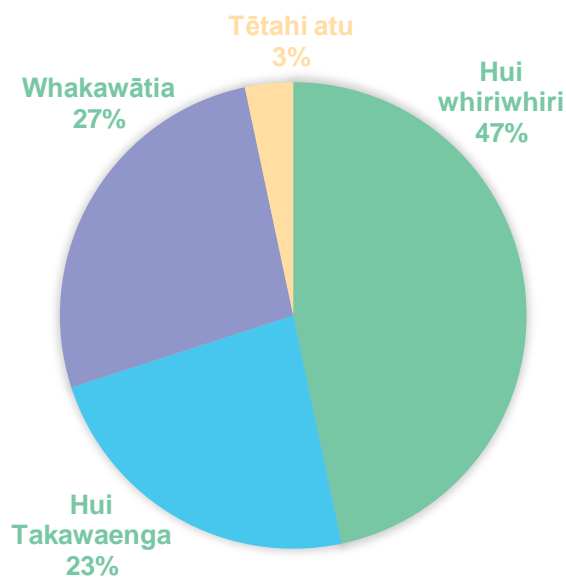
I roto i te 10 rā mahi o te whiwhi i te tono, ka whakaaetia hei kerēme, kāore rānei, ka tono mōhiohio anō rānei hei āwhina i a mātou ki te whakatau mēnā ka whakaaetia, kāore rānei.

O ngā tono 116 i a mātou i tēnei wā pūrongo, 37 i whakaaetia hei kerēme. He 5 atu anō ngā kerēme i kawea ki te 1 o Hānuere 2024 mai i te kaupapa taurira o mua.

Tiro whānui ki ngā kerēme ki whakaaehia (hui katoa - 42)

Ngā kerēme i whakaaehia	ā-Ao	Rāroto	Hui Katoa
Ngā kerēme hou i whakaaehia	17	20	37
I kawea ki tēnei tau (ngā kerēme nō ngā kaupapa o mua)	5	0	5
Tapeke o ngā kerēme i tae mai	22	20	42
Ngā kerēme i kati i taua wā	15	15	30
Ngā kerēme e toe tonu ana	7	5	12

Tiro whānui ki te āhua o te whakataui i ngā kerēme (hui katoa - 30)

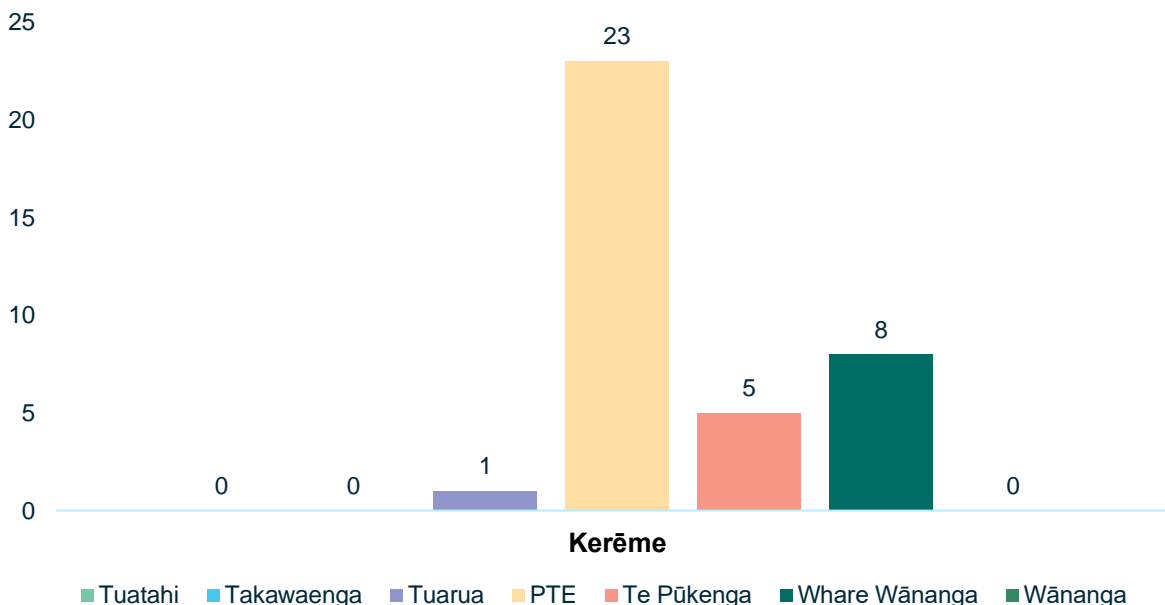


O ngā kerēme 42 i kōkiritia i tēnei wā, 30 i pēnei te whakatauhia:

- 70% (21 kerēme) i whakatauhia i runga i te whakaaro ngātahi (tatūnga tokitoki)
 - » 14 mā te hui takawaenga me te whiriwhiri
 - » E 7 mā te hui wawaonga
- 27% (8 kerēme) i whakawāngia
 - » 1 te kerēme i whakaaetia
 - » E 7 ngā kerēme kāore i whakaaetia.
- 3% (1 kerēme) i whakatauhia kei waho o te mana whakawā, ka katia, ka tukua ki te Kaitiaki Mana Tangata.

Kerēme a ngā momo kaiwhakarato

Putā noa i ngā kaiwhakarato katoa (ko te nuinga o ngā tono i whakaaetia i whai pānga ki tētahi



Whakahaere Whakangungu Tūmataiti (PTE), tuarua ko ngā whare wānanga.



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Ipurangi: www.studycomplaints.org.nz