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Ngā amuamu tauira
Study complaints



Pūrongo Ā-Tau 2025

Study Complaints | Ngā Amuamu Tauira

1 O HŪRAE 2024 KI TE 30 O HUNE 2025

HE MIHI

Haere mai

Haere mai ki tō mātou Pūrongo ā-Tau 2025 o Ngā Amuamu Tauira.

He ratonga whakatau tohe koreutu a Ngā Amuamu Tauira. Kei konei mātou ki te āwhina i ngā ākonga ā-ao, ngā ākonga mātauranga matua rāroto rānei kāore āno kia whakatauhia ā rātou amuamu me ngā kaiwhakarato mātauranga o Aotearoa. Ka kapi i tēnei pūrongo tā mātou tau pūrongo whakahaere ā-tau katoa tuatahi - atu i te 1 o Hūrae 2024 ki te 30 o Hune 2025.

E koa ana ki te kite i te maha o ngā ākonga e whakapā mai ana ki a mātou. Puta noa i te 18 marama kua noho tuwhera tō mātou ratonga, kua reretahi te rahi o ngā kerēme. Kua kite hoki mātou i te tauritenga pai o ngā tono nawe otirā he 49% nā ngā ākonga mātauranga matua rāroto, ā, he 51% nā ngā ākonga o tāwāhi.

Ko ngā whakahokinga pūtea te kaupapa matua i te tau, otirā he 31% ngā tono nawe i te tono whakahokinga pūtea. Waihoki, nā te tokomaha o ngā ākonga e kounu ana i roto i te 10 rā mahi kua pupū ake ngā take mēnā ka puritia tonu e te kaiwhakarato mātauranga te mōrahi o te 25% ā-taunoa nei me te kore e whai whakaaro me te whakarato i tētahi wetewetetanga o ngā utu ake. Tērā hoki ētahi ākonga e whai wheako ana i ngā āhuatanga inati ka tono āwhina i a mātou i te mea kāore i tōkeke, kāore i āta whai whakaaro rānei tō rātou kaiwhakarato mātauranga ki ō rātou āhuatanga whaiaro.

Āpiti ki ngā take pūtea, ka taea hoki te āwhina me ngā tohenga ā-kirimana. Ko ētahi tauira ko ngā amuamu a ngā kaitono PhD mō tō rātou kaitohutohu, ngā taupatupatu e pā ana ki te utunga ako, me ngā taupatupatu mō ngā utu e whakaponotia ana ka utua i raro i te karahipi.

Ko te wāhanga whakamutunga ka taea e Ngā Amuamu Tauira te āwhina ko ngā kerēme utu paremata i muri i te takahitanga o Te Tikanga Tiaki Ākonga me tētahi tirohanga a NZQA. Ko tētahi kerēme utu paremata a tētahi ākonga i whakaaetia ki roto i tō mātou tukanga i tēnei tau.

Ko tō mātou tikanga he whakatau wawe rawa i ngā take. Mō ngā taupatupatu 42 i whakaaetia hei kerēme, 41% i whakatauhia i roto i ngā hui whakariterite. He 23% anō i whakaaetia ngātahitia i ngā hui takawaenga, ā, ko te toenga o te 26% i tonoa ki tētahi kaiwhakawā māna e whakatau motuhake i te take.

He mea hirahira te take o te tomopai ki a mātou. I tēnei tau pūrongo, i whakamāoritia tā mātou paetukutuku ki ngā reo āpiti e ono - Hainamana (Māmā), Hainamana (Tawhito), Hiniri, Tiapanihi, Te Reo Māori me te reo Hāmoa hei tautoko i ngā ākonga ki te rapu i ngā mōhiohio ki tō rātou ake reo.

I waho atu o ā mātou mahi whakatau tohenga matua, i kuhu hoki mātou ki ngā mahi whakatairanga me te tuku kōrero whakamārama. I rawe ki tō mātou kāhui te whakawhiti kōrero ki ngā ākonga i ngā huihuinga whakatau puta noa i te motu, ki te tuku kōrero me ngā whakangungu mā te rāngai, me te tūtaki ki ngā tari matua e tautoko ana i te hapori ākonga.

Ka tukua e au aku mihi ki te kāhui autaiā o ngā Kairuruku Whakataunga, Ngā Kaiwhakarite Whakataunga me ngā Mātanga Whakataunga e taituarā ana i tēnei ratonga, e tautokona ana hoki e Chris Pickering rāua ko Samantha de Coning. Ka pīratarata māi tō manawanui me tō manawaroa i ia rā.

Ngā mihi

Jeanie Robinson

*Jeanie Robinson, Kaiwhakahaere Kawenga - Ratonga Arumoni ki Fairway Resolution Limited.
Hei wāhanga o āna mahi, ka noho haepapa a Jeanie mō Ngā Amuamu Tauira.*



HE HURITAO KI TE 2025

Ā mātou mahi āwhina

He mea hoahoa tā mātou tukanga ki te whakamana i ngā tauira 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 tauira me tana kaiwhakarato mātauranga te kimi whakataunga, mā Ngā Amuamu Tauira e whakawā, mā te tuku i tētahi whakataunga whai mana.

Anei tētahi tirohanga o tā mātou huarahi āwhina i ngā tauira mai i te 1 o Hūrae 2024 ki te 30 o Hune 2025:



208 ngā tono nawe



41% i whakatauhia i te huringa 2



23% i whakatauhia i ngā hui takawaenga



26% i puta he whakataunga

1. Me tīmata	2. Ngā hui takawaenga me te whiriwhiri	3. Wawaonga	4. Whakawātanga
Ka rapu whakamārama mātou mōu, me te whakarite i ngā tautoko e tika ana.	Ka whakamōhio i tō kaiwhakarato mātauranga, ka tīmata ngā kōrero.	Ka mahi tahi, ka eke ki tētahi whakaaetanga i te hui wawaonga.	Ka whai whakaaro ki te nawe, me te whakatau anō i te wā o te whakawātanga.
208 ngā tono i tae mai 42 i whakaaetia hei kerēme - Ina tatauria hoki ngā tohenga i kawea mai i tērā tau, he 223 ngā tono nawe, me ngā kerēme 11 e wherawheratia ana. - I whakatauhia, i katia rānei ngā kerēme 44.	17 ngā kerēme i whakatauhia mā te hui whakarite, te whiriwhiri rānei	- E 6 ngā kerēme i puta he whakaaetanga i ngā hui takawaenga 67% i whakatauhia ngā take katoa 33% i whakatauhia ētahi take	18 ngā kerēme i whakawātia 3 i whakaūngia 3 i whakaūtia ētahi wāhanga 12 kāore i whakaaetia

Tiro whānui ki ngā amuamu

Tiro whānui ki ngā tono nawe

Mō te wāhanga mai i te 1 o Hūrae 2024 ki te 30 o Hune 2025, he 208 katoa ngā tono nawe hou i tae mai.

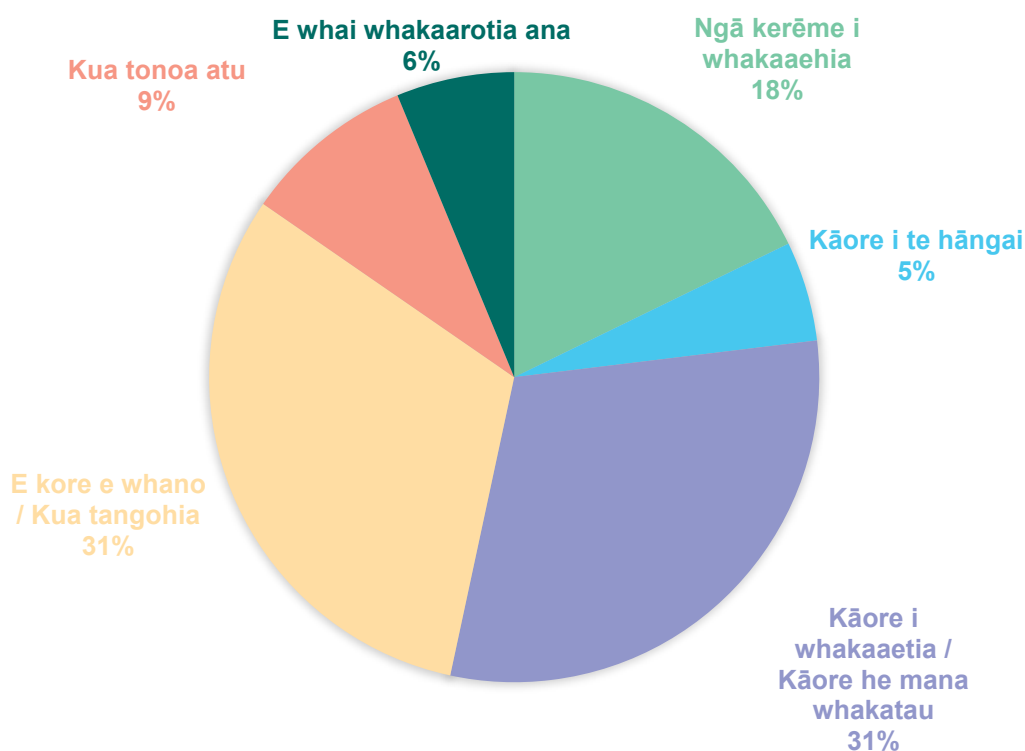
O ngā tono nawe 208 katoa, 102 nā ngā ākonga rāroto, ā, 44 nā ngā ākonga ā-ao.

Hei āpiti ki tērā, 15 ngā tono nawe i kawea mai i tētahi atu wāhanga tuku pūrongo, nā reira i eke ki te 223 ngā tono katoa i tēnei tau.

49% he
ākonga rāroto

51% he
ākonga ā-ao

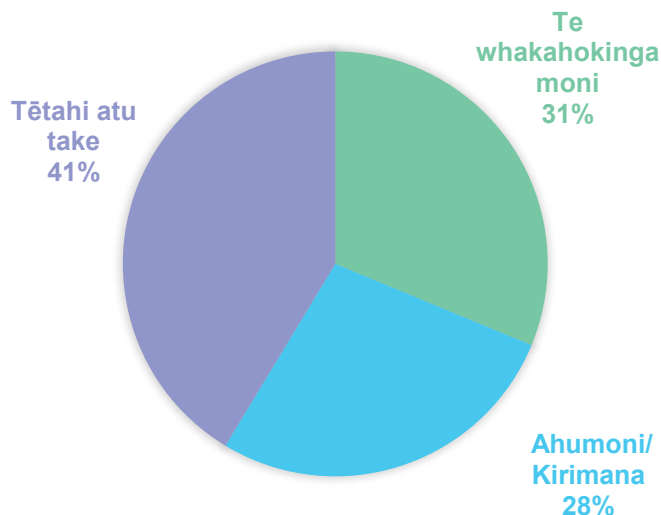
Te kokenga o ngā tono nawe i tae mai (hui katoa - 208)



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

- 31% o ngā tono nawe kāore i kokea, i kounua rānei - ka uru ki tēnei ngā tohenga kāore i whakatau wawehia i waenga i te ākonga me te kaiwhakarato mātauranga
- 31% o ngā tono nawe kāore i whakaaetia, i whakatauhia rānei hei mea kei waho o tēnei mana whakatau
- 18% i whakaaetia hei kerēme - i koke ki te tukanga whakatau nawe
- 9% i tonoa ki ētahi atu tari, rōpū tuku amuamu rānei ki te tono āwhina anō
- 6% i te whiriwhirihia tonutia i te wā kati o tēnei wāhanga- e whai whakaarotia tonutia ana.
- 5% o ngā tono nawe i whakatauhia kāore i hāngai - hei tauira, ngā tono rauemi.

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.

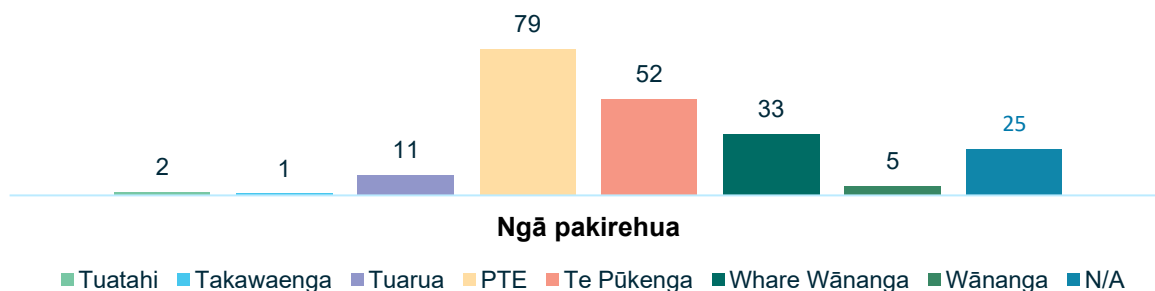
I tēnei tūtohi ka whakaatu mātou i te tātūhū matua o ngā tono. Ka whakarato mātou i te wāwāhinga āmiki atu o ngā wāhanga i raro nei.

Te āhua o ngā tono nawe (hui katoa -208)

Te āhua o te nawe	Rāroto	ā-Ao	Hui Katoa
Utu paremata	3		3
ā-Kirimana/ahumoni	30	27	57
Aromatawai akoranga	19	15	34
Tono āhuwhānui	6	4	10
Ehara i te Take SC*	23	16	39
Whakoki moni - Katinga Akoranga	1	4	5
Whakahokinga Moni - Koununga o te Whakaratonga (Mātauranga)	4	3	7
Whakahokinga Moni - Haumarua me te Oranga	5	6	11
Whakahokinga Moni - Ngā tohutohu me ngā ratonga Tautoko Tauira	1	5	6
Whakahokinga Moni - Take Kokota		4	4
Whakahokinga Moni - Kounutanga	10	22	32
Tapeke Matua	102	106	208

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

He tirohanga whānui o ngā tono nawe e ai ki te momo kaiwhakarato (hui katoa – 208)



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 208 i a mātou i tēnei wā pūrongo, 42 i whakaaetia hei kerēme. 13 ngā kerēme āpiti i kawea mai i tērā o ngā wā pūrongo.

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

Ngā kerēme i whakaaehia	ā-Ao	Rāroto	Hui Katoa
Ngā kerēme hou i whakaaehia	30	12	42
I kawea whakamua (ngā kerēme moroki nō te tau pūrongo o mua)	8	5	13
Tapeke o ngā kerēme i tae mai	38	17	55
Ngā kerēme i kati i taua wā	28	16	44
Ngā kerēme e toe tonu ana	10	1	11

Tiro whānui ki te āhua o te whakatau i ngā kerēme (hui katoa - 44)



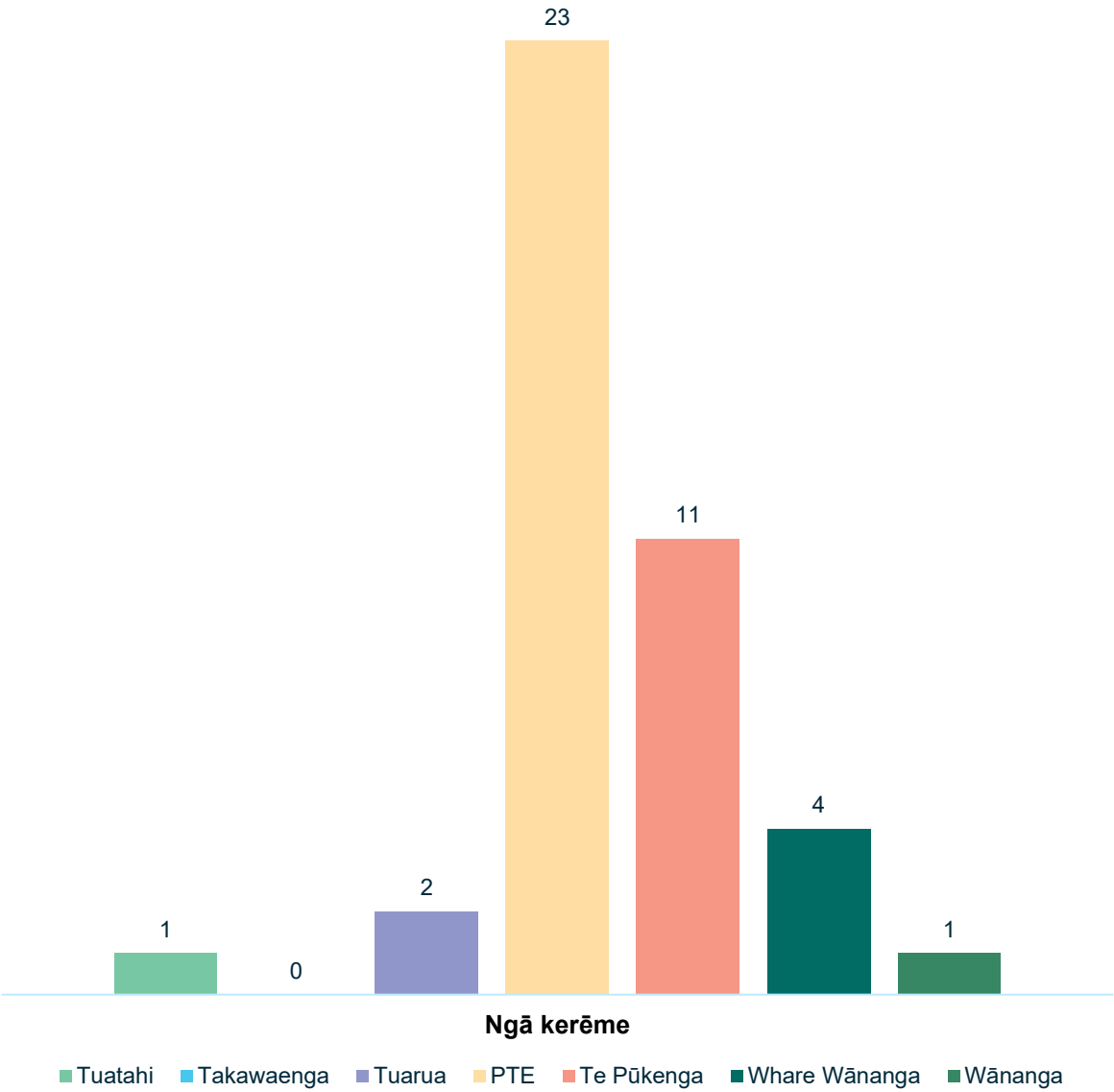
O ngā kerēme 55 katoa kei a mātou i tēnei wā (ngā kēhi hou me ngā mea i kawea whakamuatia), 44 i whakatauhia, ā, i katia hoki:

- 52% (23 kerēme) i whakatauhia i runga i te whakaaro ngātahi
 - » 17 mā te hui takawaenga me te whiriwhiri
 - » E 6 mā te hui takawaenga
- 41% (18 kerēme) i whakawāngia
 - » E 3 kerēme i whakaūngia
 - » E 3 kerēme i whakaūngia ētahi wāhanga
 - » 12 ngā kerēme kāore i whakaaetia.
- 7% (3 kerēme) i kounua i te wā kāore te ākongā i whaiwhai ake i te take.

Ko te ōrau o ngā kerēme e whakawāngia ana kua piki i te 27% ki te 41% i tēnei tau katoa. I pēnei ai nā te uaua ake, te taunga ake hoki nō te wā i tae ki Ngā Amuamu Tauira. Nā te roa rawa o ētahi tukanga amuamu rāroto i whāia e ētahi ākonga me tō rātou kaiwhakarato, ā, me ngā whakariterite wawe a Ngā Amuamu Tauira me te kore anō e puta he whakataunga, kua piki te maha o ngā whakakāhoretanga hui takawaenga, ā, e koke tonu ana ki te whakataunga.

Ngā momo kerēme e ai ki te momo kaiwhakarato (hui katoa – 42)

Putā noa i ngā kaiwhakarato katoa, ko te nuinga o ngā kerēme i whakaaetia i whai pānga ki ngā Whakahaere Whakangungu Tūmataiti (PTE), whai muri ko Te Pūkenga me Ngā Kura Tini.





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