Ngā amuamu tauira
Study complaints

# Pūrongo Ā-Tau 2026

## Study Complaints | Ngā Amuamu Tauira

**1 O HŪRAE 2024 KI TE 30 O HUN**

fair way | kia tau
YOUR EXPERTS IN DISPUTE RESOLUTION

# HE MIHI



# Haere mai

## Haere mai ki tō mātou Pūrongo ā-Tau 2026 o Ngā Amuamu Tauira.

Ko Study Complaints | Ngā Amuamu Tauira he ratonga motuhake whakatau tohenga e whakahaeretia ana e Fair Way - kia tau. Ka āwhina mātou i ngā tauira ā-ao me ngā ākonga mātauranga matua rāroto ki te whakatau i ngā amuamu ā-moni, ā-kirimana hoki ki ngā kaiwhakarato mātauranga o Aotearoa. Ka kapi i tēnei pūrongo tā mātou tau whakahaere tuarua, atu i te 1 o Hūrae 2025 ki te 30 o Hune 2026.

I tēnei tau, e 246 ngā tauira i whakamahi i tā mātou ratonga, he tata ōrite te wehenga, o te 51% ākonga mātauranga matua rāroto me ngā tauira ā-ao 49%. Kua piki tēnei mā te 18% mai i ngā tono e 208 i tērā tau. Pērā i ngā tau o mua, i kitea te nui o ngā tono i te tīmatanga me te mutunga o ngā wāhanga ako, e whakaatu ana i ngā pēhanga e pā ana ki ngā tukanga whakauru, ngā aromatawai me ngā whakamātautau.

Ka noho tonu ko ngā tono whakahokinga pūtea te tūmomo amuamu pātahi rawa ka tukua mai, ā, he mea paheko ki ētahi atu take. I roto i tēnei whakarōpūtanga, e kitea ana te pikinga o te nui o ngā amuamu e pā ana ki ngā kaitaunaki mātauranga. Ko tā ēnei take he whakaara ake i ētahi pātai nui mō ngā haepapa o ia taha me ngā taunahatanga a ngā kaiwhakarato me ngā kaitaunaki.

E rua ngā take tūrite i uru ai ētahi amuamu maha ki roto. Ko tētahi e pā ana ki te katinga o tētahi kaiwhakarato me tētahi e pā ana ki ngā ākonga ā-ao e utu ana i ngā utu ki tētahi kaitaunaki, engari kāore ia i tuku i ngā pūtea ki ngā kura taurima. Nā ēnei tū take, me ngā kerēme takimaha mō ngā take ōrite, i whakapiki i te tapeke o ā mātou kēhi, tae atu ki ā mātou kēhi tūrite me te wā toharite o ia kēhi.

Ko tō mātou aronga ko te whakatau wawe i ēnei amuamu, otirā he 76 noa iho ngā tohenga i koke hei kerēme ōkawa. Ka whāia e mātou he tikanga painga pātahi ina taea, me te 28% ka whakatauhia mā te hui whakawhiti kōrero, me te 21% anō i tutuki te whakaaetanga mā te hui takawaenga. Ko te 38% toenga i tukua kia whakatauhia motuhaketia e tētahi kaiwhakawā.

I kitea e mātou te pikinga o ngā tohenga kua mārō kē atu i te taenga mai ki a mātou, ā, kua whakatau kē ētahi rōpū ki te karo i ngā tikanga whakataunga painga pātahi me te ahu tika ki te whakawākanga. Hei urupare ake, kua whakapakaritia e mātou tā mātou tukanga whakawā mā te whakauru i ngā aratohu rāroto hou, he taputapu hanga tono ā-raupapa, me tētahi hui kēhi tōmua. Ina kāpuia, i whai wāhi ēnei whakarākeitanga ki tētahi tukanga whakawā wawe ake, whāomo ake, reretahi ake hoki.

He whakaarotau matua tonu te whakapiki i te aroā me te tiri mōhiohio. Puta noa i te rāngai mātauranga, e haere tonu ana ā mātou mahi ki te whakatairanga i ngā tikanga whai kounga mā roto i ngā whakaaturanga, ngā taiopenga me ngā mahi whai wāhi. Mātua rā kua tūhuratia e mātou ngā kaupapa o te tōkeketanga me te whaitaketanga o ngā whakataunga take, ina koa rā i te wā e whakaū ana i ngā kaupapahere kōwhiti. I arotahi ā mātou whai wāhitanga ki ngā ākonga ki te whakapai ake i te tomopaitanga me te whakarite anō kia mārama ngā ākonga ki ngā tautoko e wātea ana ki a rātou i te wā o te tukanga tuku amuamu.

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 2026



## 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 2025 ki te 30 o Hune 2026:



**246** ngā tono nawe



**28%** i whakatauhia i te huringa 2



**21%** i whakatauhia i ngā hui takawaenga



**38%** 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. |
| • **246** ngā tono i tae mai<br>• **76** i whakaaetia hei kerēme<br>• Ina tatauria hoki ngā tohenga i kawea mai i tērā tau, he **259** ngā tono nawe, me ngā kerēme **11** e wherawheratia ana.<br>• I whakatauhia, i katia rānei ngā kerēme **42**. | • **12 ngā kerēme** i whakatauhia mā te hui whakarite, te whiriwhiri rānei | • **E 9 ngā kerēme** i puta he whakaaetanga i ngā hui takawaenga<br>• 89% i whakatauhia ngā take katoa<br>• 11% i whakatauhia ētahi take | • **16 ngā kerēme** i whakawātia<br>• 6% i whakaūngia<br>• 19% i whakaūtia ētahi wāhanga<br>• 75% kāore i whakaaetia |
| | 12% (5 kerēme) i kounua i te wā kāore te ākonga i whaiwhai ake i te take. | | |

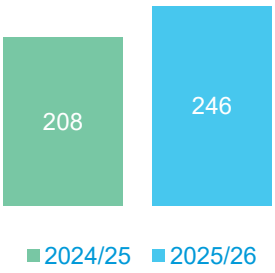
# Tiro whānui ki ngā amuamu

## Tiro whānui ki ngā tono nawe

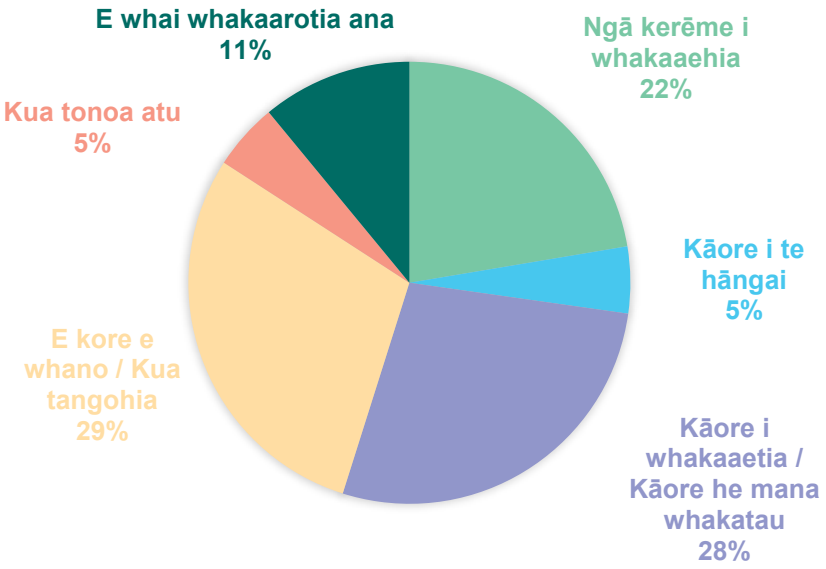
Mō te wāhanga mai i te 1 o Hūrae 2025 ki te 30 o Hune 2026, he 246 katoa ngā tono nawe hou i tae mai.

O ngā tono nawe 246 katoa, 126 nā ngā ākonga rāroto, ā, 120 nā ngā ākonga ā-ao.

Hei āpiti ki tērā, 13 ngā tono nawe i kawea mai i tētahi atu wāhanga tuku pūrongo, nā reira i eke ki te 259 ngā tono katoa i tēnei tau.




### Te kokenga o ngā tono nawe i tae mai (hui katoa - 246)




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

- 29% 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
- 28% o ngā tono nawe kāore i whakaaetia, i whakatauhia rānei hei mea kei waho o tēnei mana whakatau
- 22% i whakaaetia hei kerēme - i koke ki te tukanga whakatau nawe
- 11% i te whiriwhirihia tonutia i te wā kati o tēnei wāhanga- e whai whakaarotia tonutia ana
- 5% i tonoa ki ētahi atu tari, rōpū tuku amuamu rānei ki te tono āwhina anō
- 5% o ngā tono nawe i whakatauhia kāore i hāngai - hei tauira, ngā tono rauemi.

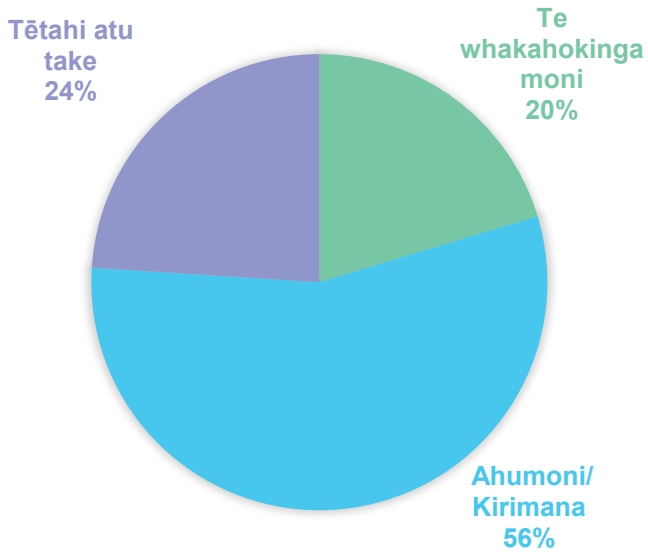
## Te āhua o ngā tono nawe

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 tāhūhū matua o ngā tono. Ka whakarato mātou i te wāwāhinga āmiki atu o ngā wāhanga i raro nei.

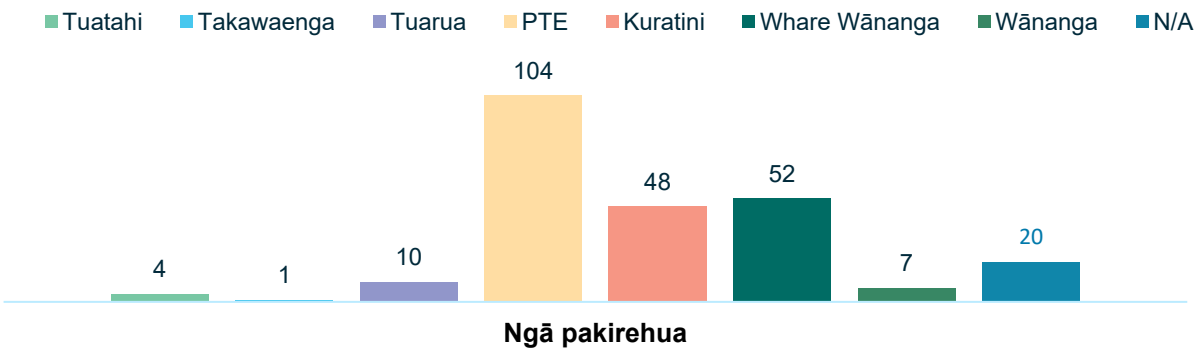



### Te āhua o ngā tono nawe (hui katoa -246)

| Te āhua o te nawe | Rāroto | ā-Ao | Hui Katoa |
|---|---|---|---|
| Utu paremata | 4 | 5 | 9 |
| ā-Kirimana/ahumoni | 44 | 24 | 68 |
| Taumahatanga moni | 2 | | 2 |
| Tono āhuwhānui | 14 | 13 | 27 |
| He whakakotiti | | 1 | 1 |
| Ehara i te Take SC* | 12 | 11 | 23 |
| Tētahi atu (kāore i kōkiritia / i tangohia) | | 1 | 1 |
| Tētahi atu (ā-Kirimana / ā-pūtea) | 28 | 30 | 58 |
| Whakoki moni - Katinga Akoranga | 2 | | 2 |
| Whakahokinga Moni - Kounga o te Whakaratonga (Mātauranga) | 1 | 1 | 2 |
| Whakahokinga Moni - Haumaru me te Oranga | 3 | 4 | 7 |
| Whakahokinga Moni - Ngā tohutohu me ngā ratonga Tautoko Tauira | 6 | 2 | 8 |
| Whakahokinga moni - Whakakorenga | | 7 | 7 |
| Whakahokinga Moni - Take Kokota | | 4 | 4 |
| Whakahokinga Moni - Kounutanga | 10 | 17 | 27 |
| **Tapeke Matua** | **126** | **120** | **246** |

* 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 – 246)




**Ngā momo kaiwhakarato**

Nā ngā panoni tūtata i te rāngai, i tēnei pūrongo ka uru ki te whakarōpūtanga o te **Kura Tini** te New Zealand Institute of Skills and Technology (NZIST), a Te Pūkenga i mua, me ngā kuratini tūhake.

## Tiro whānui ki ngā kerēme

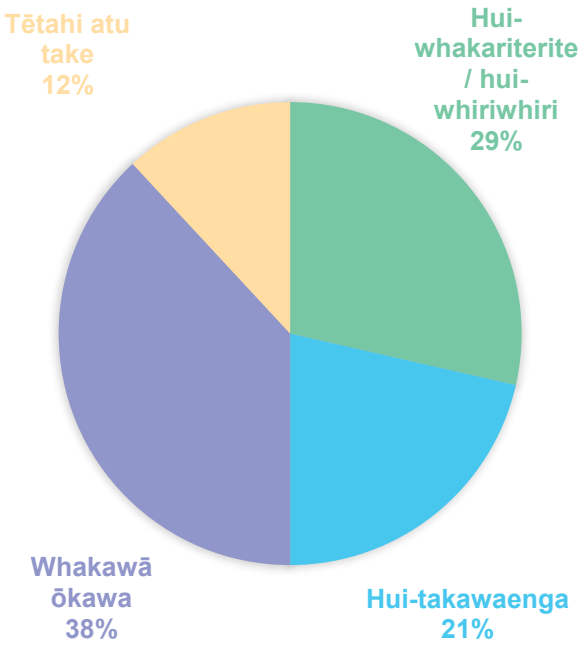
I roto i te 10 rā mahi o te whiwhi i te tono, ka whakaaetia hei kerēme, kāore rānei, ka tono mōhiohio anō rānei hei āwhina i a mātou ki te whakatau mēnā ka whakaaetia, kāore rānei.

O ngā tono 246 i a mātou i tēnei wā pūrongo, 76 i whakaaetia hei kerēme. 11 ngā kerēme āpiti i kawea mai i tērā o ngā wā pūrongo.

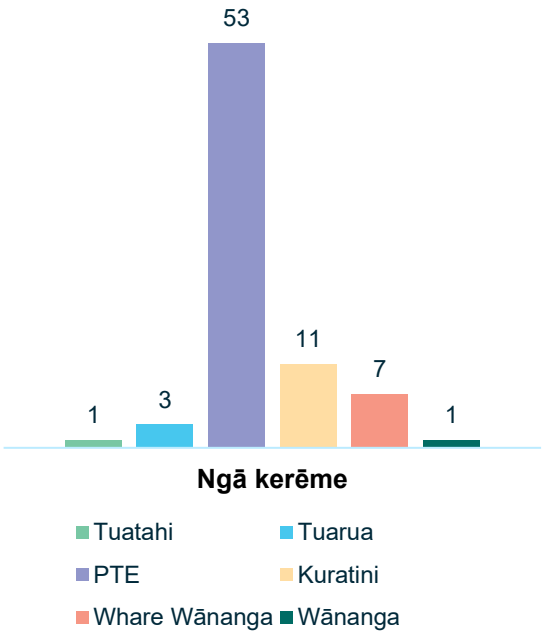
## Overview of claims accepted (combined - total 76)

| Ngā kerēme i whakaaehia | ā-Ao | Rāroto | Hui Katoa |
|---|---|---|---|
| **Ngā kerēme hou i whakaaehia** | 54 | 22 | **76** |
| **I kawea whakamua** (ngā kerēme moroki nō te tau pūrongo o mua) | 10 | 1 | **11** |
| **Tapeke o ngā kerēme i tae mai** | 64 | 23 | **87** |
| **Ngā kerēme i kati i taua wā** | 29 | 13 | 42 |
| **Ngā kerēme e toe tonu ana** | 31 | 11 | **42** |

## Tiro whānui ki te āhua o te whakatau i ngā kerēme (hui katoa - 42)




## Ngā momo kerēme e ai ki te momo kaiwhakarato (hui katoa – 76)



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## Study Complaints | Ngā Amuamu Tauira

**Waea koreutu:** 0800 00 66 75

**Īmēra:** help@studycomplaints.org.nz

**Ipurangi:** www.studycomplaints.org.nz