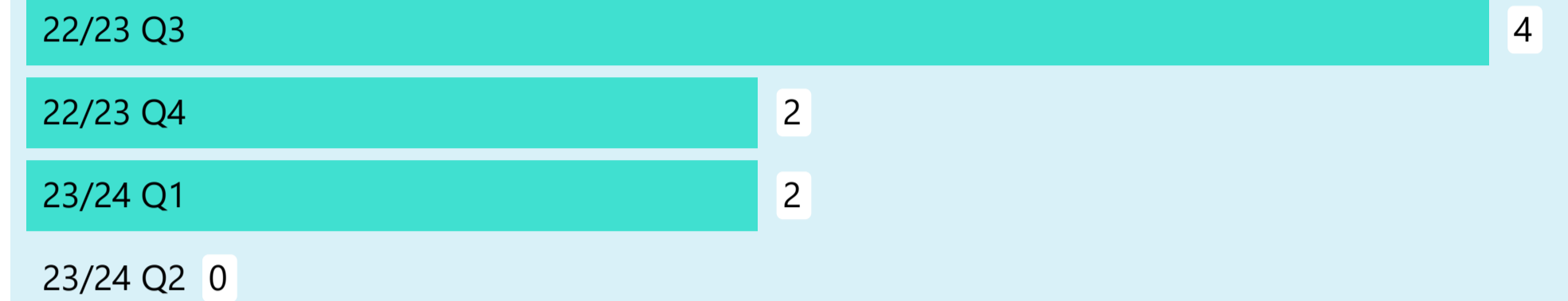


The Tertiary Sector

Active TEOs by EER Category

Type	Category 1	Category 2	Category 3	Category 4	No Category	Total
Workforce Development Council					6	6
Wānanga	2	1				3
Te Pūkenga	6	10			2	18
Private Training Establishment	206	123	14		34	377
Government Training Establishment	2	1	1	1		5
Total	216	135	15	1	42	409

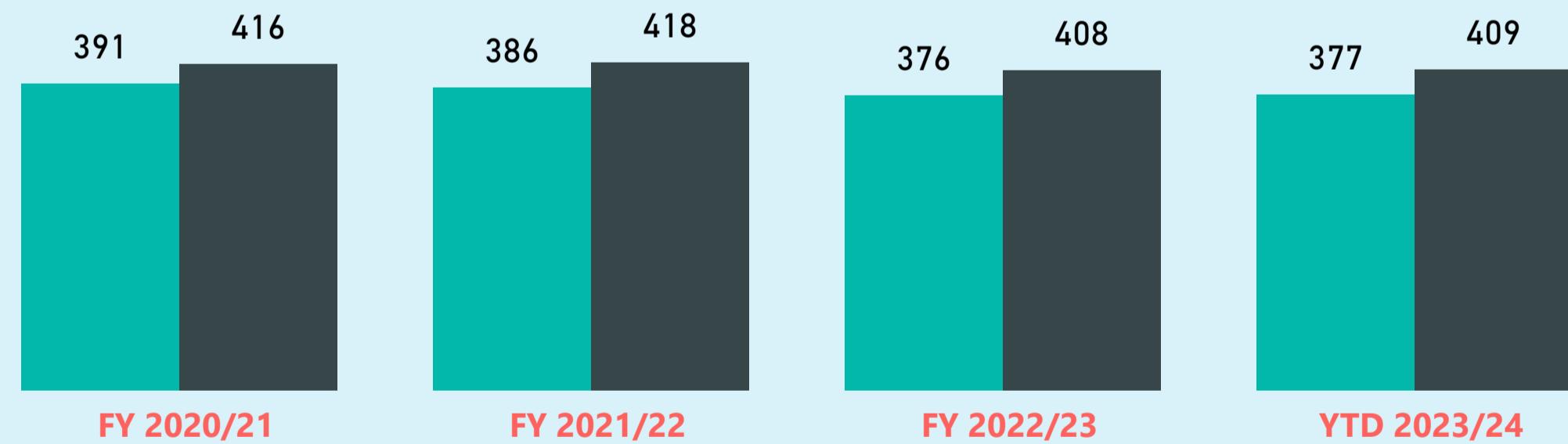
TEOs in hibernation



There are no PTEs in hibernation.

Number of TEOs

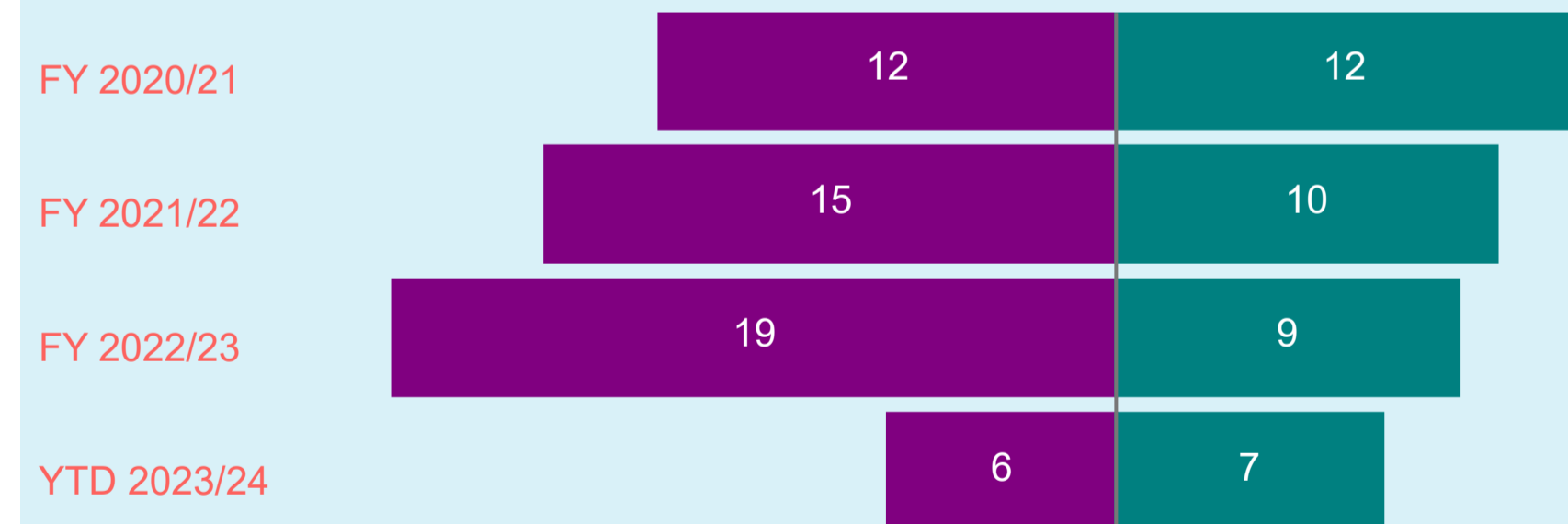
● Private Training Establishment ● Total TEOs



The total number of TEOs includes all Te Pūkenga business units and head office.

PTE Registration Status

● Deregistered ● Registered

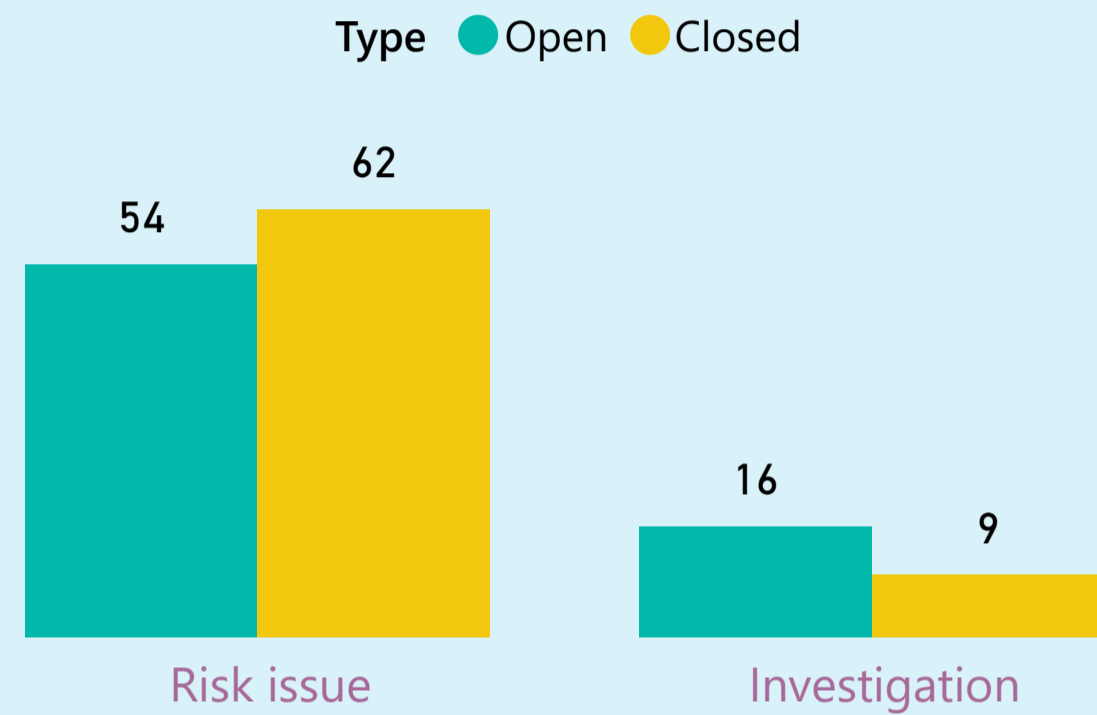


Registrations YTD are tracking similar to 2020/2021, with more registrations and fewer de-registrations than in the previous two years.

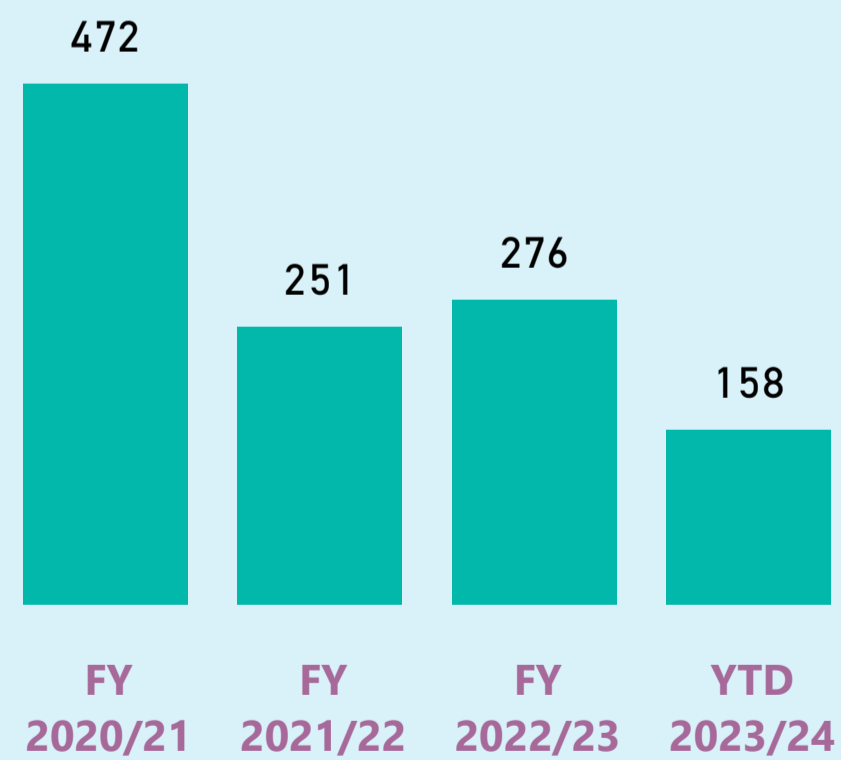
The total number of PTEs and TEOs remains similar to last year.

Risk Management

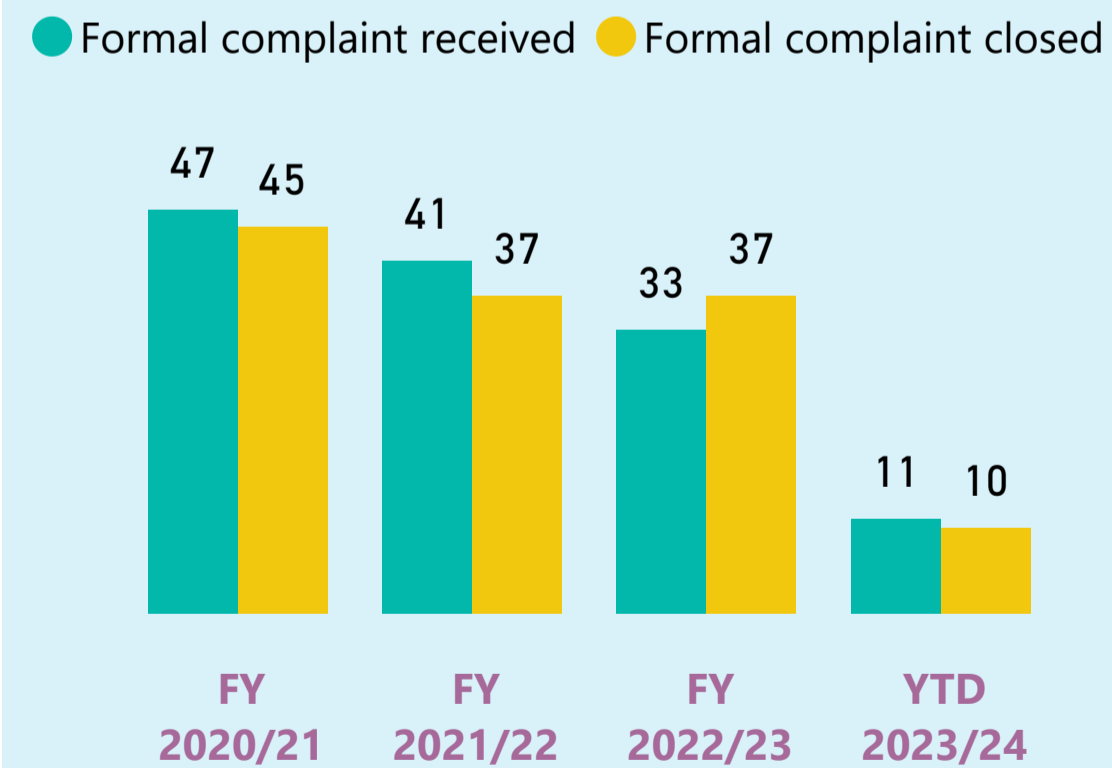
Active Risk Management Activities FY 2023/24



Concerns received



Complaints



Performance measure 01/07/2023 - 30/06/2024

Target YTD

2.3a(v) The percentage of investigations where identified risk or quality concerns have been managed appropriately through intervention or corrective action.	100%	100%
---------------------------------------------------------------------------------------------------------------------------------------------------------------	------	------

Commentary:

Year to date, we received over 256 risk-related referrals, and managed them with varying levels of intervention.

Investigations:

We initiated 3 investigations looking at a failure to participate in national external moderation, poor assessment practices, and an unapproved change of ownership.

The unapproved change of ownership is a complex investigation. As this was not the first unapproved change of ownership we have seen in the last 12 months, we published information in the December eQuate to remind providers of their responsibilities.

Risk issues:

The 84 risk issues are a mix of responding to information we received, and proactive pieces of work.

In addition to those risk issues, we continue to work with NZQA’s Finance team to follow up PTE outstanding invoices as there is a risk of lapsing registration. Our approach has shifted this quarter to being more educative about the consequences for not paying on time and how to question or dispute an invoice. We published information to the sector on this in the December eQuate, and have initiated work with other units in QAD to improve efficiency and customer experience, and encourage timely payments. We have also started sharing information with TEC about debtors to inform our work around PTEs with significant financial risk.

Formal complaints:

Year to date, we received 11 formal complaints. This is a significant decrease from the same period last year (19). The form may need to be moved to more easily found on NZQA’s website.

Of the 11 formal complaints received this quarter, 1 was withdrawn, 9 were declined, and 1 was assessed. Most of the declined complaints referred learners back to their providers’ complaint process. This suggests that provider complaint information may not be sufficiently clear or accessible to learners. We will be providing guidance to the sector about this in the next quarter.

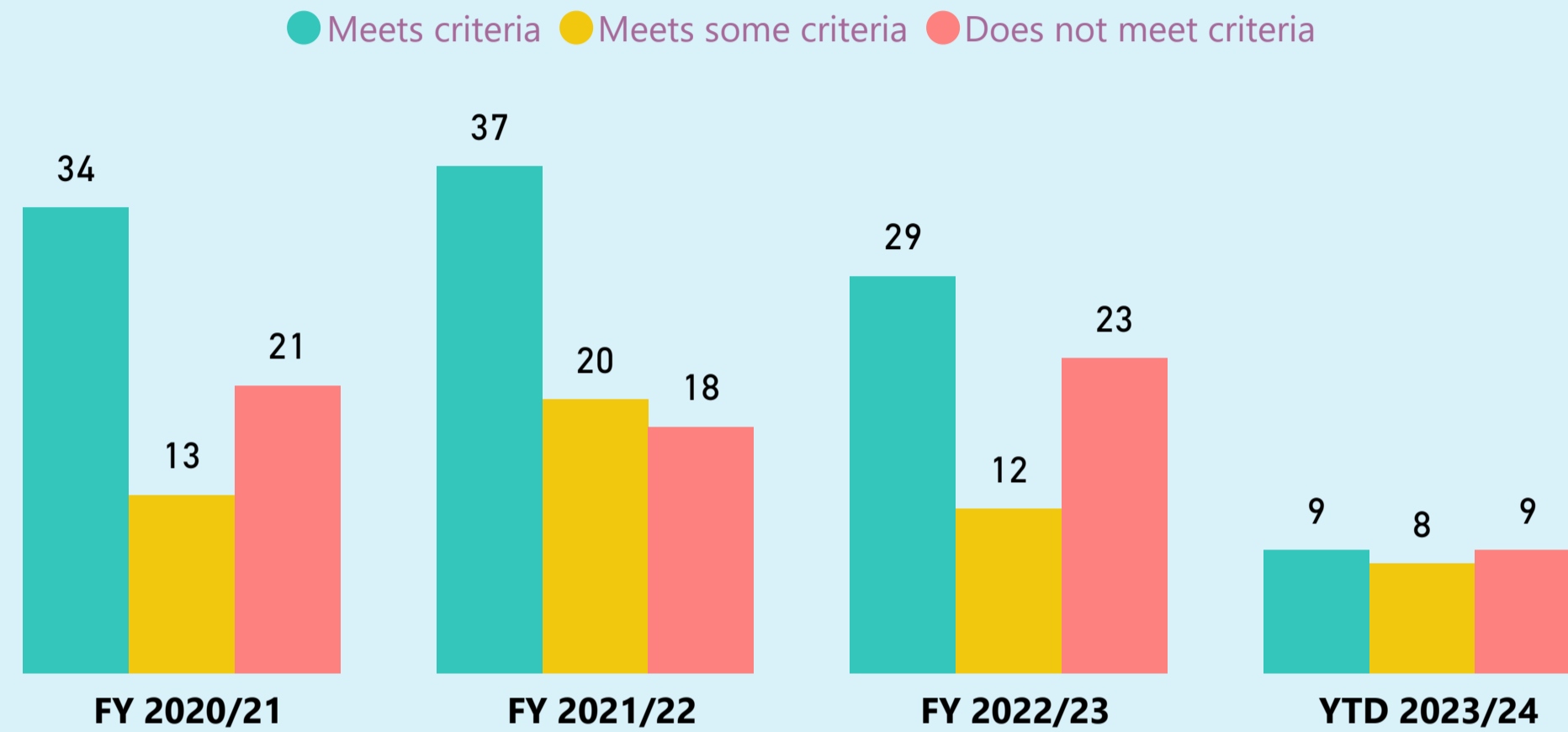
Learner concerns:

We received 158 learner concerns. While most learner concerns are resolved quickly, some take significant resource due to the nature of the concern or the learner’s behaviour.

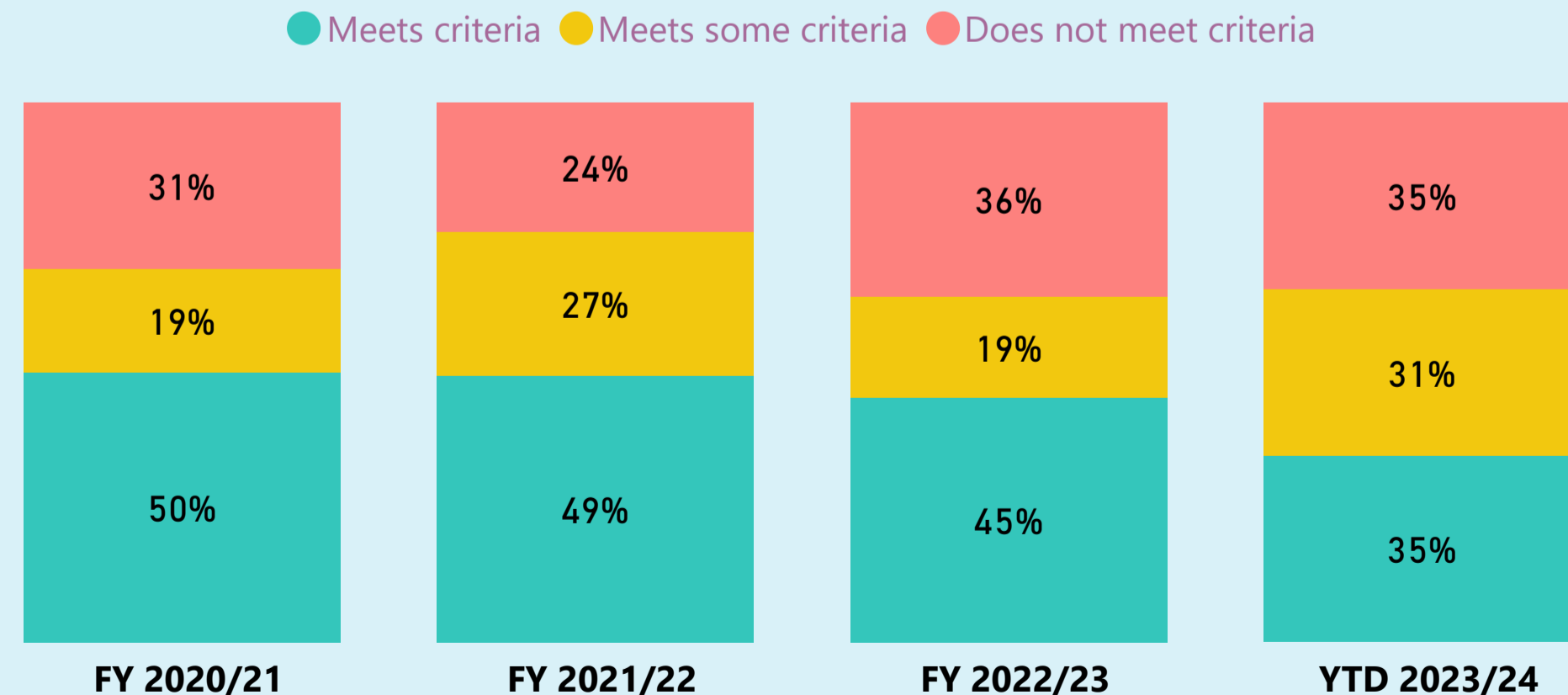
We are starting to see more learner concerns and complaints of a complex nature and are adapting our communication and engagement in response to this. Our recent focus on manaakitanga in our responses has been particularly successful to address learner concerns and stop unreasonable behaviour.

Monitoring and Assessment

Monitoring Outcomes



Monitoring Outcomes by percentage



32 monitoring activities have been completed this quarter, including monitoring the six Workforce Development Councils. While the number of activities was similar to the same quarter last year, there has been a 6% decline in the number of programmes meeting the monitoring criteria.

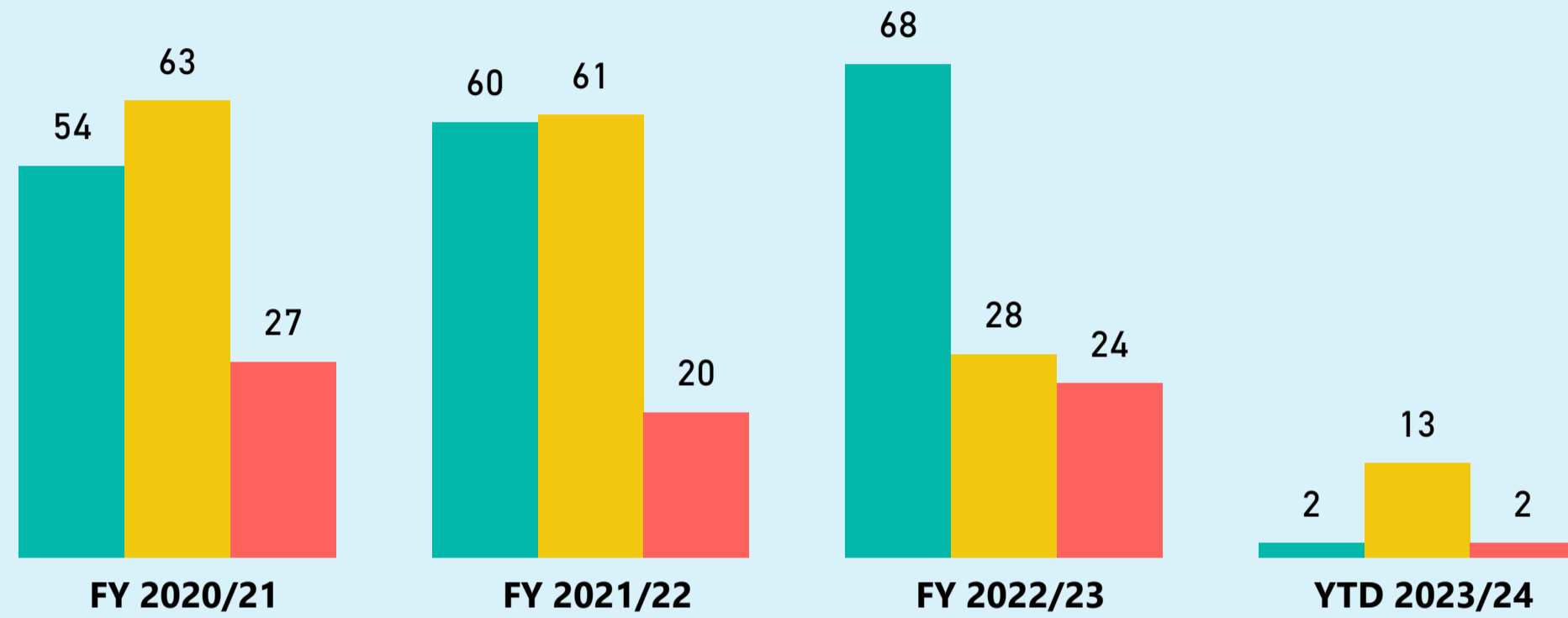
Of the nine poor-performing programmes, eight are being monitored for the first time, and one is repeat monitoring. The majority of these monitoring activities focused on the quality of the TEO's internal moderation systems. The common issues found include:

- Lack of pre- and post-assessment moderation
- Assessment methods not allowing the achievement of learning outcomes
- Poor assessor decisions
- Lack of assessor feedback
- Unapproved changes to the programme
- Poor record keeping
- Poor quality of the learner evidence that was used for assessment

Monitoring and Assessment

National External Moderation outcomes (NZQA managed standards)

● Meets all requirements ● Meets majority of requirements ● Does not meet requirements

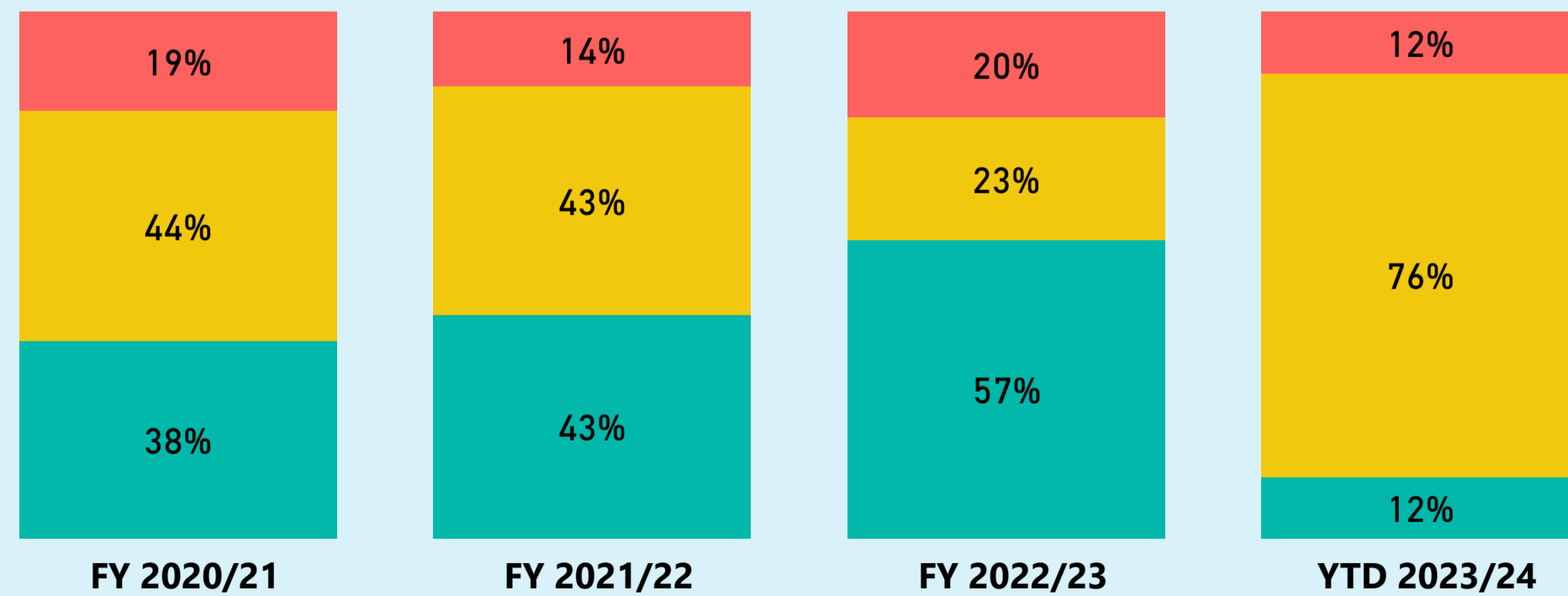


National External Moderation (NEM)

There are 168 annual summaries to complete for 2023. We expect to have this work completed by February 2024.

National External Moderation outcomes (NZQA managed standards) by percentage

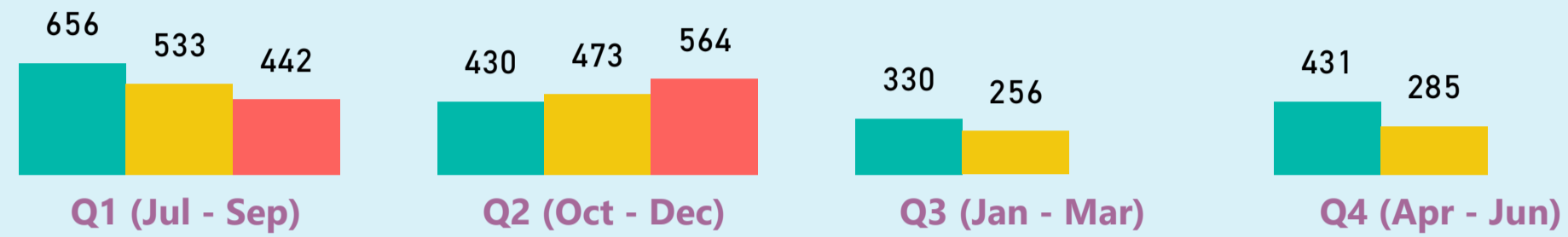
● Meets all requirements ● Meets majority of requirements ● Does not meet requirements



Approvals and Accreditation5

Applications Received

FY 2021/22 FY 2022/23 FY 2023/24



1847

FY 2021/22

1547

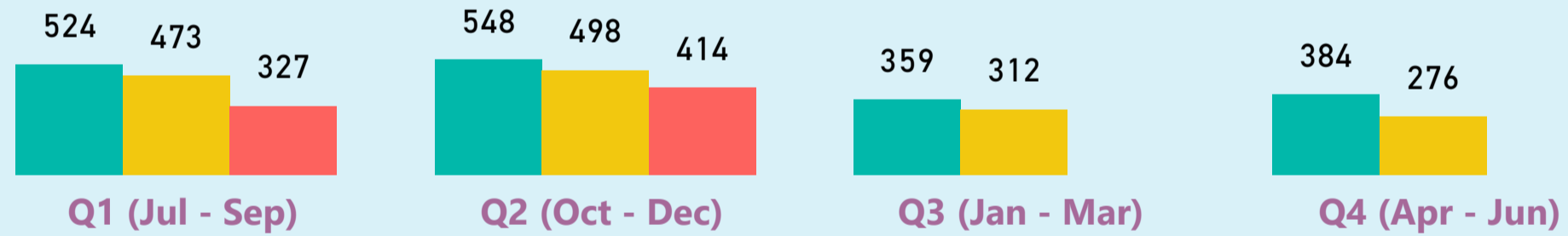
FY 2022/23

1006

YTD 2023/24

Applications Completed

FY 2021/22 FY 2022/23 FY 2023/24



1815

FY 2021/22

1559

FY 2022/23

741

YTD 2023/24

Q2 completed applications by provider type

Provider Type	Percentage
Private Training Establishment	55%
Te Pūkenga	21%
Workforce Development Council	14%
Wānanga	3%
Other SSB/QD*	3%
School	3%
Course Owner	1%

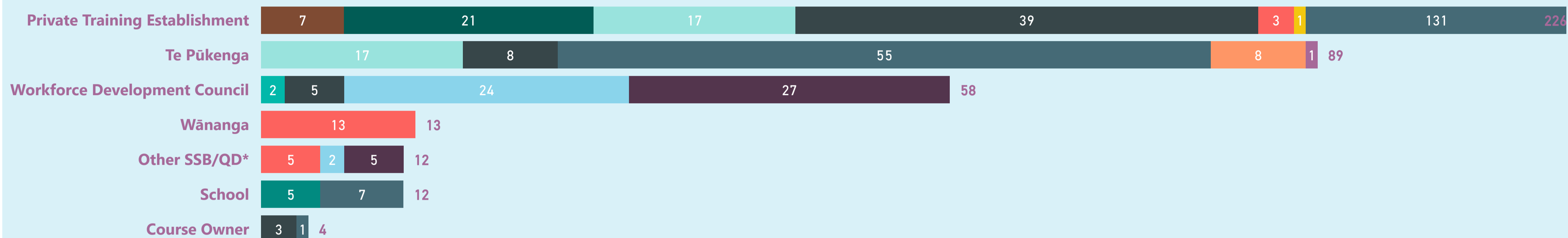
Q2 Applications completed and average working days (including Te Hono o Te Kahurangi)

Application Type	Sum of Number of Cases closed	Sum of Average of Working Days to Close	SLA
Change of Ownership	7	20	45
Change to classification system	3	36	45
Code of Practice	5	34	45
Consent and Moderation Requirement review	2	23	45
Consent to Assess Standards	20	21	45
Degree Approval and Accreditation	7	82	130
Degree Change	27	41	130
Equivalent Micro-credentials	3	21	20
Micro-credential Accreditation with Consent to Assess	1	5	45
Micro-credential Change	8	13	20
Micro-credential Listing and Approval	5	18	30
Micro-credential Listing, Approval and Accreditation	39	15	20
MM Assessment Standards review	3	40	45
MM Consent to Assess Standards	1	44	45
MM Degree Approval and Accreditation	2	60	130
MM Degree Change	2	40	130
MM Micro-credential	2	14	20
MM Programme Approval and Accreditation	4	25	45
MM Programme change	4	19	45
MM Qualification Listing and Review	4	33	45
PAA change (Transitional)	26	27	45
Programme Approval	5	26	45
Programme Approval and Accreditation	76	17	30-45
Programme change	77	22	30-46
PTE New Registration	2	36	50
PTE validation visit	1	38	60
Qualification Listing and Review	26	19	45
Site Accreditation	8	13	45
Standards - Achievement standards review	1	43	45
Standards - Assessment standards approval	2	16	45
Standards - Assessment standards review	25	23	45
Standards - Skill Standards Listing	1	27	45
Subcontracting approval	5	27	45
Vocational pathway approval and change	10	11	45

Approvals and Accreditation

Completed applications by provider type and application group

Application Group ● Change of Ownership ● CMR ● Code ● Consent ● Degree ● Micro-credentials ● MM Applications ● MM Consent ● Programme ● PTE related ● Qualifications ● Site Accreditation ● Standards ● Subcontracting



Percentage of completed applications by group

Provider Type	Change of Ownership	CMR	Code	Consent	Degree	Micro-credentials	MM Applications	MM Consent	Programme	PTE related	Qualifications	Site Accreditation	Standards	Subcontracting
Workforce Development Council		0.5%				1.2%					5.8%		6.5%	
Wānanga							3.1%							
Te Pūkenga					4.1%	1.9%			13.3%			1.9%		0.2%
School			1.2%						1.7%					
Private Training Establishment	1.7%			5.1%	4.1%	9.4%	0.7%	0.2%	31.6%	0.7%				1.0%
Other SSB/QD*							1.2%				0.5%		1.2%	
Course Owner						0.7%			0.2%					

Other SSB/QD*: Standard setting body (SSB) and qualification developer (QD) other than a Workforce Development Council, includes NZQA and MOE.

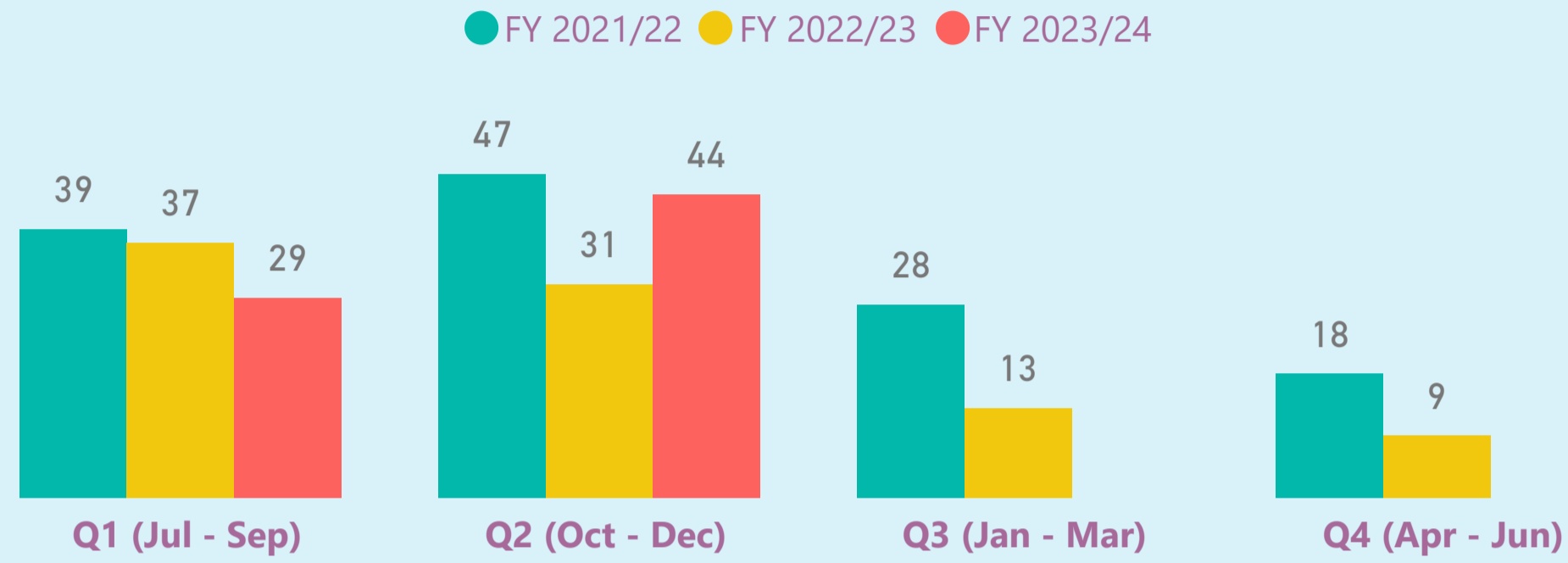
We received significantly more applications in Q2 this year than in the previous two years. This increase likely reflects completion of a relatively large number of qualification and standard reviews, requiring associated programme changes. It may also reflect an unrelated demand for degree reviews. New applications for subcontracting approval were received from Receiving Organisations and Te Pūkenga WBL business unit. These are required as the exemption to sub-contracting for Programme

Approval and Accreditation (Transitional) (former Programmes of Industry Training) ended at the end of December 2023.

The only application type that did not meet the SLA was the equivalent micro-credentials which were evaluated in an average of 21 days. Equivalent micro-credentials are not listed on the NZQCF and they do not go through the same QA process

Te Hono o Te Kahurangi (Approval and Accreditation)

Applications Received under Te Hono o Te Kahurangi

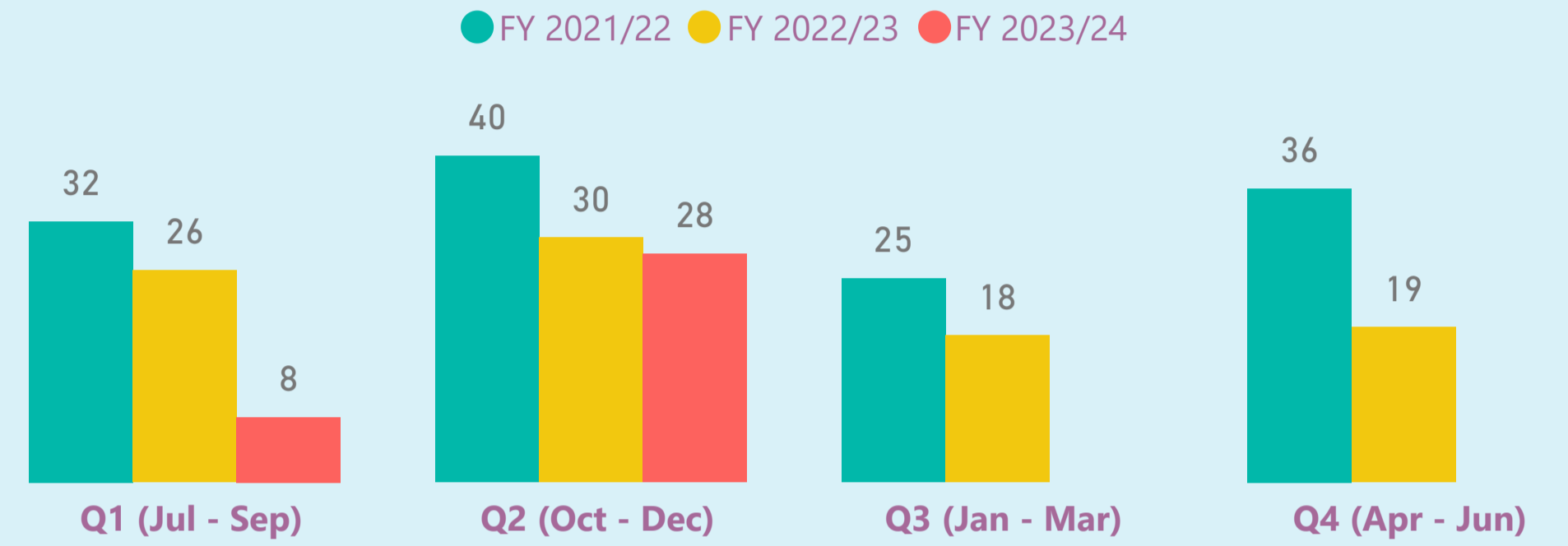


132
FY 2021/22

90
FY 2022/23

73
YTD 2023/24

Applications Completed under Te Hono o Te Kahurangi



133
FY 2021/22

93
FY 2022/23

36
YTD 2023/24

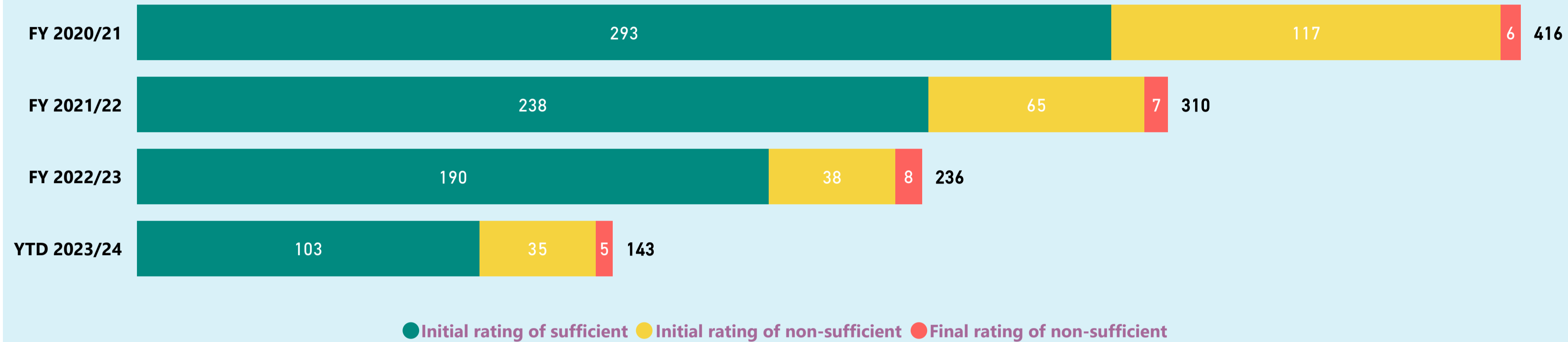
Performance measure 01/07/2023 - 30/06/2024

Target YTD

2.3C(ii) The percentage of all applications (which meet the criteria to be approved) that are quality assured using Te Hono o Te Kahurangi.	≥3%	6%
---------------------------------------------------------------------------------------------------------------------------------------------	-----	----

Assuring Consistency

Assuring Consistency Outcomes



Assuring Consistency provides confidence that graduates of New Zealand qualifications have achieved the graduate profile outcomes at an equivalent standard. Each education organisation participating in Assuring Consistency receives an initial rating of "sufficient" or "non-sufficient". Education organisations rated "non-sufficient" have an opportunity to submit further evidence to address the gaps identified by the review. An initial rating of "non-sufficient" may be changed to "sufficient" as a result of any further submission.

Performance measure 01/07/2023 - 30/06/2024

	Target	YTD
2.3a(ii) The proportion of New Zealand qualifications (which have graduates) that undergo a consistency review in any one financial year.	15%	9%

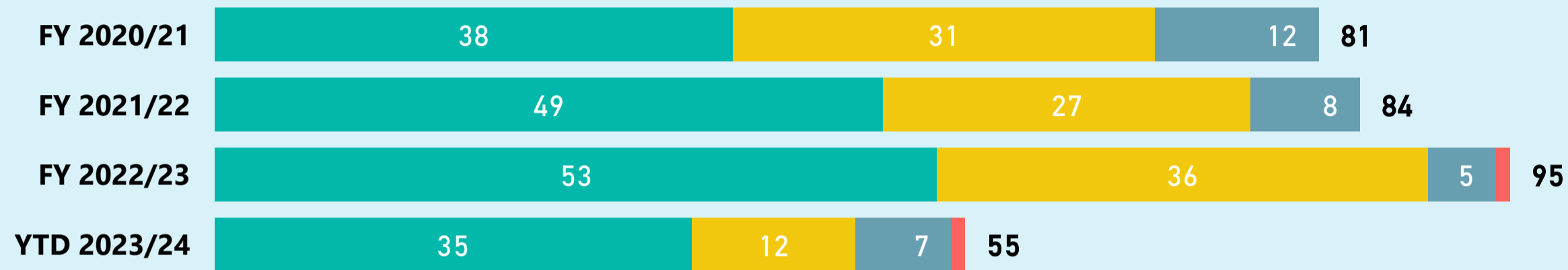
Of the 153 programmes which have had a consistency review, Te Pūkenga accounts for 112 (73%) and PTEs and other remaining providers for 41 (27%). It is notable that the business units of Te Pūkenga were more likely (81% for former ITPs, 90% for former ITOs) to provide adequate evidence for consistent graduate outcomes than other organisations (62%) at interim.

During the first two quarters we have held six assuring consistency workshops for the sector. During these, providers shared methods for obtaining feedback from graduates and employers that work in their context. We added these methods to a handout sent with each invitation to a consistency review, with the intent that other providers may find methods that will work for them. The handout also highlights common problems to be aware of and answers to frequently asked questions.

External Evaluation and Review

External Evaluation and Review Outcomes

TEOs ● Category 1 ● Category 2 ● Category 3 ● Category 4



Performance measure 01/07/2023 - 30/06/2024

2.3a(iii) The percentage of non-university Tertiary Education Organisations which had an external evaluation and review completed.

Target YTD

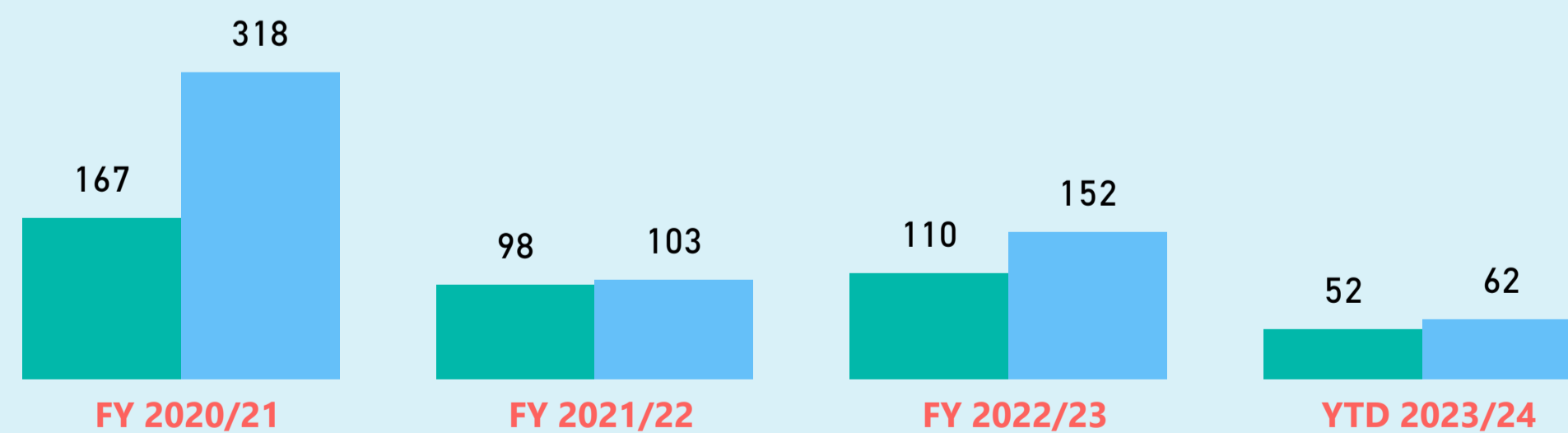
20% 11%

There is 1 TEO with category 4 for YTD 2023/24.

Qualifications and Micro-credential reviews

Qualification Reviews

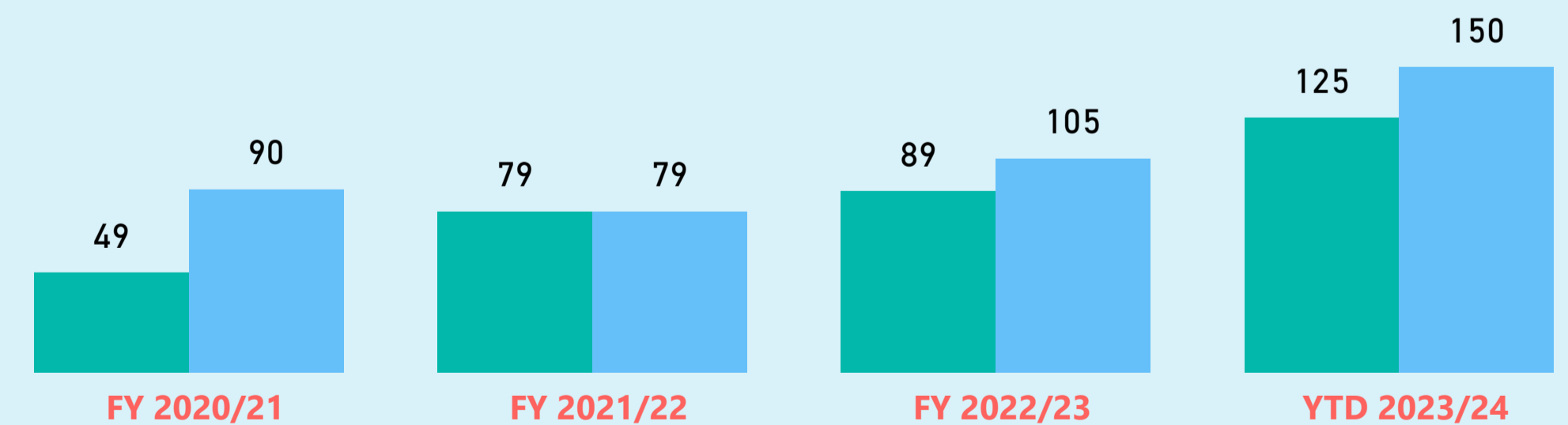
● Reviews completed ● Reviews due



This figure compares the number of New Zealand qualifications due to be reviewed each year with those that have had their reviews completed. Some reviews span multiple years. The review is completed when the review outcome is published on our website.

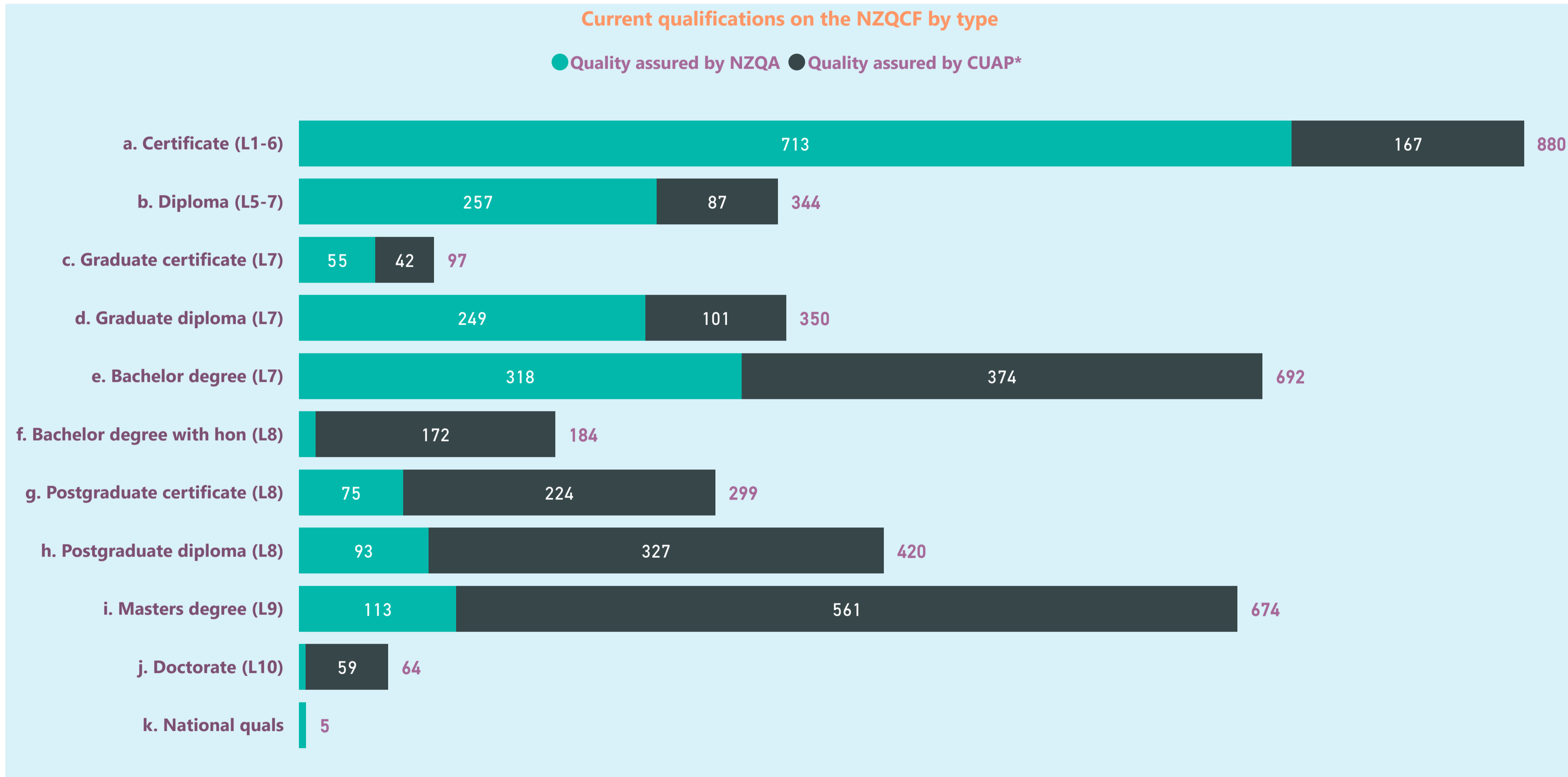
Micro-credential Reviews

● Reviews completed ● Reviews due



This figure compares the number of Micro-credentials due to be reviewed with the number that have been completed. The review is completed when the new review date is updated on the Micro-credential Register on the website. Micro-credentials are reviewed regularly to ensure that they continue to be fit for purpose.

New Zealand Qualification and Credential Framework



Current New Zealand Qualifications

899

Approved Programmes Level 1-6

3942

Approved Micro-credentials

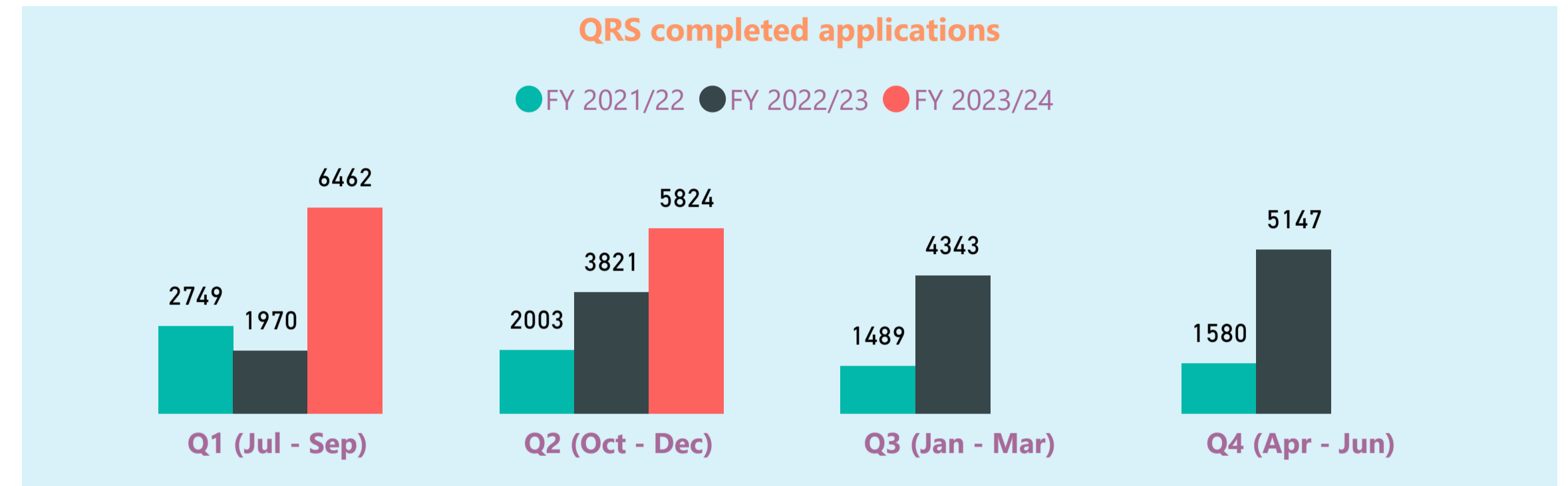
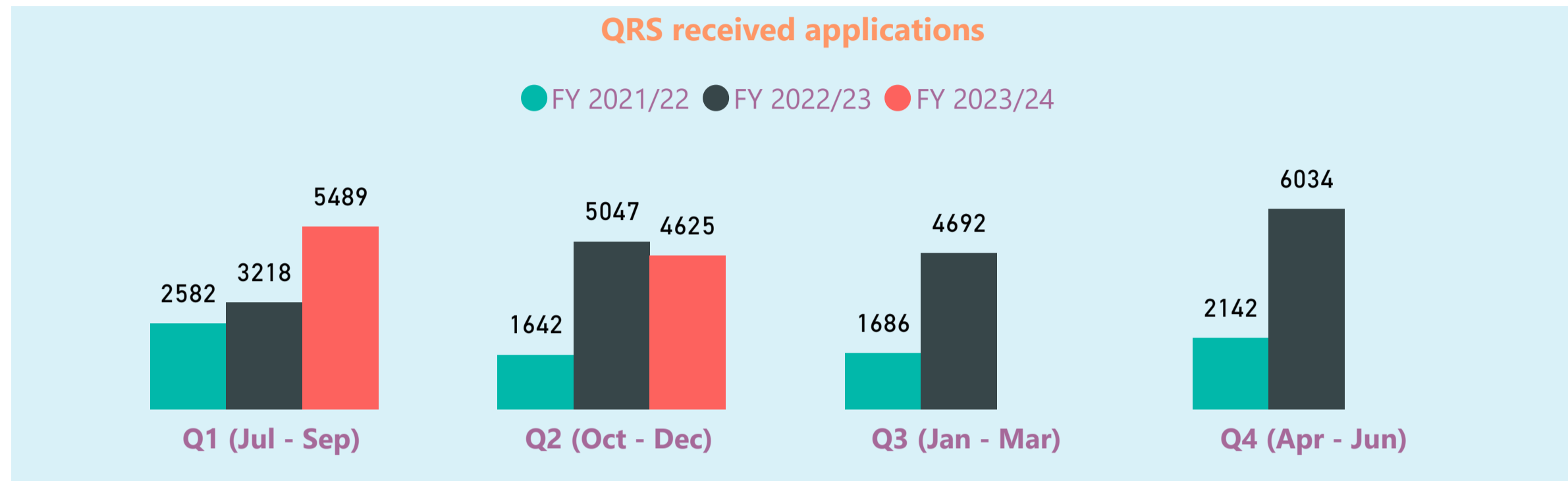
398 (326 Q1)

Deemed Micro-credentials

795 (819 Q1)

CUAP* is Committee on University Academic Programmes.

Qualification Recognition



Performance measure 01/07/2023 - 30/06/2024	Target	YTD
1.2b(i) The percentage of overseas qualification applications evaluated that are able to be recognised.	90%	96%
1.2b(ii) the percentage of complete overseas qualifications evaluated within 35 working days.	70%	95%

QRS evaluated 5,824 applications in this quarter. The weekly completion rate is currently higher than the number of incoming applications.