

8 September 2025

[REDACTED]

Tēnā koe [REDACTED]

### Official Information Act Request

Thank you for your request of 12 August 2025, under the Official Information Act 1982, for the following information about the [REDACTED] closure and the cost to the Export Education Levy (EEL):

*In the paper it says:*

**"NZQA is seeking to use the EEL to cover **full tuition fee reimbursements for 71 affected international students**, and costs associated with their transfer to alternative providers.**

**NZQA estimates total costs will be approximately \$650,000 - \$700,000, depending on the number of students who want to transfer to a different provider. The majority of this cost (approximately \$610,000) is tuition fees."**

*To help us better understand how the EEL is used, we'd like some more information. Can we please find out:*

- a. *How the estimate of \$650 - \$700k was arrived at*
- b. *If a **full tuition fee reimbursement** was, in the end, necessary and, if so, why - and why not a partial refund if some courses were completed. ("Affected students at [REDACTED] will likely need to redo portions of their study")*
- c. *How many courses had results that were invalidated by NZQA and thus required repeating*
- d. *How much was available in the SFP account to go towards the reimbursement*
- e. *How much was then taken from the levy*
- f. *Exactly what that EEL money was used for. (Including 'additional costs')*
- g. *Any other information on the closure and reimbursements:*

Your request has been considered under the Official Information Act 1982.

Responses to your questions are included here as follows. Please note that in scoping this request, we have determined that your last question is too broad for us to address. If there is more specific information you are seeking, you may lodge a further request, which we will consider under the OIA.

**a. How the estimate of \$650-\$700k was arrived at?**

Student fee protection (SFP) protects any money paid by students studying at a registered private training establishment (PTE). That money is held separately with the Public Trust, and paid to a PTE over time, as the course is delivered to the student.

This estimate was calculated by NZQA and the Public Trust. It was arrived at by adding together:

- the amount of undelivered tuition fees that Public Trust held for each learner
- the amount of delivered tuition fees already paid from Public Trust to [REDACTED], which needed to be reimbursed through the EEL.

This total ensured that [REDACTED] international learners were fully reimbursed their tuition fees.

**b. If a full tuition fee reimbursement was, in the end, necessary and, if so, why - and why not a partial refund if some courses were completed? ("Affected students at [REDACTED] will likely need to redo portions of their study")**

Full reimbursement of tuition fees was made, which included securing funds from the EEL. This was necessary in order to limit the impact on international learners and to maintain New Zealand's reputation as a high-quality education destination.

The learners at [REDACTED] invested in tuition costs and living expenses, with the expectation that they would be able to complete their study and enter the workforce. NZQA considered the reimbursement was necessary to ameliorate the associated financial impacts due to closure including fees for completing their study at another provider, recognition of prior learning (RPL) costs to new providers, and expenses related to extended periods of study.

The final decision on any disbursement sits with the Minister of Education and the Minister for Universities.

**c. How many courses had results that were invalidated by NZQA and thus required repeating?**

NZQA did not invalidate any learner results. However, each learner who transferred to other education providers to finish a qualification needed to go through an RPL or credit transfer process. This process was necessary for new providers to be able to award the qualification to the learner once they finished it. NZQA does not hold records of what specific [REDACTED] learning was recognised and what parts needed to be repeated for these learners.

**d. How much was available in the Student Fee Protection (SFP) account to go towards the reimbursement?**

\$251,605.74.

**e. How much was then taken from the EEL?**

\$633,395.65 was disbursed from the EEL at the request of NZQA. There may be other EEL disbursements associated with the closure of [REDACTED] but the details for these disbursements should be requested from the Ministry of Education, as NZQA does not hold this information.

**f. Exactly what that EEL money was used for (Including 'additional costs')?**

The EEL money disbursed at the request of NZQA was used primarily for tuition fee refunds, with a small portion recovering travel costs incurred by NZQA to meet with the [REDACTED] learners to provide closure support and facilitate transfers to other providers.

Our response to your request may be published on our website after five working days. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact Elizabeth Templeton in the Office of the Chief Executive, email [elizabeth.templeton@nzqa.govt.nz](mailto:elizabeth.templeton@nzqa.govt.nz) or telephone (04) 463 3339.

You have the right to seek an investigation or review by the Ombudsman of this decision under section 28(3) of the Official Information Act 1982. Details of how to make a complaint can be found at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz). You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā



Dr Grant Klinkum  
Pouwhakahaere/Chief Executive