

25 February 2026

[REDACTED]

Tēnā koe [REDACTED]

Official Information Act Request

Thank you for your request of 2 February 2026, under the Official Information Act 1982, for the following information:

I would like to request data showing the number of code breach complaints/investigations AND proven code breaches for years 2021-2025 (each year separately, showing investigations and proven breaches in a separate column).

If available, I would also like to see data/statistics on which outcome/process of the code the investigation/breach relate to.

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 came into effect on 1 January 2022.

The table below provides the information covered by the first part of your request.

	Complaints received	Number of Complaints investigated	Number of Breaches resulting from investigations
2022	15	2	1
2023	10	1	0
2024	11	3	1
2025	5	1	0
Total	41	7	2

More than 70% of complaints received by NZQA are redirected to the student's education provider, Ombudsman, or the Dispute Resolution Scheme operator as they are typically the most appropriate parties to address the issues raised. Most complainants referred back to their provider or another service did not subsequently return to us.

In reference to the second part of your request:

- the breach in 2022 related to Outcome 11(b) ensure that ongoing provision of information and advice is appropriate to the needs of the learner (or the parents or legal guardian of

international learners under 18 years) within the particular learning, communal and residential context; and

- the breach in 2024 related to Outcome 13(b) develop and provide information to prospective international school learners and review the information to ensure it is kept up to date.

We have not identified any systemic issues with providers' compliance with the Code based on the complaints received. Complaints have predominantly centred on individual learners' dissatisfaction with specific provider practices: particularly enrolment processes, administrative requirements, complaints handling, academic appeals, and the perceived impact of these processes on their overall wellbeing.

For more information on NZQA's role as Code Administrator, our approach, priorities, key focus areas, and reporting, please visit: <https://www2.nzqa.govt.nz/tertiary/the-code/nzqa-as-code-administrator/>.

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 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. 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