

19 March 2026

Tēnā koe [REDACTED]

Official Information Act Request

Thank you for your request of 21 February 2026, under the Official Information Act 1982, for the following information:

For the years 2024 and 2025 to date, how many requests did NZQA receive for reconsiderations, for both NCEA and NZ Scholarship external exams and assessments?

Of those requests, how many were successful, in that the requester's grade changed, in both NCEA and NZ Scholarship exams?

It would be ideal for this information to be broken down by subject area

On Monday 23 February, NZQA confirmed receipt of your request and noted that you can expect to receive a response to your request on or before 20 March 2026.

On Monday 2 March 2026, we clarified with you that we cannot include the requested 2025 reconsiderations data as this process is still in progress; this data will be finalised by the first full week of April. You were given the following options for consideration:

- 1. We can complete your current OIA but it will only include the 2024 reconsiderations data. You will then, in April, need to submit a new OIA request for 2025 reconsiderations data, if you still want that information; OR*
- 2. You can cancel this OIA request and resubmit, in April, a new OIA request for the complete 2024 and 2025 dataset together.*

You confirmed on 2 March 2026, that we should proceed with option one. At this time, you added a further request for information:

What is the cost to NZQA to process a reconsideration?

Under section 15(1AA) of the Official Information Act 1982, as NZQA has sought to clarify within seven working days the request, and as the original request has been amended or clarified, the organisation may treat this as a new request which replaces the original request received on 21 February.

We notified you on 3 March 2026 that you could expect to receive a response to the request that was amended and clarified on 2 March 2026, on or before 30 March 2026.

Response

In response to the first part of your request, please see the attached spreadsheet **Appendix 1: PRS-6539 Number of NCEA and Scholarship reconsiderations for 2024 v1.0** which contains the information requested and is presented by:

- Academic Year

- Subject
- Total Reconsiderations: Count
- Total Complete Reconsiderations: Count
- Successful Reconsiderations: Count
- Successful Reconsiderations %: Proportion of Successful over Total Complete

Note:

- A successful reconsideration is one where the grade has changed (from Not Achieved to Achieved for example). If the score changes but not the grade, it is not considered a successful reconsideration.
- A complete reconsideration is one which has a finalised status (successful or unsuccessful).
- Total reconsiderations also consider incomplete reconsiderations. Reasons for this include those which are cancelled or still in the process of being remarked. All 2024 incompletes are from cancellations.
- Under section 9(2)(a) of the OIA, to protect the privacy of natural persons, the number of complete and successful reconsiderations have been withheld where the number of reconsiderations requested for that subject was fewer than five. This is represented by the letter 's' in the worksheet.

In response to the second part of your request, we can provide some information within the scope of your request. However, we do not hold information that specifies the actual internal cost to process an individual reconsideration.

Our response is set out below.

Information held

NZQA charges a fee to learners who apply for a reconsideration of NCEA or New Zealand Scholarship results. The current fees are:

NCEA

- \$17.74 per standard (excluding GST)
- \$17.75 per standard (students attending Cook Islands and Niue schools)
- \$20.40 per standard (including GST)

NZ Scholarship

- \$26.70 per subject (excluding GST)
- \$30.70 per subject (including GST)

If a reconsideration results in a change of grade, the fee is refunded. Fee waivers may apply in cases of financial hardship.

Information not held

NZQA does not calculate, record, or separately report the actual internal cost of processing an individual reconsideration. As a result:

- We are unable to provide a figure representing the true cost (for example, staff time, administration, marking, or overheads) for a single reconsideration.
- No internal cost model or per-case costing exists for reconsiderations.

Reconsiderations are delivered as part of NZQA's broader assessment functions and are funded through a combination of Crown funding and partial cost recovery via fees, rather than on a full cost-recovery or per-transaction costing basis.

Accordingly, this aspect of your request is refused under section 18(e) of the Official Information Act 1982, as the information requested is not held.

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

Appendix 1: PRS-6539 Number of NCEA and Scholarship reconsiderations for 2024 v1.0

Academic Year	Subject	Total Reconsiderations	Total Complete Reconsiderations	Successful Reconsiderations	Successful Reconsiderations %
2024	Accounting	170	169	19	11.2%
2024	Agricultural & Horticultural Science (AgHort)	21	21	5	23.8%
2024	Art History	46	45	10	22.2%
2024	Biology	1209	1,203	184	15.3%
2024	Business Studies	146	146	36	24.7%
2024	Chemistry	1729	1,724	323	18.7%
2024	Chemistry and Biology (ChemBio)	190	189	40	21.2%
2024	Chinese (Mandarin)	92	90	13	14.4%
2024	Classical Studies	282	282	56	19.9%
2024	Commerce	199	195	38	19.5%
2024	Dance	57	57	16	28.1%
2024	Design and Visual Communication (DVC)	257	237	53	22.4%
2024	Digital Technologies	239	237	61	25.7%
2024	Drama	108	106	28	26.4%
2024	Earth and Space Science	26	26	5	19.2%
2024	Economics	438	435	109	25.1%
2024	Education for Sustainability	4	s	s	s
2024	English	2302	2,288	238	10.4%
2024	French	107	107	26	24.3%
2024	Geography	418	414	77	18.6%
2024	German	26	26	5	19.2%
2024	Graphics and Design	9	9	0	0.0%
2024	Health	70	70	18	25.7%
2024	Health Studies	26	26	15	57.7%
2024	History	535	531	116	21.8%
2024	Home Economics	33	33	9	27.3%
2024	Japanese	39	39	11	28.2%
2024	Korean	7	7	0	0.0%
2024	Latin	5	s	s	s
2024	Lea Faka-Tonga	8	8	2	25.0%
2024	Materials and Processing Technology (MPT)	35	35	5	14.3%
2024	Mathematics	1657	1,646	152	9.2%
2024	Mathematics and Statistics	197	196	34	17.3%
2024	Media Studies	110	109	24	22.0%
2024	Music	122	121	28	23.1%
2024	Physical Education	162	162	23	14.2%
2024	Physics	1254	1,246	207	16.6%
2024	Physics, Earth and Space Science (PESS)	82	81	9	11.1%
2024	Psychology	20	20	5	25.0%
2024	Religious Studies	93	93	8	8.6%
2024	Science	47	47	7	14.9%
2024	Social Studies	45	45	13	28.9%
2024	Spanish	86	85	28	32.9%
2024	Te Ao Haka	3	s	s	s
2024	Te Reo Maori	39	38	12	31.6%
2024	Te Reo Rangatira	3	s	s	s
2024	Technology	93	92	21	22.8%
2024	Visual Arts	143	132	14	10.6%