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<b>To</b>	Poari Mātauranga/Academic Board	<b>From</b>	Rosemary Dewerse – Lead, Quality Systems, Te Korowai Kahurangi
<b>Title</b>	NZQA & ITP Sector Update	<b>Date</b>	25/09/19

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**Recommendation/s**

That Poari Mātauranga/Academic Board receive the NZQA and ITP sector update.

**Purpose**

To provide Poari Mātauranga/Academic Board with an NZQA and ITP sector update.

**Key Points**

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**1. Vietnam fraud cases**

In the first half of August, in response to a request from Peak Bodies made under the Official Information Act 1982, Immigration New Zealand (INZ) released the names of three education agents associated with Vietnamese student visa applications that included financial documents determined by INZ to be fraudulent.

INZ was contacting education providers referenced in the international students' visa applications to advise them of the fraud.

Following the information release, Education New Zealand (ENZ) has updated its list of ENZ Recognised Agencies (ENZRA agents), removing one agency from the list.

Code signatories who have contracts with the agents named are expected to check the terms of their contracts and take action under outcome 2, clause 14bb of the Code.

**Unitec Action:** Take action if this situation is relevant to us.

**2. Potential for measles outbreak**

NZQA is not planning to cancel NCEA or scholarship exams but is warning that institutions should be prepared, and follow normal procedures for ensuring students can achieve an authentic grade for their work if they contract the disease and are prevented from sitting an exam.

**Unitec Action:** Ensure plans are in place for students to be graded if they are prevented from sitting their exam because of contracting measles.

**3. Consultation on reviewed IT and Computing qualifications at Levels 2-6**

Consultation on the reviewed IT and Computing qualifications at Levels 2-6 is open until **30 September 2019**.

Information about the review and draft qualifications is available from the [consultation webpage](#).

**Unitec Action:** Participate as appropriate.

#### **4. NZ Certificate in English Language Level 4 Academic national monitoring**

Programme monitoring of forty-four providers who hold accreditation for delivering the New Zealand Certificate in English Language Level 4 (Academic) began in August and will continue into 2020. It is occurring because it was shown in monitoring that some higher level Business programmes, for which NZCEL proves to be a feeder, are having issues, particularly with International students. Because numbers of International students in such programmes are increasing this presents a particular risk.

In addition, in 2018 NZQA received anecdotal allegations about some providers' delivery of the NZCEL from staff, ex-staff and other providers. These included: inappropriate entry; unqualified staff; under-assessment; inappropriate use of recognition of prior learning (RPL); inadequate resources; compressed delivery.

Providers are being given two weeks' notice of a visit.

**Unitec Action:** If monitoring is to happen at Unitec, ensure support is in place for the Language Studies team

#### **5. Managing student complaints well**

Providers should make sure students can easily access information on making complaints, and that the process and forms are available on their website and in the student handbook.

NZQA has been getting calls from students saying they can't find information about making a formal complaint to their provider. Students may not feel they can ask staff directly for this information, especially if they have not decided if they will make a formal complaint.

**Unitec Action:** Expedite the review of Academic Appeals/Grievances and ensure communication on the procedure, especially for students, is clear.

#### **6. New Zealand qualifications and micro-credentials**

Tertiary education organisations (TEOs) can award and issue New Zealand qualifications and micro-credentials listed on the New Zealand Qualifications Framework (NZQF). This flexibility is one of the outcomes of the Targeted Review of Qualifications.

The certificate must be signed by the chief executive or another senior staff member with the authority to confer the award on behalf of the TEO. Include the role/job title of the signer.

**Unitec Action:** Note this flexibility.