



# minutes

## Te Komiti Mātauranga | Academic Committee

Type: Regular Meeting  
Date: **Wednesday, 2021-05-05**  
Scheduled: 0830h – 1130h  
Actual: 0833h – 1130h  
Chair: **Simon Nash** (Acting on behalf of Martin Carroll)  
Location: **180-2043**

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### 1. Whakatuwheratanga | Opening

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#### 1.1. Karakia Timatanga | Opening Prayer

Manawa mai te mauri nuku  
Manawa mai te mauri rangi  
Ko te mauri kai au  
he mauri tipua  
Ka pakaru mai te pō  
Tau mai te mauri  
Haumi e, hui e, taiki e!

*Embrace the power of the earth  
Embrace the power of the sky  
The power I have  
Is mystical  
And shatters all darkness  
Cometh the light  
Join it, gather it, it is done!*

## 1.2. Tae Ā-Tinana & Ngā Whakapāha | Attendance & Apologies

### **Mema | Members Attending**

- |                       |                     |                   |
|-----------------------|---------------------|-------------------|
| 1. (Chair) Simon Nash | 6. Chris King       | 12. Maura Kempin  |
| 2. Andrea Thumath     | 7. Irene Farnham    | 13. Prabhat Chand |
| 3. Anne McKay         | 8. Kate Barry       | (For: Lee Baglow) |
| 4. Annette Pitovao    | 9. Katie Bruffy     | 14. Simon Tries   |
| 5. Aroha Dykes        | 10. Liz Rainsbury   | 15. Toni Rewiri   |
| (Dep. 1114h)          | 11. Marcus Williams | (Arr. 0912h)      |

### **Kōrama | Quorum**

The meeting was deemed quorate with a majority of members represented.

### **Ngā Whakapaha | Apologies**

1. Falaniko Tominiko
2. Gus Gilmore
3. Lee Baglow (Proxy: Prabhat Chand)
4. Martin Carroll
5. Toni Rewiri – *Lateness*
6. Aroha Dykes – *Early departure*

### **Resolved:**

That Te Komiti Mātauranga receive the apologies for the meeting.

Moved: A McKay

Seconded: K Bruffy

**Motion: CARRIED**

### **Members Absent**

- (None)

### **Hunga Mahi | Staff in Attendance**

1. (Secretary) Daniel Weinholz
2. Trude Cameron

## 1.3. Committee Management

### **1.3.1. Tracker: Attendance**

Te Komiti noted the attendance for the year to date. No concerns were raised.

### **1.3.2. Tracker: Work Plan**

Te Komiti discussed current and upcoming line items from the Work Plan.

#### **1. 2020 November**

- a. Ako Ahimura Review of Student Course Survey Report for Semester 2, 2020  
– [See: Section 4.2. Subcommittee Reporting]

**2. 2020 December**

- a. URC Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- b. UREC Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- c. PGRSC Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- d. AAC Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- e. AA-LTC Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- f. QAB Annual Report 2020 – [Section 4.2. Subcommittee Reporting]

**3. 2021 Week 13: 2021-03-24**

- a. Te Komiti Mātauranga Annual Report 2020 – Awaiting submission
- b. Ako Ahimura Review of Professional Development for Teachers: Annual Report 2020 – [Section 4.2. Subcommittee Reporting]
- c. Complaints & Appeals (Non-Academic): Annual Report 2020 – [Item 4.4.1]
- d. Complaints & Appeals (Academic): Annual Report 2020 – [Item 4.4.1]

**4. 2021 Week 19: 2021-05-05**

- a. Degree Monitoring: Annual Report 2020 – [Section 4.3. Quality Management System Reporting]
- b. Assuring Consistency: Annual Report 2020 – [Section 4.3. Quality Management System Reporting]

**5. 2021 Week 25: 2021-06-16 // Submissions due: 2021-06-02**

- a. (None)

**6. 2021 Week 27: 2021-06-30 // Submissions due: 2021-06-16**

- a. Extraordinary Hui o Te Komiti Mātauranga (Institutional Academic Evaluation and Planning)

**7. 2021 Week 31: 2021-07-28 // Submissions due: 2021-07-14**

- a. Research Productivity Traffic Light (RPTL) Report
- b. QAB Review of Statutory Declaration to NZQA

1.3.3. Tracker: Actions**Action-059 Strategy, Policy & Procedure Approval Process**

2020-11-04: Work in progress.

2020-12-02: Work in progress.

2021-02-10: No change.

2021-03-24: No change.

2021-05-05: No change.

Status: ACTIVE

1.4. Pitopito Kōrero o Ngā Hui | Minutes of the Previous Meeting/s

**1.4.1. Minutes 2021-03-24: Amendment to Item 4.1.1.**

Presenter/s: Aroha Dykes

Te Komiti noted the information that Mātātupu refers to the Māori Students Association.

Draft:

Te Komiti noted that Mātātupu is still being held by an interim committee of which Irene Farnham is a member but it has not yet been handed to her in her role as Māori representative. She will support the reestablishment of it as an active club and work to run a campaign to find new committee member.

Amendment:

Te Komiti noted that Mātātupu is still being held by an interim committee of which Irene Farnham is a member. She will support the reestablishment of it as an active club and work to run a campaign to find new committee member.

**1.4.2. Minutes 2021-03-24: Amendment to Item 4.1.3.**

Presenter/s: Andrea Thumath

Draft:

Commendation went to Annette Pitovao and International Success for their mahi in partnership with Under-25s Success to attract and enrol onshore International learners from High Schools into UPC. The positive effect of I See Me initiatives are helping to counteract the loss of Unitec reputation in the wider education community caused by Unitec-MIT integration issues.

Amendment:

Commendation went to International Marketing for their mahi in partnership with Under-25s Success to attract and enrol onshore International learners from High Schools into Unitec post-secondary school.

Increases in both Māori and Pacific Under 25 First year retention rate (6.8% and 5.9% respectively), correlated with the higher agreement that Under 25s can express their culture as shown in the Semester 2 Net Promotor Scores, provide early indicators of the positive effect of I See Me initiatives.

There is a significant loss of Unitec reputation in the wider West Auckland community caused by Unitec-MIT integration issues.

### 1.4.3. Minutes 2021-03-24: Discussion of Item 1.6.1. (Attendance)

Te Komiti expressed a desire for the Chief Executive to indicate his plans for attendance or nomination of a proxy by the Chief Executive in accordance with the Terms of Reference.

**ACTION** → Secretary to place the action of Minutes 2021-03-24, Item 1.6.1. onto the Committee Actions Tracker. (Action-060)

### 1.4.4. Minutes 2021-03-24: Discussion of Item 3.1. (Unitec-MIT Integration Issues)

Te Komiti discussed the existence and nature of an apology from the Board of Directors to Unitec staff. Te Komiti noted that a form of apology has been provided by Gus Gilmore, but nothing as such from the Board.

Te Komiti noted that it would be beneficial toward clear and accurate records and in the spirit of ngākau māhaki to have the representatives of the Board of Directors who were present (Peter Winder and Robert Reid) review the wording of this section of the Draft Minutes before Te Komiti Mātauranga approves them officially. After approval, the Minutes of Te Komiti Mātauranga are reported up to the Board of Directors via the Chair Report of Te Komiti Mātauranga.

**ACTION** → S Nash to ask P Winder and R Reid to review the Draft Minutes 2021-03-24, Item 3.1. and put forward any desired amendments and / or agree that they are a clear and accurate record of the meeting.

### Resolved:

That Te Komiti Mātauranga:

1. Approve the Minutes of the following meeting/s:
  - Standing: 2021-03-29; 2021-04-19
2. Defer approval of the Minutes of the following meeting/s to a later hui pending amendments and other actions:
  - Regular: 2021-03-24

Moved: A Thumath

Seconded: S Tries

**Motion: CARRIED**

### 1.5. Mahia Atu | Matters Arising

- (None)

### 1.6. Key Dates

Te Komiti noted the AGC Meeting Schedule 2021 (Updated: 2021-05-03) for Te Komiti Mātauranga and its subcommittees, particularly the following changes from the previous version.

- Added Te Komiti Mātauranga Institutional Academic Evaluation and Planning (Week 27)
- Relocated bookings from Building 115 to Building 180 due to impact of asbestos remediation (Weeks 19, 33, 37, 39)

Te Komiti noted the key dates in the near future.

- **Week 23 – Wed., 2021-06-02:** Due date for agenda items for Hui 2021-06-16
- **Week 25 – Wed., 2021-06-16:** Hui o Te Komiti Mātauranga o Te Whare Wānanga o Wairaka
- **Week 25 – Wed., 2021-06-16:** Due date for agenda items for Extraordinary Hui 2021-06-30
- **Week 27 – Wed., 2021-06-30:** Extraordinary Hui o Te Komiti Mātauranga (Institutional Academic Evaluation and Planning)
- **Week 29 – Wed., 2021-07-14:** Due date for agenda items for Hui 2021-07-14
- **Week 31 – Wed., 2021-07-28:** Hui o Te Komiti Mātauranga o Te Whare Wānanga o Wairaka

### 1.7. Chair Reporting, Te Komiti Mātauranga

Te Komiti noted that no new Chair Report has yet been written since the last hui.

### 1.8. Committee Self-Assessment: Topic

- Efficiency v Effectiveness – How well are we collectively balancing our limited committee time for efficient and effective coverage of agenda items?

(Response from Te Komiti recorded under Item 5.2.)

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## 2. Mea Hei Whakaae | Items to Approve

- (None)

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## 3. Mea Hei Kōrero | Items to Discuss

### 3.1. Unitec EER Report 2021

Presenter/s: Simon Tries; Simon Nash

Te Komiti noted:

- Responsibility for the response to the Report should be assigned to someone on the integrated ELT.
- Concern the ongoing delay to the institute's response to this report.

**ACTION** → S Nash (Chair, Te Komiti Mātauranga) to write to M Carroll (DCE Academic) to register the concern of Te Komiti Mātauranga regarding the lateness of the Unitec EER Report 2021 being presented to Te Komiti Mātauranga and to request that the DCE Academic prioritise producing a response to recommendations.

**Resolved:**

That Te Komiti Mātauranga receive the Unitec EER Report 2021.

Moved: K Bruffy

Seconded: A McKay

**Motion: CARRIED**

#### **4. Ngā Tukunga | Items to Receive**

##### 4.1. Strategic Reporting

As planned, no reports for this section were presented.

The Chair noted that a review is needed of the reporting schedule due to the change from monthly cycles in 2020 to 6-weekly cycles in 2021.

**ACTION** → Priority Group Directors, with Aroha Dykes (Student President), to discuss the reporting schedule issues and bring their collective recommendations to the next hui.

##### **4.1.1. Māori Success**

##### **4.1.5. Student Success**

##### **4.1.2. Pacific Success**

##### **4.1.6. Disabled Learners**

##### **4.1.3. International Success**

##### **4.1.7. Student Voice**

##### **4.1.4. Under-25s Success**

##### 4.2. Subcommittee Reporting

Te Komiti agreed that Annual Reporting for Subcommittees is a beneficial practice, especially for UREC which has a Chair who is not a Unitec staff member.

##### **4.2.1. Te Komiti Rangahau o Unitec**

Presenter/s: Marcus Williams URC

1. **Chair Report: URC 2021-03-19** – Deferred in from last hui
2. **URC Annual Reporting 2020** – Deferred in from last hui
3. **Chair Report: URC 2021-04-20**

Te Komiti heard that URC is still awaiting the outcomes of the PBRF Review 2019 that now has an ETA of early June 2021. After the Review is received then the internal Unitec PBRF Review can continue.

Te Komiti further discussed the action recorded in the (draft) Minutes 2021-03-24 for this reporting item and concluded that the wording of URC Terms of Reference 2021 (draft) is fine as presented without amendment.

**Resolved:**

That Te Komiti Mātauranga approve the Terms of Reference 2021 for the Unitec Research Committee.

Moved: M Williams

Seconded: S Nash

**Motion: CARRIED**

#### 4.2.2. Te Komiti Tikanga Matatika

Presenter/s: Marcus Williams UREC (via Asher Lewis)

1. **UREC Annual Reporting 2020**  
Author/s: Maria Humphries-Kil; Asher Lewis
2. **Chair Report: UREC 2021-04-21**  
Author: Asher Lewis (Secretary, UREC)

Te Komiti heard that:

- Operational process improvements have been made for 2021.
- Applications in 2021 have declined.
- Overall, mahi and self-evaluation is going well.

#### 4.2.3. Te Komiti Whakahaere a ngā Pia

Presenter/s: Marcus Williams PGRSC

1. **Chair Report: PGRSC 2021-01-18** – Deferred in from last hui
2. **PGRSC Annual Reporting 2020** – Deferred in from last hui
3. **Chair Report: PGRSC 2021-04-20**

Commendation was given to Hamza Qazi (Secretary, PGRSC / Administrator, Te Korowai Kahurangi) for his key role in rebuilding the PGRSC over the past couple years post-disestablishment by the Transformation. PGRSC has now stabilized and is ready to release H Qazi back to Te Korowai Kahurangi for other mahi.

#### 4.2.4. Te Komiti Whakamana Hōtaka Hou

Presenter/s: Simon Tries AAC

1. **Chair Report: AAC 2021-03-12** – Deferred in from last hui
2. **AAC Annual Reporting 2020** – Deferred in from last hui
3. **Chair Report: AAC 2021-04-23**

Te Komiti heard that:

- The committee was very busy in 2020 and has been again in 2021.



- A booking system for managing incoming applications is being developed to better distribute very limited resource to evaluation of the applications.
- The committee has applied a time limit to completing conditions placed on approval.
- Lack of evidence of engagement in application packages, rather than lack of engagement, has been a common issue and is a focus of improvement.
- Members typically take a couple years to develop confidence in their evaluative capability.
- An application precheck process has been implemented to improve the quality and processing of applications coming to the committee.

Te Komiti discussed the items and noted that:

- Two factors are key to high quality applications.
  - Early planning ahead of programme changes by Schools
  - Early and deep engagement between the Programme Team and Te Korowai Kahurangi
- High quality leadership is needed to get applications through the complicated process.
- Te Korowai Kahurangi only has about 0.5FTE that it can allocate to Programme Development. Te Komiti Mātauranga may need to consider endorsing a call for more resource in this area in order to improve academic quality and capability.
- The full impact of the developing Te Pūkenga body on programme development is unknown. However, major programme changes now require approval from Te Pūkenga prior to submission to NZQA and TEC.
- The committee has a Standing Committee to handle exceptions to standard process.

**ACTION** → S Tries to meet with Head of School representative members (C King; K Bruffy) and then report back to next hui with recommendations on:

- progress of AAC process improvements underway
- discussions with stakeholders regarding resource allocated to programme development mahi by Schools and Te Korowai Kahurangi

#### 4.2.5. Ako Ahimura

Presenter/s: Maura Kempin AA-LTC

Te Komiti acknowledged the upcoming departure of MK from Unitec and formally acknowledged her contributions to AALTC and AC and the improvements in the AALTC under her Chairing.

1. **Chair Report: AA-LTC 2021-03-03** – Deferred in from last hui
2. **AA-LTC Annual Reporting 2020** – Deferred in from last hui  
Te Komiti noted that this was written in advance of the final hui of Te Komiti for 2020 and that the self-assessment was conducted in a two-part process resulting in improvements to the structure and operations of the committee.
3. **Ako Ahimura Review of Student Course Survey Results (Semester 2, 2020)** – Deferred in from last hui  
Te Komiti noted that:
  - The score of 8.0 was particularly good given the impact of Lockdowns.

- Concern about the decreased score for the School of Architecture
  - AALTC has approved recommendations to address low-performing programmes.
  - Significant improvement in the student participation rates.
4. **Ako Ahimura Review of Teacher Capability Development Annual Report 2020** – Deferred in from last hui
- Te Komiti heard that this report was written in December 2020 and reflected the situation at that time. The CEP template now has a question asking if undertaking a Badge has improved teacher practice.
5. **Chair Report: AA-LTC 2021-04-22**
6. **Ako Ahimura Review of New Teacher Inductions Report: Intake 1, 2021**

Te Komiti discussed the item and noted that:

- Fulltime permanent teachers typically do attend induction. Clashes with teaching classes is the main reason for non-attendance among this group.
- Regarding staff who are not permanent fulltime teachers, there are challenges with funding attendance to induction for these teachers.
- In the teaching contracts, there is no requirement stated around having or undertaking teacher training.
- Regarding tutorial assistants, different schools have different amounts of teacher-related scope. Some are even asked to write assessment pieces.
- No data is known on any correlation between attendance at induction and student satisfaction.
- Students do not discriminate between teaching staff on various contracts. They should receive quality teaching regardless of the teacher contract.

ACTION → A McKay (action leader), M Kempin, C King and S Emerson to consult with HR, keeping S Nash updated, regarding New Teacher Induction and contracts for teachers who are not fulltime permanent staff. Recommendations are to be more specific and presented for endorsement to the next hui.

Te Komiti took an intermission in proceedings from 1005h to 1015h.

#### 4.2.6. Te Poari Whai Kounga

Presenter/s: Simon Tries                      QAB

1. **Chair Report: QAB 2020-12-02** – Deferred in from last hui
2. **QAB Annual Reporting 2020** – Deferred in from last hui
3. **PAQC Chair Reporting: QAB Thematic Report (Round 1, 2021)** – Deferred in from last hui
4. **Chair Report: QAB 2021-04-23**

Te Komiti heard that:

- Consistency Review process is performing excellent.
- Degree Monitoring process is performing well.
- Programme Review process has concerns. Some still have not been completed since 2019.

- Graduate Survey process is being reviewed. The findings are out for feedback from stakeholders.
- Academic Risk management and reporting is under review.
- QAB is overseeing Project Arotake in the School of Trades and Services.
- PAQCs are performing better than a year ago. Concern has been heard regarding time pressures on Chair workload. One common request from PAQCs is for clarity on the role and authority of the PAQC within the School

Te Komiti discussion noted that:

- Programme Review rating relates to the progress toward completion of the report rather than the outcomes of the Programme Review report itself.
- Issues with the Programme Review process are systemic.
- Issues with resourcing the work of PAQCs needs investigation because it relates to academic quality across the institute.

**ACTION → S Tries (Chair, QAB) to work with HOS collective to consider:**

- the reasonableness of demands of PAQC duties on PAQC Chairs, Members and AAQs and
- whether remedial activity is needed to address any issues (possibly through Workload Allocation Models and resourcing).

Recommendations are to be submitted to the next hui.

- Student Representatives sit on about three quarters of PAQCs. Work is underway with Steve Marshall, Aroha Dykes and HR to find solutions for any PAQCs which do not have a Student Representative.

#### 4.2.7. Academic Recovery Committee

Presenter/s: Chris King                      ARC

With the nation now in Lockdown Level 1 and the Unitec asbestos remediation finishing up, the committee expects to stand down soon. A written report is expected to the next hui of Te Komiti Mātauranga.

C King and A Dykes shall work together regarding student concerns on the level of communication received about classes affected by the asbestos remediation work.

#### **Resolved:**

That Te Komiti Mātauranga receive the Chair, Annual and any other reporting from its subcommittees:

- 4.2.1. Te Komiti Rangahau o Unitec
- 4.2.2. Te Komiti Tikanga Matatika
- 4.2.3. Te Komiti Whakahaere a ngā Pia
- 4.2.4. Te Komiti Whakamana Hotaka Hou
- 4.2.5. Ako Ahimura

- 4.2.6. Te Poari Whai Kōunga
- 4.2.7. Academic Recovery Committee

Moved: M Williams

Seconded: A Thumath

**Motion: CARRIED**

### 4.3. Quality Management System (QMS) Reporting

#### **4.3.1. Academic Quality Oversight – Regular Reporting (Original system)**

(Deferred in from Te Komiti Mātauranga 2021-03-24)

Presenter/s: Simon Tries

1. Consistency Reviews: Tracker 2021-03-03 with Rubric
2. Degree Monitoring: Tracker 2021-03-03 with Rubric
3. Programme Reviews: Tracker 2021-03-03 with Rubric

#### **4.3.2. Oversight of Quality Assurance Systems (2021-03-24)**

(Deferred in from Te Komiti Mātauranga 2021-03-24)

Presenter/s: Simon Tries

Memo with PowerBI Dashboard:

1. Overview
2. Snapshot

#### **4.3.3. Programme Developments – Regular Reporting**

(Deferred in from Te Komiti Mātauranga 2021-03-24)

Presenter/s: Simon Tries

1. Programme Developments: Tracker 2021-03-01 with Rubric

Te Komiti noted that programme development and approval processes are roughly similar across the sector.

#### **4.3.4. Academic Quality Oversight – Regular Reporting (New system)**

Live Link: Unitec Academic Quality (Overall)

Presenter/s: Simon Tries

1. Memo: Oversight of Quality Assurance Systems
2. Snapshot: Quality Assurance (2021-04-28)
3. Snapshot: Programme Development and Approval (2021-04-27)

Te Komiti viewed the new system on PowerBI (the “Uber Dashboard”) and heard an explanation of its purpose, rating system and rubrics.

Te Komiti discussed the Dashboard and commended S Tries and Te Korowai Kahurangi Quality Systems Team for the Dashboard being “next level” and that significant benefit can be expected for the institutional performance and reporting.

Te Komiti noted that:

- QAB has approved the Rubrics.
- Any major changes will go to QAB for approval.
- Any changes will need clear communication to the PAQCs.

Te Komiti discusses the process of development for the ratings and rubrics and noted that:

- They have not been externally reviewed.
- QAB has already reviewed and approved them.
- The outcome rubrics are based on NZQA rubrics.
- The process rubrics are built around milestones in the setting up process that leads to the outcomes.
- Various metric details on the rubrics will probably be amended and refined over time in response to feedback from stakeholders / users.

Te Komiti noted that:

- Much of the process support draws on Te Korowai Kahurangi resource in collaboration with School resource.
- Planning for including Moderation on the Dashboard is underway and may appear in late Semester 2, 2021.
- Consultation did not include the PAQC Chairs because the processes have not changed, only the reporting system. The new system provides more transparency. Improvements can occur over time as different stakeholders use it and provide feedback.

Members were encouraged to provide feedback to S Tries.

Te Komiti discussed the multiple “poor” ratings of Programme Reviews within the School of Architecture and noted that QAB has taken appropriate actions to address this matter.

Te Komiti commended the Dashboard as a “giant leap forward” and that amendments will bring further improvement over time.

#### **4.3.5. Programme Developments – Annual Reporting**

Presenter/s: Simon Tries

1. Programme Developments Annual Reporting 2020  
Author: Jackie Tims

#### 4.3.6. Academic Risk Management

Presenter/s: Simon Tries; Trude Cameron

Te Komiti heard that:

- Reporting on this item goes primarily to QAB.
- The latest report has no surprises.

Te Komiti agreed that reporting on this item to Te Komiti should remain separate from QAB subcommittee reporting.

#### 4.3.7. Te Pūkenga Updates

1. **Regulating for Excellence (R4E)**
  - a. Email (2021-03-15) – Deferred in from last hui
  - b. Project Summary (2021-03-15) – Deferred in from last hui
  - c. Working Group Members – Deferred in from last hui
2. **Pānui 1, 2020 (Email from Angela Beaton, 2021-02-23)** – Deferred in from last hui
3. **Te Poari Akoranga – Terms of Reference 2021 (Draft)** – Deferred in from last hui
4. **Te Poari Akoranga – Terms of Reference 2021 (Approved)**

Te Komiti discussion noted that:

- A clearly understood communication channel between Te Poari Akoranga and Te Komiti Mātauranga is lacking.
- R4E continues to be delayed.
- The level of communication from Te Pūkenga is inadequate. Anecdotally, the sector is unclear on how institutes can or should engage with or be aware of Te Pūkenga mahi and direction.

#### Resolved:

That Te Komiti Mātauranga receive the reporting on:

- 4.3.1. Academic Quality Oversight – Regular Reporting (Original system)
- 4.3.2. Oversight of Quality Assurance Systems (2021-03-24)
- 4.3.3. Programme Developments – Regular Reporting
- 4.3.4. Academic Quality Oversight – Regular Reporting (New system)
- 4.3.5. Programme Developments – Annual Reporting
- 4.3.6. Academic Risk Management
- 4.3.7. Te Pūkenga Updates

Moved: M Kempin

Seconded: C King

**Motion: CARRIED**

#### 4.4. Ngā Rīpoata | Other Reports

##### **4.4.1. Student Complaint Reports for MIT and Unitec: Annual Report 2020**

Presenter/s: Simon Nash (DCE Learner Experience and Success)

Memo with:

1. MIT Student Complaints Report 2020
2. Unitec Student Complaints Report 2020

Te Komiti noted that:

- The report was written with the Board of Directors as the intended audience and so includes both MIT and Unitec.
- Implementing an approach of de-escalation has had a positive impact, in conjunction with closer adherence to following due process for handling complaints.

#### **5. Kupu Whakamutunga | Closing**

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##### **5.1. Ētahi Kaupapa Anō | Any Other Business (AOB)**

- (None)

##### **5.2. Committee Self-Assessment: Response from Members**

Te Komiti commended itself on completing all business on the agenda within the allocated time and that discussion was substantial and held in the spirit of ngākau māhaki.

##### **5.3. Karakia Whakamutunga | Closing Prayer**

Ka wehe atu tātou  
I raro i te rangimārie

Te harikoa

Me te manawanui

Haumi ē! Hui ē! Taiki ē!

*We are departing*

*Peacefully*

*Joyfully*

*And resolute*

*We are united, progressing forward.*

#### **READ & CONFIRMED**

Chair:



Date: 2021 / 06 / 16