

# Te Ohu Whakahaere Appeals - 18 November 2024



18 November 2024 10:00 AM - 12:00 PM

Agenda Topic	Presenter	Time	Page
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Open Agenda			
1. Administration		10:00 AM-10:05 AM	6
1.1 Welcome   Mihi			
1.2 <a href="#">Te Ohu Whakahaere Appeals membership list</a>			6
1.3 <a href="#">Workplan 2024</a>			7
1.4 <a href="#">Minutes of the open portion of meeting held on 16 September 2024</a>			8
RECOMMENDATION: THAT Te Ohu Whakahaere Appeals approved, as a true and accurate record, the minutes of the open portion of the Te Ohu Whakahaere Appeals meeting held 16 September 2024.			
2. <a href="#">Self-Assessment 2024</a>	D. Raerino and A. McLean, co-chairs of Te Ohu	10:05 AM-10:20 AM	10
RECOMMENDATION: THAT Te Ohu Whakahaere Appeals: a) Receives the "Te Ohu Whakahaere Appeals Self-Assessment Report" b) Provides feedback on the self-assessment report; and c) Recommends to Te Poari Akoranga that it approves the self-assessment report.			
3. <a href="#">National Ākonga Appeals Policy</a>	D. Raerino and A. McLean, co-chairs of Te Ohu	10:20 AM-10:30 AM	14
RECOMMENDATION: THAT Te Ohu Whakahaere Appeals: a) Receives the report titled 'Ākonga Appeals Policy Review'; b) Reviews and provides feedback on the proposed changes the Ākonga Appeals Policy; and c) Recommends to Te Poari Akoranga that it approves the changes to the Ākonga Appeals Policy.			
4. <a href="#">Updates from Te Poari Akoranga</a>	A. McLean	10:30 AM-10:40 AM	34
RECOMMENDATION: THAT Te Ohu Whakahaere Appeals receives the meeting summary of Te Poari Akoranga meetings held: - 27 September 2024 and - 25 October 2024.			

5.	<a href="#">Resolution to exclude the public</a>		38
<p>It will be moved by the Chair that the public be excluded from the remainder of the meeting. This resolution will be made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) (noting Te Pūkenga Council is specified, in Schedule 2 of LGOIMA, as a body to which LGOIMA applies) and the particular interests protected by section 9 of the Official Information Act 1982 (OIA) which would be prejudiced by the holding of the relevant parts of the proceedings of the meeting in public. The general subject of each matter to be considered while the public is excluded and the reason for passing the resolution in relation to each matter are as outlined in the agenda.</p>			
<p>Agenda - Public Excluded</p>			
6.	Administration - Public Excluded	10:40 AM-10:45 AM	39
6.1	<a href="#">Minutes of previous meeting - public excluded portion</a>		39
<p>RECOMMENDATION:            THAT Te Ohu Whakahaere Appeals approve, as a true and accurate record, the minutes of public excluded portion of the Te Ohu Whakahaere Appeals meeting held 16 September 2024.</p>			
6.2	<a href="#">Action List</a>		41
7.	<a href="#">Appeals Officer Report</a>	K. Kennedy, Appeals Officer	10:45 AM-10:50 AM 42
<p>RECOMMENDATION:            THAT Te Ohu Whakahaere Appeals receives the Appeals Officer's report as at 8 November 2024.</p>			
8.	<a href="#">Updates from Te Poari Akoranga - public excluded</a>	A. McLean	10:50 AM-11:00 AM 44
<p>RECOMMENDATION:            THAT Te Ohu Whakahaere Appeals receives the summary of Te Poari Akoranga meetings public excluded portion held:            - 27 September 2024 and            - 25 October 2024.</p>			
	<a href="#">Karakia whakakapi</a>		46

# Karakia tīmatanga

Tēnā tātou here are some useful phrases you can use to introduce opening karakia next time you are asked to lead it.

**Māku e huaki te wānanga nei.**

I'll open our shared space.

**Kia huakina te wānanga nei ki te karakia.**

May our shared space be opened with karakia.

**Kāti anō kia karakia e manawa ora ai te wānanga nei.**

It's only fitting that we begin with karakia so we may strengthen our shared space together.

## Karakia tīmatanga Opening incantation

**Whakarongo rā e Rongo  
ki Te Pūkenga  
te manawa nei  
ki te rongo taketake,  
te whiwhia, te rawea  
te whiwhi-ā-nuku  
whiwhi-ā-rangi  
i takea mai i te kāhui o ngā ariki.  
kia tūturu ka whakamau ai kia  
tina,  
Tina! (everybody)  
Hui e?  
Tāiki e!**

Listen o Rongo  
to Te Pūkenga  
offering gratitude  
for the peace and harmony  
that allows us to enjoy  
he gifts of the earth  
and the heavens  
bequests of a higher order.  
And bind it firmly,  
firmly!  
Do we all concur?  
We concur!

When someone has led karakia to open a hui, it is seen as respectful for someone else to then thank them for carrying out that duty. Here are some mihi to the kaikarakia you can try next time.

**Tēnā koe i tō karakia mai.**

Thank you for delivering karakia.

**Ka nui te mihi o te manawa ki a koe, i tō karakia mai.**

With heartfelt gratitude, thank you for delivering karakia.

**Kia waiho mā ēnei kupu e kawē atu te whakamiha ki a koe, i tō karakia mai. Nāu oti, e manawa ora nei te wānanga.**

May these words convey my sincerest appreciation to you for delivering karakia. Because of you, our shared space is now strengthened.



## 2024 Karakia Lead Schedule – Te Ohu Whakahaere Appeals

As at 31 October 2024

### Te Ohu Whakahaere Appeals

Meeting dates	Name
<i>Mon 16 Sept – governance</i>	Sue Crossan
<i>Mon 18 Nov – governance &amp; ops</i>	Melanie Baynes
<i>Wed 4 Dec - ops</i>	Adele McLean
2025	Robyn McNaught
2025	Dell Raerino

## Schedule D

### Sub-Delegations from Te Poari Akoranga

Te Poari Akoranga may formally sub-delegate specific tasks and/or responsibilities to nominated groups, committees and/or ohu whakahaere. This schedule will be updated each time a power is sub-delegated. All sub-delegated authority must be exercised in accordance with the purpose of Te Poari Akoranga as set out in the Terms of Reference as updated from time to time. In sub-delegating authority, Te Poari Akoranga requires:

- i) Any policies related to the responsibilities are approved by Te Poari Akoranga;
- ii) Major decisions made by the body receiving the sub-delegation are reported to Te Poari Akoranga through reporting template.

Ref	Subject	Description	Sub-delegation
7.	Appeals	<p>To:</p> <ol style="list-style-type: none"> <li>a. receive unresolved learner complaints or appeals that have already been determined (in line with relevant appeals policies and processes);</li> <li>b. support the resolution, settlement and/or withdrawal of such unresolved complaints or appeals; and</li> <li>c. if necessary, make recommendations about policies, procedures, or the provision of services.</li> </ol>	<p><b>Te Ohu Whakahaere Appeals</b></p> <p>This delegation is sub-delegated in its entirety.</p>

**Te Ohu Whakahaere Appeals**

Name	Role	Meeting dates
Dell Raerino	Co-Chair	<del>Wed 14 Feb</del>
Adele McLean	Co-Chair	<del>Wed 17 April - governance</del>
Sue Crossan	Member	<del>Wed 7 June - ops</del>
Melanie Baynes	Member	<del>Wed 3 July - governance</del>
Robyn McNaught	Member	<del>Wed 21 August - ops</del>
		<del>Mon 16 Sept - governance</del>
		Mon 18 Nov – governance & ops
		Wed 4 Dec - ops

Te Ohu Whakahaere Appeals - 18 November 2024 - Administration

Te Ohu Whakahaere Appeals	Quarterly	Wed 14 Feb	Wed 17 April	Fri 7 June	Wed 3 July	Wed 21 Aug	Mon 16 Sept	Mon 18 Nov	Wed 4 Dec
Te Ohu Whakahaere Terms of Reference review									
Develop/Review workplan for 2024									
Review governance function - role, responsibilities and parameters									
Review Notice of Appeal form									
Review inquiry process including relevant documentation and policies									
Review Register of Appeals									
2025 meeting dates									
Review National Ākonga Appeals Policy									
Self assessment for 2024									



## Minutes for open portion of Te Ohu Whakahaere Appeals - 16 September 2024

16/09/2024 | 10:00 AM - 12:00 PM - Auckland, Wellington New Zealand Standard Time

### Attendees (5)

Adele McLean; Dell Raerino; Melanie Baynes; Robyn McNaught; Sue Crossan

**Chair:** Dell Raerino

**In attendance:** Karen Kennedy (Appeals Officer), Louise Courtney (Governance Advisor, minutes)

### Karakia tīmatanga

The meeting opened with karakia lead by S. Crossan.

### 1. Administration

#### 1.1 Welcome | Mihi

The Chair provided a mihi | greeting/acknowledgement.

#### 1.2 Te Ohu Whakahaere Appeals membership list

Te Ohu noted Te Ohu Whakahaere Appeals membership list.

#### 1.3 Workplan 2024

Te Ohu noted the Workplan for the remainder of the year.

#### 1.4 Minutes of the open portion of meeting held on 3 July 2024

**RESOLVED: (D. Raerino / S. Crossan)**

*THAT Te Ohu Whakahaere Appeals approved, as a true and accurate record, the minutes of the open portion of the Te Ohu Whakahaere Appeals meeting held 3 July 2024.*

**CARRIED**

### 2. Update to Terms of Reference

Te Ohu noted that when the Appeals policy is updated, the Ohu TORs may also need to be updated to align with any changes to the policy.

**RESOLVED: (M. Baynes / A. McLean)**

*THAT Te Ohu Whakahaere Appeals:*

- a) Receives the report titled 'Te Ohu Whakahaere Appeals Terms of Reference';*
- b) Considers whether any additional changes are required to its Terms of Reference so that these can be incorporated at the same time; and*
- c) Recommends to Te Poari Akoranga that it approves the revised Terms of Reference.*

**CARRIED**





### 3. Updates from Te Poari Akoranga

**RESOLVED: (S. Crossan / D. Raerino)**

*THAT Te Ohu Whakahaere Appeals:*

- a) *Receives the open minutes of the Te Poari Akoranga meeting held 26 July 2024;*
- b) *Receives the report titled '30 August 2024 Te Poari Akoranga hui – open portion'.*

**CARRIED**

### 4. Resolution to exclude the public

**RESOLVED: moved from the Chair**

*THAT the public be excluded from the remainder of the meeting. This resolution will be made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) (noting Te Pūkenga Council is specified, in Schedule 2 of LGOIMA, as a body to which LGOIMA applies) and the particular interests protected by section 9 of the Official Information Act 1982 (OIA) which would be prejudiced by the holding of the relevant parts of the proceedings of the meeting in public.*

*The general subject of each matter to be considered while the public is excluded and the reason for passing the resolution in relation to each matter are as follows:*

Item	General subject of each matter to be considered	Section(s)
<b>5.</b>	<b>Administration – Public Excluded</b>	
5.1	Minutes of the public excluded portion of the meeting held 3 July 2024	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
5.2	Action List	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
<b>6.</b>	<b>Appeals Officer Report</b>	Section 9(2)(a) OIA Section 9(2)(g)(ii) OIA
<b>7.</b>	<b>Update from Te Poari Akoranga – public excluded</b>	
7.1	26 July 2024 hui – public excluded	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
7.2	30 August 2024 hui – public excluded	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
<b>8.</b>	<b>Other business in public excluded</b>	
8.1	Te Ohu Whakahaere Appeals capacity to the end of 2024.	Section 9(2)(g)(ii) OIA

**CARRIED**

*Te Ohu Whakahaere Appeals moved into public excluded at 10:45am.*

### Karakia whakakapi

The meeting closed with mihi from the chair and karakia led by S. Crossan at 10:52am.



## Tā Te Pūkenga Komiti Pūrongo

### Te Pūkenga Te Ohu Whakahaere Appeals Report

18 November 2024

<b>Title</b>	Te Ohu Whakahaere Appeals self-assessment 2024
<b>Provided by</b>	Dell Raerino and Adele McLean, co-chairs Te Ohu Whakahaere Appeals
<b>Author</b>	Louise Courtney, Governance Advisor and Karen Kennedy, Appeals Officer
<b>For</b>	Recommendation to Te Poari Akoranga

### Te Taunaki | Recommendation(s)

It is recommended that Te Ohu Whakahaere Appeals:

a)	Receives the “Te Ohu Whakahaere Appeals Self-Assessment Report”
b)	Provides feedback on the self-assessment report; and
c)	Recommends to Te Poari Akoranga that it approves the self-assessment report.

### Te Tāhuhu Kōrero | Background

The purpose and role of Te Ohu Whakahaere Appeals (Te Ohu) is a sub-committee of Te Poari Akoranga (Te Poari), the Academic Board of Te Pūkenga, established by Te Poari under delegation from Te Pūkenga Council. Its purpose is to:

- receive unresolved learner complaints or appeals that have already been determined (in line with relevant appeals policies and processes);
- support the resolution, settlement and/or withdrawal of such unresolved complaints or appeals; and
- if necessary, make recommendations about policies, procedures, or the provision of services.

### Ngā Kōwhiringa me Te Tātaritanga | Options and analysis

#### Delegations

Te Poari Akoranga may formally sub-delegate specific tasks and/or responsibilities to nominated groups, committees and/or ohu whakahaere. All sub-delegated authority must be exercised in accordance with the purpose of Te Poari Akoranga as set out in the Terms of Reference as updated from time to time. In sub-delegating authority, Te Poari Akoranga requires:

- Any policies related to the responsibilities are approved by Te Poari Akoranga;
- Major decisions made by the body receiving the sub-delegation are reported to Te Poari Akoranga through its reporting template.

The following table summarises the sub-delegations which Te Ohu exercised during 2024.

Description	Details of exercise of delegation
Receive unresolved learner complaints or appeals that have already been determined (in line with relevant appeals policies and processes)	<ul style="list-style-type: none"> <li>Appeals received 2024 (as at 18 November) - 11 (including one transferred from 2023)</li> </ul>



Description	Details of exercise of delegation
Support the resolution, settlement and/or withdrawal of such unresolved complaints or appeals	<ul style="list-style-type: none"> <li>• Three completed inquiry panels. (as at 18 November)</li> </ul>
If necessary, make recommendations about policies, procedures, or the provision of services.	<ul style="list-style-type: none"> <li>• Review governance function - role, responsibilities and parameters (17 April)</li> <li>• Reviewed the Appeals application form (17 April)</li> <li>• Reviewed inquiry process (3 July)</li> <li>• Reviewed Register of Appeals 2024 (3 July)</li> <li>• Reviewed National Ākonga Appeals Policy (18 November)</li> <li>• Sought clarification of section 3.7 of the Ākonga Appeals Policy</li> </ul>

## Membership

At the start of 2024, there were eight members of Te Ohu: Glynnis Brook, Marama Rawiri, Sue Crossan, Dell Raerino, Melanie Baynes, Lulu Lutui, Adele McLean, and Robyn McNaught. Following the resignations of Marama Rawiri on 21 February, Lulu Lutui on 3 July and Glynnis Brook on 19 July, there are now five members. No further appointments have been made to Te Ohu in 2024.

This is made up of four members from former ITP business divisions, and one from work-based learning business divisions.

### ***Attendance at meetings which achieved quorum (including e-meetings)***

- 4 members attended 100% (4 meetings)
- 1 member attended 75% (3 meetings)
- 3 members, who resigned during the year, attended 100% of meetings prior to their resignation.

## Hui

In 2024, Te Ohu agreed to meet bi-monthly for governance matters, with operational meetings in the alternative months to review active appeals and engage in professional development. Including the meeting at which this report is presented, Te Ohu has met five times in 2024 for governance matters and twice for operational matters. Te Ohu has met its quorum for each of its scheduled meetings.

## Summary of Activities

### ***Summary of key achievements***

#### *Evaluating the themes, patterns and outcomes*

In relation to appeals and/or complaints arising within the network, Te Ohu has not provided advice to Te Poari Akoranga on Appeal policy and process, patterns, and themes, however, a permanent Appeals Officer was appointed at the end of 2023 and Te Ohu has received regular reports from them.



#### *Overview of appeal and complaint activity and outcomes*

Te Ohu has not received reports for the network appeals committees to ensure an overview of appeal and complaint activity and outcomes across the network.

#### *Hearing and determining the outcome of an escalated appeal and/or complaint*

The workload of several Te Ohu members mid-year was substantial due to the complex nature of a few of the Notice of Appeal applications received. The amount of work involved analysing and comprehending the applications and evidence to ensure a fair and equitable process for all parties is acknowledged. Te Ohu notes the additional pressure to the members' roles at their respective business divisions.

#### ***Changes throughout the year***

Te Ohu noted its reducing membership and the impact on its ability and capacity to review appeals. This was raised with Te Poari at its July meeting where it supported a transition of responsibility to receive and assess appeals from Te Ohu to the Regional Executive Directors for the start of 2025. Te Poari made clear its expectation that Te Ohu should continue with its governance function to receive reports on appeals activities to identify trends, as well as support the transition of the process including providing guidelines, forms and templates.

At its July meeting Te Ohu provided feedback on the proposed transition back to business divisions, noting that policies and processes were not in place when Te Ohu was established making its ability initially to manage appeals difficult.

At its August meeting Te Poari clarified that Regional Executive Directors would be the final appeal body before going to the Office of the Ombudsman, noting that changes to the Appeals Policy and Te Kawa Maiooro will be required.

In October, Te Ohu co-chairs proposed changes to the National Ākonga Appeals Policy, which were then reviewed by Te Ohu Whakahaere Academic Quality at its November meeting for Te Poari to receive, provide feedback on and approve at its November meeting.

#### ***Continuous improvement***

- An assessment against the 2024 continuous improvement plan is included in Appendix 1.

## **Ngā Tāpiritanga | Appendices**

**Appendix 1:** Assessment against 2024 continuous improvement plan



**Continuous Quality Improvement Plan 2024**

No.	Recommendation	Desired outcome	Steps needed	Planned completion date	Achieved/Not Achieved
1.	Review Governance function – role, responsibilities, and parameters.	Clear and well socialised principles, processes, and practices in respect of Governance.	Workshop of te ohu Developing up strategy Approval from Te Poari Akoranga	Mid-year 2024	Achieved. Governance and Operational matters discussed at separate meetings
2.	Develop a professional development plan for te ohu members specific to the needs for the mahi.	Consistent practice, sound knowledge in appeal processes, including legal as pertaining to appeals.	Identify needs. Develop a plan – time and detail specific. Implement plan. Evaluate.	End 2024	Not achieved. While the operational hui has been an opportunity to run targeted skills sessions, there has not been an opportunity to create professional development plans.



## Tā Te Pūkenga Komiti Pūrongo

### Te Pūkenga Te Ohu Whakahaere Appeals Report

18 November 2024

<b>Title</b>	<b>Ākonga Appeals Policy Review</b>
<b>Provided by</b>	Adele McLean and Dell Raerino, co-chairs Te Ohu Whakahaere Appeals
<b>Author</b>	Louise Courtney, Governance Advisor
<b>For</b>	Recommendation to Te Poari Akoranga

### Te Taunaki | Recommendation(s)

It is recommended that Te Ohu Whakahaere Appeals:

a)	Receives the report titled 'Ākonga Appeals Policy Review';
b)	Reviews and provides feedback on the proposed changes the Ākonga Appeals Policy; and
c)	Recommends to Te Poari Akoranga that it approves the changes to the Ākonga Appeals Policy.

### Te pūtaka o tēnei pūrongo | Purpose of this report

The purpose of this report is for Te Ohu Whakahaere Appeals (Te Ohu) to review and provide feedback on the proposed amendments to the Ākonga Appeals Policy (the Policy).

### Te Tāhuhu Kōrero | Background

At the July meeting of Te Poari Akoranga (Poari) it discussed a transition of responsibility to receive and assess final appeals from Te Ohu Appeals to the Regional Executive Directors from the start of 2025, and requested that Te Ohu Whakahaere Appeals provide support for this transition by ensuring clear documentation of processes, including changes to the Appeals Policy and Te Kawa Maiorooro where required.

### Ngā Kōwhiringa me Te Tātaritanga | Options and analysis

Te Ohu Appeals co-chairs have proposed changes to the Policy that reflect a transition of responsibility of appeals back to business divisions.

Marked up changes to the Policy are outlined in Appendix 1. Te Ohu should consider whether any other changes are required so these can be incorporated at the same time.



## Te Uiuinga Whānui | Engagement/consultation

Group engaged with	Level of engagement <sup>1</sup>	Commentary
Te Ohu Whakahaere Academic Quality	Collaborate	<p>At its meeting of 6 November 2024 it provided the following feedback:</p> <ul style="list-style-type: none"> <li>• 3.5 b) change reference from an Appeals Committee, to an Appeals Panel for consistency.</li> <li>• 3.8 a) and 1. are contradictory, clarification is required on what the final part of the process is.</li> <li>• remove “business divisions” in the ‘Pūtake Purpose’ section.</li> <li>• confirmation/clarification on the final right of appeal, for example, that an appeal would go to the Regional Executive Director, or their delegate, and noting that business divisions structures will impact an appeals process.</li> <li>• noted that Appeals policies in most business divisions were ceased when the national policy was adopted. Recommended that references to business divisions policy to be changed to business divisions procedures.</li> <li>• noted that some business divisions do not have an appeals panel.</li> <li>• remove uses of ‘may’, as procedures should be consistent across network.</li> <li>• remove ‘Business Division’ from the Notice of Appeal form.</li> <li>• clarification sought on the meaning of ‘Prohibited Conduct’, and possible rewording. ‘Unacceptable behaviours’ is the term used in Te Kawa Maiooro, clause 5.3(2), but a better alignment with the subject matter would be ‘breach of discipline’.</li> </ul>

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<sup>1</sup> Inform, Consult, Collaborate, Partner, Empower. Refer [Engagement Summary 110619 \(tearawhiti.govt.nz\)](https://www.tearawhiti.govt.nz/engagement-summary-110619) for guidance. Engagement may be required at different levels for different stakeholder groups.



Group engaged with	Level of engagement <sup>1</sup>	Commentary
Te Ohu Whakahaere Academic Quality co-chairs	Collaborate	Recommend that Appendix 2 be removed, as business divisions could follow their own procedures to run appeals inquiries.





## **Te Ahunga Ki Mua | Next steps**

The proposed changes are currently being assessed by Te Pūkenga Legal and this feedback will be incorporated prior to the Policy being presented to Te Poari Akoranga for approval.

The Policy will be provided to Te Poari to review and approve at its meeting on 29 November 2024, including how to communicate the changes to Te Pūkenga network.

## **Ngā Tāpiritanga | Appendices**

**Appendix 1:** Proposed changes to the Ākonga Appeals Policy (tracked changes)

**Appendix 2:** Proposed changes to the Ākonga Appeals Policy (clean)



# Kaupapa-here | Ākonga Appeals Policy

## Mō wai me te whānuitanga | Audience and scope

This national policy applies to:

- a) Any appealable decision, action, or omission process made ~~by Te Pūkenga~~ in relation to ākonga.
- b) Appealable decisions include:
  - i) The outcome of an academic complaint or academic integrity matter or review process
  - ii) The outcome of a non-academic complaint
  - iii) The outcome of a postgraduate research or scholarship decision
  - iv) The outcome of an ākonga breach of discipline decision.

## Mokamoka whakaaetanga | Approval details

Version number	<del>24</del> 25.1	Issue date	1 January 2023
Approval authority	Te Poari Akoranga	Date of approval	
Policy sponsor (has authority to make minor amendments)	<del>Ako Excellence Director</del> <a href="#">Deborah Young</a>	Policy owner	DCE Academic Centre and Learning Systems
Category	Academic	Date of next review	<del>November 2024</del> <a href="#">December 2025</a>
Contact person	<del>Chair, Te Ohu Whakahaere Appeals</del> <a href="#">Ako Excellence Director</a>		

## Ngā whakatikatika | Amendment history

Version	Effective date	Created/reviewed by	Reason for review/comment
23.1	1 January 2023	Academic Delivery & Innovation	First published
24.1	3 April 2024	Te Pūkenga Quality	Annual Review
<u>25.1</u>		<a href="#">Te Ohu Whakahaere Quality</a>  <a href="#">Te Ohu Whakahaere Appeals</a>  <a href="#">Te Pūkenga Legal</a>	<a href="#">Annual Review; minor editorial changes; return of final appeal to business divisions and regional executive directors.</a>



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## Kaupapa-here | Ākonga Appeals Policy

### 1. Pūtake | Purpose

The purpose of this policy is to ensure that ~~Te Pūkenga all business divisions~~ all ākonga have access to an appeal process that is timely, conducted fairly, effectively, consistently, and in a manner that is culturally appropriate to the ākonga, following the principles of natural justice.

### 2. Ngā Mātāpono | Principles

- 2.1. The appeals policy follows the principles of natural justice.
- 2.2. Ākonga are entitled to culturally appropriate approaches that consider traditional processes for raising and resolving issues.
- 2.3. Appeals are resolved in a timely and consistent manner.
- 2.4. Ākonga are treated with respect, fairly, and without bias.
- 2.5. All parties are entitled to an advocate and support at all steps in the appeals process.
- 2.6. Every person affected by this policy has the right to a copy of this policy and procedures and any other information as needed to clarify any point or process.
- 2.7. All parties directly affected by the appeal are kept regularly informed of the progress of the appeal, given an opportunity to respond to the findings and entitled to the decision in writing

### 3. Kaupapa Here | Policy Statements

#### 3.1. Timeframe

- a) An appeal must be lodged within seven working days of appellant being advised of an appealable decision.
- b) In exceptional circumstances, and with the approval of the delegated authority, an appeal may be received later than seven working days.

#### 3.2. Grounds for an appeal

- a) To make an appeal one of the following grounds must be established:

Subject Matter	Grounds for Appeal
Appeal against an academic complaint or academic integrity or review process decision	Establish one of the following grounds to appeal: a) There is new information which has a bearing on the matter, and which was previously unavailable (and could not reasonably have been made available at the time the disputed decision was made) <b>OR</b> b) There was a flaw in the process relating to the decision the ākonga seeks to appeal.
Appeal against a non-academic complaint decision.	
Appeal against a Postgraduate Research and Scholarships Committee decision.	
Appeal against an ākonga breach of discipline decision	a) That the procedure used for investigating or resolving the <del>Prohibited Conduct</del> breach of discipline was unfair or biased, <b>OR</b> b) That the decision of the Investigator could not reasonably be sustained on the evidence, <b>OR</b> c) That significant new evidence which was not previously available has become available since the investigation



Subject Matter	Grounds for Appeal
	which could have a material effect on the decision made or the penalty imposed, <b>OR</b> d) That the disciplinary action/s taken were out of proportion to the nature of the breach of discipline and the full circumstances of the case.

3.3. Advocacy and Support

- a) In making an appeal, the ākonga:
  - i. Should seek support from ~~the business division~~ Ākonga Support teams or independent advocates for all steps in the process.
  - ii. Must complete a Notice of Appeal form (refer Appendix 1 of this policy).

3.4. Receipt of Appeal

- a) When the Notice of Appeal is received, the appeal will be registered on the [Business Division’s Ākonga Appeals Register](#) and the grounds for appeal assessed [in accordance with the Business Division’s Appeal policy procedure](#). ~~by a delegated Appeals Panel member.~~
- b) Where the grounds for appeal have been satisfied
  - ~~i. the Notice of Appeal is acknowledged by the Business Division’s Appeals Officer-Panel Chair/secretary or equivalent delegate, within three working days including advice on the next steps in the process. the Notice of Appeal is acknowledged by the Appeals Officer-Committee Chair/secretary within three working days including advice on the next steps in the process.~~
  - ~~ii.~~ [This formal acknowledgement of receipt of the Notice of Appeal is sent to the appellant and any support person/s and/or advocate noted in the Notice of Appeal and will include advice on the next steps in the process.](#)
  - ~~iii.~~ [Where the grounds for appeal have not been satisfied, the appellant and any support person/s and/or advocate are notified of the decision and reasons within ten working days.](#)

3.5. Convening Appeal Panel

- a) Appeals relating to academic matters may be considered by the relevant academic committee, e.g., a programme committee, or an Appeals Panel.
- b) Appeals relating to non-academic matters or breaches of discipline are considered by an Appeals Panel.
- c) The Appeals Panel is established by the relevant business division and consists of kaimahi with knowledge and experience of appeals processes. Membership is determined by the nature of the decision being appealed and the cultural, disability, or other needs of the appellant.
- d) The membership of each Appeals Panel must also consider any Professional or Regulatory Body representation requirements.
- e) The Appeals Panel decides who amongst them will Chair the appeal Inquiry, [unless this is already mandated by the relevant business division’s internal process.](#)

3.6. The Appeal Inquiry

- a) The Appeal Inquiry is conducted following the process set out in Appendix 2 of this policy.

3.7. The Appeal Decision

- a) The Chair of the Appeals Panel informs the appellant and their support person/s and/or advocate in writing, within five working days from the Panel Inquiry of the Appeals Panel’s decision. The decision will also inform the appellant of their right to further appeal.



3.8. Right to Further Appeal

- a) Appellants have the right to further appeal the Business Division Appeal Panel’s decision to ~~Te Ohu Whakahaere Appeals, a subcommittee of Te Poari Akoranga, Te Pūkenga Academic Board~~ the Business Division’s Regional Executive Director.
- b) Appellants apply in writing to the Regional Executive Director Chair of Te Ohu Whakahaere Appeals within seven working days of receiving the Appeals Panel’s decision. A copy of the Appeals Panel’s decision and support evidence is attached, and the appeal submitted to the Business Division and considered in accordance with the Business Division’s procedure. Appeals Officer.
- ~~c) Te Ohu Whakahaere Appeals Officer refers the appeal to the Chair of the Ohu Whakahaere Appeals who reviews the appeal and decides on the appropriate procedure to deal with the appeal, including whether to hold an Inquiry or not.~~
- ~~d) Te Ohu Whakahaere Appeals Officer acknowledges receipt of the appeal and advises the appellant of the procedure and/or timeframe within five working days of receiving the appeal from the appellant.~~
- ~~e) If an Inquiry is required, it will be held as soon as is practicable and the appellant has the right to attend, to make submissions, and be supported by a support person/s and/or advocate.~~
- ~~f) The Chair of Te Ohu Whakahaere Appeals informs the appellant and their support person/s and/or advocate in writing of Te Ohu Whakahaere Appeals’ decision as soon as is practicable. If an Inquiry is held, the decision will be released within five working days of the Panel Inquiry.~~
  - ~~— The decision of Te Ohu Whakahaere Business Division Appeals Panel Appeals is final. There is no further internal appeal process available. Appellants have the right to further appeal the Appeal Panel’s decision as per the business division’s appeals procedure. The decision document informs the appellant of their right to refer the matter to an external organisation such as the Human Rights Commission, the Ombudsman Office, or NZQA.~~
  - ~~— A Business Division appeals policy may allow for a further appeal to be submitted to a Regional Executive Director for a final decision. Beyond this there is no further internal appeal process available. The decision document informs the appellant of their right to refer the matter to an external organisation such as the Human Rights Commission, the Ombudsman Office, or NZQA.~~
- ~~g) c) The decision of Te Ohu Whakahaere Business Division Appeals Panel the Regional Executive Appeals Director is final. There is no further internal appeal process available. The decision document informs the appellant of their right to refer the matter to an external organisation such as Study Complaints | Ngā Amuamu Tauria, the Disputes Tribunal of New Zealand, the Human Rights Commission, the Ombudsman New Zealand Office, or NZQA.~~

3.9. Documentation, records, and reporting

- ~~a) The delegated committee receives a summary of appeals and the outcomes four times a year.~~
- ~~b) a) Institutional improvements or corrective actions identified as part of the appeal’s Inquiry or process will be added to the business division’s Continuous Quality Improvement plan and reported to Te Ohu Whakahaere Quality. The appeals panel. the appropriate delegated authority within the Business Division (i.e. Head of Student Services, Head of Academic Quality) Institutional improvements or corrective actions identified as part of the appeal’s Inquiry or process will be added to the business division’s Continuous Quality Improvement plan and reported to Te Ohu Whakahaere Quality. The appeals panel.~~

4. Ngā Haepapa | Responsibilities

Role	Responsibilities
Appellant (Ākongā)	Attend Inquiry (if required)



Role	Responsibilities
	Participate in good faith Provide any further information required by the Appeals Panel
Advocate	Work with appellant to ensure culturally appropriate format for Inquiry. Read all documentation prior to the Inquiry. Offer guidance to appellant throughout all stages of the appeal
Chair of Appeals Panel	Establish date, time, venue, and format, including culturally appropriate approaches, of Appeals Panel Inquiry Determine appropriate members of Appeals Panel Chair the panel Communicate outcome of appeal to all parties within a specified timeframe
Appeals Panel	Be available to determine whether grounds of appeal are sufficient to proceed Receive and read all documentation related to the appeal Make any subsequent improvements/quality recommendations to appropriate departments
Appeals Officer or delegated function within business division	Receive the Notice of Appeal Log the appeal on the Appeals Register Forward the Notice of Appeal to the delegated Appeals Panel member to determine whether grounds of appeal are sufficient to proceed to an Inquiry. Notify all parties of date, time, venue, and format of Inquiry. Receive Appeal of the Decision and liaise with and forward all documentation to the <a href="#">Ohu Whakahaere Appeals secretary</a> <a href="#">Appeals panel</a> Manage documentation and reporting
Appeals Co-ordinator or delegated function within business division	Collate all documentation for the Panel Inquiry, including the original decision document on which the appeal is based. Provide additional documentation required by the Panel Attend and minute the Inquiry

## 5. Ngā Tikanga | Definitions

Term	Definition
Appeal	A request to review a decision, made by <a href="#">Te Pūkenga the business division</a> , that relates to or impacts on an ākonga
Appealable decision	A decision made in response to a review process or complaint or disciplinary matter
Appellant	Ākonga who has submitted an appeal of any appealable decision, action, or omission made by <a href="#">Te Pūkenga the business division</a> .
Advocate	The person who assists the ākonga by being present and guiding them through the process. The role will normally include observing that the process is followed, and/or advising the ākonga regarding process and option.  An Advocate will be an Ākonga Advocate, Ākonga Advisor, or their nominee; or any person nominated by the student.

## 6. Ngā Hononga ki Tuhinga kē | Links to Other Documents



**Ngā Kaupapa-Here e Hāngai ana | Related policies**

Business Division Code of Conduct, Learner Statute, and Breach of Discipline procedures

Te Kawa Maiororo

Te Pūkonga Concerns and Complaints Policy

Te Pae Māhutonga (Wellness Framework)

[The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) ~~Code of Practice for the Pastoral Care of Tertiary and International Learners~~

**Ngā Tukanga me ngā Hātepe | Processes, procedures**

Business division concerns, ~~and~~ complaints, ~~and~~ appeals procedures

**Ture whai take | Relevant legislation**

Bill of Rights Act 1990

Human Rights Act 1993

Privacy Act 2020





Appendix 1: Notice of Appeal

[online form]

Name	
Ākonga ID number	
Email address	
Phone	
Address	
Preferred Contact Method (Email, phone, mobile, other)	
Programme of Study or Qualification	
<del>Te Pūkenga Business Division</del>	
Describe the details of your Appeal	
Identify the grounds on which you are making this appeal ( <a href="#">see section 3.2 of the Ākonga Appeals Policy</a> )	
Please describe how you have already tried to resolve this appeal	
Please describe how you think your appeal can be resolved (outcome sought)	
Identify the support person/s and/or advocate assisting you in making this appeal  (Name and contact details)	
Identify any other person/s assisting you  (Name and contact details)	
Documentation (uploaded)	



## Appendix 2: The Appeal Inquiry

The nominated Chair for each Appeals Inquiry will in line with the business division appeals policy will:

- Establish a date, time, venue, and format for the Inquiry which is convenient for all parties and within seven working days of receipt of Notice of Appeal. Any timeframe over the seven working days to be notified to all parties.
- Inform the ākonga of their rights to appear at the Inquiry, being supported by their chosen support person/s, use an advocate to speak on their behalf, request an interpreter, and to request Māori or other representation at the Inquiry. The ākonga may also choose not to appear as all documentation/evidence material has been provided.
- Ensure all parties have the same documentation at the Inquiry. This includes the Notice of Appeal and accompanying documentation and the appealable decision under appeal.
- Additional material may be provided at the Inquiry if all parties are given a reasonable opportunity to consider the material and there is an agreement in the panel to allow additional material not previously available.
- The Inquiry is an open and consultative event attended by all parties to hear each other's explanations.
- If agreement/consensus is reached by all parties at any stage in the Inquiry, the Inquiry may be vacated.
- Determine the order of the proceedings and time limits for each participant's speaking at the Inquiry.
- Provide for all members of the Panel to ask relevant questions, including the background to and reasons for the Appealable decision.
- At the time of the deliberation, all parties not on the Inquiry Panel, be asked to leave the meeting.
- Ask all the Panel members to consider all evidence and make decision.
- Invite all other parties back into the Panel Inquiry to be informed of the decision with no further recourse to discussion or questions.
- Advise the ākonga of the next steps in the process.



# Kaupapa-here | Ākonga Appeals Policy

## Mō wai me te whānuitanga | Audience and scope

This national policy applies to:

- a) Any appealable decision, action, or omission process made in relation to ākonga.
- b) Appealable decisions include:
  - i) The outcome of an academic complaint or academic integrity matter or review process
  - ii) The outcome of a non-academic complaint
  - iii) The outcome of a postgraduate research or scholarship decision
  - iv) The outcome of an ākonga breach of discipline decision.

## Mokamoka whakaaetanga | Approval details

<b>Version number</b>	25.1	<b>Issue date</b>	1 January 2023
<b>Approval authority</b>	Te Poari Akoranga	<b>Date of approval</b>	
<b>Policy sponsor (has authority to make minor amendments)</b>	Deborah Young	<b>Policy owner</b>	DCE Academic Centre and Learning Systems
<b>Category</b>	Academic	<b>Date of next review</b>	December 2025
<b>Contact person</b>	Ako Excellence Director		

## Ngā whakatikatika | Amendment history

Version	Effective date	Created/reviewed by	Reason for review/comment
23.1	1 January 2023	Academic Delivery & Innovation	First published
24.1	3 April 2024	Te Pūkenga Quality	Annual Review
25.1		Te Ohu Whakahaere Quality  Te Ohu Whakahaere Appeals  Te Pūkenga Legal	Annual Review; minor editorial changes; return of final appeal to business divisions and regional executive directors.



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## Kaupapa-here | Ākonga Appeals Policy

### 1. Pūtake | Purpose

The purpose of this policy is to ensure that all ākonga have access to an appeal process that is timely, conducted fairly, effectively, consistently, and in a manner that is culturally appropriate to the ākonga, following the principles of natural justice.

### 2. Ngā Mātāpono | Principles

- 2.1. The appeals policy follows the principles of natural justice.
- 2.2. Ākonga are entitled to culturally appropriate approaches that consider traditional processes for raising and resolving issues.
- 2.3. Appeals are resolved in a timely and consistent manner.
- 2.4. Ākonga are treated with respect, fairly, and without bias.
- 2.5. All parties are entitled to an advocate and support at all steps in the appeals process.
- 2.6. Every person affected by this policy has the right to a copy of this policy and procedures and any other information as needed to clarify any point or process.
- 2.7. All parties directly affected by the appeal are kept regularly informed of the progress of the appeal, given an opportunity to respond to the findings and entitled to the decision in writing

### 3. Kaupapa Here | Policy Statements

#### 3.1. Timeframe

- a) An appeal must be lodged within seven working days of appellant being advised of an appealable decision.
- b) In exceptional circumstances, and with the approval of the delegated authority, an appeal may be received later than seven working days.

#### 3.2. Grounds for an appeal

- a) To make an appeal one of the following grounds must be established:

Subject Matter	Grounds for Appeal
Appeal against an academic complaint or academic integrity or review process decision	Establish one of the following grounds to appeal: a) There is new information which has a bearing on the matter, and which was previously unavailable (and could not reasonably have been made available at the time the disputed decision was made) <b>OR</b> b) There was a flaw in the process relating to the decision the ākonga seeks to appeal.
Appeal against a non-academic complaint decision.	
Appeal against a Postgraduate Research and Scholarships Committee decision.	
Appeal against an ākonga breach of discipline decision	a) That the procedure used for investigating or resolving the breach of discipline was unfair or biased, <b>OR</b> b) That the decision of the Investigator could not reasonably be sustained on the evidence, <b>OR</b> c) That significant new evidence which was not previously available has become available since the investigation



Subject Matter	Grounds for Appeal
	which could have a material effect on the decision made or the penalty imposed, <b>OR</b> d) That the disciplinary action/s taken were out of proportion to the nature of the breach of discipline and the full circumstances of the case.

3.3. Advocacy and Support

- a) In making an appeal, the ākonga:
  - i. Should seek support from Ākonga Support teams or independent advocates for all steps in the process.
  - ii. Must complete a Notice of Appeal form (refer Appendix 1 of this policy).

3.4. Receipt of Appeal

- a) When the Notice of Appeal is received, the appeal will be registered on the Business Division’s Ākonga Appeals Register and the grounds for appeal assessed in accordance with the Business Division’s Appeal procedure.
- b) Where the grounds for appeal have been satisfied
  - i. the Notice of Appeal is acknowledged by the Business Division’s Appeals Panel Chair/secretary or delegate, within three working days including advice on the next steps in the process. This formal acknowledgement of receipt of the Notice of Appeal is sent to the appellant and any support person/s and/or advocate noted in the Notice of Appeal and will include advice on the next steps in the process.
  - ii. Where the grounds for appeal have not been satisfied, the appellant and any support person/s and/or advocate are notified of the decision and reasons within ten working days.

3.5. Convening Appeal Panel

- a) Appeals relating to academic matters may be considered by the relevant academic committee, e.g., a programme committee, or an Appeals Panel.
- b) Appeals relating to non-academic matters or breaches of discipline are considered by an Appeals Panel.
- c) The Appeals Panel is established by the relevant business division and consists of kaimahi with knowledge and experience of appeals processes. Membership is determined by the nature of the decision being appealed and the cultural, disability, or other needs of the appellant.
- d) The membership of each Appeals Panel must also consider any Professional or Regulatory Body representation requirements.
- e) The Appeals Panel decides who amongst them will Chair the appeal Inquiry, unless this is already mandated by the relevant business division’s internal process.

3.6. The Appeal Inquiry

- a) The Appeal Inquiry is conducted following the process set out in Appendix 2 of this policy.

3.7. The Appeal Decision

- a) The Chair of the Appeals Panel informs the appellant and their support person/s and/or advocate in writing, within five working days from the Panel Inquiry of the Appeals Panel’s decision. The decision will also inform the appellant of their right to further appeal.

3.8. Right to Further Appeal

- a) Appellants have the right to further appeal the Business Division Appeal Panel’s decision to the Business Division’s Regional Executive Director.



- b) Appellants apply in writing to the Regional Executive Director within seven working days of receiving the Appeals Panel’s decision. A copy of the Appeals Panel’s decision and support evidence is attached, and the appeal submitted to the Business Division and considered in accordance with the Business Division’s procedure.
- c) The decision of the Regional Executive Director is final. There is no further internal appeal process available. The decision document informs the appellant of their right to refer the matter to an external organisation such as Study Complaints | Ngā Amuamu Tauira, the Disputes Tribunal of New Zealand, the Human Rights Commission, Ombudsman New Zealand, or NZQA.

3.9. Documentation, records, and reporting

- a) The delegated committee receives a summary of appeals and the outcomes four times a year. Institutional improvements or corrective actions identified as part of the appeal’s Inquiry or process will be added to the business division’s Continuous Quality Improvement plan and reported to the appropriate delegated authority within the Business Division (i.e. Head of Student Services, Head of Academic Quality).

#### 4. Ngā Haepapa | Responsibilities

Role	Responsibilities
Appellant (Ākonga)	Attend Inquiry (if required) Participate in good faith Provide any further information required by the Appeals Panel
Advocate	Work with appellant to ensure culturally appropriate format for Inquiry. Read all documentation prior to the Inquiry. Offer guidance to appellant throughout all stages of the appeal
Chair of Appeals Panel	Establish date, time, venue, and format, including culturally appropriate approaches, of Appeals Panel Inquiry Determine appropriate members of Appeals Panel Chair the panel Communicate outcome of appeal to all parties within a specified timeframe
Appeals Panel	Be available to determine whether grounds of appeal are sufficient to proceed Receive and read all documentation related to the appeal Make any subsequent improvements/quality recommendations to appropriate departments
Appeals Officer or delegated function within business division	Receive the Notice of Appeal Log the appeal on the Appeals Register Forward the Notice of Appeal to the delegated Appeals Panel member to determine whether grounds of appeal are sufficient to proceed to an Inquiry. Notify all parties of date, time, venue, and format of Inquiry. Receive Appeal of the Decision and liaise with and forward all documentation to the Appeals panel Manage documentation and reporting
Appeals Co-ordinator or delegated function within business division	Collate all documentation for the Panel Inquiry, including the original decision document on which the appeal is based. Provide additional documentation required by the Panel Attend and minute the Inquiry



## 5. Ngā Tikanga | Definitions

Term	Definition
Appeal	A request to review a decision, made by the business division, that relates to or impacts on an ākonga
Appealable decision	A decision made in response to a review process or complaint or disciplinary matter
Appellant	Ākonga who has submitted an appeal of any appealable decision, action, or omission made by the business division
Advocate	<p>The person who assists the ākonga by being present and guiding them through the process. The role will normally include observing that the process is followed, and/or advising the ākonga regarding process and option.</p> <p>An Advocate will be an Ākonga Advocate, Ākonga Advisor, or their nominee; or any person nominated by the student.</p>

## 6. Ngā Hononga ki Tuhinga kē | Links to Other Documents

<p><b>Ngā Kaupapa-Here e Hāngai ana   Related policies</b>                      Business Division Code of Conduct, Learner Statute, and Breach of Discipline procedures                      Te Kawa Maiorooro                      Te Pūkenga Concerns and Complaints Policy                      Te Pae Māhutonga (Wellness Framework)                      The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</p>
<p><b>Ngā Tukanga me ngā Hātepe   Processes, procedures</b>                      Business division concerns, complaints, and appeals procedures</p>
<p><b>Ture whai take   Relevant legislation</b>                      Bill of Rights Act 1990                      Human Rights Act 1993                      Privacy Act 2020</p>





Appendix 1: Notice of Appeal

[online form]

<b>Name</b>	
<b>Ākonga ID number</b>	
<b>Email address</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Preferred Contact Method</b> <b>(Email, phone, mobile, other)</b>	
<b>Programme of Study or Qualification</b>	
<b>Describe the details of your Appeal</b>	
<b>Identify the grounds on which you are making this appeal (see section 3.2 of the Ākonga Appeals Policy)</b>	
<b>Please describe how you have already tried to resolve this appeal</b>	
<b>Please describe how you think your appeal can be resolved (outcome sought)</b>	
<b>Identify the support person/s and/or advocate assisting you in making this appeal</b> <b>(Name and contact details)</b>	
<b>Identify any other person/s assisting you</b> <b>(Name and contact details)</b>	
<b>Documentation (uploaded)</b>	



## Tā Te Pūkenga Komiti Pūrongo

### Te Pūkenga Te Ohu Whakahaere Appeals Report

18 November 2024

<b>Title</b>	27 September 2024 Te Poari Akoranga hui – open
<b>Provided by</b>	Deborah Young, and Kieran Hewitson, co-chairs Te Poari Akoranga
<b>Author</b>	Louise Courtney, Governance Advisor
<b>For</b>	Information

### Te Taunaki | Recommendation(s)

It is recommended that Te Ohu Whakahaere Appeals:

a)	Receives the report titled '27 September 2024 Te Poari Akoranga hui – open'
----	---

### Te Tāhuhu Kōrero | Background

Te Poari Akoranga | The Academic Board (Te Poari) met on 27 September 2024 online via Microsoft Teams. Linda Aumua and Adele McLean provided apologies for the meeting. The summary below provides an overview of some key discussions and decisions by Te Poari during the open portion.

#### Te Ohu Whakahaere Academic Quality

Te Poari approved:

- 2025 meeting dates for Te Ohu Whakahaere Academic Quality, which align with Te Poari 2025 meeting dates
- revised Terms of Reference (TORs) for Te Ohu Whakahaere Academic Quality to incorporate the changes to the sub-delegations from Te Poari.

#### *Monitoring visit for Bachelor of Accounting*

Te Poari noted the questions from the New Zealand Qualifications Authority (NZQA) at the first monitoring visit of the Bachelor of Accounting had a greater focus on the disestablishment of Te Pūkenga and accreditation criteria rather than the delivery of the programme.

#### *National Programme Committee (NPC) Terms of Reference*

Te Poari discussed the proposed TORs for National Programme Committees and provided guidance to the Ako Excellence Director on further development of these for approval.

#### Te Ohu Whakahaere Appeals

Te Poari approved revised TORs for Te Ohu Whakahaere Appeals to incorporate the changes to the sub-delegations from Te Poari and noted the resignation of member Lulu Lutui.

#### Te Ohu Whakahaere Approvals

Te Poari noted the resignation of member Rose Marsters.



Te Poari discussed the volume and quality of Programme Approval and Accreditation (PAA) being reviewed by Te Ohu, noting NZQA deadlines affected when programmes were submitted to Te Ohu.

Te Poari discussed whether programmes being submitted were also being delivered at other business divisions and noted that the Matters for Central Decision Making (MCDM) process should identify this in order to utilise what is already in the network.

Te Poari noted that Te Ohu approved the following programmes for submission to the New Zealand Qualification Authority (NZQA):

- New Zealand Certificate in Skills for Learning for work, for Supported Learners (Level 1) (NZ4373).
- New Zealand Certificate in Fashion (Level 4) (NZ2630).
- New Zealand Certificate Content Creation (Level 4) (NZ4789).

### **Local Academic Committee reports (open)**

Te Poari highlighted the following in respect of reports from Local Academic Committees:

- MITO's Quality Oversight Committee agreed to its Terms of Reference (TORs).
- Competenz Academic Committee agreed to its TORs and membership.
- ServiceIQ will have their first meeting in October where the TORs approved by the ServiceIQ Leadership Team will be presented.

## **Ngā Tāpiritanga | Appendices**

**Appendix 1:** [Te Poari Akoranga 27 September 2024 hui – open portion.](#)



## Tā Te Pūkenga Komiti Pūrongo

### Te Pūkenga Te Ohu Whakahaere Appeals Report

18 November 2024

<b>Title</b>	25 October 2024 Te Poari Akoranga hui – open
<b>Provided by</b>	Kieran Hewitson, and Deb Young, co-chairs Te Poari Akoranga
<b>Author</b>	Louise Courtney, Governance Advisor
<b>For</b>	Information

### Te Taunaki | Recommendation(s)

It is recommended that Te Ohu Whakahaere Academic Quality:

a)	Receives the report titled '25 October 2024 Te Poari Akoranga hui – open'
----	---

### Te Tāhuhu Kōrero | Background

Te Poari Akoranga | The Academic Board (Te Poari) met on 25 October 2024 online via Microsoft Teams. Adele McLean and Doug Pouwhare provided apologies for the meeting. The summary below provides an overview of some key discussions and decisions by Te Poari during the open portion.

### Te Poari Akoranga Terms of Reference

Te Poari considered the proposed approach to formalise the role of Te Pūkenga Council observer in its Terms of Reference, and additional changes to the Terms of Reference to reflect its relationship with Local Academic Committees and changes to delegations to and Terms of Reference for Te Ohu Whakahaere Rangahau Research and Postgraduate which were approved at Te Poari's September meeting. Te Poari Akoranga recommends that Te Pūkenga Council approve the revised Terms of Reference.

### Te Ohu Whakahaere Approvals

Te Poari Akoranga noted that Te Ohu Whakahaere Approvals approved the following programmes for submission to the New Zealand Qualifications Authority (NZQA) at its October meeting:

- New Zealand Certificate in Kitchen Joinery (Level 4) with strands in Manufacture, and Installation (4301-1)
- New Zealand Apprenticeship in Kitchen Joinery (Level 4)
- New Zealand Diploma in Aeronautical Engineering (Production Control) (Level 6)
- New Zealand Certificate in Manufacturing (Level 3)
- New Delivery Site application for Te Pūkenga (unified) NZ2453 New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3)

### Local Academic Committee reports

Te Poari received reports from seven business divisions and acknowledged that work-based learning business divisions creating new committees to provide academic oversight. It noted that the Type 2



change to the Veterinary Nursing diploma approved at Whitireia and WelTec was a transitional arrangement for an old diploma transitioning from a two to a one-year diploma.

### **New Zealand Qualifications Authority Consultation**

Te Poari noted that consultation was underway by NZQA regarding its rules, and that submissions from business divisions would be shared through the Education Quality Forum.

## **Ngā Tāpiritanga | Appendices**

**Appendix 1:** [Te Poari Akoranga 27 September 2024 hui – open portion](#)



## Te Ohu Whakahaere Appeals o Te Poari Akoranga Meeting

### Resolution to exclude the public

It will be moved by the Chair that the public be excluded from the remainder of the meeting. This resolution will be made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) (noting Te Pūkenga Council is specified, in Schedule 2 of LGOIMA, as a body to which LGOIMA applies) and the particular interests protected by section 9 of the Official Information Act 1982 (OIA) which would be prejudiced by the holding of the relevant parts of the proceedings of the meeting in public.

The general subject of each matter to be considered while the public is excluded and the reason for passing the resolution in relation to each matter are as follows:

Item	General subject of each matter to be considered	Section(s)
<b>6.</b>	<b>Administration – Public Excluded</b>	
6.1.	Minutes of the public excluded portion of the meeting held 16 September 2024	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
6.2.	Action List	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
<b>7.</b>	<b>Appeals Officer Report</b>	Section 9(2)(a) OIA Section 9(2)(g)(ii) OIA
<b>8.</b>	<b>Updates from Te Poari Akoranga – public excluded</b>	Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA

#### Interests

Section	Interest
Section 9(2)(a) OIA	To protect the privacy of natural persons, including that of deceased natural persons.
Section 9(2)(g)(ii) OIA	To maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment.
Section 9(2)(i) OIA	To enable the organisation holding the information to carry out, without prejudice or disadvantage, commercial activities.

# Karakia whakakapi

Tēnā tātou here are some useful phrases you can use to introduce closing karakia next time you are asked to lead it.

**Māku e whakakapi te wānanga nei.**

I will conclude our shared space.

**Kia whakakapia te wānanga nei ki te karakia.**

May our shared space be concluded with karakia.

**Kua pau tonu te wā, nā reira māku e whakakapi te wānanga nei ki te karakia.**

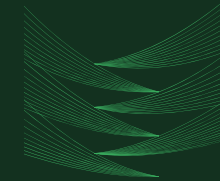
We're just about out of time, therefore I will conclude our shared space with karakia.

## Karakia whakakapi Closing incantation

Puritia,  
puritia ngā kōrero o te wānanga  
puritia Kia ū, kia mau  
puritia kia ita  
Unuhia, unuhia atu rā  
Te tapu o te kāhui o ngā ariki  
mauria atu rā ko te kahu ora o  
Rongo  
he rongo taketake  
he rongo mau tonu  
ka whakamau kia tina,  
Tina! (*everybody*)  
Hui e, Tāiki e!

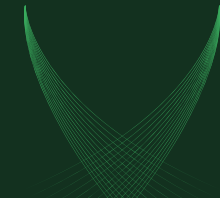
Hold fast,  
hold firmly the words of the  
academy  
cement them firmly  
fixed in the mind.  
Release ourselves  
of the decorum of formality  
let us take up the life giving  
cloak of Rongo  
the permanence of peace  
and harmony  
and bind it firmly,  
Firmly!

## Our values



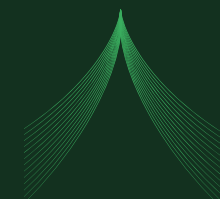
### Manawa nui

We reach out and welcome in



### Manawa roa

We learn and achieve together



### Manawa ora

We strengthen and grow  
the whole person