



Te Pūkenga

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22 July 2025



Tēnā koe 

Request under the Official Information Act 1982 (the OIA)

Thank you for your email of 25 May 2025 to the New Zealand Qualifications Authority (NZQA) | Mana Tohu Mātauranga o Aotearoa which was transferred to us for response on 9 June 2025, as follows:

I am writing to request information under the Official Information Act regarding the retirement of the Certificate in Animal Welfare Investigation (level 5). I understand it was retired a few years ago and as such it may take some time to find the relevant information, please let me know if any extensions are needed.

Specifically, I would like to know:

- 1. The reasons and considerations that led to the retirement of this certificate.*
- 2. What consultation, if any, was undertaken with relevant stakeholders or the sector prior to its removal.*
- 3. Any documentation or correspondence regarding the impact this would have on the pathways available for those seeking to work as animal welfare inspectors.*
- 4. Any future plans or reviews underway relating to the qualification or similar qualifications in animal welfare investigation or enforcement.*

I would appreciate any relevant documents, meeting minutes, or reports that provide insight into this decision and the implications for the field.

On 3 July 2025, we wrote to you with a notification of extension for responding to your request to enable us to undertake consultation with external impacted parties on the information proposed for release. The extension date was to 22 July 2025.

The decision

The New Zealand Certificate in Animal Welfare Investigations (Level 5) (NZCAW) is a qualification that was delivered by Unitec (currently a business division of Te Pūkenga), the sole provider of the programme. The NZCAW replaced the Certificate in Animal Welfare Investigations (Level 4), and it was only delivered in 2019. The response to your OIA request about the NZCAW is set out below.

1. The NZCAW was developed by Unitec in collaboration with the Royal New Zealand Society for the Prevention of Cruelty to Animals (the SPCA) as the primary client. It intended to provide a specialised industry specific programme to facilitate work-ready graduates for the animal welfare compliance sector – primarily the SPCA and the Ministry for Primary Industries (MPI). Consequently, a core requirement of the programme was completion of 20 hours work experience with an appointed Animal Welfare Inspector.

In 2019, Unitec was advised by the SPCA and MPI that they would no longer provide practical work experience for students enrolled in the NZCAW. Unitec was advised that a decision was taken by the SPCA to remove the qualification as an entry requirement for its Animal Welfare Inspector roles, instead delivering the required training in-house. MPI also confirmed that its animal welfare compliance roles would be trained internally.

This decision by the SPCA came shortly after feedback from the organisation that the programme they had helped develop was not suitable for their needs. The documents provided below outline some of their concerns. These include that the programme length meant not enough graduates were coming through the pipeline to them, that graduates had insufficient knowledge in some critical areas and often did not have the right qualities to manage the demands of the job.

Unitec was unable to source suitable alternative providers of the mandatory work experience required for students to successfully complete the NZCAW as approved by the NZQA. This necessitated termination of the programme.

Please refer to the document attached at appendix one, with redactions made under section 9(2)(a) of the OIA – privacy of individuals, section 9(2)(b)(ii) – commercial prejudice, section 9(2)(g)(i) – free and frank, or out of scope of the request. The document includes:

- 01 Minutes_IAC_NZCAC,NZCAM,NZCAW_10102019 DB
- 02 Email Nov 2019_FW NZ Certificate in Animal Welfare Investigations
- 03 Email July 2020_FW_E-meeting (Unitec Industry Advisory Committee-certificate programmes) closing 20 July 2020_
- 04 Fw_Confidential_updates on my homework
- 05 Fw_Next steps
- 06 2019_11_18_minutes
- 07 Fw_confirmation required – EAS status of old programmes

2. As indicated above, the key stakeholders for the NZCAW were the SPCA and MPI. Our response to question 1 and the associated correspondence provided, outline the engagement process on programme closure as prompted by decisions from these two key stakeholders.

Unitec also consulted with an impacted staff member, through a required change process following the proposal to discontinue the programme. Given the private nature of the change process, we have provided below an excerpt from the document relevant to your request (as per section 16(1)(e) of the OIA):

Letter dated 19 November 2019: Environmental & Animal Sciences Change Proposal (NZCAW)

“In addition to this, we have been advised by the Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA) and Ministry of Primary Industries that they are no longer in a position to provide practical work experience for participants of the New Zealand Certificate in Animal Welfare Investigation (NZCAW) programme. The qualification requires that students must spend a minimum of 20 hours in the field with an appointed Animal Welfare Inspector. Without the ability to secure this mandatory work experience time, we have no way of delivering this programme in 2020. You will be aware that we have tried all possible avenues to find other ways of obtaining work experience for the 2020 students. The Ministry of Primary Industries have also indicated that they support the RNZSPCA’s decision to supply their own educational needs and to no longer be involved with the Unitec programme. Currently the RNZSPCA are the primary employer of our graduates. These significant external changes mean that the NZCAW programme is no longer viable moving forward...

...We are proposing to immediately discontinue the NZ Certificate in Animal Welfare Investigation programme as we are unable to obtain the mandatory work experience components required in the qualification and therefore cannot deliver the programme in 2020.”

3. We have provided the correspondence at question 1 that relates to discussions around pathways for those seeking work as animal welfare inspectors. You will see that following the end of delivery of the programme, pathways for those seeking work as animal welfare inspectors would be addressed by the primary employers of NZCAW graduates (the SPCA and MPI) through their decisions to train inspectors in-house.
4. Any plans or reviews on future delivery of the animal welfare investigation programme would be informed by, or respond to, demand from industry and local need as is done with qualifications and programmes delivered by Te Pūkenga more broadly.

To identify and gather documentation and correspondence to respond to your request, administrators and staff, have on multiple occasions, conducted searches of folders and emails for information relevant to what you have asked. The documents provided at question 1 above and the excerpt for question 2, are the in-scope material located during the searches.

There has been significant and ongoing change since the establishment of Te Pūkenga in early 2020, resulting in changes to systems alongside staff departures across the network. And so, while we have taken reasonable steps to locate information, we cannot definitively confirm that no further information exists. We are however satisfied that the information located and provided to you meets the public interest threshold in responding to your request as it outlines and evidences the impetus and considerations behind the decision to stop delivering the NZCAW.

You have the right to make a complaint to the Ombudsman under section 28(3) of the OIA if you are not happy with this response. Information about how to do this is available at www.ombudsman.parliament.nz or by calling 0800 802 602.

We may publish our OIA responses and the information contained in our reply to you on our website. Before publishing we will remove any personal or identifiable information.

Ngā mihi

A handwritten signature in dark ink, appearing to read 'Gus Gilmore', with a large, stylized loop at the beginning.

Gus Gilmore
Tumuaki | Chief Executive



minutes

Environmental and Animal Science
INDUSTRY ADVISORY COMMITTEE
New Zealand Certificate in Animal Care
New Zealand Certificate in Animal Management
New Zealand Certificate in Animal Welfare Investigation

Unitec Mt Albert Campus, Building:115, Room:2034
Thursday 10 October 2019 at Time: 8:30 am - 10:00 am

Members

- [Redacted] s 9(2)(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Unitec Attendees

- [Redacted] s 9(2)(a)
- [Redacted]

Apologies:

- [Redacted] s 9(2)(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Programmes included in this Committee

- New Zealand Certificate in Animal Care – Level 3
- New Zealand Certificate in Animal Management – Level 4
- New Zealand Certificate in Animal Welfare Investigation – Level 5

1. Welcome

- s 9(2)(a) welcomed the committee members to the 2019 Environmental and Animal Science (EAS) Pathway's Industry Advisory Committee (IAC) for Certificates.
- The Members gave their self-introduction.
- s 9(2)(a) briefly explained the purpose of the IAC is to engage professionals of the industry who have interest in a particular aspect of Unitec's education portfolio to provide their industry knowledge and advice on the quality, relevance of programmes with regards to whether graduates of the programmes align with the needs of the industry or not. And then to advise on training and education priorities and gaps. This advice will contribute to ongoing self-assessment and internal evaluation.

2. Minutes of the Previous Meeting

9(2)(a) mentioned no point to go over the previous minutes as most of the members are not present.

3. Appointment of Chair

The Committee decided and agreed to appoint § 9(2)(a) as the Chair. § 9(2)(a) accepted as Interim Chair as this stage.

4. ROVE

Out of Scope

s 9(2)(a) also noted that the NZCAW was closely targeted to the SPCA's needs and it was co-developed with them.

s 9(2)(a) noted that the programme was not working for them. Loves the idea of people having qualifications, but they are finding that the NZCAW is not fit for purpose for them. It is a year-long course, graduates are not coming through fast enough, they've been running internships because they need them fast and can't wait a year. The people that are attracted to the animal welfare course are the 20-somethings who love kittens – need someone with good investigation skills, people skills and communication skills who are also interested in animals, but they are getting young girls who panic when they go into gang headquarters, and they are not lasting. Got to look at a recruitment and retention strategy as well. Two interns who have already done the Unitec course – s 9(2)(a) blown away by their lack of knowledge of the law and how to do a good investigation given that they have done a

year-long course. s 9(2)(a) is also looking at the SPCA Internship, which also needs some significant tweaking. They got approval from MPI to continue running the internships – 3 month long course with 3 week block courses. SPCA saying that they haven't got the capacity to take Unitec students and they are really struggling, even with just 20 hours per student, when they may or may not be inspectors down the track. People who may or may not become inspectors.

s 9(2)(a) contacted on regular basis to take Unitec students for 20 hours (shelters). Got rid of a student from s 9(2)(a) shelter ("pretty shelter" – lack of aggressive dogs). Student was dictating what should be happening and shouldn't – and the manager got rid of s 9(2)(a) s 9(2)(a) asked what programme it was, but s 9(2)(a) didn't know (i.e. no idea which programme – probably NOT NZCAW). Bad experience with some canine behaviour students who didn't know how to approach a dog. Students have horror at reality of shelter situation.

s 9(2)(a) Issues with students from different programmes coming for work experience who don't want to see the realities of the job. Students have to be turned away all the time (particular issue with NZCAC students).

s 9(2)(a) Institute do want to encourage people into the industry, and work more closely with polytechs including Unitec to make this happen. Too many warm and fluffy (students).

s 9(2)(a) fluffy animal people coming to Unitec course are not able to cope with realities. Best person in Internship couldn't handle it.

s 9(2)(a) is it about selection process? Could we get better candidates at the beginning? Problem with people interviewing well but then not being able to handle it.

s 9(2)(a) getting people in and starting with euthanasing animals to start with to sort out who can handle it and not wasting time investing in people who aren't going to last. Acknowledged this not Unitec's fault.

s 9(2)(a) discussion of interviewing with zoos for candidates and issues with being able to pick students who will last. Specific questions on euthanasia are asked at the interview.

s 9(2)(a) still a place for the NZCAW course, but it isn't fit for purpose for SPCA.

Issue with sorting out level and programme type of students wanting to do work experience.

s 9(2)(a) noted same issue with their recruiting – attracting the "fluffy animal people".

s 9(2)(a) thinks she can do better than CERT – wants to design their own training. Next internship November. Unitec people not ahead of the game when they do the internship (in law section) – s 9(2)(a) surprised by this. Compared with police course – 5 months on law, a lot more than Unitec course. Whole year to learn this, should be really good, but they are not understanding enough. Internship graduates know more.

Discussion about whether the age range is an issue – school leavers not enough life experience. s 9(2)(a) noted SPCA desire for older students and discussed how industry can impose a limit – e.g. couldn't do work experience unless a certain age.

s 9(2)(a) SPCA Regional general managers asked s 9(2)(a) to tell Unitec they couldn't handle taking any Unitec students as well as the interns, no benefit to SPCA doing the 20 hours, s 9(2)(b)(i)

s 9(2)(a) the job is not so much about the animals, more about de-escalating people issues. Life

experience lacking (in the students).

s 9(2)(a) (regarding NZCAW) need to focus on communication skills, life skills, investigation skills, less about animals – maybe the name of the programme not right? SPCA have work to do in their marketing – also a fluffy image depicted.

s 9(2)(a) discussed the importance of grades for the different components of the programme – and whether A+ for theory and Cs for practical would get them a job in a zoo. s 9(2)(a) noted that they never see marks. s 9(2)(a) said s 9(2)(b)(ii)

Unitec student also doing the internship failed several law assignments – s 9(2)(a) old student with life skills, but still failing. Wasn't able to answer basic questions about the law.

General discussion about millennials.

s 9(2)(a) has several staff who are vet nurses who cope well, and students from farm backgrounds do well.

Discussion about how zoos control which students do the programme via the work experience interviews and placements.

s 9(2)(a) repeated that they didn't have capacity to take on Unitec students as well as interns. 20 hours not enough for Unitec course, but too much for SPCA to handle. Comparison with CWA programme. Unitec students seen as "add ons" by regional managers when compared to interns.

s 9(2)(a) If redeveloping (NZCAW) programme to make it fit for purpose: Current course is too long, would prefer to run it twice (and reduce credit value). Remove forensics work because they won't need it. They need really good notebook entries, law, how to do a good investigation, changing and streamlining file material (less pages). s 9(2)(a) is changing a lot of things for the SPCA internship.

s 9(2)(a) gave example of how CWA grads weren't instant zookeepers, but needed training by zoos as junior zookeepers, and industry expectations of graduates needed to be managed.

s 9(2)(a) is rewarranting existing SPCA staff, she blown away with how little they know.

s 9(2)(a) asked how much legislation they (NZCAW students) needed to know – s 9(2)(a) – no more than 12 pieces of legislation – Privacy Act, Animal Welfare Act, Official Information Act, Bail Act (section 12).

s 9(2)(a) turnover issue we're (SPCA) s 9(2)(b)(ii) – Unitec can't churn graduates out fast enough - neither can SPCA, getting the right people, marketing not hitting the mark. s 9(2)(a) suggested changing the name – rather than an animal course it is an investigation course.

s 9(2)(a) suggested that based on what had been said, the NZCAW programme needed a complete review, and s 9(2)(a) needed to be involved and there would need to be a transition phase. s 9(2)(a) agreed.

s 9(2)(a) is rewriting their (Internship) investigation course.

s 9(2)(a) asked if there was any point in reviewing the NZCAW and redeveloping it to be more fit for purpose, or whether it should be discontinued.

s 9(2)(a) agreed this was a good question, restated that the current programme is not fit for purpose and that we were not getting people through fast enough. Level of understanding of law and investigations from Unitec graduates not as good as what is being achieved through the SPCA intern programme.

s 9(2)(a) said that they were willing to be open and discuss it and work with Unitec to redevelop yes. s 9(2)(a) clarified. s 9(2)(a) Unless course is to change considerably and target a completely different group then it is not fit for purpose.

s 9(2)(a) SPCA is welfare, animal control are dog police. Not that much difference between them. Discussion on similarity between them. 70 councils. Need training. Suggestion of combining the two and doing a shorter programme. s 9(2)(a) happy to share investigations and law courses to make sure everything is taught in the same way. s 9(2)(a) noted that a qualification was still important, something that people could be proud of, the internship got people out on the road. s 9(2)(a) suggested the Unitec qualification could be extra PD after the internship. s 9(2)(a) suggested that animal control staff could go on her law course.

s 9(2)(a) suggested that Unitec could offer something for both industries (animal control and SPCA).

s 9(2)(a) framework, timeframe, what do we do next year (transition). s 9(2)(a) asked if students had enrolled for next year. s 9(2)(a) said yes.

s 9(2)(a) We could review content quickly – are we covering everything in the way SPCA wants. That could be reviewed and potentially changed. Some changes need to go back to NZQA. Whole programme changes and qualification changes need to go back to NZQA (including review which would go back to SPCA externally). s 9(2)(a) really keen to work with Unitec to review, and potentially use the NZCAW for extra PD for SPCA staff.

Discussion about changing advertising for NZCAW – particularly image and wording. Very “fluffy”. Maybe a picture of someone standing in front of a house with a notebook. Discussion about advertising used in animal control adverts. Discussion about making the imagery and wording match the reality of the course and career. Make sure that graduates succeed. s 9(2)(a) noted that s 9(2)(a) talks to a lot of the applicants to make sure they know what the job entails.

s 9(2)(a) thanked the IAC for their honesty. General discussion about the difficult nature of the conversation. s 9(2)(a) noted how there were a lot of opportunities.

- There being no further business, the meeting closed at 10:32 am
- Next meeting date: TBC

Out of Scope

From: s 9(2)(a)

Sent: 06 November 2019 17:20

To: s 9(2)(a)

Subject: Re: NZ Certificate in Animal Welfare Investigations

she sent them this afternoon but I haven't had time to look

s 9(2)(a)

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From: s 9(2)(a)
Sent: 06 November 2019 17:16
To: s 9(2)(a)
Subject: RE: NZ Certificate in Animal Welfare Investigations

s 9(2)(a)

We really need the minutes from that IAC meeting. I think s 9(2)(a) will want to see them. Can we push s 9(2)(a) to get them to us for review.

Ngā mihi

s 9(2)(a)

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From: s 9(2)(a)

Sent: Wednesday, 6 November 2019 5:06 PM

To: s 9(2)(a)

Subject: FW: NZ Certificate in Animal Welfare Investigations

OK, we tried. I think we have to immediately suspend the programme - which means a review.

Apart from how awful that is, any objections?

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)

Sent: 06 November 2019 16:47

To: s 9(2)(a)

Subject: RE: NZ Certificate in Animal Welfare Investigations

Hi § 9(2)(a)

I have spoken with § 9(2)(a) and some of MPI's Animal Welfare Inspectors who have attended the UNITEC Course.

It appears now that the SPCA wants to offer internships and train their inspectors internally rather than have their inspectors obtain the "NZ Certificate in Animal Welfare Inspections".

MPI doesn't have a problem with this approach as long as education standards are maintained.

MPI can check standards are maintained via our audits of SPCA's

The SPCA claim they are now taking very few students who have first obtained the "NZ Certificate in Animal Welfare Inspections". Their priority now is to take candidates who have an aptitude for compliance and are trainable.

MPI also tends to recruit people who have farming knowledge and an aptitude towards compliance or have had previous compliance roles.

In the past I have considered the UNITEC course as an option to train MPI Animal Welfare Inspectors. Over recent years however the situation has changed as MPI has grown. We are now able to train all our compliance officers internally.

For reasons similar to those of the SPCA's we are not willing to provide practical work experience for participants of the "NZ Certificate in Animal Welfare Inspections" course.

I understand that this may now put in jeopardy the "NZ Certificate in Animal Welfare Inspections" in its current form. § 9(2)(g)(i)

Regards

§ 9(2)(a)

Ministry for Primary Industries - Manatū Ahu Matua

14 Sir William Pickering Drive | Private Bag 4765 | Christchurch

Telephone § 9(2)(a)

Web: www.mpi.govt.nz

From: [REDACTED]
Sent: Tuesday, 5 November 2019 2:07 PM
To: [REDACTED]
Subject: Re: NZ Certificate in Animal Welfare Investigations

Thanks [REDACTED], that's great.

cheers

[REDACTED]

[REDACTED]

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From: § 9(2)(a)
Sent: 05 November 2019 11:31
To: § 9(2)(a)
Subject: RE: NZ Certificate in Animal Welfare Investigations

Hi § 9(2)(a)

Understood.

I will get back to you ASAP.

Regards

§ 9(2)(a)

From: § 9(2)(a)
Sent: Tuesday, 5 November 2019 8:25 AM
To: § 9(2)(a)
Subject: Re: NZ Certificate in Animal Welfare Investigations

Hi § 9(2)(a)

Just thought I'd better check in with you about the NZCAW issue. I've flagged to our Chief Executive that we may be forced to close the programme, and I just looked in our system and we already have 57 applicants for the 30 places on the course. We'll need to let them know very soon if we're closing the programme (before we take their money!).

I'd much prefer a stable transition to whatever the future state is for workforce training in this area.

thanks and regards

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)
Sent: 31 October 2019 11:45
To: s 9(2)(a)
Subject: Re: NZ Certificate in Animal Welfare Investigations

Hi s 9(2)(a)

Thanks for the very quick response.

I'll hold off closing the programme for now until I hear back from you. My understanding is that the SPCA are doing their own in-house internship which had been approved by MPI as meeting the requirements for appointment, and I've been told that this is their preference for future training.

We are of course willing to redevelop the programme if there are gaps, and there had been some discussion about that (mainly around offering the programme twice each year and changing some content).

With respect to work experience for 2020, our problem is that we can't enrol students if there is a chance they won't be able to get the qualification because they can't get their 20 hours of work experience - most of our students don't come from the SPCA - but that is where they end up after graduating.

regards

s 9(2)(a)

s 9(2)(a)

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From: [REDACTED]
Sent: 31 October 2019 11:24
To: [REDACTED]
Subject: RE: NZ Certificate in Animal Welfare Investigations

Hi [REDACTED]

I think the first issue that needs to be sorted is the SPCA's commitment to the UNITEC course as a way of training their Animal Welfare Inspectors.

At the end of the day MPI must be satisfied who they nominate for an appointment has been adequately trained.

MPI will raise this with the SPCA.

MPI might be prepared to take students for practical experience but only those students who are guaranteed positions with SPCA's.

Regards

s 9(2)(a)

Ministry for Primary Industries - Manatū Ahu Matua

14 Sir William Pickering Drive | Private Bag 4765 | Christchurch

Telephone s 9(2)(a)

Web: www.mpi.govt.nz

From: s 9(2)(a)

Sent: Thursday, 31 October 2019 9:52 AM

To: s 9(2)(a)

Subject: Re: NZ Certificate in Animal Welfare Investigations

Kia ora s 9(2)(a)

I hope life is treating you well.

This email is a bit of a long shot.

Unfortunately the SPCA have just let us know that they will no longer take our NZ Certificate in Animal Welfare Inspections students for their 20 hours of work experience in 2020. We are in the bit of a bind here - the certificate was created for the SPCA in collaboration with them and the 20 hours with an animal welfare inspector is mandatory in the NZQA qualification (i.e. no work experience, no qualification).

We have 15 students waiting to be enrolled for 2020 (with probably 15 more in the pipeline). Are there any options you can possibly think of where we could get work experience with an animal welfare inspector for our students? We can pay for this (we already do something similar for our zookeeping and veterinary nursing training with contracts for service). It could be done in groups.

If we can't find relevant work experience, we will be forced to suspend the programme immediately and stop producing graduates in this area. Really we're looking at a simple one year fix for 2020.

The longer term future of the programme is another whole question Unitec will now need to address (if the SPCA want to move away from qualifications for animal welfare inspectors there is probably no longer a need for the programme - although they are still happily hiring them).

As I said, this is a bit of a long shot, but I thought I'd better exhaust all options before closing the NZ Certificate in Animal Welfare Investigations.

thanks and regards

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)
Sent: 11 February 2019 14:34
To: s 9(2)(a)
Subject: RE: NZ Certificate in Animal Welfare Investigations

Ok

Thanks s 9(2)(a)

Agree it would be good to discuss this.

I will try and arrange a meeting with you next time I'm in Auckland.

Regards

s 9(2)(a)

Ministry for Primary Industries - Manatū Ahu Matua

14 Sir William Pickering Drive | Private Bag 4765 | Christchurch

s 9(2)(a)

Web: www.mpi.govt.nz

From: s 9(2)(a)

Sent: Friday, 1 February 2019 12:00 PM

To: s 9(2)(a)

Subject: NZ Certificate in Animal Welfare Investigations

Hi s 9(2)(a)

I thought I'd better give you a quick update on progress with the (new) NZ Certificate in Animal Welfare Investigations.

The programme will be starting in the next week or so, student numbers look pretty good, and we're looking forward to the roll out of the new programme.

As I'm sure you are aware, there was an historic arrangement between MPI, the SPCA and Unitec that Unitec would offer a certain number of free places and discounts for some students to do the programme (in recent times this was SPCA staff). In return, significant chunks of teaching was done by SPCA staff (mainly s 9(2)(a)). The agreement itself has long-expired, but we kept the arrangement going on an informal basis.

Last year it was signalled by the SPCA that [REDACTED] would no longer be available for teaching and that it was unlikely that SPCA staff would be available for much teaching in the future. I met with [REDACTED] late last year and we agreed that Unitec would cease offering free and discounted places and would pay the SPCA directly for their staff to teach some parts of the programme. [REDACTED] kindly agreed to make one of her staff available for our first 2019 block course so that we had some certainty.

[REDACTED] has now of course left the SPCA, and we are in the process of [REDACTED] for the first block course separately. I am hopeful that we will be able to access SPCA staff for teaching specific spots in the other block courses.

I thought I had better keep you in the loop on this as MPI were part of the original agreement. We are of course very open to discussions about possible free or discounted places for MPI staff if that is useful (and discussion about the future direction of the programme in general).

kind regards

[REDACTED]

[REDACTED]

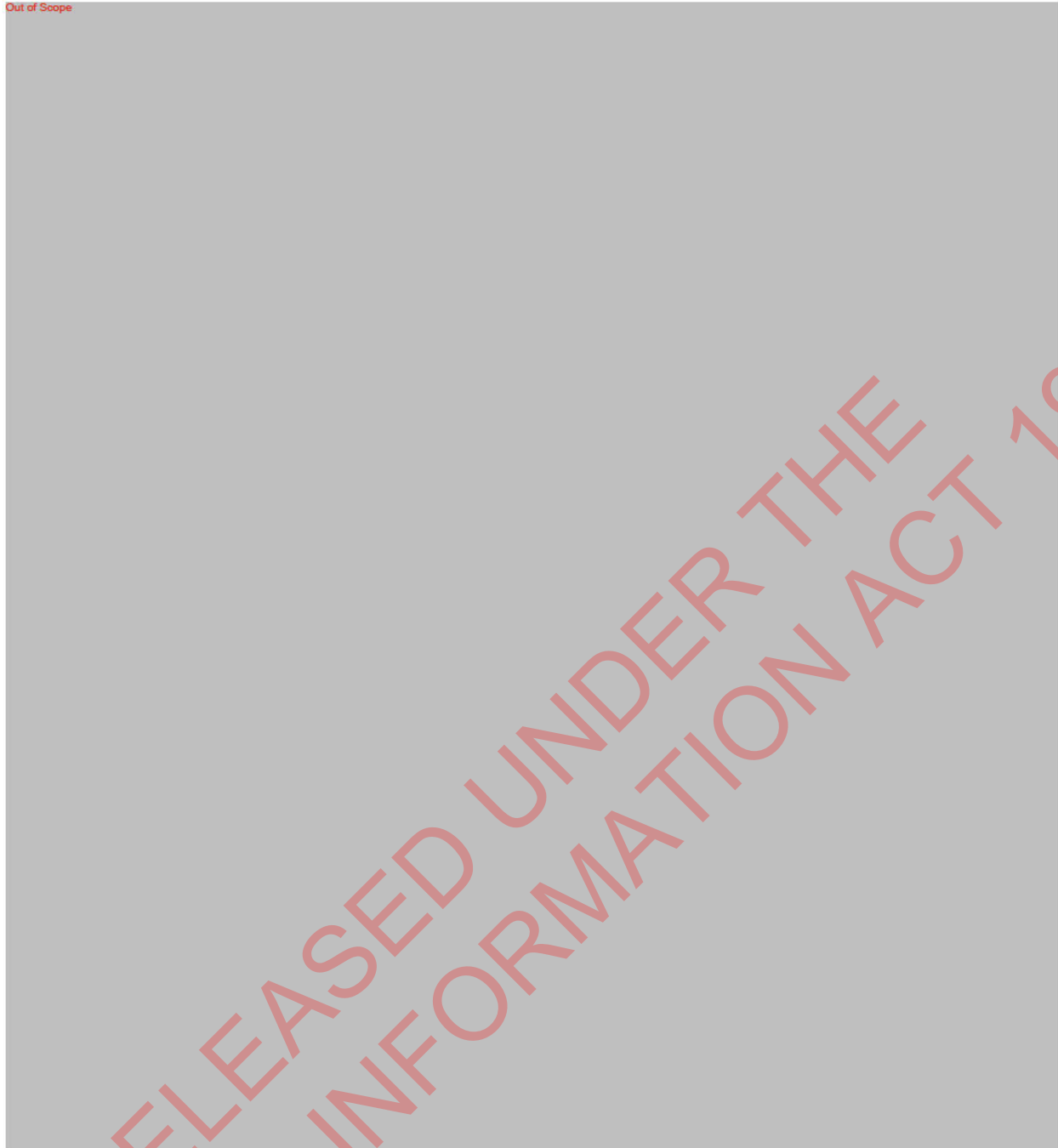
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Out of Scope



From: [REDACTED] § 9(2)(a)

Sent: 03 July 2020 07:49

To: [REDACTED] § 9(2)(a)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] >

Subject: RE: E-meeting (Unitec Industry Advisory Committee-certificate programmes) closing 20 July 2020

Kia ora § 9(2)(a)

can I suggest we just summarise and say that from SPCA perspective the course was not serving our needs in the following ways

for the Unitech course to be successful for SPCA (and I note it's not all about us) it needs to target investigators rather than animal enthusiasts I note we have been guilty of this in the past and have since changed our recruiting and are trying to attract more diversity.

Too long - turnover of graduates on annual basis insufficient to meet recruiting needs

I note police training is 5 months and they are required to complete driving firearms and significantly more law

The understanding of law and its practical application after a year's training was disappointing. I put the Unitech graduates through the intern programme to help reinforce law and investigations and some still struggled and attrition remains at about 30% with people not really understanding the nature of the role.

SPCA is not in a position sadly to support Unitech with 20 hrs of work and note that 20 hrs would be insufficient to give students a real taste of the role. Induction and H&S requirements mean that a significant portion of the 20 hrs is taken up on inductions H&S admin. Traditionally this has placed significant demand on Auckland centre and we are no longer able to support that.

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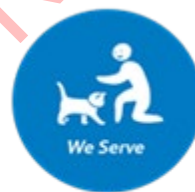
P: § 9(2)(a)

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How will you live our values today?

From: [REDACTED]

Sent: Thursday, 2 July 2020 5:28 PM

To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: E-meeting (Unitec Industry Advisory Committee-certificate programmes) closing 20 July 2020

Kia ora [REDACTED] (and all)

Which bit in the minutes would you like to replace? I actually transcribed the minutes, so I'm very happy to tweak them if necessary. I've got the full audio file as well but it is 120 MB so a bit large to email. I thought I had actually "softened" what was said while maintaining the minutes as a true and accurate record of the meeting

§ 9(2)(a)

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From: § 9(2)(a)

Sent: 02 July 2020 16:19

To: § 9(2)(a)

Subject: RE: E-meeting (Unitec Industry Advisory Committee-certificate programmes) closing 20 July 2020

I'd like to soften the comments that I am quoted with just quietly I am not sure I was that blunt – pretty sure I wasn't...

I was disappointed in the level of understanding around law, there was no expectation that after a year course they were instant inspectors

Otherwise happy to second



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How will you live our values today?

From: § 9(2)(a)

Sent: Thursday, 2 July 2020 3:07 PM

To: § 9(2)(a)

Cc: § 9(2)(a)

Subject: E-meeting (Unitec Industry Advisory Committee-certificate programmes) closing 20 July 2020

Dear Committee Members,

This e-meeting is organised to approve the minutes of the meeting you attended last year, please see minutes attached and motion below. The minutes couldn't be validated at our meeting held on 2nd of June 2020, as most of you were away.

That the Minutes of the 10 November 2019 meeting are a true and accurate record of the meeting.

Moved: s 9(2)(a)

Can someone second the motion please?

When responding, please state 'I approve the motion,' 'I do not support the motion' or 'I abstain.' Out-of-office replies will be recorded as apologies.

Please reply by Monday, the 20th July.

Thank you

s 9(2)(a)



s 9(2)(a)

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Out of Scope

From: s 9(2)(a)
Sent: 18 October 2019 16:41
To: s 9(2)(a)
Subject: Confidential: updates on my homework

Hi Both

1. I've had a positive reply from s 9(2)(a) from the SPCA - still keen to work with us to redevelop the NZCAW, willing to take a few NZCAW students for work experience in 2020 - the best ones, wants to select the ones who are likely to be inspectors, would need to be not just in Auckland. This allows us to run the programme in 2020, but we need to come up with a solution for the majority of students who the SPCA can't take. My initial suggestion is to alter the programme regs to allow the students to do their 20 hours elsewhere - maybe an animal shelter, maybe a bit more court stuff? What do we think?
2. I met s 9(2)(a) today to get advice on any possible change proposals. Whatever we suggest needs to be done very carefully. We clarified that we can't discuss any aspect of this with individuals, and it needs to be all about numbers rather than

people. One of our scenarios was s 9(2)(b)(ii)
s 9(2)(b)(ii)
s 9(2)(b)(ii)

s 9(2)(b)(ii) We'd need to specify how many staff we want on which days etc.
Same process if we wanted to look at BASCI or any other programme.

3. Workloads. I had a chat with s 9(2)(a) and she would be willing to give up s 9(2)(a)
s 9(2)(a) to s 9(2)(a) - and she would be willing to pick up some of your s 9(2)(a)
s 9(2)(a)

If I don't see you, have a good weekend

s 9(2)(a)

s 9(2)(a)

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05 Fw_Next steps

Out of Scope

From: s 9(2)(a)
Sent: 31 October 2019 09:19
To: s 9(2)(a)
Subject: RE: Next steps

Sorry s 9(2)(a)
I really am

You seem like a really great guy doing things for the right reason and this is late in the piece and awkward for me as the messenger.

s 9(2)(a)

s 9(2)(a)
s 9(2)(a)

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S 9(2)(a) | W: www.sPCA.nz

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From: S 9(2)(a)
Sent: Thursday, 31 October 2019 9:13 AM
To: S 9(2)(a)
Subject: Re: Next steps

Hi S 9(2)(a)

It is unfortunate that it has taken so long to get to this stage after all the work we've put in trying to meet the needs of the SPCA. The qualification and programme we produced was done in collaboration with multiple SPCA staff over several years and at quite a cost to Unitec.

I must admit I'm frustrated with how the team have been treated - but I do appreciate your efforts trying to make it work and your honesty at this late stage in the process.

regards

S 9(2)(a)

S 9(2)(a)

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From: s 9(2)(a)
Sent: 31 October 2019 08:45
To: s 9(2)(a)
Subject: RE: Next steps

Hi s 9(2)(a)

Not getting a great response from the RGM's I am sorry. I understand the difficult position that puts you in and am really sorry about the timing and capacity issues.

I feel really bad not that that changes anything.

s 9(2)(a)



s 9(2)(a)
s 9(2)(a)

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From: s 9(2)(a)
Sent: Thursday, 31 October 2019 7:44 AM
To: s 9(2)(a)
Subject: Re: Next steps

Thanks s 9(2)(a) I can't give a completely clear answer on payment at this stage - but how it usually works is that there is a negotiation between the tertiary institution and the placement provider that looks at cost to the provider, what is covered in the placement and funding rate of the qualification etc.

The one we've just delved into is the arrangement with s 9(2)(b)(i) - which might seem low if there is one on one high-quality interaction between a placement staff member and a student, but makes more sense if the student is cleaning out a truck, shovelling poo or 10 students are being shown something at the same time. The zookeeping students do a lot of hours - and probably a lot is the zoo getting work out of them because they have learned enough to be useful.

So for the 2020 fix, IF this is an option, let's work out the sweet spot for costing it through an honest and open discussion.

For future, if we can co-create something, I'd want to look at ways for the TEC (government) funding to pay for decent work experience where the SPCA genuinely benefits from work-ready students. Unitec has various comprehensive educational agreements with organisations that offer significant work placements we could use as a model.

The wording of the qualification is too specific for us to wiggle out of it for 2020 with animal shelter experience (I checked that, and also checked how quickly we can change the wording with NZQA - not quickly unfortunately). But I do think the experience could be a range of things - as long as it was to do with what an inspector does (so that could include office work, and could include groups of students and one inspector I would think).

Sorry, another long email - I blame the two coffees I've just had!

§ 9(2)(a)

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From: § 9(2)(a)

Sent: 30 October 2019 12:55

To: § 9(2)(a)

Subject: RE: Next steps

Hi § 9(2)(a)

I will discuss with RGM's the idea of paid placements they will ask what the payment is of course. H&S would still stand it may only be a few hours but we do want people coming back in one piece and injury free and yes that would be more palatable and a short term solution if they are

agreeable so I think more than 20 hrs would be beneficial so they get hands on experience. I will ask the RGM's who I think have a meeting this afternoon.

Another option is to consider work with rescue groups that aren't warranted under the Act but that do work with animals. [REDACTED] might be a good start point and she could maybe refer you to other good rescue orgs as they aren't all created equally.

[REDACTED]



[REDACTED]
[REDACTED]

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From: [REDACTED]

Sent: Wednesday, 30 October 2019 7:36 AM

To: [REDACTED]

Subject: Re: Next steps

Kia ora [REDACTED]

Thanks for looking into the possibility - I thought it might be a long shot (and probably not relevant to the requirements of the qualification, which appear to be a little rigid).

I've had another idea. There used to be an MoU between MPI (then MAF), SPCA and Unitec where MPI funded SPCA to deliver some of the teaching of the Unitec course (and possibly work experience would have been implied in that?), and [REDACTED]

[REDACTED] and contracted [REDACTED] and others to do some of the teaching. [REDACTED]

[REDACTED] It might be more palatable to the RGMs (and is similar to what happens with the zoos). I'd need approval for it, but thought I'd run it past you first as a concept.

If we can still run the programme for 2020, you would also have your pick of students who could be available for warranting after the first semester (June) because we have shifted

the key parts of the law curriculum earlier in the programme to accommodate that (I understand that was requested by the SPCA).

If there is no possibility of us getting work placements with the SPCA at all, obviously we can't run the programme. In that case I think it is better for us to just bite the bullet and suspend the programme for 2020. We have at least 15 students signed up already for 2020 (with a bunch more in the pipeline), and I'd rather let them know now rather than later. While I am completely willing to make this decision, do bear in mind that if we close the programme now, it would take a year or more for us (or anyone else) to restart it, and probably at least 18 months for a new qualification to be available through NZQA (their processes are very long and they will review the existing qualification before approving a new one).

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)

Sent: 29 October 2019 13:39

To: s 9(2)(a)

Subject: RE: Next steps

Hi s 9(2)(a)

Just had feedback from 1/3 RGMs and they are doing work with the Polytech in Chch and they have students for the whole year which has a benefit around actually learning and being able to contribute in a meaningful way with time and training.

She pointed out that our H&S induction process is substantial and for 20hrs they'd spend a substantial amount of time on H&S and not doing animal care.

I had to do 11 H&S exams just to work in the office, that took me around 10 hours! We are of course liable for injuries.

I will let you know when I hear back from the other 2. I do want to help but the capacity is

limited and there is no incentive or return on investment for us to be fair.

Kind regards

§ 9(2)(a)



§ 9(2)(a)
§ 9(2)(a)

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From: § 9(2)(a)

Sent: Friday, 25 October 2019 4:24 PM

To: § 9(2)(a)

Subject: Re: Next steps

Kia ora § 9(2)(a)

§ 9(2)(a) and I have had a chat with § 9(2)(a) to fill § 9(2)(a) in on our discussions so far. As you can probably imagine § 9(2)(a) needs a bit of processing time about your feedback and what we have decided to do, but § 9(2)(a) is already looking at how the new programme could work (and § 9(2)(a) and I will continue looking at options and developing concepts - we are both very committed to that). In the meantime I have a couple of questions you can hopefully answer:

1. In the future, § 9(2)(b)(ii)

§ 9(2)(b)(ii), how often would you like to run the internship, and how many interns would you be likely to have in each cohort. (just wanting a rough idea - this proposal would mean you would control the number of Unitec students and from our point of view we'd need to look at class sizes for the Unitec programme - viability for us and how we'd run it - but won't hold you to your answer at this early stage).

2. For the 2020 running of our current programme, we're going to hit a problem with

only having limited places for the 20 hours of work experience, because it is mandatory in the NZQA qualification (we painted ourselves into a corner there!). Do you have a rough idea of how many students you could take for the entire country? That might be how many graduates we can produce next year. Are there any other options for the work experience? Could some of it be in the offices helping with paperwork? (or in the shelters?). I'll keep thinking of other possibilities.

Have a good long weekend.

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)
Sent: 22 October 2019 08:10
To: s 9(2)(a)
Subject: RE: Next steps

Kia ora s 9(2)(a)

Yes the interns do significant on site training and are teamed up with inspectors which is why we struggle with capacity to also take the unitech students. I'd have to ask the RGM's about the unitech students being able to do time in shelters that might be an option but isn't my call.

Happy to work with you and come up with a plan.

s 9(2)(a)

s 9(2)(a)
s 9(2)(a)

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From: s 9(2)(a)

Sent: Friday, 18 October 2019 4:19 PM

To: s 9(2)(a)

Subject: Re: Next steps

Kia ora s 9(2)(a)

Thanks for the considered reply - I thought you would need to have a think about it - this needs to work for everyone.

I'm very grateful thanks that we can potentially have some students next year do work experience with your team - I'm wondering if the rest might benefit from being in an animal shelter, or a combo of that and something investigative or legal. Obviously we'll need to talk detail about what can be accommodated (who, how many and where). (I'd assume anyone who does the internship all meets our work experience requirements).

Thanks for being keen to have input into the redevelopment. If you are happy with it, it would be great to align as closely as we can content-wise with what you want your inspectors to do. Another thing to think about is what the Unitec course could potentially expand on that might not be possible in the internship (thinking ahead to what a future programme might look like).

We have yet to have the conversation with s 9(2)(a) - that will happen early next week.

Have a good weekend

s 9(2)(a)

s 9(2)(a)

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From: s 9(2)(a)
Sent: 18 October 2019 14:05
To: s 9(2)(a)
Subject: FW: Next steps

Kia ora s 9(2)(a)

Sorry about a slow reply I have been travelling this week and wanted to think about this rather than give a fast reply which was not well thought out

I agree it would be tricky to postpone the programme with promises already made and enrolments already underway and what if the ones that showed genuine potential as inspectors were the ones that got to do work experience some sort of weeding out so that we don't have to take them all and lack capacity to do it justice. Also ideally spread them around the centres a bit so all don't land in AK. Feedback from the Regional General managers was very much that they don't have capacity and I was to come back and say we wouldn't continue to do it so maybe a compromise in the short term?

I like your thinking and happy to assist with the planning as discussed.

I am streamlining our investigations and will be writing our training module up for investigations over Christmas ready for delivery to our interns around the end of January. I am also making significant tweaks to the Inspectors report and the vet pack is due out mid November as well which should make things easier at the front end.

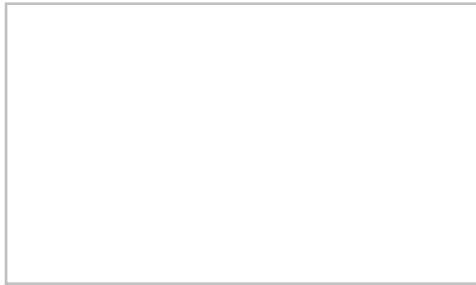
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From: s 9(2)(a)

Sent: Monday, 14 October 2019 3:28 PM

To: s 9(2)(a)

Subject: Re: Next steps

Kia ora s 9(2)(a)

We can occasionally do gracious - it did help I think that you were constructive about everything.

Thanks for this really useful feedback about the marketing wording, I'll get working with our marketing people to make some changes.

s 9(2)(a) and I met with s 9(2)(a) - the other "Academic Programme Manager" who looks after s 9(2)(a). We've had a few thoughts about a way forward.

How would you feel about us continuing to deliver the existing NZCAW programme (with some tweaks to content and hopefully some "different" students due to changed marketing), while we look at developing a new programme to better match your needs? Our problem is that we are already enrolling students into the programme for 2020, and changes through NZQA take time. If we suspend the programme for 2020 it means 25-30 less graduates available to you in 2020; if we continue it over 2020, it would mean we would need help with the 20 hours work experience (which is mandatory for the programme).

We've had an initial idea for a completely revamped programme. Please note that at this stage s 9(2)(a) and I have yet to catch up with s 9(2)(a) and discuss any of this with s 9(2)(a). We thought we'd look at what might be possible first - and what might meet your needs structurally. If we stick with the approved 120 credit NZQA NZCAW qualification, and develop a new Unitec 120 credit programme from that, we're thinking one option would

be to:

s 9(2)(b)(ii)



Sorry a long email - but we think this could work. What do you think?

s 9(2)(a)



s 9(2)(a)



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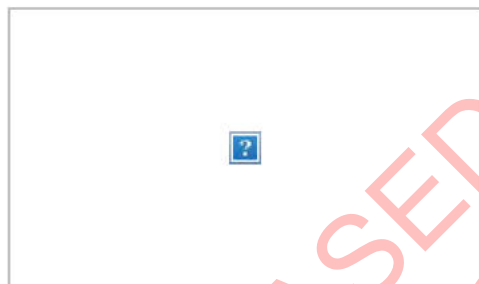
From: [REDACTED]
Sent: 11 October 2019 08:49
To: [REDACTED]
Subject: RE: Next steps

Kia ora [REDACTED]

Thanks for being so understanding there was some tough feedback that you handled graciously. I am keen to work with Unitech and can see potential with some tweaks and like what [REDACTED] said about being on the Zoo panels to select people to advance and also understand the challenges of weeding out people at interview and like the idea of seeing all the marks and comments so those in cruise mode doing what they have to too get through versus the truly motivated would be really useful.

Let me know what I can do to help.
Comment below in blue by the bullet points.

[REDACTED]



[REDACTED]
[REDACTED]

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From: [REDACTED]
Sent: Thursday, 10 October 2019 6:31 PM
To: [REDACTED]
Subject: Next steps

Kia ora [REDACTED]

Thank you for being so open and honest with us.

[REDACTED] and I will go through our notes and the minutes and create our "homework list". A complete review of the NZ Certificate in Animal Welfare Investigations is an obvious item

on that list (including structure, delivery, content etc.).

We are grateful that you are still keen to work with us, whatever the outcome of this review.

One area we are keen to look at is our imagery and messaging in our marketing materials. I had a chat with our marketing guy and he's keen to update the text and image associated with the programme on the Unitec website.

Currently we have some fluffy sentences and clearly the wrong focus in what we have written. Is there any chance you could suggest some replacement sentences or at least some key words we should be including? I'll include the current text below this email.

thanks again

s 9(2)(a)

Selected excerpts from the Unitec webpage

Are you passionate about protecting animals from cruelty or neglect? Take the first step towards becoming a warranted animal welfare inspector with this one-year programme that offers the convenience of distance learning, with three six-day compulsory on-campus block courses.

- 26 hours of compulsory work experience: you'll spend 20 hours working alongside a practising warranted animal welfare inspector, and an additional 6 hours in a district court. Part of the feedback from the Regional general managers and our inspectors is that they are struggling to cope with the 20 hrs work experience and do not have capacity so maybe we delete that line as it's not a promise we can currently keep. Maybe for a select few that show genuine aptitude? We are reviewing what we are doing and what we can do and are having to say no to things that we have previously done. 20 hrs isn't enough to really understand what the job is about and I would say at least 40 but we currently don't have capacity.

- Suitable for those who work with animals and want to learn more about animal health and welfare, and the Animal Welfare Act 1999. Could be - suitable for those with good communication skills as you will be dealing with stressful and conflict situations. Ideal for people who want to develop their investigation skills and learn how to practically apply legislation to animal welfare.

- Learn from a teaching team who are (I'd take out passionate about animals) passionate about animals, experts in the fields of animal welfare investigations, animal behaviour, health, and welfare, and continue to work in or closely with industry.

- Visiting industry experts and guest lecturers will give you a real feel for the career opportunities available in animal welfare investigations.

s 9(2)(a)

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minutes

Environmental & Animal Sciences Staff Meeting

Date: Monday, 18 November 2019

Time: 12.30-2.00 pm

Venue: 115 – 1030

Participants

EAS Staff

Apologies

s 9(2)(a)

Guests

s 9(2)(a)

1.	Karakia & Welcome/apologies • s 9(2)(a)
2.	Minutes of the previous meeting Motion: That the minutes of the 21 October meeting are a true and accurate record of the meeting. Moved: s 9(2)(a)
3.	Library updates Out of Scope
4.	Te Noho Kotahitanga & Maori student success s 9(2)(a)

	Out of Scope
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5.	Pacific student success Out of Scope
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6.	Under 25 students and School engagement Out of Scope
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7.	International student success Out of Scope
----	--

8.	Marketing and Communication updates Out of Scope
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	Out of Scope
9.	Health and Safety updates Out of Scope
10.	EAS School updates s 9(2)(a) - Unitec has been in discussions with external parties regarding the work experience arrangements for our students in the NZCAW programme. Unfortunately, we have not been able to secure this arrangement for 2020 and beyond and therefore are not in a position to keep this programme open. We will no longer be enrolling into this programme moving forward. This is a disappointing position to find ourselves in, given how much work was put into developing the NZCAW programme, the quality of the courses, how popular the programme is and the revenue that is generated. This takes out of the budget 26 efts. It's a challenge to close down/ suspend a programme. We have been communicating with the 68 applicants for 2020 and now need to contact the students who did the old programme and current one, waiting for TKK's response in regards to transitional arrangements. - Our budget will be signed off without other significant further cuts. - Conversion from applicant status to enrolled status – we might need to call on staff to follow up with the applicants.
11.	Research activities Out of Scope
12.	Operations (Academic Quality, Programme Development, EAS Action Plan) Out of Scope
13.	Any other business Out of Scope
14.	Karakia

Out of Scope

From: s 9(2)(a)
Sent: 18 October 2021 17:28
To: s 9(2)(a)
Subject: Re: Confirmation required - EAS status of old programmes

Kia ora s 9(2)(a)

I finally got a response out of the SPCA. They are OK with us killing off the NZ Certificate in Animal Welfare Investigations PROGRAMME, but would rather we didn't seek to kill the qualification just yet (I discussed with them the ins and outs of that).

They are not in a space to resurrect a programme, but might be interested in s 9(2)(b)(ii) down the track.

They would also like us to keep the Euthanasia short course we had on the books - it was nested within the NZCAW, but was technically a separate short course. How would I find

out if it still exists? They might be interested in it in 2022.

ngā mihi

§ 9(2)(a)

§ 9(2)(a)

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From: § 9(2)(a)
Sent: 07 October 2021 08:16
To: § 9(2)(a)
Subject: RE: Confirmation required - EAS status of old programmes

Kia ora § 9(2)(a)

Any update on this?

Ngā mihi

§ 9(2)(a)

From: § 9(2)(a)
Sent: Tuesday, 21 September 2021 8:13 PM
To: § 9(2)(a)
Subject: Re: Confirmation required - EAS status of old programmes

Kia ora § 9(2)(a)

Just the animal welfare programme for us, and I've reached out one last time to the key stakeholder to make sure they are happy for it to be removed.

§ 9(2)(a)

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From: s 9(2)(a)

Sent: 21 September 2021 10:11

To: s 9(2)(a)

Subject: Confirmation required - EAS status of old programmes

Kia ora s 9(2)(a)

We are in the process of tidying up our records (both internal and with NZQA) by changing the status of programmes which we are no longer providing/ enrolling students in.

At the bottom of the attached memo is a list of programmes, including some from your School. Once confirmation from HoSs is confirmed, the memo will go to Academic Committee for approval and actioning.

Can you please review the list and either:

- Confirm that you are happy with the suggested change
- Highlight any concerns.

Please provide your response **by 6 October**.

Note that a qualification/programme set to “expiring” can continue to be taught but no new enrolments are accepted.

A qualification/programme set to “discontinued” has not students in it, is not taking enrolments and will essential cease to be deliverable in any way.

Any questions, I'm happy to discuss

Ngā mihi

s 9(2)(a)



s 9(2)(a)

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