

27 June 2019

Dear [REDACTED]

### Official Information Act Request

Thank you for your request of 7 June 2019, under the Official Information Act 1982, for the following information:

*"The number of notifications of complaints about PTEs from Fairway to NZQA since 2015."*

Fairway provide a dispute resolution scheme for international students called iStudent Complaints. iStudent Complaints was formed 1 July 2016 to investigate and rule on complaints between international students and tertiary education organisations which are of a financial or contractual nature. If an international student reports a concern that falls outside iStudent Complaints' mandate, Fairway will refer the concern to the New Zealand Qualifications Authority.

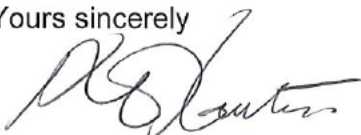
Since their formation, iStudent Complaints have forwarded 10 student concerns about private training establishments to NZQA for assessment. Initially these concerns are received as enquiries and once an assessment is made, it is determined whether they should progress to formal complaints. None of the referrals received from iStudent Complaints have progressed to a formal complaint.

As part of the commitment to open and transparent government, NZQA is proactively releasing responses to Official Information Act requests which are of public interest. NZQA will be publishing its response to your request on its website in September 2019. Your name and contact details will be removed before publication.

If you require further assistance, please contact [REDACTED] in the Office of the Chief Executive, email [REDACTED]@nzqa.govt.nz or telephone (04) 463 [REDACTED]

If you are dissatisfied with our response, you have the right, under section 28(3) of the Official Information Act 1982, to lodge a complaint with the Office of the Ombudsman at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz). You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Yours sincerely



Karen Poutasi (Dr)  
Chief Executive