Aide-Memoire: Vital statistics – a snapshot of NZQA's core regulatory activities

To:	Hon Chris Hipkins, Minister of Education
From:	Dr Grant Klinkum, Chief Executive
Date:	16 September 2022
Reference:	CR24922

Purpose

1. This aide memoire provides a snapshot of tertiary education sector information and the New Zealand Qualifications Authority's (NZQA's) regulatory activity.

2. NZQA proposes to proactively release this aide memoire as part of the next publication of documents.

Background

3. NZQA uses a range of approaches and mechanisms to monitor activity in tertiary education and our regulatory efficiency and effectiveness. We thought you may be interested in seeing one example of an internal quarterly report summarising information about the range and volume of quality assurance activities, as well as key sector insights.

Next steps

4. We are happy to provide more detailed information about any of the areas outlined in the Vital Statistics report.

5. NZQA is working to complete the implementation of RoVE. We anticipate receiving applications for new educational products such as Qualifications based on skills standards and the national curriculum in the first half of 2023. We are also making changes to micro-credentials following amendments to the Education and Training Act 2020.

6. We are developing our quality assurance approach for Te Pūkenga and WDCs. We will

provide a separate paper on our approach and other changes to our quality assurance functions arising from RoVE.

Dr Grant Klinkum

Chief Executive
16 September 2022

Hon Chris Hipkins
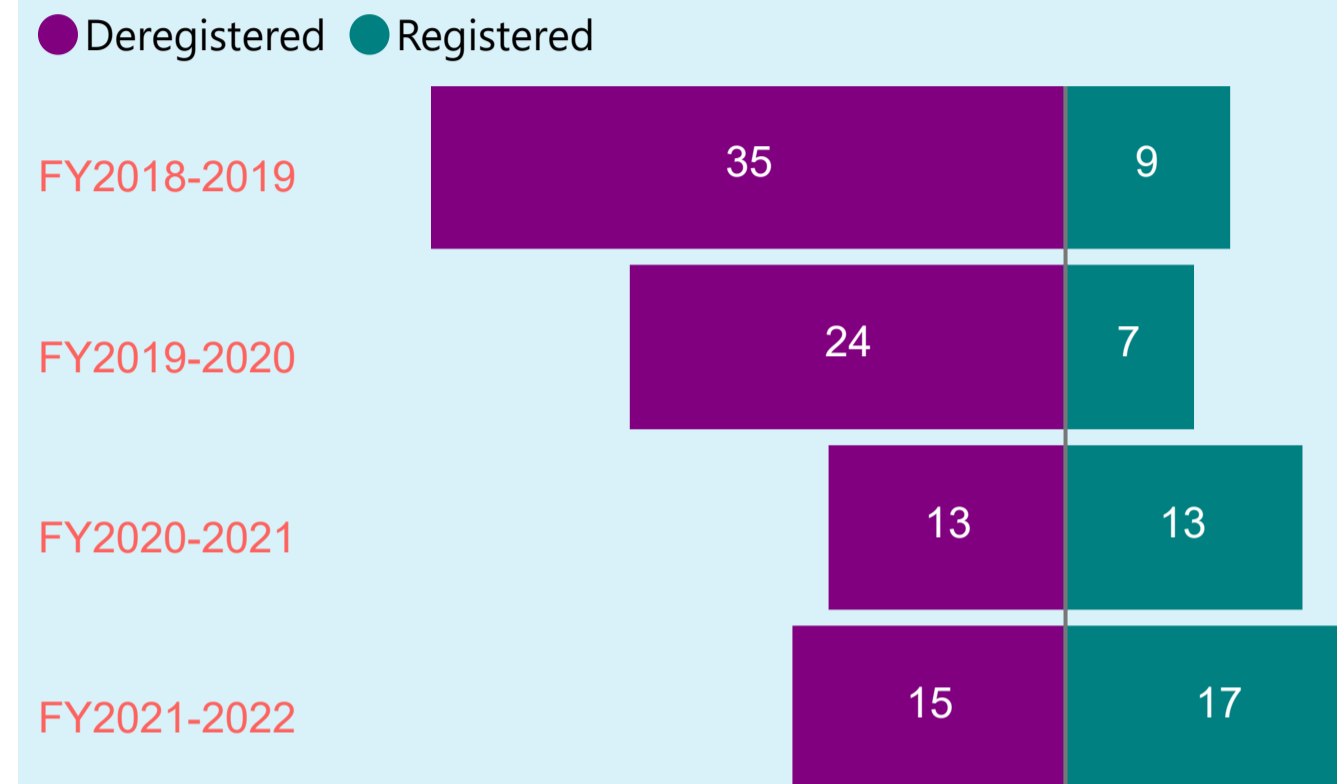
Minister of Education

15 / 10 / 22

The Tertiary Sector

Active TEOs by EER Category

Type	Category 1	Category 2	Category 3	No Category
Workforce Development Council				6
Wānanga	1	1	1	
Te Pūkenga	6	10		2
Private Training Establishment	200	134	22	31
Total	**207**	**145**	**23**	**39**

The two entries for Te Pūkenga under 'No Category' are the parent company and Work Based learning subsidiary.
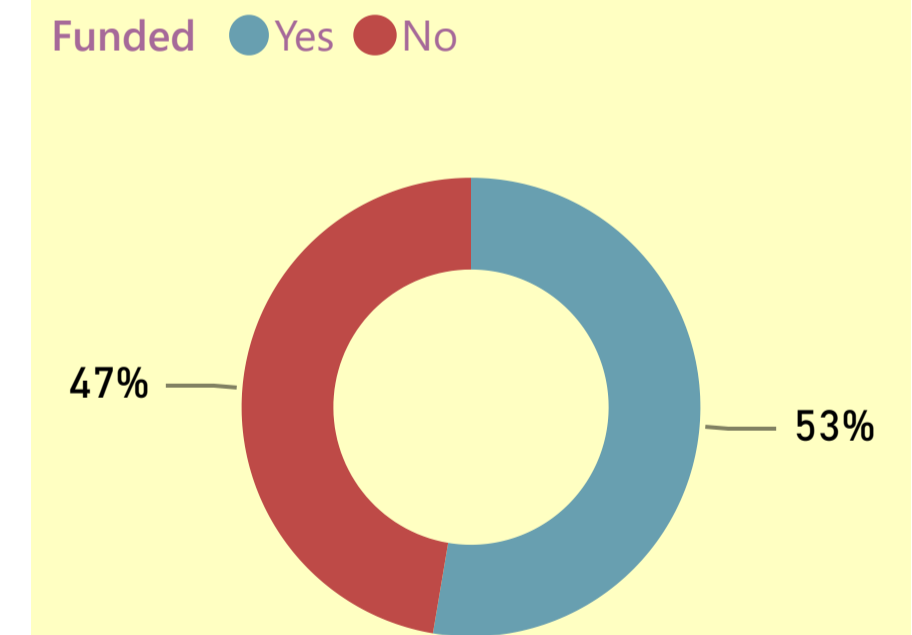
PTE Registration Status

● Deregistered ● Registered

FY2018-2019: 35 | 9

FY2019-2020: 24 | 7

FY2020-2021: 13 | 13

FY2021-2022: 15 | 17

One of these de-registrations was because the PTE's registration lapsed. The remaining were voluntary de-registrations. Some of reasons included amalgamation with another PTE, operating as a PTE was no longer tenable, the PTE had become a category 3 or went into liquidation.

9
TEOs in hibernation

Reduced by 5 compared with last quarter.

Number of TEOs

● Private Training Establishment ● Total TEOs

	30 June 2019	30 June 2020	30 June 2021	30 June 2022
PTE	415	394	394	387
Total TEOs	442	425	424	414

Funding Status of Active TEOs

Funded ● Yes ● No

47%   53%

The Reform of Vocational Education (RoVE) is bringing numerous changes to the education sector. These include shifting workplace-based learning from the 11 Transitional Industry Training Organisations (TITOs) to providers such as Te Pūkenga and private training establishments (PTEs). This process began in mid-2021 and must be complete by 31 December 2022. Providers will support training in the workplace, in the classroom and online, to create a seamless transition for learners.
Another key RoVE initiative involves six Workforce Development Councils (WDCs), set up on 4 October 2021. The WDCs set standards (formerly a role of the TITOs), develop and moderate qualifications, and help shape the vocational curriculum.

The Code

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

Providers with International Learners

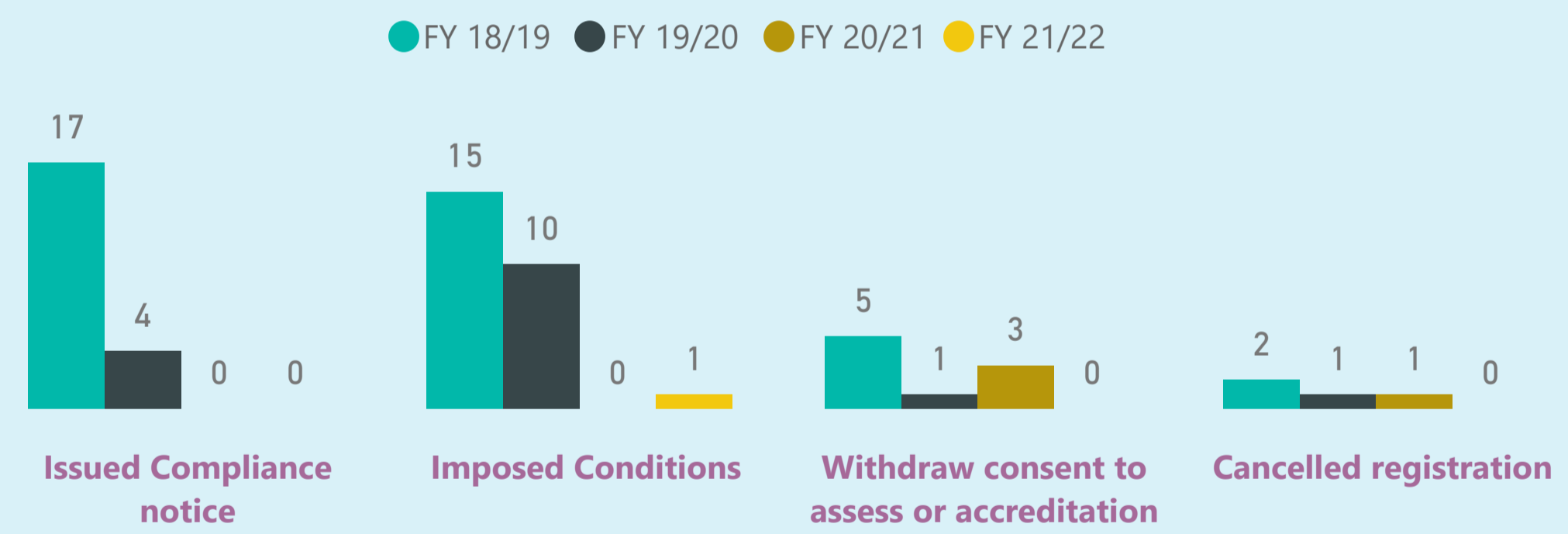| PTEs	Schools	Te Pūkenga	Universities	Wānanga	Total
165	755	16	8	1	**945**

TEOs with Domestic Learners

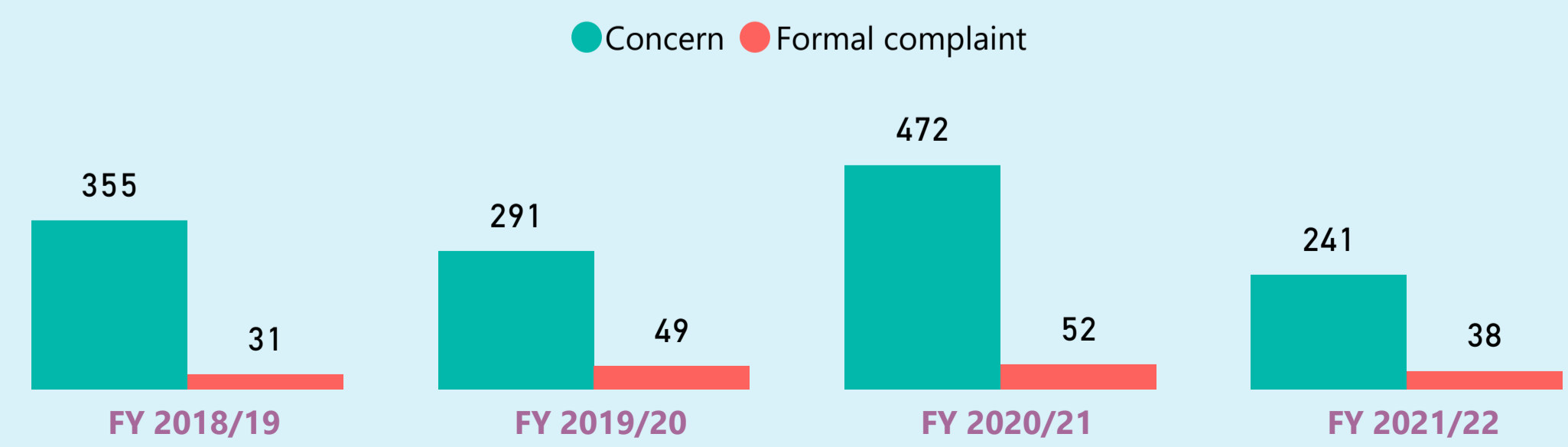| PTEs	Te Pūkenga	Universities	Wānanga	Total
387	18	8	3	**416**

Some TEOs with domestic and international learners will be counted in both tables.

Risk Management

Statutory interventions

● FY 18/19 ● FY 19/20 ● FY 20/21 ● FY 21/22

Issued Compliance notice	Imposed Conditions	Withdraw consent to assess or accreditation	Cancelled registration
17, 4, 0, 0	15, 10, 0, 1	5, 1, 3, 0	2, 1, 1, 0

Performance measure 01/07/2021 - 30/06/2022	Target	YTD
2.2.2(b) The percentage of investigations that result in a significant NZQA intervention.	≤40%	23%
2.2.2(c) The percentage of investigations that result in corrective action that satisfactorily resolves the identified non-compliance or quality issues identified.	≤60%	23%
2.2.2(d) The percentage of all formal complaints (including international and domestic code) that are concluded within 65 working days.[1]	≥95%	95%

Received Complaints

● Concern ● Formal complaint

FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22
355 / 31	291 / 49	472 / 52	241 / 38

We continue to work with TEOs on proactive correction or education to address issues or concerns as they arise, thereby reducing the need for statutory action.

The most significant concern facing the PTE sector continues to be financial viability and maintaining business continuity especially for those PTEs delivering primarily to international students. We will need to closely monitor this group of PTEs as the New Zealand borders reopen, to mitigate the risk that PTEs have compromised educational quality in their efforts to remain operating.

While the number of complaints has decreased, the issues raised are more complex. In addition, a number of concerns and complaints have been received relating to the impacts of Covid-19 restrictions. These should decrease as COVID mandates come off.

We are continuing to review our complaints, investigation and monitoring processes and practices to incorporate changes coming from the reform of vocational education and the implementation of the new Code of pastoral care for students.
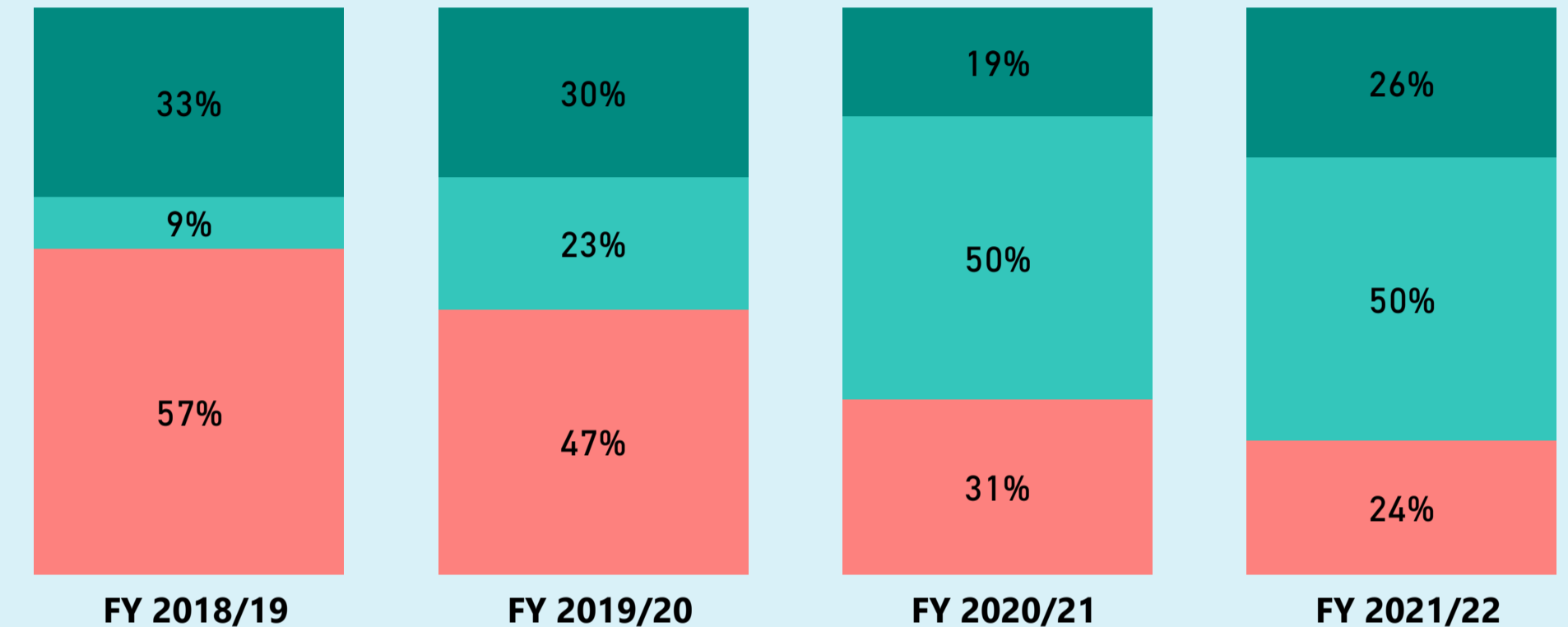
Monitoring and Assessment

Monitoring Outcomes

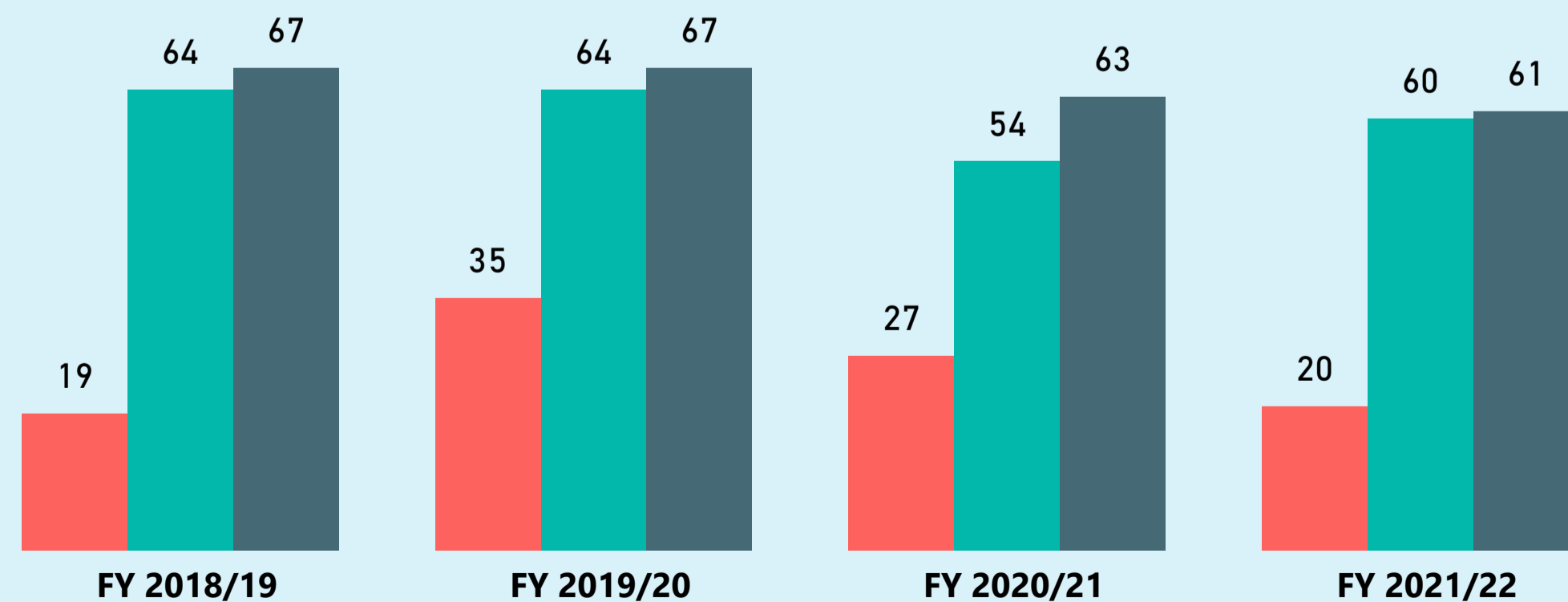- ● Does not meet criteria ● Meets criteria ● Meets some criteria ● Not applicable
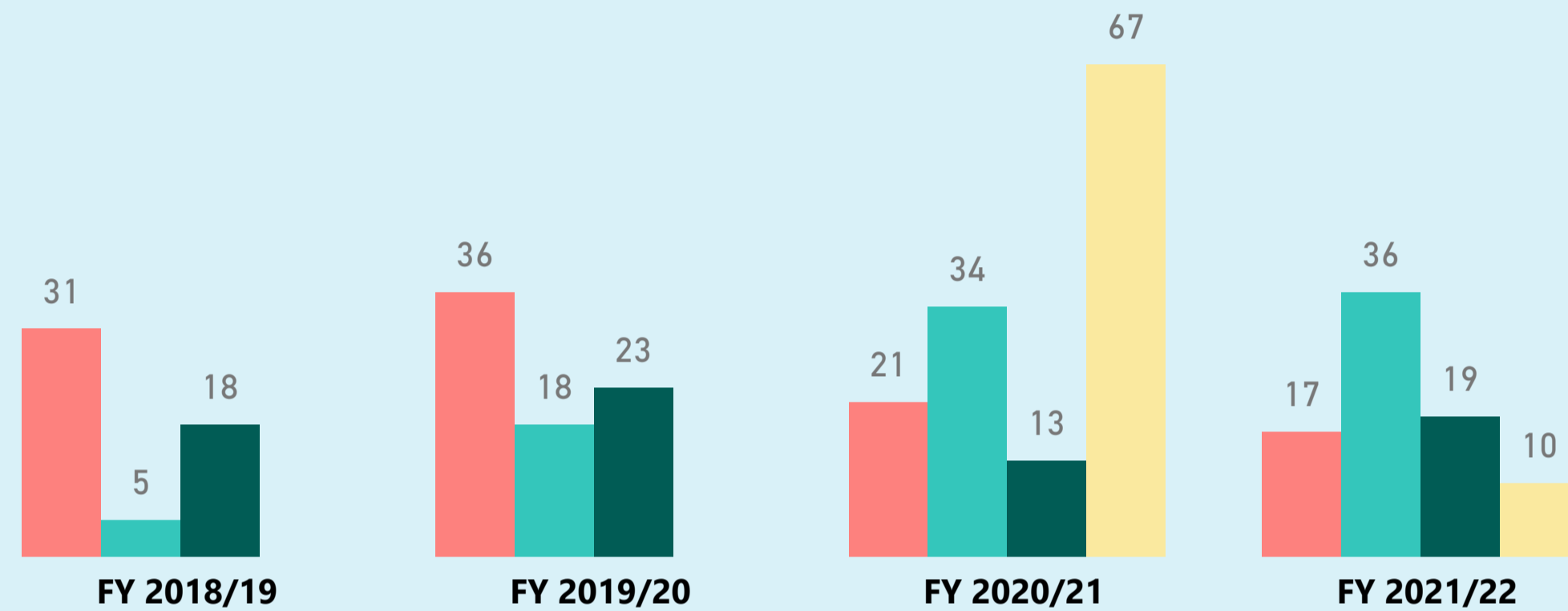
Monitoring Outcomes by percentage

- ● Does not meet criteria ● Meets criteria ● Meets some criteria

National External Moderation outcomes (NZQA managed standards)

- ● Does not meet requirements ● Meets all requirements ● Meets majority of requirements

Activities showing an outcome of 'not applicable' are one-off monitoring activities. The monitoring activities analysed TEO delivery profiles and confirmed the currency of training schemes. As these activities did not result in a rating against an NZQA Rule, they are classified as 'n/a'.

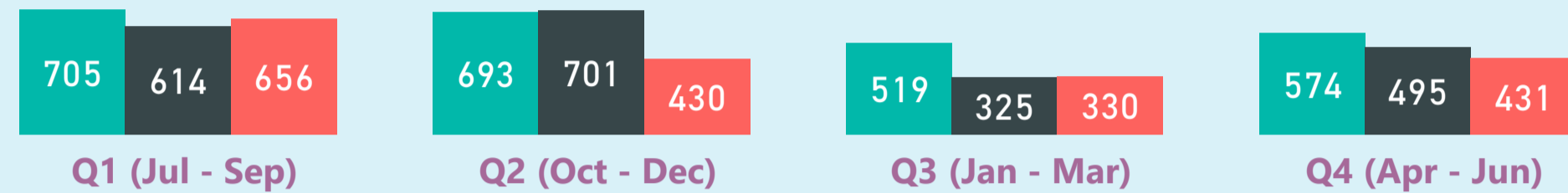QAD has a range of monitoring activities, these include:
- monitoring TEO programme and training scheme delivery
- moderation of learner work samples
- validation of offshore online delivery
- monitoring TEO assessment against NZQA managed standards.

The monitoring outcomes are summarised in relation to criteria set out in NZQA Rules.

Approvals and Accreditation

Applications Received
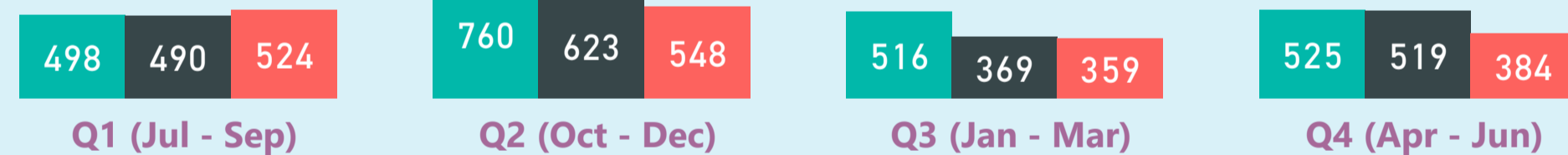
● FY 2019/20 ● FY 2020/21 ● FY 2021/22

	Q1 (Jul - Sep)	Q2 (Oct - Dec)	Q3 (Jan - Mar)	Q4 (Apr - Jun)
FY 2019/20	705	693	519	574
FY 2020/21	614	701	325	495
FY 2021/22	656	430	330	431

2491	2135	1847
FY 2019/20	FY 2020/21	FY 2021/22

Applications Closed

● FY 2019/20 ● FY 2020/21 ● FY 2021/22

	Q1 (Jul - Sep)	Q2 (Oct - Dec)	Q3 (Jan - Mar)	Q4 (Apr - Jun)
FY 2019/20	498	760	516	525
FY 2020/21	490	623	369	519
FY 2021/22	524	548	359	384

2299	2001	1815
FY 2019/20	FY 2020/21	FY 2021/22

Applications closed include withdrawn and declined cases.

Mātauranga Māori (MM) application processing timeframes were impacted for various reasons this quarter. Team resourcing constraints, a drop in the quality of provider applications, and provider delays in responding to requests for further information have all had an impact. There were also some technical issues with the allocation of applications to MM evaluators, which have since been resolved. Processing timelines can also be impacted by the MM approach of supporting providers to strengthen their applications, in accordance with ngā kaupapa that underpins Te Hono o Te Kahurangi applications.

Applications closed and average working days for all approved applications including Te Hono o Te Kahurangi for quarter 4

Application Type	Number of Cases closed	Average of Working Days to Close	SLA	Difference with SLA
Approval to Develop Qualification	1	9	20	-11
Assessment standards review	29	27	45	-18
Change of Ownership	8	14	60	-46
Change to classification system	3	15	45	-30
Code of Practice	2	26	45	-18
Consent and Moderation Requirement review	1	7	45	-38
Consent to Assess Standards	29	17	45	-28
Degree Change	19	30	130	-100
Equivalent Micro-credentials	4	14	20	-6
Micro-credential approval	27	11	20	-9
MM Assessment Standards review	2	98	45	52
MM Consent to Assess Standards	11	25	45	-20
MM Degree Change	3	80	130	-50
MM Micro-credential	3	77	20	57
MM New Site	1	50	45	5
MM Programme Accreditation	1	31	45	-14
MM Programme Approval and Accreditation	2	92	30	62
MM Programme change	2	45	30	15
MM Qualification Review	1	141	45	96
New Site	2	7	45	-38
Off-shore delivery approval and accreditation	6	29	30-45	-16
Programme Approval and Accreditation	23	17	30-45	-28
Programme approval and accreditation (Transitional)	28	19	30-44	-26
Programme change	61	15	30-45	-30
Programme of industry training approval	4	12	45	-33
Programme of industry training change	13	17	45	-28
PTE validation visit	6	34	60	-26
Qualification Approval	3	26	45	-19
Qualification Review	11	17	45	-28
Subcontracting approval	22	15	45	-30
Training scheme approval	1	38	45	-7
Training scheme change	9	12	45	-33
Vocational pathway change	2	22	45	-23

Approvals and Accreditation

Q4 Applications by provider type

Provider Type	Percentage
Private Training Establishment	52%
Te Pūkenga	23%
Workforce Development Council	12%
Transitional Industry Training Organisation	6%
Government Training Establishment	2%
School	2%
Wānanga	2%
Course Owner	1%
Total	**100%**

With the planned integration of Mātauranga Māori into the NZQCF, queries have flowed in from PTEs. And as TITOs are disestablished, registered assessors are asking how they will operate in this new environment.

- Two TITOs applied for PTE registration and Programme approval and accreditation (transitional)
- PTEs approved by TEC as a 'receiving organisation' applied for Programme approval and accreditation (transitional)
- Non-registered PTEs identified by TEC as potential 'receiving organisations' applied for PTE registration
- TITOs applied for changes to Programmes of Industry Training as part of preparing for transition.
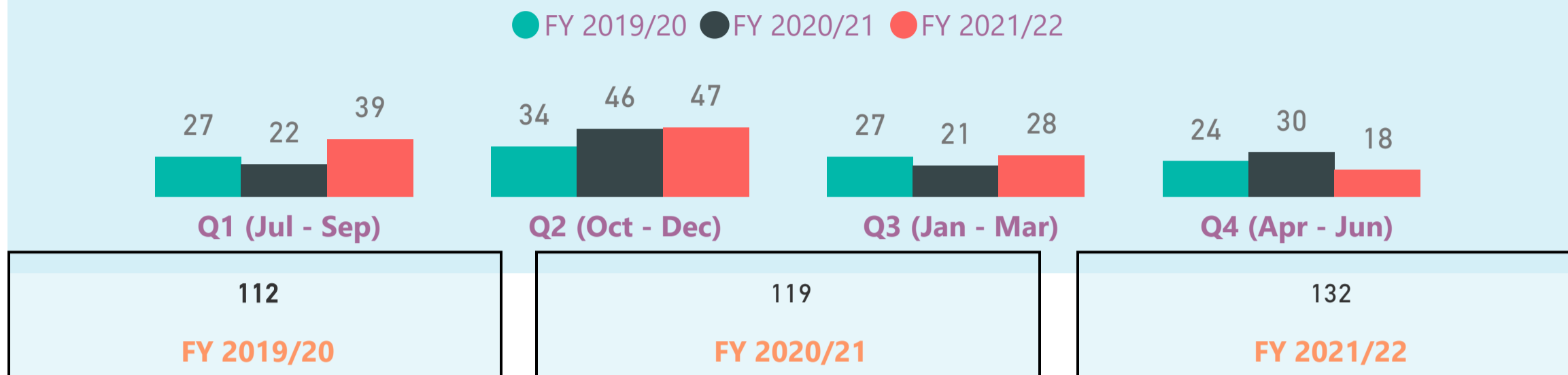
Approval, accreditation and registration guidelines, forms and web pages have been updated to take account of TITO transitions, WDC endorsement and the Code of Practice becoming mandatory for all tertiary providers.

Applications from Te Pūkenga subsidiaries account for approximately 23% of applications received. This is a decline of 7% compared to Quarter 4 2021. As Te Pūkenga and its subsidiaries review their provision, we expect a gradual decline in application numbers.

A&A are engaging in the quality assurance and the review of the achievement standards (RAS) for all subjects, including the pre pilot evaluation of Level 2 RAS and the post-pilot evaluation of Level 1 RAS.
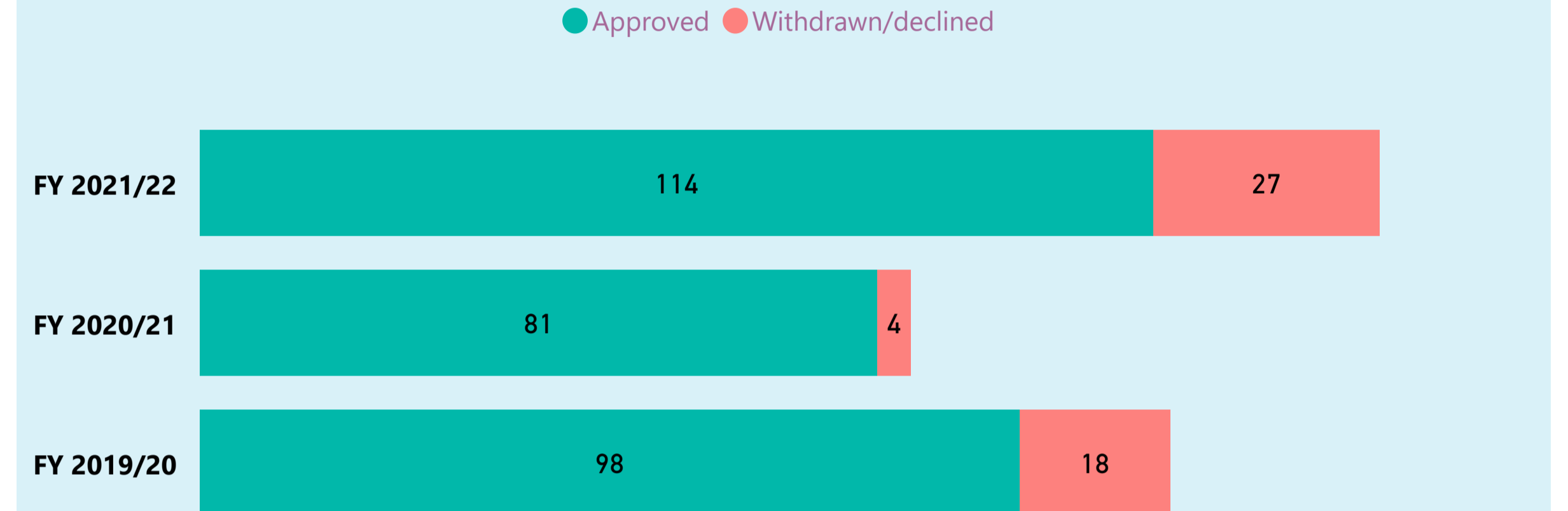
Te Hono o Te Kahurangi

Applications Received under Te Hono o Te Kahurangi

● FY 2019/20 ● FY 2020/21 ● FY 2021/22

	Q1 (Jul - Sep)	Q2 (Oct - Dec)	Q3 (Jan - Mar)	Q4 (Apr - Jun)
FY 2019/20	27	34	27	24
FY 2020/21	22	46	21	30
FY 2021/22	39	47	28	18

FY 2019/20	FY 2020/21	FY 2021/22
112	119	132

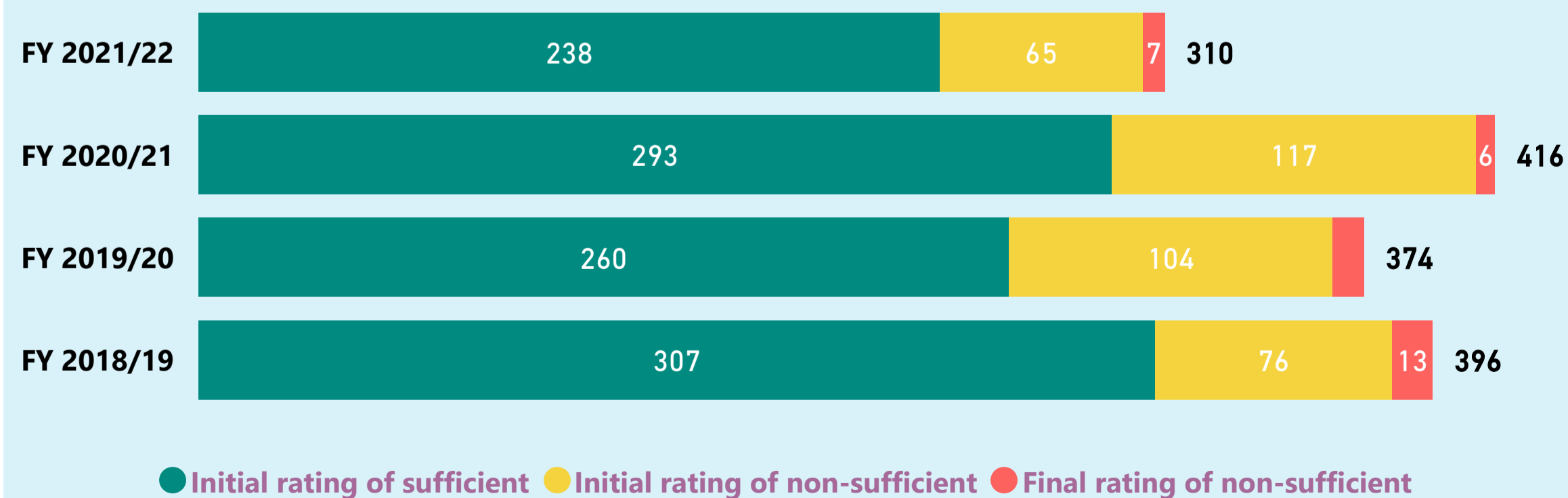| Performance measure 01/07/2021 - 30/06/2022	Target	YTD
1.2.2(a) The percentage of all applications that are qulity assured using Te Hono o Te Kahurangi that meet the criteria to be approved.	≥3%	5%

Applications Closed under Te Hono o Te Kahurangi

● Approved ● Withdrawn/declined

	Approved	Withdrawn/declined
FY 2021/22	114	27
FY 2020/21	81	4
FY 2019/20	98	18

Assuring Consistency

Assuring Consistency Outcomes

	Initial rating of sufficient	Initial rating of non-sufficient	Final rating of non-sufficient	Total
FY 2021/22	238	65	7	310
FY 2020/21	293	117	6	416
FY 2019/20	260	104		374
FY 2018/19	307	76	13	396

● Initial rating of sufficient ● Initial rating of non-sufficient ● Final rating of non-sufficient

Performance measure 01/07/2021 - 30/06/2022	Target	YTD
2.2.1(a) The proportion of New Zealand qualifications (that have graduates) that undergo a consistency review in any one financial year.	15%	20%

Assuring Consistency provides confidence that graduates of New Zealand qualifications have achieved the graduate profiles outcomes at an equivalent standard.

Each education organisation participating in Assuring Consistency receives an initial rating of "sufficient" or "non-sufficient". Education organisations rated "non-sufficient" have an opportunity to submit further evidence to address the gaps identified by the reviewer.
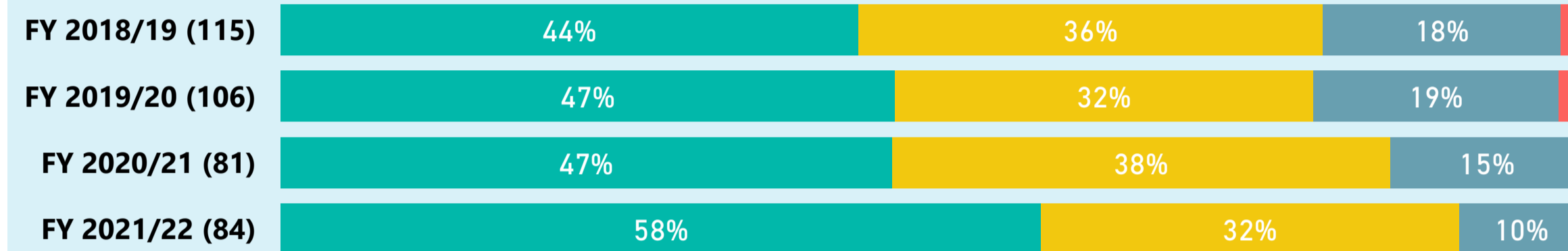
An initial rating of "non-sufficient" may be changed to "sufficient" as a result of the further submission.

QAD Vital Statistics 2021/22 Quarter 4

01/07/2021 - 30/06/2022

External Evaluation and Review

External Evaluation and Review Outcomes

TEOs ● Category 1 ● Category 2 ● Category 3 ● Category 4

FY 2018/19 (115)	44% 36% 18%
FY 2019/20 (106)	47% 32% 19%
FY 2020/21 (81)	47% 38% 15%
FY 2021/22 (84)	58% 32% 10%

The percentage reflects the outcomes of EER by year. It includes TEOs that may no longer be registered with NZQA.
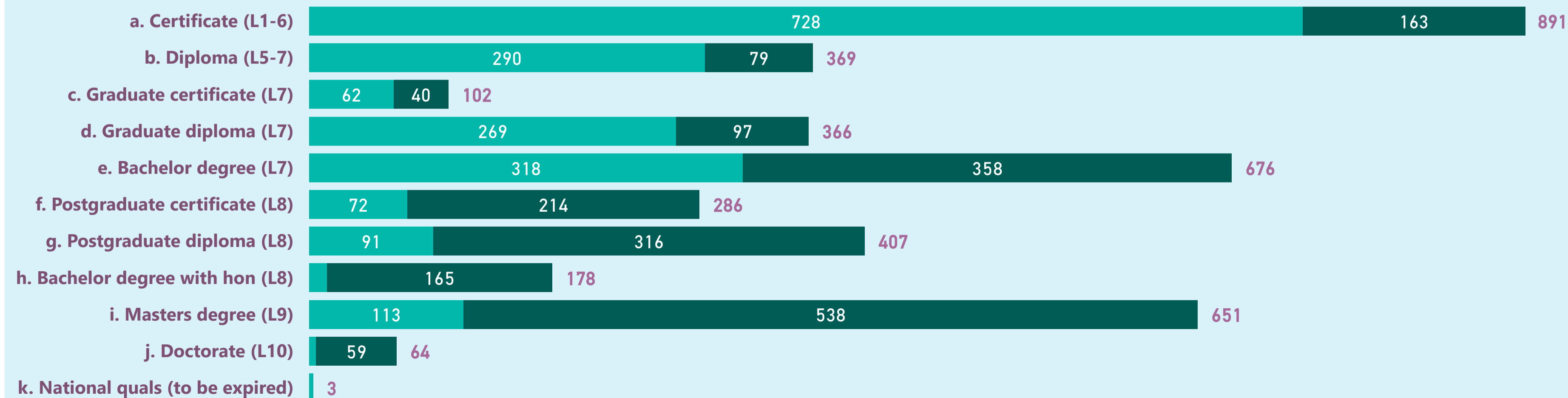
Performance measure 01/07/2021 - 30/06/2022	Target	YTD
2.2.2(a) The percentage of non-university Tertiary Education Organisations which had an external evaluation and review completed.	20%	21%

New Zealand Qualifications framework

Current qualifications on the NZQF by type

● Quality assured by NZQA ● Quality assured by CUAP

a. Certificate (L1-6)	728	163	891
b. Diploma (L5-7)	290	79	369
c. Graduate certificate (L7)	62	40	102
d. Graduate diploma (L7)	269	97	366
e. Bachelor degree (L7)	318	358	676
f. Postgraduate certificate (L8)	72	214	286
g. Postgraduate diploma (L8)	91	316	407
h. Bachelor degree with hon (L8)		165	178
i. Masters degree (L9)	113	538	651
j. Doctorate (L10)	59		64
k. National quals (to be expired)	3		

Approved Programmes
4989

Approved Training Schemes
1027

Approved Micro-credentials
319

Current New Zealand Qualifications
916

QAD Vital Statistics 2021/22 Quarter 4

Qualifications and Micro-credential reviews

Qualification Reviews

● Reviews completed ● Reviews due

57	76	**FY 2018/19**
115	198	**FY 2019/20**
167	318	**FY 2020/21**
98	103	**FY 2021/22**
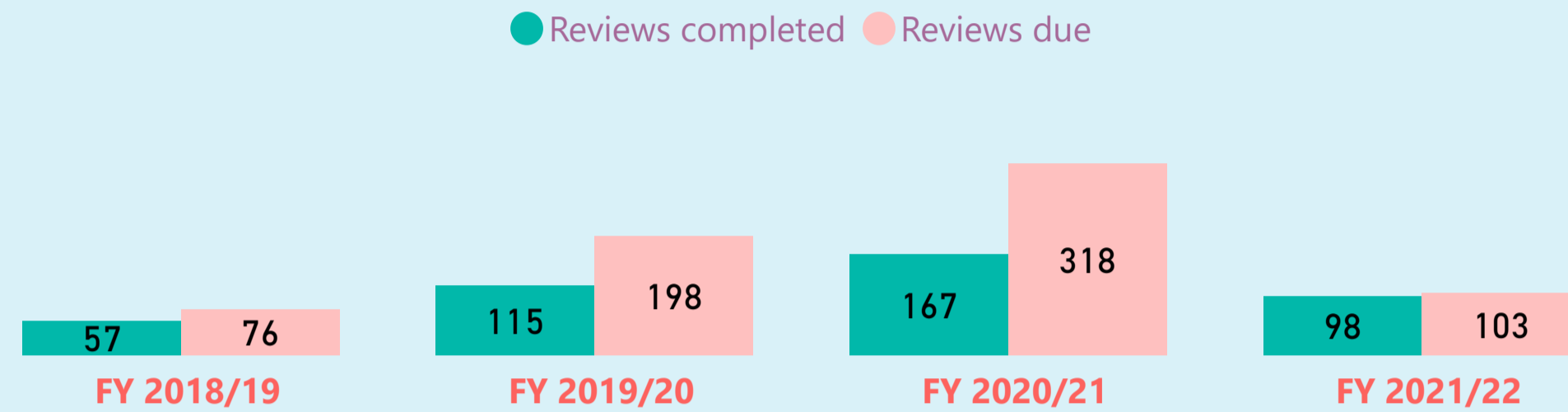
This figure compares the number of New Zealand qualifications due to be reviewed each year with those that have had their reviews completed. Some reviews span multiple years. The review is completed when the review outcome is published on the NZQA website.
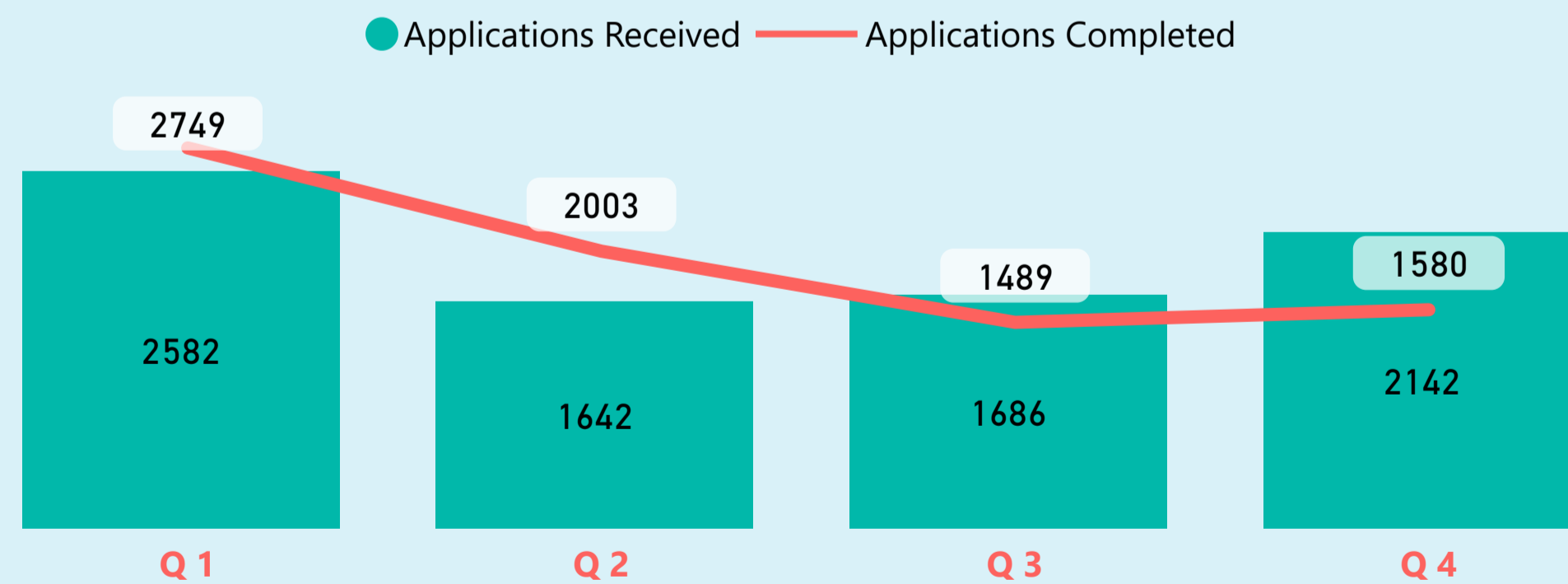
Micro-credential Reviews

● Reviews completed ● Reviews due

28	30	**FY 2019/20**
49	90	**FY 2020/21**
79	79	**FY 2021/22**
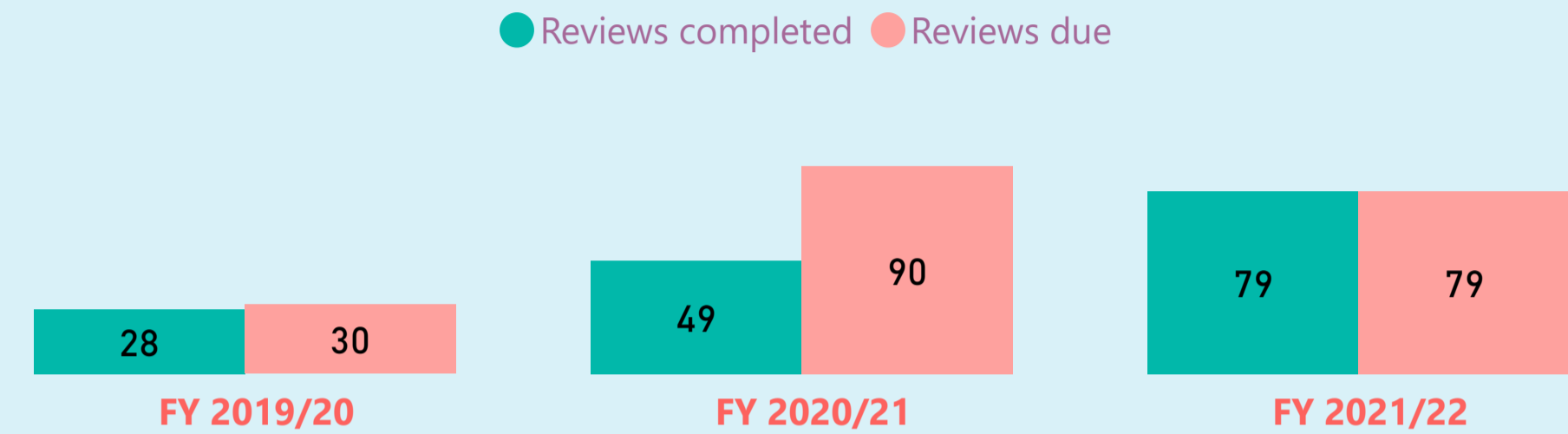
This figure compares the number of Micro-credentials due to be reviewed with the number that are completed. The review is completed when the new review date is updated on the Micro-credential Register on the website. Micro-credentials are reviewed annually to ensure that they continue to be fit for purpose.

Qualifications Recognition Services

Qualifications Recognition Applications for FY 2021/22

● Applications Received ── Applications Completed

	Q 1	Q 2	Q 3	Q 4
Applications Received	2582	1642	1686	2142
Applications Completed	2749	2003	1489	1580

Performance measure 01/07/2021 - 30/06/2022	Target	YTD
2.2.3(a) The percentage of international qualifications recognition products that meet their service level agreement	95%	96%

We have seen an increase in applications since January this year. In April, QRS made changes to its operating model, including the SPRING application management portal and evaluation workflows.

QRS has kept up completion rates of applications over this period. However, June was an exception, due to staff turnover, long-service leave and sickness.