

Incident and complaint register 2024

When discussing critical incidents, NZTC apply the NZQA definition as follows: A critical incident involving a learner is an unplanned or unforeseen traumatic event affecting a learner or learners which has an impact on the institution the learner attends; its staff, its learners and/or the wider community. NZTC has a responsibility to be prepared for and to respond quickly, effectively, and sensitively to any critical incident involving a learner. Critical incidents may have a negative impact on several people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced. Where there are negative effects there is a need to be aware not only of the effect on people not directly affected, but also of the unpredictability of spread and impact of this effect.

Formal complaints

Nature of complaint	Number of complaints	Status	Outcome
Student/Administration Staff Student felt there could be improvement in the communication from the administration staff member	1 – International Student	Closed	resolved
External Stakeholder/Staff External stakeholder felt there could be improvement in the communication from the academic staff member.	1 – Education Partner 1 – Centre/AT	Closed	resolved
Student/Processes Student felt the processes could be improved.	5 – Domestic Students 3 – International Students	Closed	resolved
Student/Academic Staff Student felt that there could be improvement in the communication from an academic staff member.	2 – International Student 1 – Domestic Student	Closed	resolved
Student/Teaching and Learning Material Student felt there could be some improvements in the teaching and learning material offered to support assessments			
Student/Refund Students requesting refund out of refund period Refund on compassionate ground/supportive measure			

Critical Incidents

Nature of critical incident	Number of critical incidents	Status	Outcome
There were no critical incidents during the period	N/A	N/A	N/A
