

## DISPUTES, COMPLAINTS AND OIA's REPORTING

January - June 2020

Reference	Date	Raised by	Outline	Status	Outcome
OIA 20/001	6 January 2020	Senior Reporter	All correspondence, internal and external, regarding the ongoing use of Grant Hannis's book Intro: A Practical Guide to Journalism in Aotearoa New Zealand in journalism classes during 2019.	Closed	Confirmed that Grant Hannis was no longer required reading for Journalism, students.
OIA 20/002	13 February 2020	Member of public	information pertaining to Mr XX death at Christchurch Polytechnic and his status as a learner etc.	Closed	Relevant information provided
OIA 20/003	27 February 2020	Member of public	The information requested; courses and programmes cut from Ara for 2018, 2019 and 2020. The programmes where cuts were made, the numbers of staff who were made redundant as a result of any cuts and the overall FTE staff numbers for 2018, 2019 and 2020.	Closed	Relevant information provided
OIA 20/004	4 May 2020	Academic researcher	Request for Ara documents describing how to identify and report extremist behaviours at Ara	Closed	Relevant information provided
OIA 20/005	16 June 2020	National Leaders Office	List of accommodation providers, FTE jobs lost due to reduced international	Closed	Relevant information provided

			students amid Covid19 restrictions. Projections of job losses during 2020 due to Covid19.		
OMB 20/001	24 January 2020	NewsHubb	Statistical information requested in relation to cyber incidents recorded by Ara over the last 5 years. This was a follow-on from an OIA request received in 2019. We stated in our response to the OIA that giving the information would 'create a harmful effect (would prejudice one of the conclusive interests) protected by section 6'.	Closed	In response to the Ombudsmans (informal) investigation Ara provided a broad response which was accepted by NewsHubb.
OMB 20/002	1 April 2020	Former student	A complaint was made to the Ombudsman with regard to the outcome of a 2019 complaint. All information pertaining to the 2019 complaint was provided to the Ombudsman	Closed	It was the Ombudsman's opinion that Ara did not act unreasonably in this matter.
HRC 20/001	10 February 2020	Former student	We have received notification from the HRC that XXX is pursuing a complaint submitted in 2019.	Closed	HRC closed the complaint and it was referred to the Ombudsman.

COM20/001	7 February 2020	Student	Slow response by International admissions in processing application for the Graduate Diploma in Nursing.	Closed	All issues identified were remedied.
COM 20/002	21 February 2020	Students	A group of nursing students made a formal complaint regarding exams, the moodle site being disorganised, class cancellations, timetabling, and unsympathetic/unprofessional conduct of lecturers.	Closed	All issues remedied.
COM 20/003 and 004	1 March 2020	Student	A formal complaint connected to inappropriate conduct off site following an Ara event. NZ Police have been notified.	Ongoing	
COM 20/005	4 March 2020	Student	An International student who had their enrolment cancelled wanted a full refund of 2020 fees.	Closed	Student was not entitled to a refund given their enrolment was formally cancelled under the exclusion policy (APP512).
COM 20/006	16 March 2020	Student	Student believed they were entitled to the youth guarantee scheme.	Closed	Parents paid fees.
COM 20/007	19 May 2020	Student	A change in study status to part time left nursing students in financial hardship.	Closed	Ara worked with Studylink to rectify the issue.
COM 20/008	19 May 2020	Student	A change in study status to part time left nursing students in financial hardship.	Closed	Ara worked with Studylink to rectify the issue.
COM 20/009	4 June 2020	Student	Complaints about hate speech	Closed	Complaint resolved
COM 20/010	21 May 2020	Student	Complaint about a staff member	Ongoing	Issue referred to People and Culture

COM 20/011	21 May 2020	Student	Complaint about a staff member	Ongoing	Issue referred to People and Culture
SUS 20/001	6 March 2020	Student	Student suspended from the NZ Certificate in Electrical Engineering following recent court appearance and the nature of the charges laid.	Closed	Student withdrew
SUS 20/002	9 March 2020	Student	Safety concerns for staff and students after breaching student rights and responsibilities – alcohol consumption and aggressive behaviour.	Closed	Enrolment cancelled
SUS 20/003	13 March 2020	Student	Allegations of breaching student rights and responsibilities – alcohol consumption and aggressive behaviour. Five-day suspension.	Closed	Student withdrew
CAN/20/001	1 February 2020	Student	Learner failed to meet academic contract requirements.	Closed	Enrolment cancelled
CAN/20/003	13 March 2020	Student	Continued dishonesty including falsifying timesheets, forging a medical certificate and deliberate plagiarism.	Closed	Student appealed the decision to cancel enrolment. Ara Board upheld the decision to cancel student's enrolment
CAN/20/004	23 June 2020	Student	Student failed to meet academic contract requirements	Closed	Enrolment cancelled

REF/20/001	14 January 2020	Dept of Corrections	A Dept of Corrections client under permanent supervision conditions. A refusal of enrolment letter was sent based on APP512 – Exclusion, APP 504 Regulations Governing Admission and the Education Act 1989 (S224-12). Not of good character.	Closed	Refusal confirmed
REF/20/002	23 January 2020	Applicant	Customer X Applied for 2 courses – Hobby Furniture making and Introductory Welding. A refusal of enrolment letter has been sent based on APP 504 Regulations Governing Admission and in relation to the Human Rights Act 1993 s60. Admission may be refused if the person's disability is such that there would be a risk of harm to the person or to others.	Closed	Refusal confirmed
ISS/20/001	24 January 2020	Former student	This student withdrew from the BSW due to the personal impact from the 15 March 2019 attacks. At the time xxx was asked to complete a compassionate withdrawal, which xxx did not as xxx felt	Closed	Ara agreed to waive 2020 fees.

			unable to. There was a delayed PTSD diagnosis.		
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