

21 June 2018

[REDACTED]
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Withheld under s9(2)(a) of the OIA

Dear [REDACTED]

I refer to your official information request dated 23 May 2018, and subsequent additional questions on 29 May 2018, for the following information:

1. The number of complaints against Education Agents in New Zealand over the past five years.
2. The nature of those complaints – e.g. incorrect/misleading advice?
3. I understand there is currently a review of the ENZRA programme but prior to the review, just looking at how things are being done right now, are there any differences in what an agent can do if they have ENZRA status or not? If so, what?
4. What are the checks New Zealand Education have in place to regulate agents? How often are the checks?
5. How many education agents have had their license revoked in the past five years? Are you able to break that down into how many education agents who dealt primarily with overseas students from China?
6. How many ENZ recognised agents are there in New Zealand? How many education agents (not just ENZ approved) are there in total? (Again if I could have that broken down in the same category as the first that would be very helpful.)

Part of the information you have requested is provided in this letter. However, we must refuse your request for information about the total number of education agents in New Zealand, under section 18(g) of the Official Information Act, because the information requested is not held by Education New Zealand and we have no grounds for believing that the information is held by any other agency.

We have also refused your request for information about numbers of ENZ Recognised Agents under section 18(d) of the Official Information Act because this information is publicly available.

Part 1: The number of complaints against education agents in New Zealand over the past five years.

In the past five years, ENZ has not received any complaints relating to education agents in New Zealand.

Part 2: The nature of those complaints – e.g. incorrect/misleading advice?

Please refer to the answer to Part 1 above.

Part 3: I understand there is currently a review of the ENZRA programme but prior to the review, just looking at how things are being done right now, are there any differences in what an agent can do if they have ENZRA status or not?

The ENZRA programme is not a regulatory programme and ENZ does not have legislative ability to allow different agents to act in different ways.

The intent of the new ENZRA programme is to identify agents who are successfully marketing New Zealand as an international study destination, and provide them more recognition, training and resources to enhance their marketing activities.

Part 4: What are the checks Education New Zealand have in place to regulate agents? How often are the checks?

ENZ is not a regulatory body and has no legislative ability to regulate education agents.

Part 5: How many education agents have their licence revoked in the past five years? Are you able to break that down into how many education agents who dealt primarily with overseas students from China?

Education agents are not required to be licensed.

Information about licensing for education agents who provide immigration advice is available from the Immigration Advisors Authority at <https://www.iaa.govt.nz/can-i-give-advice/information-for-education-agents/>.

Part 6: How many ENZ recognised agents are there in New Zealand? How many education agents (not just ENZ approved) are there in total?

With regard to the number of ENZ Recognised Agents in New Zealand, we have refused this part of your request under section 18(d) of the Official Information Act because this information is publicly available on ENZ's StudyinNewZealand website. You can access a full, searchable list of ENZ Recognised Agents at <https://www.studyinnewzealand.govt.nz/how-to-apply/agent/search-results?country=New%20Zealand>

With regard to the total number of education agents in New Zealand, we must refuse this part of your request under section 18(g) of the Official Information Act because the information requested is not held by Education New Zealand. We have consulted with the New Zealand Qualifications Authority, Tertiary Education Commission and Ministry of Business, Innovation and Employment, and have no grounds for believing that the information is held by any other agency.

In preparing this information release, ENZ has considered the public interest considerations in section 9(1) of the Official Information Act.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602. If you wish to discuss this decision with us, please feel free to contact Angela Meredith, Accountability Manager on 04 913 9597 or angela.meredith@enz.govt.nz

Please note, Education New Zealand now proactively publishes OIA responses. Your name and contact details will be removed from this response before it is published on our website.

Yours sincerely,



John Goulter
General Manager Stakeholders & Communications
Education New Zealand

Released under the Official Information Act 1982