Te Pātuitanga Kaiwhakarato Paparua

Dual Provider Partnership Agreement

2025

Kupu Whakataki | Foreword

Tēnā koutou

Aotearoa New Zealand has a world leading education system. A unique feature of our education system is the opportunity for many ākonga (students) to learn at their community school while also learning through Te Kura as a dual-registered ākonga. One of our key roles is to partner with dual providers of education, such as schools, Teen Parent Units, alternative education providers, Regional Health Schools and Activity Centres to provide ākonga with a curriculum that meets their needs and includes specialist programming or curriculum adaptation where needed.

Te Kura values the opportunity to work with hundreds of schools and providers across the motu to support the engagement, learning and achievement of their ākonga. Over the years we have forged powerful partnerships with schools and providers through our mutual focus on enabling ākonga to have enjoyable and successful learning experiences.

Thank you for choosing to work with us. This partnership agreement outlines how we would like to work with you. If you have any questions or feedback about this agreement, please contact your regional Kairuruku Hononga (Relationship Coordinator).

Ngā mihi nui

Te Rina Leonard
Tumu Whakarae | Chief Executive
Te Aho o Te Kura Pounamu

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Outlines Te Kura's complaints policy and process, detailing how to raise concerns about kaimahi (staff), services, or registration issues and describes the steps to escalate complaints if needed.

Whakarāpopoto o ngā Kaupapa Matua | Summary of Key Points

This 2025 DPPA outlines the respective responsibilities between key stakeholders, Te Kura, dual provider organisations and dual provider schools.

This Dual Provider Partnership Agreement (DPPA) will need to be digitally accepted through the Te Kura Enrolment System (TES) before proceeding with ākonga registrations for 2025.

Te Kura, as an education partner, provides an online learning platform, curriculum adaptation and curriculum capability. The dual provider, whether organisation or school, retains all legislative accountability for their dual-registered (dual-enrolled) ākonga.

The dual provider retains responsibility for the attendance and pastoral care of their dual-registered ākonga, and is obligated to provide educational support such as learning programmes and support for sustainable engagement within Te Kura courses.

Te Kura will provide continuous reporting through kaiako feedback and feedforward on engagement and mahi submitted by ākonga on the online learning platform, My Te Kura.

Ākonga are required to meet expectations for sustainable engagement as set out by the Ministry of Education, every calendar month, for each Te Kura course they are registered in.

This could look like:

- Submission of at least one piece of assessable mahi through their My Te Kura dropbox each month.

And/or:

- Having at least one learning conversation with their Te Kura kaiako to share and discuss evidence of their progress in learning each month.
- Providing other evidence of progress, such as mahi towards portfolios and engagement in third party platforms offered as part of Te Kura courses such as Education Perfect and Code Avengers.

The dual provider will appoint a Te Kura Coordinator, who will be the provider's liaison and will need sufficient time allocated within their workday to effectively carry out the tasks associated with the role. Te Kura will provide a Kairuruku Hononga (Relationship Coordinator) who will work with and support local dual providers. Te Kura has also ensured there are Kairuruku Hononga o Te Aka Taumatua who will support Ngā Kura a Iwi, Kura Kaupapa Māori, Wharekura and Iwi dual providers, to allow provisions for reorua and rūmaki settings.

All who work alongside and support dual-registered ākonga should have access to this DPPA.

This includes, but is not limited to, the Principal, Principal's Nominee, Te Kura Coordinator, kaiako and parents and/or guardians.

Please read the DPPA in detail.

Te Aronga | Purpose

This Dual Provider Partnership Agreement for 2025 outlines how we, at Te Kura, can work most effectively with you, as a dual provider, to ensure your ākonga can engage quickly in the right programme and experience success with their Te Kura learning.

Te Kura aims to empower ākonga, whānau and providers to access diverse learning opportunities, including dual tuition. This DPPA highlights the strength of whanaungatanga between stakeholders, to enhance educational experiences and ensure ākonga are placed at the centre of our shared mahi.

Mahingātahi | Partnership

We all want ākonga to enjoy learning and experience success.

At Te Kura, we:

- will listen to you and respond in a timely way to any queries you have
- ask you to keep us informed of any changes we need to know about your ākonga
- ask that you make sure your principal and any kaimahi (staff) working with Te Kura are aware of the contents of this agreement
- require ākonga to submit at least one piece of assessable mahi via the My Te Kura dropbox each month in each course they are registered in, or have their engagement recorded by their Te Kura kaiako. Engagement recognises evidence of ākonga engagement and progress in their learning. This might include, but is not limited to, ākonga-led discussion of work with their kaiako in virtual meetings, emails and/or phone calls, uploading evidence to a portfolio, completing learning in Te Kura licensed online systems i.e. Education Perfect or Code Avengers.

Te Aho o Te Kura Pounamu (Te Kura) Enrolment and Dual Tuition Policy
[The Ministry of Education's enrolment and dual tuition policy](#) details the circumstances under which you can enrol or register an ākonga with us.

As the main school, you retain the legislative accountabilities for your ākonga while they are dual registered with Te Kura i.e. pastoral care, attendance, funding.

Ngā Pou Āwhina | We're Here to Help

Dual Providers Āwhina | Support in My Te Kura

The **Dual Providers Āwhina/Support course** in My Te Kura provides resources and guidance on how to navigate dual registrations. It includes registration, enrolment and course information, managing schedules, assessments, reporting, marking and exams, ākonga engagement, information for Principal's Nominees and more.

Student and Whānau Support Team

Our Student and Whānau Support Team is dedicated to providing assistance to ākonga, whānau, Te Kura Coordinators, and other kaimahi, including additional teachers and teacher aides. Our team offers support with the Te Kura Enrolment System (TES), addresses registration eligibility inquiries, and facilitates access to My Te Kura, our online teaching and learning platform.

Contact: **0800 65 99 88** option 1 or **hub@tekura.school.nz**

Kairuruku Hononga (Relationship Coordinator) a Kairuruku Hononga o Te Ako Taumatua

There may be some additional items you wish to raise or add to this agreement that are particular to your ākonga and school or organisation. We invite you to discuss these with your regional **Kairuruku Hononga (Relationship Coordinator)** or Kairuruku Hononga o Te Aka Taumatua, who will be able to support you through your Te Kura journey.

Kairuruku Hononga o Te Aka Taumatua

To allow provisions for reorua and rūmaki ākonga, **Kairuruku Hononga o Te Aka Taumatua** provide dedicated support to Ngā Kura a Iwi, Te Kura Kaupapa Māori, Wharekura and Iwi dual providers.

Te Kura Website

Information on our website also provides a guide for dual providers, ākonga and whānau interested in dual registration:

- **Dual Providers – Getting Started**
- **Dual Providers – Learning with Te Kura**
- **Learning Programmes**
- **Online learning at Te Kura**

Ko te Rēhitatanga | Pre-registration and Registration

Te Kura will do the following.	We ask that you do the following.
Provide a **Kairuruku Hononga (Relationship Coordinator)**, or respective Kairuruku Hononga o Te Aka Taumatua, for each region to support coordinators, assist with communications and any issues. Publish information on our website and in My Te Kura regarding: • eligibility requirements • course offerings • modes of delivery • required resources • online learning • hardware and software requirements. Check dual registration to make sure ākonga are registered under the gateway that meets their individual needs. If ākonga are found to be registered via a gateway they are not eligible for, we will advise you of any changes and they will be moved to a new gateway if applicable or withdrawn from Te Kura. Contact you when we require additional information about an ākonga before registering.	Accept this DPPA (Service Level Agreement) digitally in TES (Te Kura Enrolment System) before beginning registrations for the year. Ensure each application complies with the **Ministry of Education's enrolment and dual tuition policy**. Ensure all relevant information is submitted at the same time as applications. Ensure all dual registered ākonga are attending their main school full time as per the MoE policy. Some learning may occur offsite where an ākonga is registered using the reintegration gateway where an agreement for learning/**reintegration plan** with Te Kura is required. This outlines how supervision will occur and how ākonga engagement will be measured. Ensure the parent or guardian of each ākonga has been made aware of the registration with Te Kura and a **Letter for Parent/Guardian and Ākonga Consent to Study with Te Kura** has been signed. Those not eligible for government-funded dual tuition e.g. private school ākonga, need to register for fee-paying dual tuition by **downloading a form** and emailing it to **enrolment@tekura.school.nz** Withdraw or cancel a dual tuition registration via TES, as required. Provide eligibility information as requested to support current registrations e.g. emergency staff vacancy registrations are required to be reviewed each term.

He Rāngai Tautoko Ākonga | Supporting Ākonga Learning

Te Kura will do the following.	We ask that you do the following.
Ensure each ākonga has: • appropriate online curriculum materials for the Te Kura courses they are registered in • access to information, including the quantity, quality and timeliness of work to be completed and returned to Te Kura • timely kaiako feedback and feed-forward during term time that encourages ongoing learning and achievement • access to kaiako via a range of communication channels during the school term • access to an online introductory course on working in My Te Kura, our online learning platform (**The Hub**) • access to paper-based resources in addition to online learning resources (applies to selected Learning Support ākonga only).	Provide a coordinator, appropriate supervision, with adequate allocation of school time, to help ākonga manage their Te Kura course work in a suitable learning environment. Your school or organisation is responsible for attendance and pastoral care (including international ākonga). Ensure your Te Kura Coordinator has sufficient school time allocated to effectively carry out the tasks expected. Make parents/caregivers aware of dual tuition arrangements prior to ākonga registration with Te Kura and obtain a signed **Letter for Parent/Guardian and Ākonga Consent to Study with Te Kura**. Develop a learning programme with ākonga and provide active supervision while ākonga are working on Te Kura courses to ensure they stay engaged and are progressing to meet their learning goals. Provide ākonga with a suitable learning environment, adequate time allocation, and necessary equipment, including access to a computer with an active internet connection and any specific course materials required for their module work. Ensure they have regular, sufficient access to the hardware and software needed for their Te Kura courses. For further details, please refer to **What you'll need**. Ensure ākonga behave appropriately in an online environment and comply with **Te Kura cyber safety/digital citizenship policies**. Support ākonga to access Te Kura resources including logging on to My Te Kura, initially using their Te Kura ID as username and password, locating the course material, starting their online courses, submitting work through the dropbox and meeting deadlines. **At least one item of assessable mahi will need to be dropboxed each calendar month, for each registered course.** (continued next page)

Facilitate access to Te Kura kaiako by various means, including email, phone, video conferencing etc. for both ākonga and your coordinators and supervisors. See **Te Kura policies** for privacy, complaints policy and procedures information.

Use Te Kura access points including My Te Kura Ākonga Progress and TES login to monitor ākonga work return and results, ensuring that these login details are only used by authorised staff as information for multiple ākonga can be viewed.

Communicate with each ākonga and their whānau about ākonga progress.

For all items sent to Te Kura by post, it is essential that the ākonga name and ID number are clearly recorded i.e. have a barcode ID label applied or the ākonga ID number written on each item.

Learning Support Ākonga

Provide Te Kura kaiako with any updated learning needs during the academic year, including the current skill levels, strengths and interests of each ākonga.

Ensure your ākonga have adequate support to complete learning tasks.

Puritia ngā Rīpoata | Keeping Records

Te Kura will do the following.	We ask that you do the following.
Provide data for each ākonga on: • course registrations • completed work returned by ākonga • engagement and progress as measured by work return and assessment • feedback on work submitted via dropbox, including NCEA results • engagement feedback, the online timetable of classes, online programs etc. • NCEA standards assessment results awarded for all attempted standards.	Maintain records for each ākonga on: • course registrations • work submitted to Te Kura by dropbox or post as appropriate • feedback and feedforward provided to ākonga • assessment results including NCEA standards results as reported on the TES results screens • engagement, progress, and work submission using My Te Kura and TES. Please let us know if feedback or feedforward is not helpful, or if the work is too easy or too hard. Generate any reports to whānau required by your school or organisation using My Te Kura and TES.

Tohu Mātauranga | Assessments

We ask that you do the following things as the dual provider:

- Ensure that formal assessments are conducted according to the specified conditions. These conditions will be clearly outlined on the assessment activity and may include, but are not limited to:
    - a specified time limit
    - open or closed book
    - completed in one session
    - supervised for the entire duration.
- Apply to NZQA for any identified Special Assessment Conditions and notify Te Kura of any NZQA approved Special Assessment Conditions.
- Have NZQA 'Consent to Assess' or be affiliated/linked with a school that has NZQA 'Consent to Assess,' and submit ākonga NCEA entries and results to NZQA through the enrolling school's Principal's Nominee using Te Kura provider code 498.
- Arrange a Memorandum of Understanding (MoU) with Te Kura if the registering school or the affiliated/linked school does not hold NZQA 'Consent to Assess'.
- Complete Te Kura NCEA registration process for external assessments if your school or organisation has an MoU in place with Te Kura or only enrols ākonga up to Year 10.
- Ensure the Dual Provider Coordinator and Principal's Nominee communicate regularly to make sure ākonga NCEA entries and results are reported to NZQA using Te Kura's provider code (498).
- Guarantee that all ākonga submissions for assessment tasks are their own work and that no submission is plagiarised.
- Ensure that processes are in place to mitigate inappropriate use of Artificial Intelligence (AI) that are in accordance with NZQA and Te Kura's ākonga guidelines (*see next page*).

Artificial Intelligence (AI) Ākonga Guidelines

Through strategic use of AI, Te Kura aims to foster a culture of academic honesty and accountability to support ākonga in developing essential skills for learning.

It is critical that dual providers ensure ākonga understand the importance of effective, appropriate and ethical use of AI tools like Microsoft Co-pilot or Open AI's ChatGPT.

It is important to note that Te Kura kaiako may need support from dual providers and require follow up conversations with ākonga to authenticate assessment submissions.

Avoid Personal Information:

When using AI, do not provide any personal information, this includes your full name, birthday, any ID numbers etc. An easy way around this is just swap out your name and details for fake details i.e. write me a CV, my name is Jane Doe, I live at 123 Kowhai Street.

Understand the Purpose:

Before using AI, have a clear understanding of what you want to achieve. This will help with effectively prompting the AI tool to get material related to your questions.

Verify Information:

While AI can provide quick answers, it is essential to verify the accuracy of the information it provides. Cross-check facts from reliable sources to ensure accuracy. Asking your kaiako is a good start.

Avoid Plagiarism:

When using AI to generate text, do not copy word for word. Instead, view it as a starting point, as a reference or inspiration, and then express those ideas in your own words. Plagiarism is unethical and defeats the purpose of the assignment.

Be Mindful of Bias:

AI models are trained on vast amounts of data, which may contain biases. Be aware of this and critically evaluate the information provided. Most AI content has an American bias.

Remember to Reference:

Just like with any other external source, remember to cite the reference in your sources. For AI-generated content, this means copying the text you used into the reference section or making a note in a question that you used AI to help you.

Ngā Aromatawai ā-roto | Internal Assessment

Te Kura will do the following.	We ask that you do the following.
Provide ākonga with opportunities to gain NCEA internally assessed standards, offered by Te Kura, where ākonga are working at an appropriate curriculum level.	Discuss with each ākonga the appropriate internally assessed standards for their learning programme.
Provide regular and timely assessment and feedback on work submitted to Te Kura, including results of NCEA standards assessment and information on further assessment opportunities where appropriate.	Encourage ākonga to contact their course kaiako about selecting appropriate internally assessed standards.
Offer ākonga the opportunity to **appeal an assessment result** and to follow the documented Te Kura appeals process.	Enter all internal assessment results received via TES onto your student management system using Te Kura provider code 498 and consistent course codes for course endorsement.
Maintain records of internally assessed standards for each ākonga.	Check the accuracy and ensure the security of results and include them in your NZQA file submissions.
Provide reminders to check standards results available in TES.	Ensure that ākonga know of their right to appeal an assessment result and the process to follow.
Provide a reconciliation sheet of NCEA standards that will be sent to the Principal's Nominee.	Ensure that assessment tasks that specify supervision are supervised by an appropriate adult.
	Ensure that ākonga working online know the name of their supervisor so they can enter this when submitting their assessment work to the My Te Kura dropbox.
	Ensure ākonga understand the importance of the authenticity of work submitted for assessment.
	Ensure processes are in place to mitigate inappropriate use of AI in assessments in accordance with NZQA and Te Kura's ākonga guidelines.
	Cooperate fully with Te Kura in the investigation of any authentication queries.
	Ensure that ākonga understand Te Kura annual deadlines for submission of work, with regards to NCEA assessment opportunities.
	Ensure that ākonga understand NZQA rules around resubmission and reassessment for internal assessments.

Ngā Aromatawai ā-waho | External Assessment

Te Kura will do the following.	We ask that you do the following.
Provide opportunities for ākonga to prepare for assessment in NCEA externally assessed standards and scholarship awards where ākonga are working at an appropriate curriculum level.	Use TES or access the **Learning Programmes** on the Te Kura website to identify the externally assessed standards Te Kura offers, as well as course codes and titles that are available within each Te Kura course.
Provide a complete standards list on the **Principal's Nominee page** on the Te Kura website. This lists external standards available for each Te Kura course.	Ensure ākonga contact their course kaiako about selecting appropriate externally assessed standards.
Provide practice (derived grade) examinations and any relevant resources to Te Kura Coordinators.	The Common Assessment Activities (CAAs) for Literacy and Numeracy	Te Reo Matatini me te Pāngarau, are the responsibility of the provider.
Provide timely feedback on formative assessments and practice examinations submitted to My Te Kura.	Enter ākonga for all appropriate externally assessed standards in your student management system using Te Kura provider code 498 and consistent course codes for course endorsement. This includes externally assessed standards for portfolio submissions for Visual Arts, Design and Visual Communication, Technology, and NZ Scholarships for Music and Physical Education.
Maintain records of preparation for externally assessed standards for each ākonga.	
Te Kura will not include any dual-registered ākonga in file submissions to NZQA unless the enrolling school is a primary, Years 7–10 school or has a signed MoU/subcontract with Te Kura.	Ensure that practice examinations are held under appropriate exam conditions, and that they are supervised by an appropriate adult.
	Ensure that Te Kura deadlines for submission of practice examinations are met.
	Ensure ākonga understand that authentication of work submitted for assessment is a serious matter.
	Ensure processes are in place to mitigate inappropriate use of AI in external assessments in accordance with NZQA and Te Kura's ākonga guidelines.

Kāore i Whakahoki Mahi Mai | Non-engaged Ākonga (Non-returners)

To be successful when studying with Te Kura, ākonga need to show sustainable engagement by returning work regularly and keeping in contact with their kaiako about their programme. The Ministry of Education requires registering dual providers to ensure that each ākonga returns assessable work and/or has at least one learning conversation with their Te Kura kaiako each calendar month to share and discuss other evidence of progress in learning.

Te Kura operates a Non-Returners process as part of these requirements and specifies that each ākonga shows sustainable engagement for each course, every calendar month.

If an ākonga is removed through the Te Kura Non-Returners process, there is a 30 day window for the **Kairuruku Hononga (Relationship Coordinator) or Kairuruku Hononga o Te Aka Taumatua** to request reinstatement. If this request is declined, the ākonga is unable to register in that course for the remainder of the calendar year.

Te Kura will do the following.	We ask that you do the following.
In the TES Non-Returners screen, provide work return dates and monthly lists of ākonga with Non-Returner status. Send an email notification when no work has been submitted by an ākonga and/or there has not been at least one learning conversation with their Te Kura kaiako in the previous month. This email will refer the Te Kura Coordinator to TES for details and will advise that the ākonga will be automatically withdrawn from that course if they do not return work and/or do not have at least one learning conversation with their Te Kura kaiako within the current month.	Ensure ākonga keep up with their Te Kura course work and submit work for assessment via My Te Kura dropbox (or by post, courier or email for paper-delivered courses) at least once a month for each course they are registered in. Check the TES Non-Returners screen each month to view the names of ākonga who have not submitted work and/or have not had at least one learning conversation with their Te Kura kaiako for one month or more. Contact the relevant Te Kura kaiako if work has been submitted but is not showing as being recorded. Contact Te Kura urgently if an ākonga does not have sufficient work in a course, so this can be addressed. Withdraw ākonga from a course or cancel a dual tuition registration via TES if the ākonga is no longer continuing with a course or their dual registration. Contact the **Kairuruku Hononga (Relationship Coordinator) or Kairuruku Hononga o Te Aka Taumatua** if there are exceptional circumstances that might explain the non-returner status.

Rēhita ākonga o Tāwāhi | Registration of International Ākonga (State, State Integrated and Private Schools)

Please refer to other information on services provided to dual-registered ākonga.

Te Kura will do the following.	We ask that you do the following.
Communicate with you if we have any concerns about the pastoral care of ākonga. Agree that the circumstances under which tuition provided to an international ākonga under this DPPA may be terminated are described under the **Ko te Rēhitatanga | Pre-registration and Registration** and **Kāore i whakahoki mahi ma | Non-Engaged Ākonga (Non-Returners)** sections in this DPPA. Te Kura cannot take responsibility for the pastoral care of dual-registered international ākonga.	Are a signatory to the **Code of Pastoral Care of International Students** (the code). As a signatory to the code, take responsibility for the pastoral care of any international ākonga who are subsequently registered with Te Kura. Arrange accommodation for ākonga who require it. Agree that the circumstances under which tuition is provided to an international ākonga may be terminated as described under the **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA. Be responsible for international ākonga conditions of acceptance including enrolment with your school, a current visa, a variation of conditions (if required), appropriate medical insurance, complaints procedure referencing the International Education Appeal Authority (IEAA) established by the code, language proficiency testing, and collecting and recording ākonga medical and travel insurance. Be responsible for maintenance of learner records, including passport and visa information as per code requirements. Accept this DPPA digitally in TES before submitting fee-paying applications. Communicate to Te Kura any change in the circumstances of an international ākonga, including advising Te Kura of their current email address (see **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA).

Ngā Kura Tumataiwi | Registration of Fee-Paying Domestic Ākonga (Private Schools)

Please refer to other information on services provided to dual-registered ākonga.

Te Kura will do the following.	We ask that you do the following.
Provide a fee-paying dual tuition application form for private school ākonga who need to access fee-paying dual tuition. Agree that the circumstances under which tuition provided to fee-paying ākonga under this DPPA may be terminated. These are described under the **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA. Note: Te Kura has a continuous model of reporting. Please refer to the **Ko te whakahokinga mahi/Keeping Records** section in this DPPA.	Accept this DPPA digitally in TES before submitting any fee-paying applications. **Download a form** and email to enrolment@tekura.school.nz Ensure each ākonga application complies with the **Ministry of Education's enrolment and dual tuition policy**. Ensure you support your ākonga as per the **He Rāngai Tautoko Ākonga | Supporting Ākonga Learning** section in this DPPA. Agree that the circumstances under which tuition provided to fee-paying ākonga under this DPPA may be terminated. These are described under the **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA. Communicate to Te Kura any change in the circumstances of a fee-paying ākonga, including advising Te Kura of their current email address (see **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA).

Ngā Kura Tumataiwi | Registration of Fee-Paying Domestic Ākonga (State and State Integrated Schools)

Please refer to other information on services provided to dual-registered ākonga.

Te Kura will do the following.	We ask that you do the following.
Provide a fee-paying dual tuition application form for domestic school ākonga who need to access fee-paying dual tuition. Agree that the circumstances under which tuition provided to fee-paying ākonga under this DPPA may be terminated. These are described under the **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA. Note: Te Kura has moved to a new continuous model of reporting. Please refer to the **Ko te whakahokinga mahi | Keeping Records** section in this DPPA.	Accept this DPPA digitally in TES before submitting any fee-paying applications. [Download a form](#) and email to enrolment@tekura.school.nz Ensure each ākonga application complies with the [Ministry of Education's enrolment and dual tuition policy](#). Ensure you support your ākonga as per the **He Rāngai Tautoko Ākonga | Supporting Ākonga Learning** section in this DPPA. Agree that the circumstances under which tuition provided to a fee-paying ākonga under this DPPA may be terminated. These are described under the **Ko te Rēhitatanga | Pre-registration and Registration** section in this DPPA. Will communicate to Te Kura any change in the circumstances of a fee-paying ākonga, including advising Te Kura of their current email address (see **Ko te Rēhitatanga | Pre-Registration and Registration** section in this DPPA).

Matatapu | Privacy

1. See the **Privacy page** on our website which outlines how Te Kura will manage the personal information of ākonga, whānau and other third parties. By accepting this agreement, you undertake that you and your organisation will have appropriate policies and processes in place to assist Te Kura to manage personal information in accordance with that statement. Any privacy concerns should be raised in the first instance with the regional **Kairuruku Hononga (Relationship Coordinator)** or Kairuruku Hononga Te Aka Taumatua, who will check whether there is a wider issue that needs to be addressed. The Kairuruku Hononga will discuss the matter, if warranted, with Te Kura's Privacy Officer.

2. Increasingly, Te Kura is facilitating access for ākonga to a variety of online education providers. These sites are designed for the New Zealand Curriculum and NCEA, and Te Kura recommends these sites to ākonga as they provide valuable learning resources which supplement Te Kura courses. Use of these sites enable ākonga to fill gaps in their learning or access aspects of courses not easily presented in written lessons. Te Kura makes every effort to confirm that these sites have robust privacy policies and are secure in terms of maintaining personal data.

3. To facilitate access to the sites, Te Kura may send to the provider the name, identification number and email address of each ākonga registered in related courses. The provider will then email the ākonga with registration instructions. Registration is not compulsory. If an ākonga does not want to register, they do not have to do so.

4. Any ākonga or dual providers with questions, concerns or feedback about such online education providers, the sites, or the registration process should email **admin.curriculum@tekura.school.nz**.

Kaupapahere Amuamu me ngā Tukanga | Complaints Policy and Process

1. Te Kura has **policies and procedures** in place to cover complaints about Te Kura kaimahi, policies, systems, services and processes.

2. Where a dual provider, their ākonga and/or the whānau has a complaint about the ākonga registration with Te Kura, or where a Te Kura kaimahi has an issue with a dual provider, the complaint should be raised in the first instance with the regional **Kairuruku Hononga (Relationship Coordinator)** or Kairuruku Hononga Te Aka Taumatua, who will check whether there is a wider issue that needs to be addressed. The Kairuruku Hononga will discuss the matter, if warranted, with the Regional Manager.

3. If the complainant feels that discussion has not produced a satisfactory outcome, or where the situation is considered to be urgent or very serious, the complainant should document the complaint in writing to the Chief Executive of Te Kura: **officeCE@tekura.school.nz**

4. An explanation of our **Te Kura complaints process** can be found on our website.