



Te Pūkenga

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7 August 2025

[Redacted]
[Redacted]
By email: [Redacted]

Tēnā koe [Redacted]

Request under the Official Information Act 1982

Thank you for your email received 14 July 2025, requesting the following information from Open Polytechnic | Te Pūkenga – New Zealand Institute of Skills and Technology (Open Polytechnic):

“... about NZ2761, NZ Cert in Educational Support Level 4:

Total number of enrollees in 2023 and 2024 Part and Fulltime

Programme Achievements, Retention, Course Completions and Withdrawals each year for PT and FT students”

This letter provides a formal decision on your request under the Official Information Act 1982 (OIA).

The decision

The NZ2761 New Zealand Certificate in Educational Support Level 4 programme is comprised of two courses: CES401 Introduction to Education Support and CES402 Education Support in Practice.

Ākonga (learners) can only study this programme part time as CES 401 is a prerequisite for CES402.

It is important to note that ākonga have three years to complete this programme; ākonga enrolled in 2023 have until the end of 2025 to complete, and those enrolling in 2024 have until the end of 2026. As such, final retention rates and qualification rates are expected to increase over that time.

The table below provides the breakdown of information you have requested for ākonga who enrolled in their first course of the programme in 2023 or 2024, including: total number of new ākonga who enrolled in the programme; qualification completion rate (programme achievements); retention rate, course completion rate and course withdrawals.

As it is important to keep in mind that ākonga can have multiple course enrolments, we have also included ‘Number of course enrolments for new ākonga’, for completeness. We also note that withdrawals and completions are provided using counts of enrolments (not ākonga).

New Zealand Certificate in Educational Support Level 4		
Number/Rate for ākonga	Start year	
	2023	2024
Number of new ākonga enrolled into the programme	191	145
Number of course enrolments for new ākonga	303	220
Number of course enrolments withdrawn	13	4
Course completion rate	85%	80%
Retention rate	57%	50%
Qualification completion rate	51%	36%

You have the right to make a complaint to the Ombudsman under section 28(3) of the OIA if you are not happy with this response. Information about how to do this is available at www.ombudsman.parliament.nz or by calling 0800 802 602.

We may publish our OIA responses and the information contained in our reply to you on our website. Before publishing we will remove any personal or identifiable information.

Ngā mihi



Gus Gilmore
Tumuaki | Chief Executive