



Ref: OI-20-00003

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4 February 2020

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your request, received on 16 December 2019, for the following information under the Official Information Act 1982 (the Act):

- *Number of residents with full balance expired after five years and total \$ amount*
- *Number of residents with partial balance expired after five years and total \$ amount*
- *what has been done as a reminder process from the moment they are granted visa to the balance expiry*

In the year to June 2019, 1,392 migrants had \$3,164,261 worth of entitlement to prepaid English language tuition expire. A further 250 migrants who had partially used their entitlement had \$388,077 of their entitlement expire.

Each year the Tertiary Education Commission (TEC) sends a Balance of Entitlement (BoE) email or letter to the current active migrants registered for prepaid English language tuition where the TEC has their contact details. The approach is to inform them of their remaining balance, and encourage them to enrol for classes. These emails and letters contain contact details for TEC alongside a link to our course directory for learners to review provider options.

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.

The TEC intends to publish its response to this request on our website with your personal details removed. Consistent with the Act, we are publishing responses in the interests of transparency and accountability, and to improve access to official information.

Nāku noa, nā

Gillian Dudgeon
Deputy Chief Executive, Delivery
Tertiary Education Commission

