

Complaints and Concerns report 2024

It is important that students, as our primary stakeholders, are supported to ensure the best possible opportunity for learning and subsequent employment. Barriers to learning must be identified and minimised or eliminated wherever possible.

The culture at Techtorium enables students to discuss any issues safely and confidently. They should also have the expectation that if action is required on the part of Techtorium, that this happens in a timely manner with the student's best interests being paramount.

We have a number of ways in which students can raise a complaint or concern these include, speaking, emailing or messaging:

- Trainers
- He Whakamana Tangata team
- Wider staff
- Student representatives
- Student groups

Complaints or Concerns raised

Clarity of the resources

During the student representative meeting on 16th May 2023, students raised concerns about the ambiguous resources on SharePoint, which were causing confusion. The trainers were promptly notified and addressed the issue with the class, explaining their resolution steps. They amended the SharePoint resources to eliminate ambiguity and enhance clarity. As a result, the clarity and usability of the resources were significantly improved.

Poor Wi-Fi connectivity

During the student representative meeting on 8th August 2023, students raised concerns about poor Wi-Fi connectivity in the building. The IT department was promptly notified and explored various options to enhance Wi-Fi performance. A viable solution was identified and implemented, and it is currently undergoing testing to ensure it effectively addresses the connectivity issues. Further updates will be provided once testing is completed, and the solution is fully operational.

Air conditioner

During the student representative meeting on 13th February 2024, it was reported that the air conditioner on Level 5 was too cold, causing discomfort. The facilities management team was promptly informed and adjusted the temperature to a more comfortable level. This action resolved the issue, ensuring a more comfortable environment for the students.

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Harassment

A face-to-face report was made concerning harassment from another student involving inappropriate language and homophobia. A formal meeting and investigation were conducted to address the issue, with the director attending and demanding immediate improvement in the student's conduct. The student's behaviour will be monitored, and a class address was held to clarify the code of conduct.

Theft of intellectual property

A face-to-face report was made alleging that trainers were remotely accessing a student's device without permission to steal intellectual property. An investigation was conducted, involving a meeting with the student and discussions with trainers, but no evidence was found to support the allegation. The student's father was informed and planned to speak to his son but was unavailable for meetings during the week due to work commitments. Counselling support was offered but declined by both the student and his father. The allegation was not upheld, and the student subsequently withdrew from the programme.