



Dear Ms [REDACTED]

Thank you for your email of 18 April 2018 requesting information under the Official Information Act 1982 (the Act). You asked the following questions:

- 1. What is documented company policy regarding the procedure for closing an application for Teacher Registration with the Education Council?*
- 2. If it is not documented company policy to do a follow up phone call, then why did this happen in this instance?*
- 3. As you stated, 'there is a lull in applications at the moment', are you able to make a statement regarding why a follow up phone call took 3 months to make.*

*And finally, for my own interest can you please provide clarification regarding why it is taking up to 8 months for Teacher Registration to be processed currently.*

## Response

Q1. Because we process over 35000 applications a year, it is impractical for us to keep applications open indefinitely. Therefore, all though we have no written policy on closing applications, our practice is to close any application after six months of no activity. All applicants however are notified in writing of closure well in advance and are informed of any action they need to take to avoid this.

Q2. Although it is not our usual practice to carry out a follow up phone call, we sometimes do this as a courtesy to applicants if we have the personnel resources to do so. In this case, we had fewer applications passing through at the time and therefore we were able to provide this service.

Q3. The call was made as soon as we had passed our period of peak activity and the holiday period during which we were unable to provide this service.

Q4. Our normal teacher registration process takes around 3 to 4 weeks but that is accomplished only on condition that the information and documents required are provided by the applicant, and provided the applicant responds in good time to us if further documentation is requested. If you require it, we can provide you with a timeline of each stage of the process which indicates that in the case of your application these conditions were not met on your part, and have still not been met. The correct payment is also required prior to completion of the registration process.

EDUCATION COUNCIL OF AOTEAROA NEW ZEALAND

I hope that I have managed to answer your questions to your satisfaction. If however you are not satisfied with my response you have the right to seek an investigation and review by the Ombudsman, who can be contacted by writing to: The Ombudsman, PO Box 10152, Wellington 6143, or emailing: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

Yours sincerely



Lesley Hoskin  
Deputy Chief Executive