

# THINK NEW<sup>®</sup>



## Education New Zealand Quarterly Report – Quarters One and Two

1 July to 31 December 2023



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## International education operating context

International education continues to rebound globally. New Zealand's traditional competitor countries continue to see strong (and in some cases unprecedented) student attraction, however, there is a trend towards a tightening of previously generous visa settings.

For example:

- From January 2024 international students in the UK will no longer be able to bring dependants with them (unless they are on postgraduate research programmes).
- Canada is capping the number of international students admitted to the country for two years in an attempt to address pressure on housing and healthcare in the country. The cap is expected to result in a decrease of 35% in approved study permits.
- Australia has recently signalled a tightening of international student visa conditions, and a higher income threshold when shifting to post-study work visas.

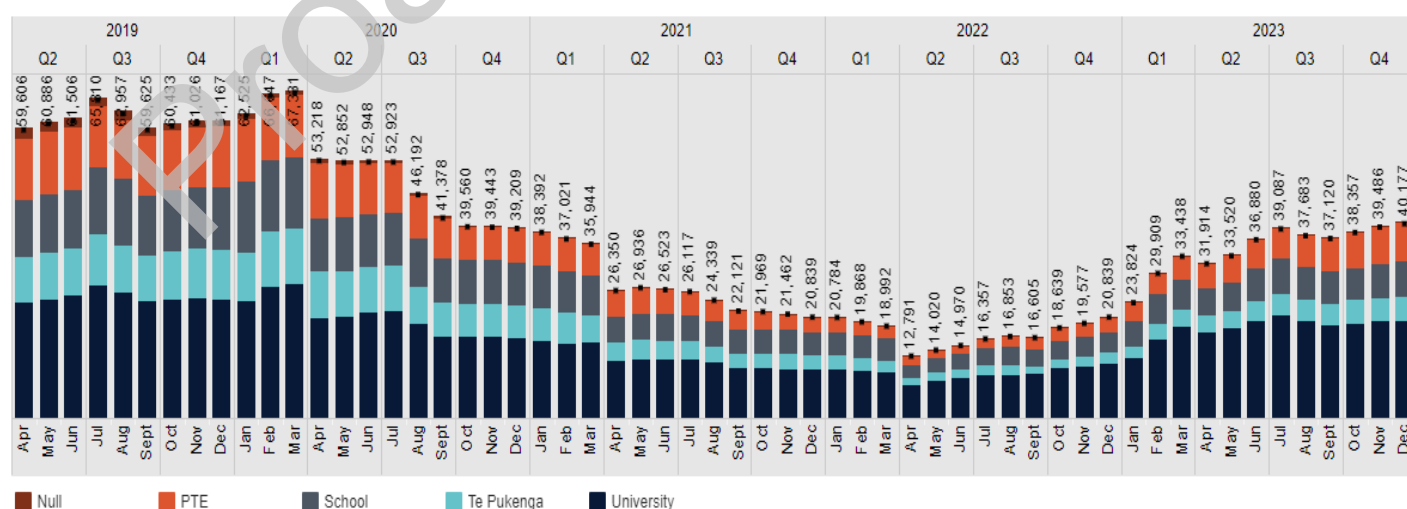
## Key highlights for Quarters One and Two

There are promising signs that the New Zealand international education sector is recovering

The New Zealand international education sector continues to see a gradual recovery since our borders re-opened. The graph below sets out the total **international student visa holders** and by sub sector for the previous five calendar years. As at the end of December 2023 (the end of quarter two of the fiscal year) there was a total of 40,177 visa holders.

In 2023 we saw initial growth to July, followed by stagnation to December. However, we saw this pattern in 2019 (the most recent pre-pandemic year), as well as in the three years following. This suggests that this is likely to be a seasonal pattern during this time and reflects course enrolment and start dates. If the 2019 trend continues, we anticipate seeing a further increase in numbers in January 2024.

Table1. Current valid student visa holders per month and subsector.



The latest **international student enrolment numbers** received from the Ministry of Education also show promising growth. In January to August 2023, 59,306 international students were enrolled to study in New Zealand, a 43% increase from 41,360 in the full 2022 year, although this is still only 51% of students enrolled at the end of 2019 (115,704). English Language Schools have seen the greatest percentage increase in international enrolments, increasing by 347% (from 1,565 to 7,001). In respect of other subsectors:

1. Schools: 114% increase from 5,925 to 12,662
2. Te Pūkenga: 32% increase from 4,955 to 6,560
3. Universities: 15% increase from 24,040 to 27,535
4. Private Training Establishments (funded and unfunded): 13% increase from 5,000 to 5,671.<sup>1</sup>

In August 2023, universities with 27,535 and schools with 12,662, remained New Zealand's two largest subsectors for international student enrolments.

There is significant variance by sector with universities recovering fastest with their 27,535 students being 81% of their 2019 enrolments of 33,830. Note: This data has not been publicly released as yet and is for internal use only.

Table 2. International student enrolments per sector 2013-2023<sup>2</sup>



## Social Licence

A thriving and sustainable international education sector needs the support and buy-in of New Zealanders (social licence). An ENZ survey of New Zealanders completed in November

<sup>1</sup> In August 2023 there were five international students enrolled with wānanga. This is a 50% reduction from the 10 enrolled in 2022.

<sup>2</sup> There are 253 more international students enrolled in January to August 2023 compared to ENZ's Briefing to the Incoming Minister (BIM) which reported 59,053 international student enrolments. The difference is the result of updated data being provided to ENZ after the BIM was finalised.

2023 found that 75% of New Zealanders believe that international students benefit New Zealand. This result is slightly higher than the 73% reported in 2022.

The research polled the opinions of 1,100 people representing a cross section of the New Zealand population.

Participants were also positive about the contribution international students make to local businesses during their study (80% strongly agree/agree), their contribution to New Zealand's cultural diversity (81% strongly agree/agree), and how they help local students learn about other ways of life (81% strongly agree/agree).

Across this period some concerns remain. Thirty six percent of respondents believe that New Zealand's infrastructure is not well-equipped to allow for international students (up from 29% in 2016) and concerns remain around international students using the education system to gain residency.

Given these results, ENZ does not believe there is a need to directly invest in work associated with building social licence at this time. However, much of the work ENZ does with the sector and its support for international students potentially impacts indirectly on social licence. ENZ will continue to monitor the support and buy-in of New Zealanders annually, and if sentiment changes, will reconsider its investment and any remedial actions that can be undertaken.

## ENZ's support for the sector and brand and in-market activities are assisting the growth of inbound student mobility and other opportunities

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### **New Zealand International Education Conference (NZIEC) 2023**

The successful hosting by ENZ of the New Zealand International Education Conference (NZIEC) KI TUA 2023 in Christchurch in August 2023 was seen as a valuable 'stock take' of the progress since the border reopening in August 2022. It was also seen as a platform for providing the direction of travel for the sector going forward combined with discussion and dialogue around future-proofing the international education eco-system in New Zealand and building up the resiliency established during 2020-2022.

A highlight of the conference was the Country of Honour designation given to China. His Excellency Huai Jinpeng, Minister of Education, People's Republic of China spoke at the Gala Dinner and at aenary session.

Nearly 600 delegates reconnected in person, sharing experiences, discussing the future, and listening to a range of quality speakers.

The post event survey results include that 88% of attendees were satisfied or very satisfied with their experience, with only 3.5% not being satisfied with their experience.

### **Launch of new marketing campaign**

ENZ worked with the sector and other government agencies to develop the 'Learn New Every Day' campaign to improve awareness and preference for New Zealand as a study destination. To support the sector's recovery, the campaign has a strong focus on driving website sign ups and enquiries to education providers via the Study with New Zealand website.



In November 2023, ENZ launched a new brand campaign, *Learn New Every Day*. The campaign brings to life all the first-time experiences international students might have on a single day when they study with New Zealand. The launch was timed to support enrolments for semester one in 2024.

In the first two months, the marketing activity designed to increase awareness of New Zealand as an international education destination recorded 3,027,149 completed video views on YouTube and a further 515,000 on Meta platforms (Facebook, Instagram). This activity targets prospective international students and their parents in China, India, Viet Nam, Thailand, South Korea, and Japan.

Active visits<sup>3</sup> to the Study with New Zealand website<sup>4</sup>, a sign of visitor engagement, was 76.2% in November and 77.9% in December. Both months exceeded ENZ's active visit target of 75%. There were 206,435 active visits to Study with New Zealand in December 2023.

### **In-market fairs and delegations have been undertaken to drive awareness and preference**

- *Te Pūkenga delegation in China:* A delegation from Te Pūkenga (NZIST), supported by ENZ, visited China. We had earlier hosted a workshop to co-create a China strategy for Te Pūkenga (NZIST) and facilitated meetings with partner government agencies and the New Zealand Ambassador, and an agent seminar at the Embassy. ENZ also supported Te Pūkenga's (NZIST) engagements with the China Centre for International Peoples to Peoples Exchange (CCIPE) and Chinese partners to discuss next steps on a vocational alliance.
- *Student fair in Thailand:* A record-breaking 1,630 visitors attended ENZ's student fair in Thailand in late August demonstrating that the Thai student market interest in considering New Zealand as an offshore study destination is growing. More than 50 New Zealand education providers were represented, including the school, vocational, English language, and university sectors. Feedback from sector representatives was very positive, noting the high number of attendees, and that prospective students had clearly researched New Zealand and its educational offerings prior to the fair.

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<sup>3</sup> An active visit refers to any visit to the Study with New Zealand site that is of at least 30 seconds or a visit to the site that contains any click on the page excluding the cookie consent.

<sup>4</sup> ENZ's Study With New Zealand website is delivered in nine languages, and gives prospective students all the information they need about why they should, and how they can study with New Zealand, including the ability to enquire directly to education providers.

- *Student Fair in South Korea:* More than 300 prospective students attended the fair to talk to the 27 education providers that were representing New Zealand education across the school, vocational, English language, and university sectors. This was ENZ's first student fair in South Korea following a four-year gap, and the attendance from prospective students and parents who have a strong interest in studying in New Zealand demonstrated the value of the event. Sector representatives were positive about the quality of the visitors, many of whom had done research before attending the fair. Many New Zealand providers took up the opportunity to engage interpretation services that ENZ had arranged, which along with bilingual signage, provided a welcoming atmosphere for the Korean attendees. Interestingly, there was strong interest from attendees in New Zealand primary and intermediate schools.
- *South East Asia (SEA) EdTech delegation:* An EdTech delegation supported by ENZ travelled to Singapore, Viet Nam, and Indonesia in November 2023. The delegation included six ENZ core companies: Language fuel, Neurofrog, Chasing Time English, StepsWeb, Jix Reality, and PipiLearning and three other companies: Writers toolbox, Komodo wellbeing and Kami joining for specific elements. The purpose of the visit was to showcase products and services and to network. The programme included:
  - attending EduTech Singapore 2023
  - meeting with government agencies
  - visits to schools and other education institutions, and
  - meetings with local Kiwi businesses, EdTech businesses, and investors.

One sales agreement was signed during the visit. The visit attracted valuable media coverage in Indonesia and Viet Nam, and a number of potential collaborative opportunities and invitations to events for future consideration. One of the largest private education networks in Viet Nam is keen to promote New Zealand as an international education (tertiary) destination to their high school graduates.

## ENZ's support for students and a great student experience

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### Results from International Student Experience Survey

The International Student Experience Survey (ISES) 2023 collected insights and data directly from international students to understand more about their experience living in New Zealand and studying with a New Zealand education provider. It is important to be able to surface international student insights based on all sorts of variables, including country, sector or gender or a combination of these. These insights and data help ENZ and the sector understand what is being done well and what could be improved across a range of student experience aspects including making study arrangements, arrival and orientation, education experience, living experience, people and connections, value for money and work experience opportunities. This comprehensive survey also provides an opportunity to benchmark the student experience over time and is a significant piece of research led by ENZ.

Key findings were:

- 84% of surveyed international students rated their overall student experience positively
- Students were most likely to report feeling positively about people and connections (88% positive) and the education experience (85% positive) in New Zealand
- Students were least likely to report feeling positively about value for money (64%) and work experience opportunities (64%) in New Zealand

- Most students (83%, up 2% from 2021) would be likely to recommend New Zealand as a study destination, with 38% highly likely
- New Zealand was their first choice of study destination for 78% of students.

### **Providing international students with information and sharing information with other agencies and sector groups including:**

- The Auckland Agency group is chaired by ENZ and made up of central and local government agencies in Auckland (including representatives from Ministry of Education, New Zealand Qualifications Authority, Tertiary Education Commission, Ministry of Foreign Affairs and Trade, New Zealand Police, ENZ, Tataki Auckland Limited) as well as the New Zealand International Student Association and Auckland-based student associations. The group met in November 2023 to discuss key issues facing international students, and opportunities and resources available to support students with these. A new initiative, bringing together international students and local senior citizens to connect in Auckland Tāmaki Makaurau, was born out of an idea raised at an earlier meeting has led to an ongoing programme to support international students with their connections to local communities and community building. (<https://www.enz.govt.nz/news-and-research/ed-news/aut-international-students-connect-with-senior-citizens>).
- NauMai NZ is ENZ's international student facing portal and it is updated regularly to ensure it remains fit for purpose. Latest updates include sharing additional information on water safety, online safety, and Inland Revenue Department information pages.
- ENZ used the NauMai NZ database to support Immigration New Zealand to communicate information about the phone scam with someone calling students and saying *'that there is a serious problem with your visa'*. In December 2023, the NauMai NZ database was also used to send out a targeted message focused on the summer break – information and advice regarding staying safe whilst exploring and travelling this summer.
- A live stream on the NauMai NZ WeChat mini-programme was held in November on employability. The session covered – how to better prepare when applying for a job and managing expectations versus reality when looking for a job. This was led by an internationally experienced People and Culture Advisor and an international student from Massey University. Data from the livestream on the night were: 238 views, 953 likes, 40 comments and 17 shares. This is a good result showing increased engagement compared with previous topics such as safety (136 likes and 21 comments). It also had an average viewing duration per person of 28 minutes which is good for a one-hour live stream. The material is a great resource for Chinese speaking international students.

### **Prime Minister's Scholarships**

The individuals receiving Prime Minister's Scholarship to Asia and Latin America (PMSA/PMSLA) have been finalised for 2023. Key statistics to report from this round:

- 276 applications in total were submitted, 191 for PMSA and 85 for PMSLA. This was up nearly 100 applications compared to the round in 2022
- 82 scholarships have been awarded for PMSA, 36 for PMSLA
- 27 of the initial applicants identified as Māori, with 23 being awarded the scholarship. For 2023/24, this means the total of scholarships awarded to those who identify as Māori is approximately 19%.
- Japan was the most sought-after destination in Asia, with 43 requests and Mexico the most popular in Latin America, with 30 requests.



ENZ facilitated online and face to face pre-departure presentations with PMSA/LA group recipients at Universities, Te Pūkenga and Wānanga to further prepare PMSA/LA scholars for their international experience. The feedback has been very positive from group leads and scholars.

### **Manaaki New Zealand Scholarship Programme (MNZSP)**

Operational management of MNZSP has successfully been embedded at ENZ, with the first twelve-month cycle of the programme at ENZ being completed on 1 November 2023. The partnership with Ministry of Foreign Affairs and Trade (MFAT) continues to be a positive one, with benefits and efficiencies for the programme already being realised within the first 12 months of operations. Significant milestones in the July to December period include the annual Tertiary Education provider capability workshop in Wellington in September 2023, where institutions involved in delivering the programme came together to share good practice and build delivery capability for the future. The provider-led, provider centred approach was well received with lots of positive feedback, and a great atmosphere in the room, all affirming the partnership approach to the programme.

ENZ undertook research on the programme to support development of a brand position for the MNZSP. Insights indicated that the Manaaki scholarship experience is a unique and very effective offer in the world of educational scholarships and is empowering recipients by providing inspiration and practical education that meets their needs. This in turn contributes to the needs of partner countries.

## **We are strengthening our own operations**

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### **ENZ's Wellington office**

ENZ's head office at 160 Lambton Quay in Wellington closed for refurbishment for 10 weeks in July 2023. Most Wellington-based staff worked from home but a satellite office was set up in another Lambton Quay building to allow for staff to utilise a hybrid work arrangement if they wished.

ENZ returned to the refurbished offices in October 2023. The shift went smoothly, and the office is fresh, bright and very functional. A reawakening, whakaoho, conducted by kaumatua, Peter Jackson and supported by manawhenua Te Ātiawa, Ngāti Toa Rangatira and Taranaki Whānui and was held.

### **Manapou cultural competency app**

ENZ's 'Manapou' cultural competency app was launched during Te Wiki o te reo Māori. The app will improve ENZ's staff cultural competency and awareness by making information accessible to staff around the world, emphasising inclusivity and acknowledging the importance of integrating Te Ao Māori into the everyday fabric of ENZ's environment.

This initiative also aligns with Te Maihi Karauna (The Crown's Strategy for Māori Language Revitalisation) 2019-2023.

By investing in technological solutions like 'Manapou' ENZ hopes to elevate its own cultural competence.

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## Risks and Issues Management

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To maintain high level oversight over ENZ's strategic objectives and manage risks and issues effectively, ENZ's strategic issues and key risks are regularly reviewed by the Audit and Risk Committee which provides independent assurance related to ENZ's strategic risks. For 2023/24, ENZ's Board has adopted a refreshed risk management approach which focused on embedding an inherent and residual risk framework.

The Board identified its key strategic risks for 2023/24 which ENZ has regularly monitored. The key strategic risks that ENZ reported to the Board and the Audit and Risk Committee during Quarters 1 and 2 included:

- Inability to successfully deliver ENZ's strategy due to capacity, capability and limited funding
- ENZ does not meet its obligations for Crown/Māori relationships
- Psycho-social environment negatively impacts ENZ's staff
- Reduced competitiveness of New Zealand
- ENZ affects limited influence on onshore relationships.

The regular identification and monitoring of mitigations taken to reduce the likelihood of a risk occurring supports the organisation to deliver on its functions. The embedded inherent and residual risk framework assesses the effectiveness of the mitigation strategies and provides a residual rating. The residual rating is a ranking system that supports organisational decision-making.

ENZ will continue to report any significant risks and appropriate strategies to address them to the Minister and our monitoring agencies as they arise.

## ENZ Financial Performance to 31 December 2023

STATEMENT OF FINANCIAL PERFORMANCE		For the 6 months to 30 December 2023		
\$000s		Actual	Budget	Last Year
<b>Operating Revenue</b>				
Revenue from the Crown - Operating		13,624	13,341	15,623
Other revenue		1,424	890	2,577
<b>Total operating revenue</b>		<b>15,048</b>	<b>14,231</b>	<b>16,200</b>
<b>Scholarship Revenue</b>				
Revenue from the Crown - scholarships		1,875	1,875	1,875
<b>Total scholarship revenue</b>		<b>1,875</b>	<b>1,875</b>	<b>1,875</b>
<b>Operating Expenditure</b>				
Personnel costs		7,743	7,749	7,805
Other expenditure		7,246	6,471	7,097
<b>Total operating expenditure</b>		<b>14,989</b>	<b>14,220</b>	<b>14,902</b>
<b>Scholarship expenditure</b>				
Scholarship expenses		63	1,542	994
<b>Total scholarship expenditure</b>		<b>63</b>	<b>1,542</b>	<b>994</b>
<b>Net surplus / (deficit)</b>		<b>1,291</b>	<b>344</b>	<b>2,179</b>

STATEMENT OF FINANCIAL POSITION		As at 31 December 2023		
\$000s		Actual	Budget	Last Year
<b>Assets</b>				
Total current assets		6,993	6,053	8,189
Total non-current assets		433	176	197
<b>Total assets</b>		<b>7,426</b>	<b>6,229</b>	<b>8,386</b>
<b>Liabilities</b>				
Total current liabilities		3,188	2,000	3,104
Total non-current liabilities		231	1,050	207
<b>Total liabilities</b>		<b>3,419</b>	<b>3,050</b>	<b>3,310</b>
<b>Net assets</b>		<b>4,007</b>	<b>3,179</b>	<b>5,076</b>

STATEMENT OF CASH FLOW		As at 31 December 2023	
\$000s		Actual	Budget
<b>Cash flows from operating activities</b>			
Receipts from the Crown		15,499	15,216
Receipts from Other revenue		1,423	890
Payments to suppliers, employees and IRD		(16,250)	(15,762)
<b>Net cash flow from operating activities</b>		<b>672</b>	<b>344</b>
<b>Cash flow from investing activities</b>			
		(1,000)	-

Net increase/(decrease) in cash	(328)	
Cash at the beginning of the year	2,329	1,003
<b>Cash at the end of the period</b>	<b>2,001</b>	<b>1,347</b>

### Summary

At the end of quarter two, ENZ has recorded a year-to-date surplus of \$1.291m against a budget of \$0.344m. This variance of which \$1.232m is timing-related and due to the timing of the Prime Minister's Scholarships award round, but we expect to meet our full year budgeted expenditure.

In addition, ENZ will need to find unbudgeted funding to support Prime Ministerial and Ministerial missions currently being planned.

Other revenue year-to-date is higher than budgeted as some institutions have paid in advance to attend upcoming events held by ENZ. This is a timing-related variance.

Personnel costs are on-track year-to-date budget due to some unfilled permanent vacancies resulting in savings.

## Manaaki NZ Scholarship Programme

The Manaaki New Zealand Scholarship Programme is funded by MFAT and delivered by ENZ.

STATEMENT OF FINANCIAL PERFORMANCE	For the 6 months to 31 December 2023	
\$000s <b>Scholarship Revenue</b> Revenue from MFAT Total scholarship revenue  <b>Operating Revenue</b> Revenue from MFAT - Operating Total operating revenue  <b>Scholarship expenditure</b> Scholarship expenses Total scholarship expenditure  <b>Operating Expenditure</b> Personnel costs Other expenses Total operating expenditure  <b>Net surplus/(deficit)</b>	<b>Actual</b>  30,133 <b>30,133</b>  1,801 <b>1,801</b>  20,322 <b>0,322</b>  1,253 690 <b>1,943</b>  <b>9,668</b>	<b>Budget</b>  30,289 <b>30,289</b>  2,398 <b>2,398</b>  30,289 <b>30,289</b>  1,507 891 <b>2,398</b>  <b>0</b>

STATEMENT OF FINANCIAL POSITION	As at 31 December 2023	
\$000s <b>Assets</b> Total current assets Total non-current assets <b>Total assets</b>  <b>Liabilities</b> Total current liabilities Total non-current liabilities <b>Total liabilities</b>  <b>Net assets</b>	<b>Actual</b>  12,904 - <b>12,904</b>  3,235 - <b>3,235</b>  <b>9,668</b>	

Ministry of Foreign Affairs and Trade fully fund the Manaaki Scholarship programme. Funding is paid in advance each month to maintain sufficient working capital.

### Summary

At the end of quarter two, NZMSP has recorded a year-to-date surplus of \$9.668m against a budgeted surplus of nil. This variance will always be timing-related as MFAT advance revenue in line with agreed expenditure by 30 June 2024. The team has confirmed that the backlog of scholarship applications received during Covid-19 have now been awarded.



## ENZ's Impact, Performance and Organisational Measures

ENZ has made good progress during the last two quarter in relation to its non-financial performance measures. ENZ will report fully on all performance measures by the end of quarter four. We are currently focusing on identifying robust lead indicators ahead of annual reporting.

### Impact measures

	2022/23 Result	2023/24 Target	2023/24 YTD Result	On Track <sup>5</sup>
A. Maintain brand preference in targeted markets	New measure	Establish baseline	○	Measured in Q4
<b>Comment:</b> While technically a new measure for accountability purposes the 2022/23 Global Brand Health reported 8% preference, an increase from 7% reported in 2021/22. We can expect that changes to settings by the UK, Australia and Canada will have a positive effect for New Zealand. The final result for this measure is reported annually through the Brand Health Survey. The survey is scheduled for May/June and will be reported in the Q4 report.				
B. International students have access to timely, relevant and useful information to support their New Zealand education experience.	New measure	Establish baseline	○	Measured in Q4
<b>Comment:</b> This measure is reported annually through the International Student Experience Survey. The survey is scheduled for May and will be reported in the Q4 report.				
C. ENZ's support is valued by the international education sector	New measure	≥75%	○	Measured in Q4
<b>Comment:</b> This measure is reported annually through the Sector Survey. The survey is scheduled for May and will be reported in the Q4 report.				
D. ENZ's key connections and partnerships in targeted markets contribute to a connected New Zealand	New measure	Establish baseline	○	Measured in Q3 and Q4
<b>Comment:</b> We are developing a regular quarterly indicator measure for progress in this area based on structured stakeholder assessment and peer review. The final year-end measure will be through a key stakeholder satisfaction measurement tool.				

<sup>5</sup> Key: ✓ on track to achieve full year target ✗ not on track to achieve full year target  
○ Not measured in this quarter but expects to be reported in Q4.

Proactive Release

## Performance measures – completed or progress currently directly measured

	2022/23 Result	2023/24 target	2023/24 YTD Result	On track <sup>6</sup>
1. Increased number of students proactively gathering information about New Zealand as an international education destination	New measure	Establish baseline	211,395	✓
<b>Comment:</b> This measure has been implemented and tracked since July 2023. Since then we have had 497,000 engaged visitors to SWNZ, of that over 210,000 visitors moved through the funnel to the point of researching courses (students proactively gathering information about New Zealand). This is a pleasing result.				
2. ENZ-run events are valued by the sector	New measure	Establish baseline	+27	✓
<b>Comment:</b> The NZIEC 2023 had a net promoter score of +27, well above the +10 benchmark identified by <a href="#">PERCEPTIVE</a> for conferencing/events in 2020, indicating strong customer engagement and advocacy levels. The result for the year is based on survey responses from selected sector facing events. Attendees are now sent a standardised survey. This score is based on the question "How likely are you to recommend this event to a colleague?"				
3. Sector representatives on inbound and outbound ENZ-led delegation visits show high satisfaction	New measure	Establish baseline	79% (February 2024 event)	✓
Anecdotal feedback on our delegation work has been positive to date. We have developed and are introducing a consistent post-event survey for this measure. For our major India-led event in February we have received feedback of 79% either satisfied or very satisfied.				
4. Increased participation in the PMSA/LA by Māori students	25.2%	25%	19%	✓
<b>Comment:</b> ENZ recently completed the selection for the individual round 2023/24. ENZ received 276 applications for the scholarship, 191 for PMSA and 85 for PMSLA. 82 scholarships have been awarded for PMSA, 36 for PMSLA.  27 of the initial applicants identified as Māori, with 23 being awarded the scholarship. This brings the total of scholarships to those who identify as Māori to just over 19%. There will be another round for group scholarship selection in March/April 2024, Māori participation for group programmes is always higher than for individual programmes so we are on track to achieve 25% overall Māori participation to the scheme. The final result will be reported in the Q4 report.				
5. Deliver insights and recommendations on diversified products and	New measure	Establish baseline	Complete	✓

[illegible]

	2022/23 Result	2023/24 target	2023/24 YTD Result	On track <sup>6</sup>
8. International students find information provided via NauMai NZ to support their time studying with NZ useful	New measure	Establish baseline	○	Measured in Q3 and Q4
<b>Comment:</b> We are developing a tool for giving a regular quarterly pulse measure, to be tested in Q3 and finalised in Q4.				
9. ENZ engagement and collaboration with its sector customers	New measure	≥16	○	Measured in Q4
<b>Comment:</b> The survey is scheduled for May and will be reported in the Q4 report.				
10. MaiENZ offers value to sector users as measured by quarterly Net Promoter Score	New measure	Establish baseline	○	Measured in Q3 and Q4
<b>Comment:</b> We are developing a tool for giving a regular quarterly pulse measure, to be tested in Q3 and finalised in Q4.				
11. International education is a key plank in NZ's bilateral relationships in targeted markets	New measure	Establish baseline	○	Measured in Q3 and Q4
<b>Comment:</b> We are introducing a quarterly regular self-assessment in Q3 as a lead indicator of this measure, and in Q4 ENZ will carry out an NZInc assessment for an external key partner view to reflect ENZ's contribution to bilateral relationships.				
12. The sector is satisfied with the number of quality international introductions for the sector facilitated by ENZ	New measure	Establish baseline	○	Measured in Q4
<b>Comment:</b> This measure is reported annually through the Sector Survey. The survey is scheduled for May and will be reported in the Q4 report.				

#### Organisational capability

	2022/23 Result	2023/24 Target	2023/24 YTD Result	On track <sup>7</sup>
1. ENZ staff have an understanding of and are empowered to uphold	75%	85%	85%	✓

<sup>7</sup> Key: ✓ on track to achieve full year target ✗ not on track to achieve full year target

○ Not measured in this quarter but expects to be reported in Q4.



	2022/23 Result	2023/24 Target	2023/24 YTD Result	On track <sup>7</sup>
the principles and articles of Te Tiriti				
<b>Comment:</b> As of 23 November 85% of staff have completed their Te Rito training or are currently in progress.				
2. ENZ staff are satisfied with the actions taken by ENZ to build and maintain safety and wellbeing	New measure	85%	80%	✓
<b>Comment:</b> During the quarter, we finalised the design and wording of the first pulse survey for 2023/24. The safety and wellbeing rating questions are similar to previous surveys so we can benchmark results. The pulse survey was run November 2023. ENZ's overall wellbeing score was 80%. People leader support in planning and prioritising workloads was identified as the one thing that ENZ could do to further enhance safety and wellbeing. People leaders have been asked to focus on this as part of their mid-year performance review conversations.				