The National School of Aesthetics

Complaints and Critical Incidents Register

1 January 2023 - 31 January 2024

Redacted version for Web site

Reference	Date sent	Received	Raised by	Theme	Status	Outcome
23/CI1	13/02/2023	18/05/2023	Incident, team, student, Worksafe	Critical health and safety incident: chemical burns to student's eye due to fellow student's misuse of product potentially due to inexperience due to excessive absenteeism	Completed	Student who caused the incident withdrew from the programme due to various factors and poor attendance.
						Student with chemical burns to eye recovered fully. She did not instigate the Worksafe investigation.
						Worksafe investigated, did not proceed, and closed the file.
						NaSA reviewed various procedures around health and safety during treatments in the classroom and adapted treatments accordingly.
						NaSA proceeded to become more proactive in curbing absenteeism and monitoring progression. AAA interventions was one such mechanism.
23/001	24/05/2023	24/05/2023	Student via NZQA	Complaint to NZQA regarding abandonment of programme due to insufficient progress	Resolved	Student exceeded absenteeism allowance and did not turn in assessments linked to GPO completion for either qualification and therefore NaSA was justified in not awarding either qualification.
						Evidence demonstrated the student would not supply evidence for absenteeism and would not continue to attend despite being urged to.
						No written complaint was lodged with NaSA at any point in the process, and according to NZQA procedures, this usually happens before NZQA step.
						NZQA agreed with NaSA that the student did not meet the academic requirements to gain either qualification.
						NZQA also agreed the student did not meet the attendance requirements to gain either qualification, and that paying for a programme and attending alone is not a guarantee of gaining the qualification(s).