




29 June 2020

Tēnā koe 

Thank you for your request of 2 June 2020 to the Ministry of Education, for the following information:

- *Details of all monitoring/productivity measuring tools used to monitor staff of the department, including when it came into effect, what its purpose is and any policy documents related to the software.*
- *This includes information on any free trials/trial periods of use of such software/tools for the last two years.*
- *Please confirm if the software is used for all staff, office staff only, or remote workers only.*

Your request is being responded to under the Official Information Act 1982 (the Act).

I am refusing your request under section 18(e) of the Act, as the information does not exist. The Ministry of Education does not monitor the productivity of staff working through the use of tools or programmes.

We consider productivity and performance to be an issue best managed between individual staff members and their managers. Our performance agreement and planning policies prioritise regular, quality conversations between staff members and their managers, and these policies are available on our staff intranet. If a staff member does not meet agreed performance expectations, we would expect this to be raised by their managers in the first instance.

Thank you again for your request. Section 28(3) of the Act gives you the right to refer my response to an Ombudsman for review. You can find more information about this process by emailing [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

Nāku noa, nā



Zoe Griffiths  
**Deputy Secretary**  
**Business Enablement and Support**