

3 March 2026



Email: [Redacted]

Tēnā koutou

Official Information Act Request

Thank you for your request of 9 February 2026, under the Official Information Act 1982, for the following information:

For each of the calendar years of 2020, 2021, 2022, 2023, 2024 and 2025:

- i. The number of code- signatory international student providers*
- ii. The number of complaints and referrals submitted to NZQA by learners and the dispute resolution scheme operator*
- iii. All advice and reports regarding feedback from international students about programme delivery*

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 came into effect on 1 January 2022. Prior to this, two separate pastoral care codes applied for part of the period in which the information is requested: one for international learners and one for domestic tertiary learners.

During the period in which the two separate pastoral care codes applied, NZQA's systems did not consistently record complaints as being made under the provisions of those codes. For this reason, the data on complaints we can provide begins from 2022 onwards, when the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 took effect.

The table below sets out the information relevant to parts (i) and (ii) of your request:

Year	# of Code signatories (Tertiary)	# of Code signatories (Schools)	# of complaints & referrals received
2020	191	761	-
2021	191	759	-
2022	188	743	15
2023	181	738	10
2024	186	741	11
2025	190	750	5

In reference to part (iii) of your request, no advice or reports have been produced regarding *feedback from international students about programme delivery*. NZQA engages with students, including international students, as part of our programme monitoring processes. This information is used to inform our understanding of whether an individual education organisation's programme is

being delivered in accordance with approval and accreditation criteria and has not been set out in advice or reports.

For more information on NZQA's role as Code Administrator, our approach, priorities, key focus areas, and reporting, please visit: <https://www2.nzqa.govt.nz/tertiary/the-code/nzqa-as-code-administrator/>.

Our response to your request may be published on our website after five working days. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact Elizabeth Templeton in the Office of the Chief Executive, email elizabeth.templeton@nzqa.govt.nz or telephone (04) 463 3339.

You have the right to seek an investigation or review by the Ombudsman of this decision under section 28(3) of the Official Information Act 1982. Details of how to make a complaint can be found at www.ombudsman.parliament.nz. You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā



Dr Grant Klinkum
Pouwhakahaere/Chief Executive