



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

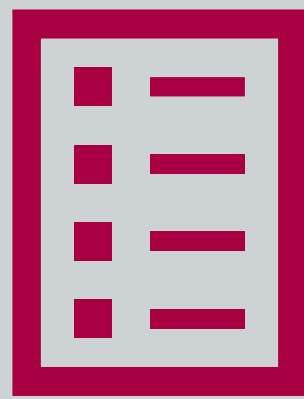
QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

Introducing the new Code

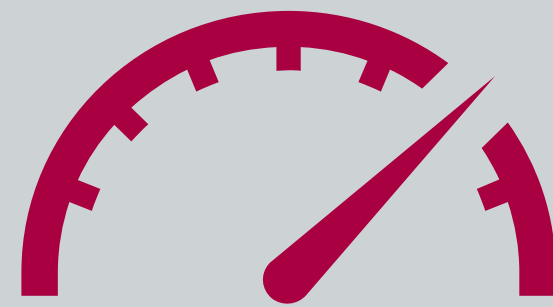
Update and Q+A with NZQA

Quality Assurance Division, NZQA

This session will cover...



The new Code



Expectations



Support

The new Code in a nutshell

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021:

- Builds on, combines and replaces existing codes,
- Effective from **1 January 2022**,
- Applies to:
 - all registered Tertiary education providers, and
 - Signatories to the current international Code
- Sets requirements for learner wellbeing and safety, and
- Monitored by NZQA as Code Administrator.



Why a new Code?

An opportunity to:

- Streamline requirements in one place
- Build on learnings from existing codes
- Support more equitable outcomes for diverse learners
- Respond to recent events
- **Heighten student wellbeing as a precondition to student success**



The Code and Te Tiriti

- Under Te Tiriti, government has an obligation to ensure that the system of supports for learner wellbeing and safety works well for Māori
- The Code requires providers to foster safe and inclusive learning environments that support learner participation and engagement.
- NZQA will work with Māori stakeholders to support sector cultural capability building.



What's new about the new Code?

- Whole-of-provider approach, that heeds learner voice
- New and strengthened requirements for:
 - inclusive learning environments
 - staff training and support
 - protections for learners making complaints and resolving disputes
 - consistency within and across providers when responding to emergencies
- Some new requirements for student accommodation and for international providers



A clear structure

1. Scope

2. Definitions

3. Organisational structures for whole-of-provider approach (2)

4. Wellbeing and safety practices for all learners (2)

5. Student accommodation (3)

6. International tertiary learners (5)

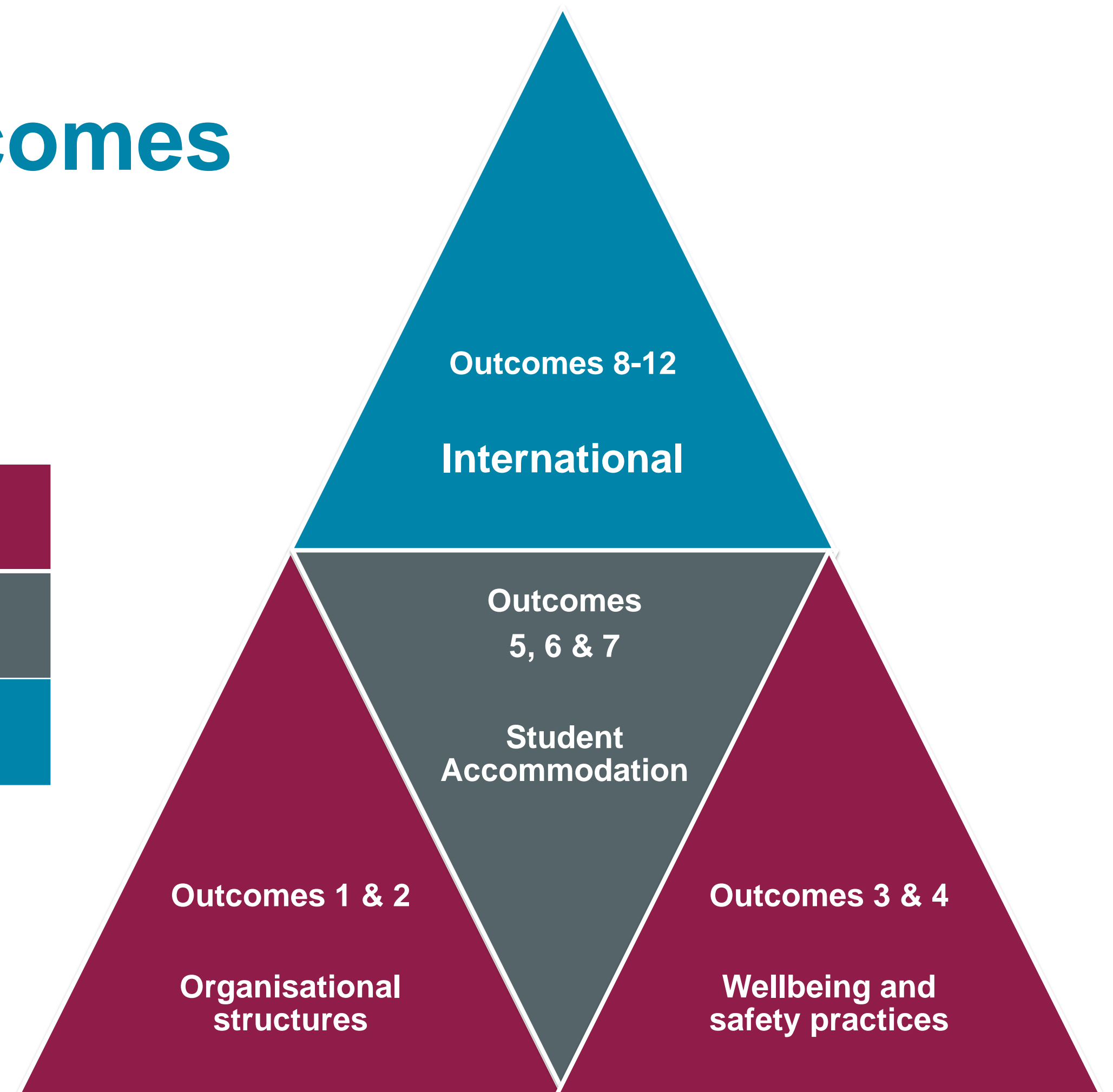
7. International school learners (10)

8. Code Administrator



The 12 Tertiary outcomes

Everyone (2) + (2)
Only if student accommodation (3)
Only if international students (5)



The 12 tertiary outcomes

Outcome 1: Learner wellbeing and safety system

Outcome 2: Learner voice

Outcome 3: Safe, inclusive, supportive and accessible physical and digital learning environments

Outcome 4: Learner wellbeing and safety

Outcome 5: A positive, supportive and inclusive environment in student accommodation

Outcome 6: Accommodation, administrative practices and contracts

Outcome 7: Student accommodation facilities and services

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners

Outcome 9: Prospective international tertiary learners are well informed

Outcome 10: Offer, enrolment, contracts, insurance and visa

Outcome 11: International learners receive appropriate orientations, information and advice

Outcome 12: Safety and appropriate supervision of international tertiary learners



What are tertiary providers expected to do?

What	When	Expected provider action	Formal NZQA Requirements
<i>Get ready</i>	Sept-Dec '21	Review current practice Get ready to update and upskill	
<i>Get steady</i>	Jan-June '22		
	July '22 onwards...		

NB: There are no further formal requirements for the existing Codes (only EER and student accommodation monitoring).



How we'll support you



Communication

Code News

Information sessions
Sector advisory groups
Co-development
2022 Code administrator plan



Tools

Mapping tool
Gaps analysis tool
User-friendly versions of the Code



Guidelines

Broad starting point
Increasingly tailored



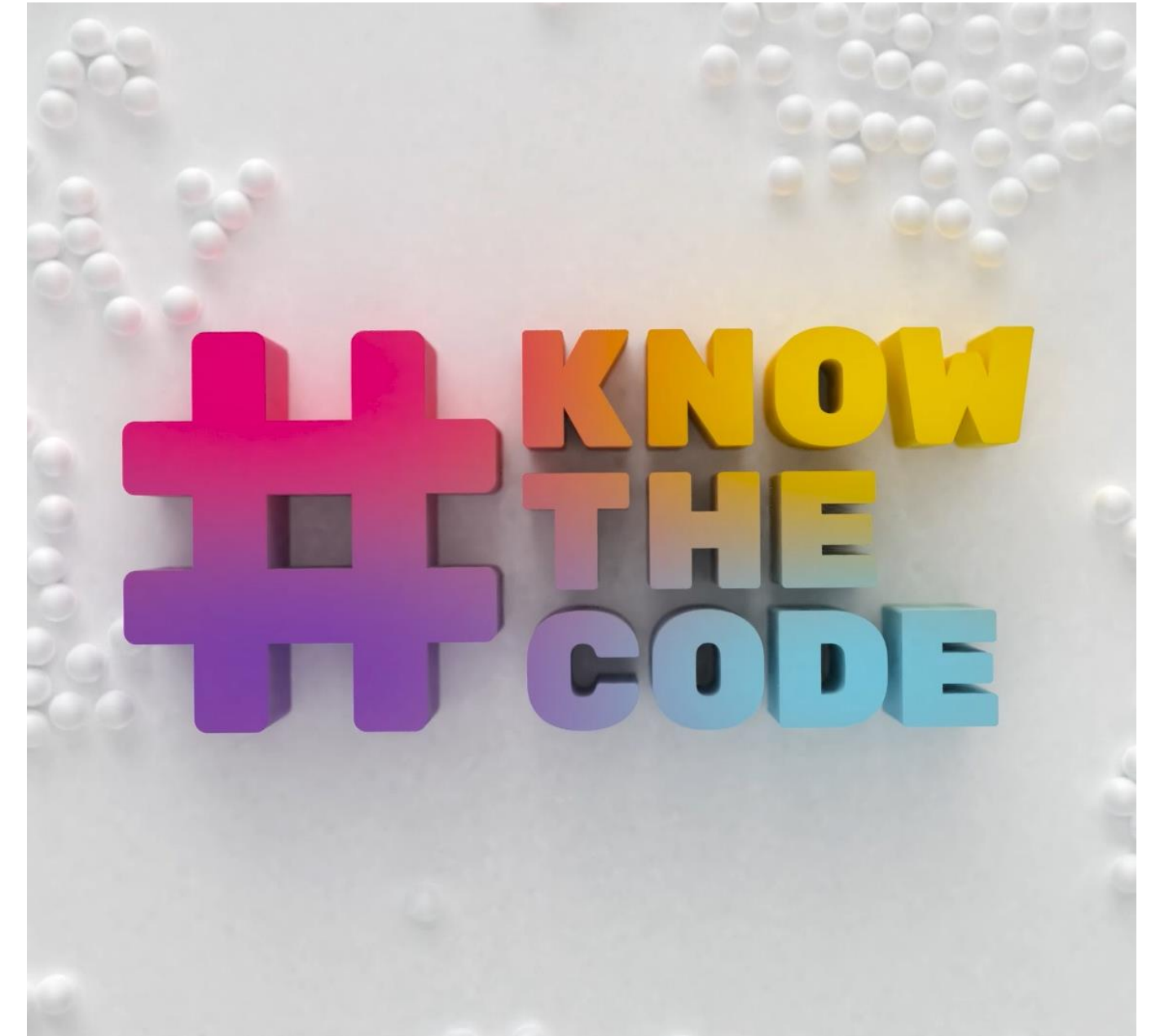
Capability building

New Code 101
Increasingly tailored workshops



What role can learners play?

- The new Code exists to support learners' wellbeing and success
- Learners have a role in:
 - holding their providers to account and
 - contributing to the development of learner wellbeing and safety practices.
- To do this, learners need to know the Code!
- '#Know the Code' campaign on social media



Save the date!

What?	When?
Publish mapping and gaps analysis tools	October 2021
Publish new guidelines	Mid-November 2021
New Code 101 workshops	November - December
Pastoral care survey	3 December 2021
New Code comes into effect	1 January 2022
Ongoing capability-building activities	January-June 2022
Formal monitoring commences	July 2022



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