



Te oranga me te haumarutanga mō ngā ākonga nō tāwāhi

He mōhiohia hira mā ngā ākonga kura
nō tāwāhi me ō rātou whānau

Te Oranga me
Te Haumarutanga mō ngā
ākonga

**Learner Wellbeing
and Safety**

NZQA

Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

He whakarāpopoto tēnei tuhipānui o tā Aotearoa Tikanga Mahi 2021 (te Tikanga) mō te Mātauranga (Te Mahi Atawhai i ngā Ākonga Matua nō Tāwāhi).

He aha oti te Tikanga?

Ko te whāinga o te Tikanga ko te whakangungu i ngā ākonga nō tāwāhi. Kei te tiaki kia pai tonu tō rātou wheako ākonga, kei te tautokona hoki rātou ki te tutuki i ō rātou whāinga.

I raro i te Tikanga, me āta whakarite tōu kura kia manaakitia, kia haumaruru, kia tino atawhaitia koe.

Mā wai te Tikanga?

Ka pā te Tikanga ki ngā ākonga kura katoa nō tāwāhi kua rēhita ki tētahi kura o Aotearoa. Kei roto ko ngā ākonga e ako ana ki Aotearoa, i te ipurangi, i tāwāhi rānei.

Ka pā hoki te Tikanga ki ngā ākonga mātātōru e ako ana ki ngā kaiwhakarato mātauranga o Aotearoa.

Ko te Mana Tohu Mātauranga o Aotearoa (NZQA) te kaiwhakahaere o te Tikanga mō te Kāwanatanga o Aotearoa. Kei te aroturuki a NZQA, kei te tautoko hoki i ngā kura ki te whakatutuki i te Tikanga.

I Aotearoa, ko ngā kura kaihaina ki te Tikanga anake ka āhei ki te rēhita ākonga nō tāwāhi. Ka taea te titiro mēnā kua whakamanatia tētahi kura hei kaihaina ki te Tikanga i te pae tukutuku NZQA <https://www.nzqa.govt.nz/providers/index.do>

Me pēhea e whiwhi tārua ahau o te Tikanga?

Ka wātea mai te Tikanga i te pae tukutuku NZQA. Mō ētahi kōrero anō me ngā tohutohu mō te Tikanga, whakapā mā te īmēra ki tētahi mema o tā mātou rōpū i: code.enquiries@nzqa.govt.nz

Tirohia te [Tikanga mō te oranga me te haumarutanga o ngā ākonga](#) (PDF, 925KB)

He aha ngā kōrero a te Tikanga?

E whakatakoto ana te Tikanga i ngā paerewa atawhai ka kawatauhia i ngā kaiwhakarato o Aotearoa mō te oranga o ā rātou ākonga nō tāwāhi.

Mā ngā ākonga nō tāwāhi i ngā kura ngā Putanga 13-22 o te Tikanga:

Putanga 13 – Māketetanga me te whakatairanga ka āta whakarite he mōhio tōtahi, he mōhio tika tonu tā koutou ko tōu whānau e pēhea rā te noho me te ako ki Aotearoa.

Putanga 14 – Te whakahaere me te aroturuki māngai mātauranga ka āta whakarite he pono te mōhiohio me te tautoko e hōmai ngā māngai mātauranga ki a koutou ko tōu whānau.

Putanga 15 – Te tāpaetanga, te rēhita, ngā kirimana, me te rīanga ka āta whakarite he pai ngā pūnaha me te tuhituhitanga o tōu kura hei whakahaere i tō:

- tāpaetanga akoranga
- tukanga rēhita
- kirimana rēhita
- tō tūnga me ngā rēkoata o te kōkōta me te rīanga.

I mua i te hainatanga o te kirimana rēhita, me āta whakarite e tōu kura kei te mārāma ki a koutou ko tōu whānau ōu putanga mātauranga e tinga ana, ōu tika me ōu haepapa hei ākonga kura nō tāwāhi.

Putanga 16 – Ngā take whakaheketangaka āta whakarite kei te mōhio tōu kura e tutuki ana i a koe ngā whakaritenga hei ako ki Aotearoa i mua i te rēhita i a koe.

Putanga 17 – Whakawaiatanga he āta whakarite ka whaiwāhi koe ki te hōtaka whakawaiatanga hei āwhina kia āta tau koe ki roto ki te ao me te ako i Aotearoa.

Putanga 18 – Haumarutanga me te orangakei te āta whakarite kei te haumaruru koe, kei te ora hoki i a koe e noho ana, e ako ana ki Aotearoa.

Putanga 19 – Te tautoko, te tohutohu, me ngā ratonga ākonga ka āta whakarite kei a koe te mōhiohio e hiahia koe kia momoho te noho me te ako ki Aotearoa.

Putanga 20 – Te whakahaere i te unuhanga me te katinga ka āta whakarite kei te mārāma ki a kōtoutou ko tōu whānau ōu tika me ōu herenga ki te unu koe i te kura, ki te kore e tae koe, ki te whakakorea tētahi hōtaka, ki te kati rānei tōu kura mō tētahi take.

Putanga 21 – Te whakahaere amuamu ka āta whakarite kua whakatakoto ngā tukanga pūataata e taea e koe, he mea tōtika hei rongoā i ngā amuamu kei a koe pea.

Putanga 22 – Te tautuku ki te kaupapa whakaea tautohe kirimana mā ngā ākonga nō tāwāhi (DRS) ka āta whakarite kei te mōhio tōu kura ki te Kaupapa Whakaea Tautohe (DRS) e wātea ana ki ngā ākonga nō tāwāhi, kei te tautuku hoki te kura ki ōna ture.

Pēhea ki te puta mai he raruraru?

Ki te mea he mānukanuka āu mō tōu kura, mō tōu māngai mātauranga rānei, me whakapā koe ki tōu kura ka tahi, me whai i tā rātou tukanga amuamu.

I raro i te Tikanga, me whai tukanga ā-roto ngā kura mō te rongō me te whakautu ki ngā amuamu, he tukanga mārama, matatika.

Kei tōu kura tētahi tangata tautapa hei kōrero māu mō tō amuamu. Ko te tumuaki pea tēnei tangata, ko te kaitohu ākongā nō tāwāhi rānei.

Ki te kore e pai ki a koe te tukanga rongō amuamu o tōu kura, te putanga rānei o tō amuamu, ka taea e koe te whakapā ki:

- NZQA (mō ngā amuamu e pā ana ki te whai a tōu kura i te Tikanga) tērā rānei
- iStudent Complaints (mō ngā amuamu e pā ana ki te moni, ki te kirimana rānei).

Kei a koe rānei he amuamu mō tētahi kura kāore e whai ana i te Tikanga?

Nō te mea ko ia te Kaiwhakahaere o te Tikanga, kei a NZQA te mana ā-ture ki te whakawā i ngā takahitanga pea o te Tikanga. Kei a ia te tukanga hei rapu mehemea he tika tētahi amuamu, ā kāore hoki e whai ana tētahi kura i te Tikanga. Kei roto i tēnei ko te rapunga mōhiohio i te ākongā nāna te amuamu, i te kaiwhakarato mātauranga hoki.

Kia mōhio ai me pēhea te whakatakoto amuamu, tirohia te pae tukutuku NZQA www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

He amuamu tāu mō tētahi take ā-pūtea, ā-kirimana rānei?

He ratonga tū wehe a iStudent Complaints nā te Kāwanatanga o Aotearoa i whakatū ka āwhina kia ea i a koe ngā tautohe ki tōu kaiwhakarato mātauranga mō nga take ā-pūtea, ā-kirimana rānei. Kāhore he utu o tēnei ratonga.

▶ Whakapā ki iStudent complaints

Pae tukutuku	www.istudent.org.nz
Īmēra	complaints@istudent.org.nz
Tau waea ā-ao	64 4 918 4975
Waea utukore(i roto o Aotearoa)	0800 00 66 75

▶ Ki runga pāpāho pāpori

Facebook	www.facebook.com/istudent.complaints
WeChat	(rapua te 'NZ iStudent Complaints' reo Hainihi anake)

▶ Poutāpeta

iStudent Complaints	PO Box 2272 Te Whanganui-a-Tara 6140 Aotearoa
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**Te Kāwanatanga
o Aotearoa**
New Zealand Government