



Te oranga me te haumarutanga o te ākonga

He mōhiohio hira mā ngā ākonga mātātoru

Te Oranga me Te Haumaruru Ākonga

Learner Wellbeing and Safety



NZQA

Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

: He whakarāpopoto tēnei tuhipānui o tā Aotearoa Tikanga Mahi (te Tikanga) Mātauranga 2021 (Te Atawhai Tautāwhi mō ngā Ākonga Mātātoru me ngā Ākonga nō Tāwāhi).

Wāhanga 1

He aha oti te Tikanga?

Kei roto i te Tikanga ngā whakaritenga me whakatutuki e ngā kaiwhakarato mō te oranga me te haumarutanga o ā rātou ākonga mātātoru me ngā ākonga nō tāwāhi.

I raro i te Tikanga, me āwhina tōu kaiwhakarato mātauranga mātātoru i a koe kia:

- Noho haumaruru (ā-tinana, ā-hinengaro)
- Whakautetia, kia tautokona i runga i tōu ake āhuatanga
- Tautokotia i roto i tōu akoranga me tōu oranga
- Honohono koe ki ōu whatunga taha pāpori, taha ahurea, otirā
- Āhei koe te whakapuaki i ōu whakaaro mō ngā whakatau e pā ana ki ngā ratonga ākonga.

Mā wai te Tikanga?

Ka pā te Tikanga ki ngā ākonga katoa kua rēhita ki Te Pūkenga, ki ngā Wānanga, ki ngā Whare Wānanga me ngā Kura Whakangungu Tūmataiti (PTE) tae ki ngā ākonga e ako ana i te ipurangi, i tāwāhi, i ngā wāhi-mahi hoki/rānei.

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 kaiwhakarato ki te whakatutuki i te Tikanga.

I Aotearoa, ko ngā kaiwhakarato mātauranga kaihaina ki te Tikanga anake ka āhei ki te whakauru ākonga nō tāwāhi. Ka taea te titiro mēnā kua whakamanatia tētahi kura hei kaihaina ki te Tikanga i te paetukutuku 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 imēra ki tētahi mema o tō 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 mea me kawatau e koe i tōu kaiwhakarato mātauranga?

Me kaha tōu kaiwhakarato mātauranga ki te:

- whakaahei i a koe ki te whakatakoto kōwhiringa mārama e pā ana ki tōu mātauranga
- tautoko i a koe kia takatū ai, kia urutau ki ō akoranga
- whakarato i tētahi taiao akoranga haumaruru, he mea tautāwhi, he mea āhei
- whakarite e āhei ana koe te whakapuaki i ōu āwangawanga ina hiahia koe
- hono wawe i a koe ki ngā ratonga tautoko e tika ana
- whai mahere hei āwhina i a koe i tētahi ohotata – ahakoa i tōu kura rānei, i tōu whare noho ākonga rānei.

Mō ētahi kōrero anō, tirohia tā mātou pae tukutuku [Know the Code – videos » NZQA](#)

Wāhanga 2

Whare noho ākongā

Kua whakatakotoria e te Tikanga ngā whakaritenga mō ngā kaiwhakarato mātauranga mātātoru kia tautoko i ngā ākongā ki te whare noho.

He aha rā te whare noho ākongā?

Ko te whare noho ākongā ko tētahi momo whare noho motuhake i roto i te Residential Tenancies Act 1986 (RTA). He mea whakawātea tēnei momo whare noho i ngā whakaritenga o te RTA. Ko te tikanga o tēnei ko ngā ture e pā ki te whare noho ākongā he rerekē ki te nuinga o ērā atu whakaaetanga rēti whare.

He rerekētanga hira ā-ture te whare noho ākongā, ā kāore ngā whare noho katoa o ngā ākongā e māraurau mō tēnei whakawāteatanga.

He aha ngā mea me kawatau e koe i tōu kaiwhakarato whare noho ākongā?

I raro i te Tikanga, ka kawatau koe kia pēnei tōu whare noho ākongā:

- kia whakarato i te hāpori whare noho haumaruru, atawhai hoki
- kia whai i ngā rawa me ngā ratonga e tutuki ai ōu hiahia
- kia haumaruru, kia mā, kia maroke, kia mahana, kia hāneanea, kia āheingia, kia pai hoki mō te ako
- kia mahia ngā mahi whakatika hanga whare i te wā tōtika kia kaua e whakararu koretake noa iho i a koe
- kia āta whakarite he tāngata tōtika ngā kaimahi, ka whakangungua, ka tautokotia ki te mahi i ā rātou mahi
- kia tika ai ngā kirimana, ngā ture ā-whare, me ngā kaupapa here, kia mārama hoki ēnei
- kia tika anō te ōwehenga kaimahi e noho ana ki te whare noho ākongā
- kia whai pūnaha hei tiro tiro auau i a koe i te whare noho ākongā
- kia whai mahere hei tautāwhi i a koe i tētahi mōrearea, i tētahi ohotata rānei
- kia whāki nō wai te whare noho ākongā, ko wai hoki kei te whakahaere.

Wāhanga 3

Ngā ākonga mātātoru nō tāwāhi

Kia kawatau ngā ākonga nō tāwāhi i te aha?

I raro i te Tikanga, e māraurau ana ngā ākonga mātātoru nō tāwāhi ki te momo atawhai me te tautāwhi e hoatu ana ki ngā ākonga mātātoru i tēnei whenua.

Me whakaae, me whakaaro e tōu kaiwhakarato mātauranga he rerekē ngā hiahia tautāwhi o ngā ākonga nō tāwāhi. Me kimi rātou ki te tautohu he aha ōu hiahia, kia tōtika hoki tā rātou whakautu.

Me āta whakarite hoki e tōu kaiwhakarato mātauranga:

- kei te haumarū, kei te ora hoki koe ina noho ana, ina ako ana ki Aotearoa
- kei a koe tētahi mōhio tōtahi, pono tonu ka pēhea te noho me te ako ki Aotearoa
- kia whiwhi koe i te tohutohu me te tautāwhi whirinaki i tōu māngai mātauranga

- kei a rātou ngā pūnaha me ngā tuhituhinga pai hei whakahaere i tō:
 - tāpaetanga akoranga
 - tukanga rēhita
 - kirimana rēhita
 - tō tūnga me ngā rēkoata o te kōkota me te rīanga.
- kei te mārama koe ki ngā putanga mātauranga e tinga ana, ki ōu tika me ōu haepapa hei ākonga nō tāwāhi i mua i te haina i tētahi kirimana rēhita
- kei te mātau koe ki ōu tika me ōu kawenga ki te unu koe i te akoranga, ki te kore koe e tae atu, ki te whakakorea rānei tētahi hōtaka e tōu kaiwhakarato mātauranga, ki te kati rānei mō tētahi take.
- kia whaiwāhi koe ki tētahi kaupapa whakawaiatanga, kia whiwhi hoki ki te mōhiohio me te tautoko hei āwhina kia āta tau koe ki te oranga me te akoranga ki Aotearoa.

Wāhanga 4

Pēhea ki te puta mai he raruraru?

Ki te mea he mānukanuka ōu mō tōu kaiwhakarato mātauranga, mō tōu māngai, mō tōu whare noho ākongā rānei, me whakapā koe ki tōu kaiwhakarato ka tahi, me whai i tō rātou tukanga amuamu.

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

Kei tōu kura tētahi tangata tautapa hei kōrero māu mō tō amuamu. Ko te Tumuaki o te Kura pea tēnei tangata, ko te Kaitohu Ākongā nō Tāwāhi, ko te Kaitautoko Ākongā, ko tētahi atu kaimahi mātanga rānei.

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

- NZQA (mō ngā amuamu e pā ana ki te kore whai a tētahi kaiwhakarato i te Tikanga)
- Te Whakaea Tautohenga Mātauranga Mātātoru – Tertiary Education Disputes Resolution (mō ngā amuamu e pā ana ki ngā take ahumoni, kirimana rānei, mehemea he ākongā koe nō tēnei whenua)
- iStudent Complaints (mō ngā amuamu e pā ana ki ngā take ahumoni, kirimana rānei, mehemea he ākongā koe nō tāwāhi)

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

Nō te mea ko ia te Kaiwhakahaere a te Tikanga, kei a NZQA te mana ā-ture ki te tewhatewha i ngā takahitanga pea o te Tikanga. Kei a ia te tukanga hei whai mōhio mehemea he tika rānei tētahi amuamu, mehemea hoki kāore tētahi kaiwhakarato i whai 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 Te Whakaea Tautohenga Mātauranga Mātātoru me te iStudent Complaints nā te Kāwanatanga o Aotearoa i whakarato ka āwhina kia ea ōu tautohe ki tōu kaiwhakarato mātauranga mō ngā take ā-pūtea, ā-kirimana rānei. Kāhore he utu o ēnei ratonga.

▶ Te Whakaea Tautohenga Mātauranga Mātātoru

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|----------------------------------|--|
| Pae tukutuku | https://tedr.org.nz/ |
| Īmēra | contact@tedr.org.nz |
| Waea utukore (i roto o Aotearoa) | 0800 00 8337 |

▶ iStudent Complaints

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|----------------------------------|---|
| Pae tukutuku | www.istudent.org.nz |
| Īmēra | complaints@istudent.org.nz |
| Tau waea mō tāwāhi | 64 4 918 4975 |
| Waea utukore (i roto o Aotearoa) | 0800 00 66 75 |
| Ki runga pāpāho pāpori | Facebook – www.facebook.com/istudent.complaints (rapua te ‘NZ iStudent Complaints’ reo Hainihi anake) |
| Poutāpeta | iStudent Complaints PO Box 2272, Te Whanganui-a-Tara 6014 Aotearoa |

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**Te Kāwanatanga
o Aotearoa**
New Zealand Government