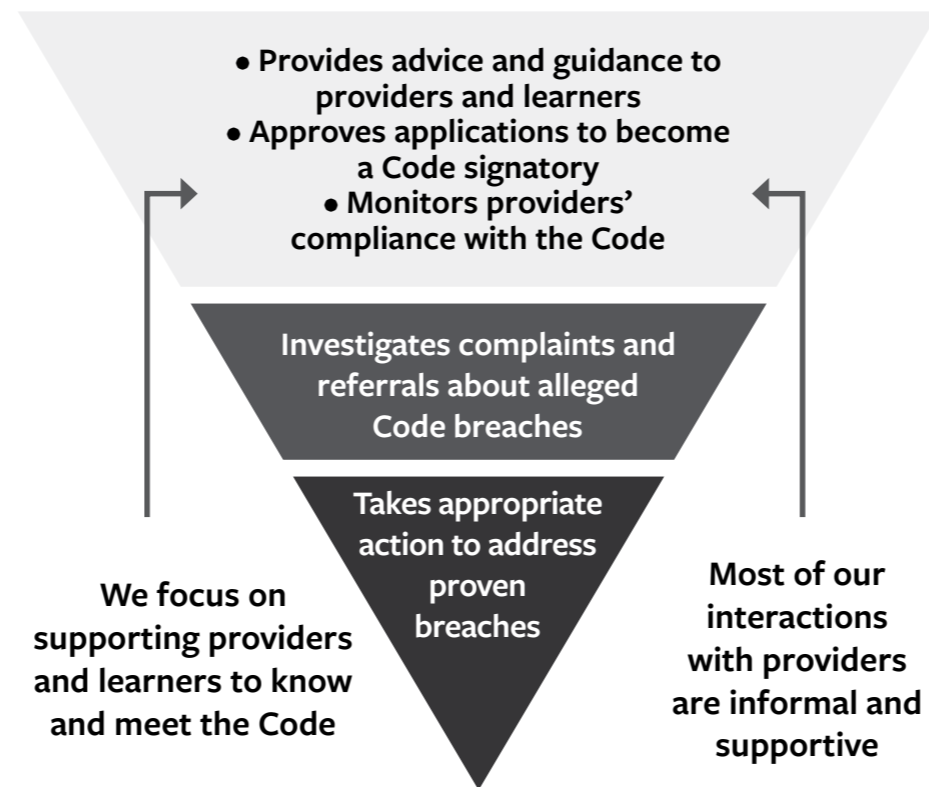


THE CODE AND CODE ADMINISTRATION

- The Code sets out the requirements that education providers must meet for the wellbeing and safety of tertiary and international learners
- This plan outlines NZQA’s approach, priorities and activities as Code Administrator for 2023
- Providers and learners in different sub-sectors have different needs and operating environments, so NZQA will continue to tailor its approach to quality assuring the Code
- As international education rebuilds new staff will need training, so NZQA will continue to provide capability building activities and develop guidance
- We hear that ‘for learners by learners’ is the best approach, so NZQA will be co-designing learner led workshops to support learners to know the Code

AS CODE ADMINISTRATOR, NZQA:



NZQA’S PRIORITIES FOR 2023

We will maintain our 2022 priorities (listed below). This will ensure the progress made in 2022 continues, and responds to feedback from providers, peak bodies and learners that a continued focus is needed in these areas



Promoting the Code

Promoting the Code to learners, providers and other stakeholders



Building capability

Providing further guidance and support through workshops and sharing good practice



Preparing to monitor for impact

Using insights gathered to design more risk-based monitoring activities

NZQA WILL FOCUS ON...

The cornerstones of the Code

- Wellbeing and safety
- Te Tiriti o Waitangi
- Learner voice
- Whole-of-provider approach

Monitoring student accommodation

- Monitoring Code compliance
- Verifying good practice

Building capability in areas we know providers and learners are concerned about, including

- Pastoral care of offshore and workplace-based learners
- Code-appropriate support for learners’ mental health
- Pastoral care of international learners

Ensuring tertiary providers have published

- Strategic goals and plans for supporting the wellbeing and safety of learners
- Self-review reports on the quality of learner wellbeing and safety practices
- 2022 complaints and critical incident data in 2023 self-review reports

SCHOOLS AND TERTIARY PROVIDERS NEED TO FOCUS ON...

Ensuring you

- Continue to review, update and improve practice to ensure you meet the Code and the Code Administrator’s requirements
- Participate in NZQA workshops and note NZQA’s Code resources, as required

Attesting to self-review

- Submit your Code attestation by the due date

	January – March	April – June	July – September	October – December
<p>Promoting the Code</p>	<p>→ Work with learners to understand and respond to their information needs and promote the Code to learners including workshops for learners by learners</p>			
	<p>→ Provide a digital toolkit for promoting the Code to learners</p>	<p>→ Inform learners about complaints processes and the roles of providers, the Disputes Resolution Schemes (DRS) and NZQA in resolving issues</p>	<p>→ Highlight the NZQA digital toolkit for promoting the Code to learners during mid-year orientations</p>	<p>→ Evaluate promotional work and prepare materials and approach for promoting the Code to learners in 2024</p>
<p>Building capability</p>	<p>→ Develop and publish tailored supplementary resources in collaboration with the sector in areas we know providers and learners are concerned about</p> <p>→ Maintain the sector advisory group which includes learners and providers to inform, guide and support our mahi throughout 2023</p> <p>→ Provide ongoing direct support, information and advice to providers and learners</p>			
	<p>→ Continue to run workshops (i.e. Code 101) for providers, learners and other stakeholders</p>	<p>→ Deliver capability building workshops and activities based on new needs identified</p>		
<p>Monitoring for impact</p>	<p>→ Confirm Code self-review attestation due dates for PTEs, wānanga, Te Pūkenga, and universities</p>	<p>→ Undertake student accommodation monitoring including site visits, and interviews with staff and students</p>		<p>→ Publish 2024 Code Administrator Plan</p> <p>→ Monitor self-review attestation including the use of complaints and critical incident data and publication requirements</p>
	<p>→ Continue monitoring to gather insights in confirmed priority focus areas, including building blocks for good practice exemplars and performance indicators</p>			
	<p>→ Monitor Universities New Zealand (UNZ) delegation – in the university sector, NZQA delegates to UNZ some Code Administrator responsibility. The objective of the delegation is to have a consistent experience of the Code for providers and learners, while allowing UNZ to tailor its monitoring to the university sector</p>			
<p>Continuing existing activities</p>	<p>→ Report on Code Administrator activities and performance</p> <p>→ Integrate Te Tiriti and learner voice into our Code Administrator role, including performance reporting</p>	<p>→ Investigate complaints</p> <p>→ Monitor critical incidents</p> <p>→ Take action on non-compliance</p> <p>→ Work with the DRS operators</p>	<p>→ Work with sector peak bodies to share insights and inform our provision of information, advice and capability building</p> <p>→ Monitor Code signatory schools</p>	<p>→ Monitor student accommodation</p> <p>→ Work with other regulators involved in tertiary education (within and beyond education)</p>