**Graphical user interface, text

Description automatically generated**

**Contents**

[Tool B: key evaluative questions (the Code) 3](#_Toc103248566)

[**Outcome 5: A positive, supportive and inclusive environment in student accommodation** 4](#_Toc103248574)

[**Outcome 6: Accommodation administrative practices and contracts** 7](#_Toc103248575)

[**Outcome 7: Student accommodation facilities and services** 9](#_Toc103248576)

# Tool B: key evaluative questions – student accommodation

Use this optional tool to help you **make sense** of your gathered information in terms of what it tells you about the effectiveness of your current practice in relation to the Code outcomes sought for your learners.

Consider how effectively your organisation is achieving the overarching outcomes, your current strengths, and any opportunities for development.

Indicate what stage your Code implementation is at under each outcome using the continuum of Code implementation in [Appendix 1](#_Appendix_1:_Continuum).

You may **combine this part** with the others of **Tool B** relating to **All Tertiary Education Providers (Outcomes 1-4)** and/or **International Learners (Outcomes 8-12).**

Use the links below to download any additional pages as required:

* [All Tertiary Education Providers](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Self-review-and-attestation/Self-Review_Toolkit_Tertiary_Providers-TOOL-B.docx)
* [International Tertiary Learners](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Self-review-and-attestation/Self-Review_Toolkit_Tertiary_Providers-Tool-B-8-12.docx)

## Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

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

Providers must ensure that student accommodation promotes and fosters a supportive and inclusive community which support the wellbeing and safety of residents.

|  |  |  |
| --- | --- | --- |
| **Stage of implementation for outcome 5** | Well implemented / Implemented / Developing implementation / Early implementation |  |

**Process: Information and promotional activities**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we develop and provide the information and promotional activities required by this process? |  |  |  |

**Process: Accommodation staff**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we ensure appropriate training, resources, placement, oversight and wellbeing support for accommodation staff? |  |  |  |

**Process: Accommodation staff must be fit and proper persons**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we ensure that each member of our accommodation staff is suitable for employment in our student accommodation? |  |  |  |

**Process: Proactive monitoring of residents’ wellbeing and safety and responsive wellbeing and safety practices**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do our proactive monitoring and responsive wellbeing and safety practices identify and meet the support needs of individual residents, especially those at risk? |  |  |  |

**Process: A safe and inclusive residential community**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we work with our residents in the development, improvement, and communication of our house rules and other initiatives to promote and encourage a safe and inclusive community? |  |  |  |

**Overall self-review - Outcome 5: A positive, supportive and inclusive environment in student accommodation**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we ensure that our student accommodation promotes and fosters a supportive and inclusive community which supports the wellbeing and safety of residents? |  |  |  |
| How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively do our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans? |  |  |  |

### **Outcome 6: Accommodation administrative practices and contracts**

Providers must ensure that student accommodation contracts and practices are transparent, reasonable, and responsive to the wellbeing and safety needs of residents.

|  |  |  |
| --- | --- | --- |
| **Stage of implementation for outcome 6** | Well implemented / Implemented / Developing implementation / Early implementation |  |

**Process: General principles**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do our current practices ensure that our student accommodation providers disclose the requisite information on their websites and have a human resource strategy that meets the requirements of this process? |  |  |  |

**Process: Student accommodation contracts**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we ensure that student accommodation contracts with residents are clear, accessible, and concise, and provide the information required by this process? |  |  |  |
| How effectively do we ensure that student accommodation contracts used with residents are regularly reviewed with learners and updated to remain fit for purpose? |  |  |  |
| How effectively do our current practices ensure that our student accommodation providers keep a complaints log and make it available to residents? |  |  |  |

**Overall self-review - Outcome 6: Accommodation administrative practices and contracts**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do we ensure that our student accommodation contracts and practices are transparent, reasonable and responsive to the wellbeing and safety needs of residents? |  |  |  |
| How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively do our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans? |  |  |  |

### **Outcome 7: Student accommodation facilities and services**

Providers must ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents’ wellbeing and safety and educational success.

|  |  |  |
| --- | --- | --- |
| **Stage of implementation for outcome 7** | Well implemented / Implemented / Developing implementation / Early implementation |  |

**Overall self-review - Outcome 7: Student accommodation facilities and services**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEQ** | **How effectively?** | **How do we know?** | **How can we improve?** |
| How effectively do our current practices ensure that our student accommodation facilities and services are maintained to a standard sufficient to support residents’ wellbeing and safety and educational success? |  |  |  |
| How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome? |  |  |  |
| How effectively do our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans? |  |  |  |

# Appendix 1: Continuum of implementation for the Code

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | **Well-implemented**  The Code is well-implemented |
| **Implemented**  The Code is implemented | * **Thorough** understanding of Code outcomes and requirements across the organisation * **Diverse range of multiple** perspectives sought, including **robust** practices, to reflect learner voice * **Full** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. * **Well-established** practices in place to monitor against all Code outcomes and requirements * **Highly effective** reporting processes from self-review |
| **Developing implementation**  Implementation of the Code is underway, yet requires further work | * **Sufficient** understanding of Code outcomes and requirements across the organisation * **Multiple** perspectives sought, including **sound** practices, to reflect student voice * **Good** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. * **Relevant** practices in place to monitor against all Code outcomes and requirements * **Effective** reporting processes from self-review |
| **Early stages of implementation**  Implementation of the Code has not yet started or requires significant work | * **Some** understanding of Code outcomes and requirements across the organisation * **Some** perspectives sought, including **adequate** practices, to reflect learner voice * **Some** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. * **Some** practices in place to monitor against all Code outcomes and requirements * **Adequate** reporting processes from self-review |
| * **No** or **limited** understanding of Code outcomes and requirements across the organisation * **No** or **limited** perspectives sought. Practices to reflect learner voice **non-existent** or **underway** * **No** or **limited** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. * **No** or **limited** practices in place to monitor against all Code outcomes and requirements * **No** or **limited** reporting processes from self-review |
|  | | | |