

1 April 2020

Elliott Harris
fyi-request-12452-5e48231b@requests.fyi.org.nz

Dear Mr Harris

Official Information Act Request

Thank you for your request of 16 March 2020, under the Official Information Act 1982, for the following information:

Is receiving and administrating complaints the only mechanism by which NZQA undertakes its role as code administrator to ensure compliance?

Or is it proactively engaged in monitoring signatories to ensure they meet required standards?

Education providers that wish to enrol international students must apply to become a signatory to the Code. The application process requires education providers to provide evidence that they are fully equipped to comply with all Code requirements.

As Code administrator, NZQA proactively monitors signatories to the Education (Pastoral Care) Code for International Students (the Code). Investigating complaints is one of the components of NZQA's quality assurance system to ensure the pastoral care of international students.

Each year, all signatories must undertake a self-review of how they are fulfilling their obligations to the Code. NZQA reviews a sample of the self-review reports each year and takes appropriate follow-up action depending on potential concerns identified. This can include recommended or required improvement actions, a request for further information or a site visit.

Code compliance is a part of NZQA's periodic external evaluation and review of tertiary education providers. Universities New Zealand monitors universities on behalf of the Code administrator. NZQA receives information about Code signatories' performance and potential non-compliance from other government organisations such as information about schools from the Education Review Office.

With regards to the Covid-19 lockdown, the Code requires that education providers continue to ensure that students are well-informed, safe and properly cared for. As providers work to ensure student wellbeing, NZQA is working with providers to enable alternative education delivery options including online delivery and responding to provider and student queries.

Where potential non-compliance or concerns are identified, NZQA takes appropriate action. NZQA has the legal power to use a range of statutory actions where relevant and applicable if non-compliance is confirmed or poses an immediate risk to students or the public.

If you would like further information about NZQA's work as Code administrator, please feel free to contact the Code team at code.enquiries@nzqa.govt.nz.

As part of the commitment to open and transparent government, NZQA is proactively releasing responses to Official Information Act requests which are of public interest. NZQA will be publishing its response to your request on its website in June 2020. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact Elizabeth Templeton in the Office of the Chief Executive, email elizabeth.templeton@nzqa.govt.nz or telephone (04) 463 3339.

If you are dissatisfied with our response, you have the right, under section 28(3) of the Official Information Act 1982, to lodge a complaint with the Office of the Ombudsman at www.ombudsman.parliament.nz. You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Poutasi', with a stylized flourish at the end.

Karen Poutasi (Dr)
Chief Executive