

## **Q&As**

### **What does the Code mean? Who will be held accountable?**

The Code means there will be a consistent approach to the welfare, safety and wellbeing and pastoral care of domestic tertiary students, including higher standards for those in tertiary hostels. Providers will be accountable for meeting these standards.

### **Will the new Code be consulted on?**

For the 2020 academic year an interim Code will be put in place. The existing voluntary Code developed by a Tertiary Student Accommodation Working Party in 2004 will provide the starting point for the interim Code.

During the 2020 year the Government will consult on the development of a more comprehensive and permanent Code which will take effect from 2021. The Government will engage with relevant organisations and groups as part of this consultation.

### **What are providers now required to do to ensure greater pastoral care?**

To comply with the Code, all providers may need to strengthen their systems and processes for pastoral care for their students. For example, accommodation providers may need the ability to check up on students they are concerned about.

### **Will there be an extra cost to providers as a result of the new Code?**

Where providers are already providing high quality and robust pastoral care with strong systems and processes, it is expected that any cost will be low. However there may be some cost involved for those providers that need to improve their systems and processes to comply with the Code.

### **Is this just for University halls?**

No. Wellbeing and pastoral care is important for all domestic tertiary students, wherever they study. In terms of student accommodation, polytechnics, wānanga and private education providers who own or arrange student accommodation services will need to comply with the improved requirements for student accommodation services.

### **What is government doing until the Code is put in place?**

The Tertiary Education Commission (TEC) has asked public tertiary education providers that offer student accommodation to review and provide assurances that they have appropriate and sufficient, systems and processes in place to ensure student safety and wellbeing.

### **How can complaints be made about pastoral care or accommodation until the Code is in place?**

Students should raise concerns directly with the tertiary organisation they are studying at in the first instance. However, if you are not comfortable

approaching your TEO directly, or believe that concerns you have raised have not been adequately addressed, we urge you to contact the TEC. Complaints can be made to the TEC by calling the complaints helpline on 0800 601 302 or emailing at [complaints@tec.govt.nz](mailto:complaints@tec.govt.nz).

Read about the TEC response at <https://www.tec.govt.nz/news-and-consultations/student-accommodation-services/>

More information about the TEC's complaints process can be found at <https://www.tec.govt.nz/funding/funding-and-performance/monitoring-tertiary-education-sector/make-a-complaint/>.

### **What protections are in place for international students?**

For international students there's already a high level of pastoral care and support required as set out in the Code for Pastoral Care of International Students. This can be found at <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

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