

# Hon Chris Hipkins

MP for Remutaka

Minister for COVID-19 Response

Minister of Education

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Neil Quigley  
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## **Appointment of the New Zealand Qualifications Authority as the Administrator of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**

Dear Neil,

I am writing to you about the appointment of the New Zealand Qualifications Authority (NZQA) as the administrator of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the code).

The code sets out the expectations that tertiary education organisations and schools enrolling international students must meet for learners' safety and wellbeing. It brings together the current codes for domestic and international learners with separate parts of the code for:

- student accommodation;
- tertiary providers enrolling international learners; and
- schools enrolling international students.

Ensuring learner wellbeing and safety is essential for learners to be able to achieve their aspirations in education and beyond, as well as being central to shaping a world-class education system with learners at the centre. Learner wellbeing and safety is a key priority for Government, reflecting our objectives for 'learners at the centre' and 'barrier-free access' within the Tertiary Education Strategy and Statement of National Education and Learning Priorities (TES/NELP). The code raises the prominence of wellbeing and safety as a precondition to success in education and supports more equitable outcomes for diverse tertiary and international learners.

I appreciate the work of NZQA to administer the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019 and the Education (Pastoral Care of International Students) Code of Practice 2016. You have supported the sector to understand their responsibilities under the codes, raised sector capability to implement the codes, and taken action to address issues. The implementation of the new code will build on this work.

Thank you for the good working relationship NZQA has developed with the Ministry of Education during the development of the new code and the design and implementation of the previous codes. It is important to me that NZQA continues to work closely with the Ministry as the new code is implemented and bedded in.

I am aware that the role of administering the new code has been formalised since I sent you my Letter of Expectations for 2021, so this letter supplements those expectations. In 2021, I expect that NZQA will work with the sector and learners to develop guidance and build

readiness for the code. From 2022, NZQA will need to provide support as the sector builds its capability, to monitor performance and act when issues are identified. The role of administrator is an opportunity to demonstrate NZQA's regulatory approach, and to model the code's expectations of learner voice and effective communication with learners.

I look forward to having regular updates on how NZQA's administrator work is progressing (including early visibility of any risks), through enhancements to NZQA's regular quarterly and annual performance reporting, and reporting from the Ministry. I also expect to see this role included in the ongoing development of your performance framework and measures. I expect the performance measures will cover NZQA's performance as administrator, the performance of delegated parties including Universities New Zealand, and sector performance.

Thank you for your work to promote learner wellbeing and safety. I look forward to hearing about the extent to which learner wellbeing and safety is being supported and how you will give effect to your code administrator responsibilities.

Yours sincerely,



Chris Hipkins  
Minister of Education

cc: Dr Grant Klinkum, Chief Executive Officer, New Zealand Qualifications Authority