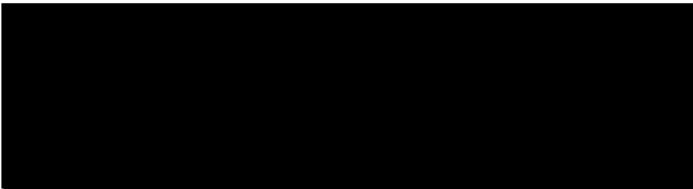


13 March 2020



### Official Information Act Request

Thank you for your request of 3 March 2020, under the Official Information Act 1982, for the following information:

*How many complaints on average per year under the Education (Pastoral Care of International Students) Code of Practice 2016 does NZQA investigate in its role as the Code Administrator?*

*Is NZQA investigating the University of Auckland's compliance with the Education (Pastoral Care of International Students) Code of Practice 2016, in light of its recent expulsion of an international student facing mental health difficulties?*

Below is the information covered by your request.

The New Zealand Qualifications Authority (NZQA) was appointed the administrator of the Education (Pastoral Care of International Students) Code of Practice (the Code) in 2013. However, prior to 2016 the International Education Appeal Authority handled complaints. NZQA became responsible for complaints in 2016.

The following is the number of complaints under the Code received per year.

Year	Code complaints received
2016-2017	18
2017-2018	7
2018-2019	2
2019-2020 (to date)	3

NZQA is aware of the situation faced by an Auckland University student which has been reported in the media. NZQA can confirm it has been working with the relevant parties to establish whether all responsibilities under the Code have been met and to ensure the affected student has received all the appropriate support they need.

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 [REDACTED] in the Office of the Chief Executive, email [REDACTED]@nzqa.govt.nz or telephone (04) 463 [REDACTED]

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](http://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 blue ink, appearing to read 'K. Poutasi', with a long horizontal stroke extending to the right.

Karen Poutasi (Dr)  
Chief Executive