

T. // e e a ed f, eC de a b, edb NZQA
Dece be // e ec e e, eC de

T, e \ ca e f, C deca bef d, e e
. // ed ca // f, e ed ca / f a f
e a de /c de f, ac ce, a a ca ed e c e a /

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- P ce i

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- P ce •

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- / P ce Offered contract /

- / P ce If available, ded before effective /

- / P ce Contract fee e

- /i P ce i Document a ac

- /• P ce • Licence

- // P ce / Decision e a ee e fa e e a ada

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- /• P ce •

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- P ce •

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- P ce Ge e a i

- P ce I e a a ç ea e de • ea i

- /i P ce I e a a ç ea e de • ea i

- P ce i I e a a ç ea e a) , add a ea eed i

- / P ce • Acc da i

- P ce / Safe ç ec a d a , a e ç ec i

78 Outcome 19: Learner support, advice and services 43

- P ce i

80 Outcome 20: Managing withdrawal and closure 44

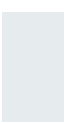
- P ce ii

82 Outcome 21: Dealing with complaints 45

- P ce i

84 Appendix 5

01 | Introduction



How to read this code

learner 'at risk' ea , a a e a , de
 ç , a ea abe d be e e , a
 , e e a e e ea , e ea e'
 , ea afe e be c d f e a , e
 , e ea e abe /

a ade a e , ec , e e e a a e
 , a
 b ade a e afe a d , e , e a efa e

learning environment efe , e d e e
 , ca a d d a ca e , eaç
 a d ea , c a a d de
 acc da , c e , a d c e
 , ç de ea

legal guardian ea a e , b c
 e a e a c

Ei d d a a / . ca d p / T / E F F / ca fac e / a / i ad a d / a . / a . / T / a i d d / b T // A e / a T / E M C / a d T // / a aa DC . i e a e . e / T / a c . E T / G S

10. Process 4: Responsive wellbeing and safety systems

P de a, e a d c ca e ee a
 f a ac , e a a c d
 de acc da a df ee a
 a e de acc a e de f e e
 c ce ab ea e ' e be a d afe
 be a a d a ea ea abe e c ec
 ea e c c a a , a e ca
 ed ca a d e a , ea , e ce

P de , de a , a
 a d e ce a ed , e e , e
 a a ea /
 a TeT Wa a a d
 b , e de' b a de , c de a d
 c de a d , e efae e fd e e
 ea e , a da , a ec a
 d P

11. OUTCOME 2: LEARNER VOICE

P de de a da de, d d e e
ea e ce a d e be a d afe eed
a a , a , d , e a a da

12. Process 1: Learner voice

P de , a e, ac ce f /
a , ac e b d a d a a e ee e
ea , , d e e ea e ,
 , e a a a d
b , d e e ea e a d , e
c) e de e , e e a d , e
ea e e be a d afe a e c a ,
a e c , a a d , ac ce a d
c , d f a a d f a , ce e
f ac e , ea e a
a d de e , , e d e e a e f ea e
ce a d , e f , e c e a d
d , d e a d ac ce be e ce
ea e , e a d , e ea e
c e de e , e e ce a
e abe , e a c , a e f dec
a , ce e a d
e , d e a d ac ce be f a
ea e ce a e a , a e c f , de ,
dec a , ce e .

13. Process 2: Learner complaints

P de /
a , ea e e ee e e d ,
a d , ce c , a c d a , a e
e a e e , e e e a d
b f ea e , , ec a be
, a d e a d , e a d
c , a d e c , a a e a d ce a ,
c d , a , ac ce , a /
a e a , a e , e e e f c , e
e f , e c , a a d
c de , e e f ac a
, e , e c e a d
c de , e , f c a
e , ea , a ç e , a c de
ad a , ce e f a a d
e e f ea , e e a e
ce a d
c , , e , c e f a a
ce a d

d e e , a , ec a , ce ea
acce be ea e a d , e ,
, e , c d , a , ac ce f /
, d ea e , cea f a
, e , e e a c , a
, ce e c d , e e e a , e , e
c ac , a d , e c , e a d , be
c e f , e , ce e a d
add e ba e ac ce ,
y f , a , a d

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Wellbeing and safety practices for all tertiary providers

(

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19. OUTCOME 4: LEARNERS ARE SAFE AND WELL

P de // ea e a a e , e
 // ca a d e a , ea , , f a
 a d ad ce a d de f a d e // d ea e
 // eed add a //

20. Process 1: Information for learners about assistance to meet their basic needs

P de , a e // ac ce f e ab a
 ea e a d // ec e ea e de f a d
 a a e , e ba c eed // ee e a a e a
 e e e // e be a d afe
 c d // f da d c // c d
 // d acc a e e a d a ed f a
 // e ca /

a acce e ce // // e // de
 // // c a d // b c e ce // a
 // e // e a a ea a be a da d
 f a e a e be a d afe a d

b acce a be acc da a d
 de a d , e // a d b a a
 a e a Ne Zeaa d a d

c a a a , ea , fe e

If f d ad/ e // a b // // a // c // F BDC T a Na e , dd TJ // a d / T J e // a // c // // a // FF BDC T EMC . Td // a // MC // MC

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

(

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23.

27. Process 4: Proactive monitoring of residents' wellbeing and safety and responsive wellbeing and safety practices

P de e e de acc da
 , a , ac ce f /

a , e de e a a e , e eed
 a d , a , e e ca be ea ab a d
 , ac cab e a d ed a d

b , a cea d e d , ce e , , e
 de acc da f /

e de a be abe
 e , a ca ef c ce ab a
 e de ' be a a d

efe a d e , d a ce f
 e de be a , a a ea , ef
 , e a d

c , a a , a e e fa e afe a d ,
 c d /

de e , a d , e e a e fa e
 a a e e , a f e de a e ed
 a be a , a c de e fa e
 ç ec , a d , ç c d c de efe a
 e e a e ce a d

e e a ç ec , a e de
 c e be ac e , e de
 acc da a d fa e de
 de z e da be a de e , a d
 , e e a e fa e a a e e
 , a a d

a , a e a a e e f e de
 de , c d f e ec e
 c , ca , a a e e a
 a da e a d e be a d
 afe a d

e fa e ç ec , ç a be de a e
 , e e ea , a be , ec c a ce
 , f a be cea e
 , e , e e f e de a d

e ç ec , d i , ' ce
 a e de f a e be be
 e e a e de ,

P de , a e a , be ee de
 acc da a d , a a , de
 f a a , e a d c ca e
 de c bed ca e , e a e e
 c ce ab a e de , e be , e
 be a e de ca bec ec ed ç
 , ea , a e e ce .

P de e e , a , e e ac ca
 c de a d e e e c , ced e a a
 de acc da , ç /

a c e , , e de ' de
 a a a a a de c bed ca e
 e a d

b c de , a f e de , e bec e
 abe afe f , e e a
 de acc da a e e e c .

28. Process 5: A safe and inclusive residential community

32. OUTCOME 7: STUDENT ACCOMMODATION FACILITIES AND SERVICES

P de e e, a de
 acc da fac e a d e ce
 a e a a ed a a da d \ ce
 e de ' e be a d afe a d
 ed ca a cce .

33. Process:

P de e e, a de
 acc da fac e a d e ce /
 a e, de ee e , ed e e eed f
 e de a d a e ece a ad e
 , e e, ac cab e a d
 b , de acce be , ace f a a e f
 e e, ac e a d eed a d
 c a e ec e cea d , a c f abe
 acce be a d c d c e d a da
 a e f ea e a d
 d , de e e ce a d , e fac e
 , a a eade a e a da , a ef
 , e ç a ace a d , e f , e e de a
 c a d
 e , a e a , a e a cec e a d
 f a e f dedade a e ca
 a e c a a d a e c , a f
 de acc da c d e a ,
 e, ace e , a d , e e a d
 , a eade a e a da , a e c
 , ace e e acc ab f z a ca
 , ce e c d /
 , d ece , f a z a ca
 a ac , e e de a d
 , d e de , da e
 f a , a , e e , e
 acc da , de

P de e e, a a a e a ,
 a e a cea d e a de
 acc da a e de a e a e
 a e , a e e fe e ce , e e
 e e f , e e de .

Additional wellbeing and safety practices for tertiary

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39. OUTCOME 10: OFFER, ENROLMENT, CONTRACTS, INSURANCE AND VISA

S a e , a e , ac ce f e ab
ea e a e e f e de e
dec ea , eed ca a c e
be , b , e ea e a de , a a
e ea a e a e cea ab , e e e
a d b a , e e , e
e e c ac

40. Process 1: Offer of educational instruction

S a e e e , a , eed ca a
c , eed e a a e a
ea e acc da ce , e Ac a d
a , a e f e a a e a ea e '
e , e c a E , a a e , z c e c
acade cab , a d , eed ca a c e
be

41. Process 2: Information to be provided before entering contract

S a e , a e , ac ce , a e e
, e c e e a a e a ea e
, e a e e a a da f e a a
de de , ea e ce e a a
acc a e e a d a ed f a ab
, e f be f e e e ac ac ,
, e ea e /
a , e e ce e f , e e a a b
ed ca a a a cea e ce a d
b a , e e c , a ce ce
a d c d , ed de , e Ac , a
, e c dead a d ec be
d c ed , e c e e a a e a
ea e a d
c , eed ca , ded a d c , e
f e a , e , e e a az ca
a ed a d
d e f d c d , a c , , e
, ce ca ei / a d
e a , fac e , a de , e a d
f a a be e ce a d , a d
a cea d a e e e f
ece ed ca a c f , e
a a d
, , c de a d , e e e a D , e Re
Sç e e R e a d
f c ea ed a , e fed ca a
c

Eaç a e e e , a , be f e e e
ac ac fe e , e
, e a , eaç e a a e a ea e
, e a e e a a da f e a a
de de , ea f ed f , e
ea e' , a d b a ea
ece ed ca a c f , e
a , c d , e , de , c de

42. Process 3: Contract of enrolment

Eaç a e e e , a ac ac f
e e e eed be ee , e a
a deaç e a a e a ea e , e
, a e e a a da f e a a de
de , ea , a c de , e f
f a a de /
a cea f a ab , e be a de d
da e fe e a d
b , e d f e a , e c ac f
e e a d
c , e c c a ce de , ç , e ea e '
c d c a be beaç f , e c ac f
e e a d
d , e , e f d c , a ac , f
e a f , e c ac fe e
, a a be a e b , e a a a
, e de f e a , e e
e c a d
e , e , ce , a , e a f , e e
ee e a e , e c ac fe e
de , a a a , b a ed c , a
ac de , a a a , d

Eaç a e e e , a , e c ac f
e e fa a d ea a be

43. Process 4: Disciplinary action

A , ce de a e de ca ei e
f e a , e c ac fe e de
ca ei b f a d c , a ac
de ca ei d , be acc da ce ,
, e , c , e f a a ce , ç c de
, e e ce a e e , e , c de ed
a d fa e f , e a e , a , e bec
f , e ac

44.

47. OUTCOME 11: INTERNATIONAL LEARNERS RECEIVE APPROPRIATE ORIENTATIONS, INFORMATION AND ADVICE

S a e e e a e a a e a
 ea e , a e , e // a c a e
 e de eda da e a // a e e a
 / a e a d c e e e e e e a
 f a a dad ce // a ç e e e
 e be a d afe .

48. Process: Provision of information

S a e /
 a e e , a f a a dad E c / a / a / e S / a a e a a e i a
 ea e / a e a e T d e a e / c / T c a a e e e / a / e / e e / a / e / e / e / T e



f, e ea e' e de a ca e e a
de a ed ca e e e e, a, e, a e
e a a da f, e ea e, a, ded
e a ee e, a, e de a ed
ca e e be bec, e a,
a, a a d, a, e a
e, bef, e ea e' da da ca e
, e, e ea e, ec d f, e
de a ed ca e e a d

f, e ea e' e de a ca e e a
e de c bed ca e,
e e, a, e, a e e a a da f
, e ea e, a, ded e a ee e
, a, e a e, bef, e
ea e' da da ca e, e, e ea e
, ec d f, a, e a d
e e, a, ee a, a e e a a
f e a a e a ea e f, e
f d, ee a e, e acc da a d
e e, a, e ea e a, a e
e ed, e acc da

F, e, e f ca e, c, a, e
e a e a d, e de a, e
e de a ca e e' acc da c de a
e f, a a e, /
a e, a e de a, a acc da
b be e d a, a acc da f
e e d a, e, e
f a ab ec de a, ea ç, e d f
, ç, ec ec e,

T a d d b, f, e e de a ca e e
a e de c bed ca e, a
de a ed ca e e, e a ee
, e e e e f, ca ea de e, e
afe, ea, a d e be f, e e a a
e a ea e.

54. Process 5: Safety checks and appropriate checks for learners under 18 years

T, e afe ç ec f, e e de a ca e e
efe ed ca e, b c de/
a ac z a f de a d
b a efe e ce ç ec, a c de c ac
a ea f, ef, e b de
f, e, e f ba f a
, a, e a c de ee a a
a e e /
, e e de a ca e e' c e
e e, e, fe a b d,
e a a, a d

, e ce a, a ee a
, e e de a ca e e' b e
, fe a ac e a d
a, e, ea ed, e
e de a ca e e a d
c a, ce e, ba f a, a
ee a a, a e e a d
d a e e, e e de a ca e e,
ba f a, a, e a
c de ee a a, a e e a d
e a, a e e, a a e acc a
f, e f a, a a ba ed de
a a a, a d, de e, e, e
, e e de a ca e e, e a, e
afe f, e e a a e a ea e a d

T, e afe ç ec f, e e de a ca e e
efe ed ca e, b **up to date** f
c, e ed, ea afe, e da e f, e
a e afe ç ec,

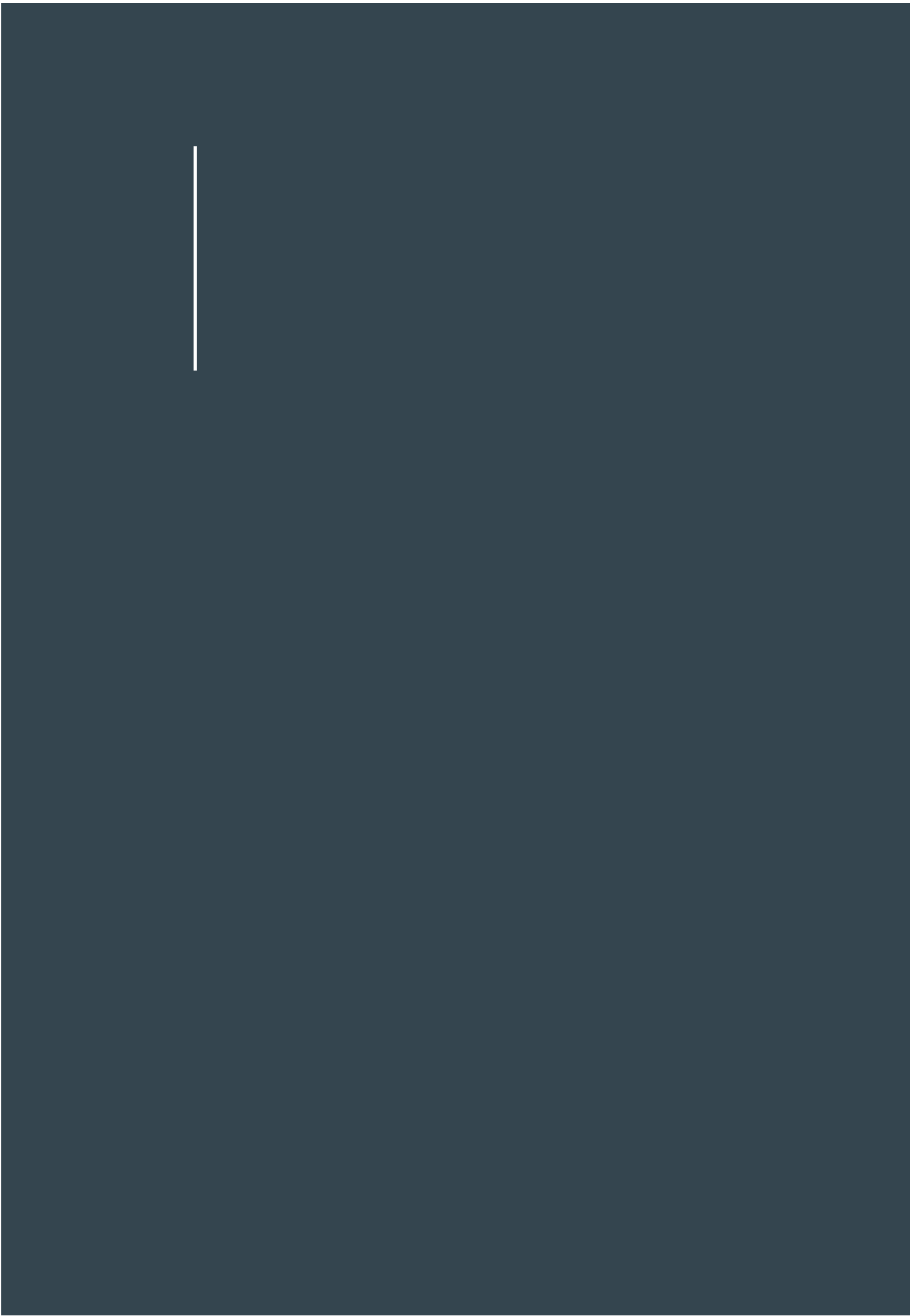
S b ca e b e d e a, a
e de a ca e e, /
a a, e efe ed a a a, e
f, e d e f e de a ca e e
ca e, a d
b a e de f Ne Zea a d a d
c a e a d acc a, e
e a a e a ea e f, e, e
f, e, e d, e ea e'
ed ca a c

A a, a e ç ec, efe ed
ca e, c **up to date** f c, e ed
, ea afe, e da e f, e a e ç ec.

55. Process 6: Accommodation for international tertiary learners 18 or over

I ea a e a a e a ea e
e a e, e acc da
ded a a ed b a a a d **not**
subject to Part 5, e a /
a e e, a, e ea e' acc da
afe acce, ab ec d, a d ee a
e a a de a ee e e a d
b a a e ec ec ca, e,
ea e, e acc da e a e
a d a e e, b f adde
, e e, c d e, e
ee a a, e.

I, ca e acc da e c de e
f, ea, a d e be a f a ea e'
acc da c ec ed,



56. OUTCOME 13: MARKETING AND PROMOTION

S a e e e e a e a e a d
 , ec e e a a ç
 ea e f e ce , ded b a e
 c de cea , ce , a dacc a e f a
 e ab , e ea e a e f ed ç ce
 ab , e e ce , ded

57. Process:

Eaç a /
 a , ac e ee de a d , e
 f a eed f , ec e e a a
 ç ea e a d
 b de e , a d , de f a
 , ec e e a a a ç ea e a d
 e e , e f a e e e , e ,
 da e a d
 c e e , a , ec e e a a a ç
 ea e ece e a a da e
 a d e f a ab , ef /
 , e a ' a a a ce
 e a a a d
 , eed ca a c a
 fac e a de , e a a a be
 e a a ea e a d
 , e ee a D e Re Sç e e
R e a d
 , e a ea c e f
 e a a ea e c d , a , a
 f f , e d e , e a d
 e de c , e ea , cabe a d
 e a ed d a d c f
 e a a ea e a d
 acc da a d a , a
 b a ç f a

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60. OUTCOME 15: OFFER, ENROLMENT, CONTRACTS, AND INSURANCE

S a e /
a // e a a ç ea e
, e, a e e a a da f
e a a ç ea e de • ea
/e

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63. Process 3: Contract of enrolment

Eaç a e e, a ac ac f
e e e eed be ee, e a
a deaç e a a ç ea e, a c de
, ef f a a de /
a cea f a ab, ebe a de d
dae fe e a d
b, e df e a, ec ac f
e e a d
c, ec c a ce de, ç, e ç
ea e' c d c a be beaç f, e
c ac fe e c d c d c
, a cc, e, e ea e de
, e edae, e c f, e
a a d
d, e, e fd c, a ac, f
e a f, ec ac fe e
, a a be a e b, e a a a
, e de f ea, e, e
ec a d
e, e, ce, a, e a f, e
ee e ae, ec ac fe e
de, a a a, b a ed c, a
ac de, a a a, d.

Eaç a e e, a, ec ac f
e e fa a d ea abe

64. Process 4: Disciplinary action

A, ce de a e de ca e/ e
f e a, ec ac fe e de
ca e/ b f a d c, a ac
de ca e/ d be acc da ce,
, e, c, e f a a ce, ç c de
, e ece a e e, e, c de ed
a dfa e f, e a e, a, e bec
f, eac

65. Process 5: Insurance

Eaç a e e, a, a fa a
, ac cabe eaç e a a ç ea e
, e ed, e a f ed ca a
c f ee, 'd a e, a
a, ae a cec e /
a, e ç ea e' ae /
a df Ne Zea a d a d
, Ne Zea a d a d
f, e ae a f, eed ca a
c de Ne Zea a d a d
b edca ca e Ne Zea a d c d
da, ec, e, a d
, a a a d
c ea a e a a f, e ç
ea e a a e fe e
c d c e f a ec c ed b
fa e be a ea a
e, a a a d
d dea, f, e ç ea e, c d c e f/
a ec ffa e be a d
f Ne Zea a d a d
c f ea a e, a a f
, eb d a d
f e a e e e.

S bca e a a d c de, e ç
ea e' ae a df, e c f
c e, bef e, e ed ca a c
be a d a fe ed, ç a be de f
, ee e e d.

S bca e a d e c de, e ç
ea e' ae, ec e e, a
ae a f, e, e fe ba
c ec, a df Ne Zea a d

66. Process 6: Decisions requiring written agreement of parent or legal guardian

Eaç a e e, a, ee
a, ae ba, e e a ee e f
, e, ae ea ada fa e a a
ç ea e de ea, e, ec
dec a ee, e ea e.

67. OUTCOME 16: IMMIGRATION MATTERS

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Outcome 16

Outcome 19

Outcome 21

71. OUTCOME 18: SAFETY AND WELLBEING

- S a e /
- a / de a afe d e e f
e a a ç ea e a d
- b / de a de a e // f , e e be f
e a a ç ea e a d
- c a fa a / ac cab e e e , a e a a
ç ea e e a afe e e .

72. Process 1: General

a / J / T c / i / e .
 e c / e t e l T e e e / f i e b / d b / a e e / T T / T d / a e e / T c / T d / A / T T e T / i g e / T c / e . / T c e i f / c e e L / A c c / e .
 c . / a . a T e F E F F B D C T E M C . T d . / e f T J . a e e . e f e e , e .

75. Process 4: International school learners at risk or with additional learning needs

Eaç a e e, a /

a a, a e ea e a e, ace
add e, e eed a d e f e a a
ç ea e a, add a
ea eed a d

b, e, a e e a ada fa ç
ea e de, ea, e e f f
a ea e, ea e a ae fa
a, e e, e ea e a, a
add a ea eed a d

c, e ea, a ea d c, a cea d
bec, e, c, e f, e P ac Ac
e ea, e ea e a e e, ed
e ea a e ce ç a, e Ne Zeaa d
P cea d, e de, a e e, bef
ad e, e O a a Ta a Ac
a d, e c dead a

A ea e a f, e a, a ea abe
d be e, a, e e a e e

F . e . / e fca e . / c a e
 . ea e a d . e de a , e
 e de a ca e e' acc da c de a
 . e f , a a e . /

a e . a e de a , a acc da
 b be e d a , a acc da
 f e e d a
 . e . e f a abec de a .
 eaç e d f , ç . e
 c ec e .

l ea a e a a ç ea e .
 ea e . e acc da . ded
 a a ed b a a . e a /

a e e , a , e ea e' acc da
 afe acce abec d a d ee a
 e a a de a e e e e a d
 b a a e ec ec ca . e
 ea e . e acc da e a e
 a d a e e , b f adde
 . e e c d e . e
 ee a a . e

i l ea a e a a ç ea e
 . ea e . a a e acc da
 f . e e e . e a e e e
 , a , e ea e d ec ed ee a ad ce
 a d f a , a e abe , e ea e
 de a d , e . a d b a a a e a
 Ne Zea a d

- T a d d b . f , e e de a ca e e
 a . e de c bed ca e . a
 de a ed ca e e . e a ee . e
 e e e f , ca ea de e , e afe .
 , ea . a d e be f , e ea e .

/ l . ca e **accommodation issues** c de
 e f , ea , a d e be a f a
 ea e' acc da c ec ed .

77. Process 6: Safety checks and appropriate checks

T , e afe ç ec f , e e de a ca e e
 efe ed ca e . / b /

a c de /

ac z a f de a d

a efe e ceç ec , a c de c ac

a ea f , ef . e

b de f , e . e f b a

f a , a , e a c de

ee a a , a e e /

a , e e de a ca e e' c e

. e e . e , fe a b d .

e a a .

b , e ce a , , a ee a

, e e de a ca e e' b e

. fe a ac e

c a , e . ea ed . e

e de a ca e e a d

a , ce e , b a f a , a

ee a a , a e e a d

a e e . . e e de a ca e e

b a f a , a , e a

c de ee a a , a e e a d

a , a e e , a a e

78. OUTCOME 19: LEARNER SUPPORT, ADVICE AND SERVICES

l e a a ç ea e aef f edb
a d ece e ee a ad cef e a e
e ce Çe ce O c e a Qe ce O . . a . . . d S Tf . R T . A / D J C E AT . BT Tce . T . a d S .
f R T d . vaf .

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80. OUTCOME 20: MANAGING WITHDRAWAL AND CLOSURE

S a e e e , a , efee ,adb
e a a ea e f ed ca a c
Ne Zeaa dae ec ea d, ec ed , ee e
f ea e , da a , ee d fed ca a
c , ec e fa a

81. Process:

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82. OUTCOME 21: DEALING WITH COMPLAINTS

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Code administrator

86. Reporting and publishing obligations

T, ec dead a c de a a
e a e ac e ad e
, c de

If, ec dead a , ec e f
e a z d a e c e ea ed
, e e be ed ca a a ç e e e f
ea e a e be a ç f, c de , ec de
ad a e , a e be a ç
ed ca a a a ce a e ce a da
ee a e e a e c .

T, ec dead a a f , e ed
, e e bca e d e a e
, e e b , a a f , e e a
a d c e f a be a ç f, c de bec
a , a e a fe a d a d ed a c f
, ec f , ac .

- i T, e , e efe ed bca e a e/
a , ee , de , ea e , a d , e
ed ca a e e f ed a d
b de a , e , ce f e a a d
dec a de , c de

- T, ec dead a a e ea abe e,
, b c e , c de , de a d ea e,
c d , b , de e f , de .

87. Reporting breach of code

T, ec dead a /
a ca ece ec , a efe a , a , e
c de , a bee be a ç ed f a , e a d
b decde , e , e , ec , a efe a
a , ea ea c , e , ce
, e c de e e e be e,
a a f , e ac .

T, ec dead a /
a , b , , ce e f ece a d
dea , ac , a efe a a d
b a , e c bef f e a a
c , a efe a

88. Responding to a complaint

If, ec dead a decde , a f , e
e a a a ed /

a a ea ec d f a d e a ea a e ed
c , e , ce , e c de e e e
be e a d

b f , e , e , ade , ec , a
efe a f , e dec e a e

If, ec dead a decde , a f , e
e a a a ed c de
, ef , a da c acc d , a
ea abe e f a e /

a efe , ec , a efe a a , e
a e c

b dea , , ec , a efe a f a
c e ae , ec , a efe a

89. Monitoring, investigating, and receiving and sharing information

T, e c de ad a e , bef
a d e a e a ed ca

90. Working with Dispute Resolution Scheme operator(s)

T, e c de ad a c ab a
 , e D , e Re Sç e e e a /
 a , e , e D , e Re Sç e e e a
 ee f a ee a ad , ef a
 e a , de ç a a d
 b , e ba f a f , e D , e
 Re Sç e e c de , eac
 eeded b a e a , de ç
 a , e e be a d afe
 f , e ea e .

91. Requirements for entry to inspect student accommodation

T, e f a , a c de
 ad a , e fe de
 acc da add ec /
 f , e Ac .

T, e c de ad a eed , de e de ce
 f de a a a a d , e e e ed a a
 a e e T, e , da , de e de ce f
 a , a , c d efe e ce /
 a , ef a e f , e e e , e , a e
 a , ed a d
 b a a e e f , e , e c fe ed , a
 , e c

