

Code of Practice Administration Transfer Update for ISANA NZ

Current setting and proposed changes

On 1 August 2013, the administration of the Code of Practice for the Pastoral Care of International Students (the Code of Practice) was transferred to NZQA from the Ministry of Education. As a result the Code Office at the Ministry was disestablished and its functions were transferred to NZQA.

The reason for the transfer was to gain efficiencies in the administration and monitoring of the Code of Practice by aligning it to existing NZQA processes. As a result of that, the functions previously carried out by the Ministry's Code Office have been incorporated into different divisions of NZQA.

By aligning the Code of Practice with its current quality assurance activities, NZQA is in a better position to monitor and deal appropriately with emerging issues. With specific reference to the school sector, NZQA will continue to work closely with the Education Review Office in identifying and mitigating issues.

Please note that although NZQA is now the Code Administrator, the Ministry of Education remains the agency responsible for policy setting in relation to the Code of Practice, while the IEAA is the judicial body tasked with investigating complaints and breaches of the Code.

In order to gain further efficiencies, changes to the Code of Practice framework have been included in the Education Amendment Bill 2014. The proposal includes the dissolution of the IEAA and the Review Panel and empowering the Code Administrator to impose regulatory sanctions. This will be in line with NZQA's existing quality assurance and monitoring role and existing compliance processes. The intention is to establish an International Students Contract Disputes Resolution Scheme that will deal solely with contractual disputes between students and providers:

<http://www.minedu.govt.nz/theMinistry/EducationInNewZealand/EducationLegislation/EducationAmendmentBills/EdAmendmentBillNo2/InternationalStudentsFactSheet.aspx>

Advice and support

To make it easy for signatories to receive support and advice from NZQA an email address has been created for all enquiries about the Code of Practice -

code.enquiries@nzqa.govt.nz.

Alternatively, signatories may contact NZQA by phone on 0800 697 296.

In addition to this, all signatories, both at school and tertiary level, are encouraged to contact their NZQA Sector Relationship Managers if they have any questions about daily operational matters or more general enquires regarding the Code of Practice. These are highly trained professionals who are able to provide holistic support to the sector including Code of Practice support and advice.

The NZQA website is also a good source of information and support documentation for signatories, agents and prospective parents and students.

NZQA would like to thank all signatories for commitment to providing care and support to our international students.