



# EDUCATION

(PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS)

## CODE OF PRACTICE 2021

Under the Education and Training Act 2020, the Ministry of Education has released the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The new Code, in place from 1 January 2022, combines the existing 2020 Interim Domestic Code and 2019 International Code. The new Code sets clear expectations for learner safety and wellbeing in tertiary education and has 24 outcomes. Twelve of those outcomes are relevant to universities. Outcomes 1-7 apply to all tertiary learners (students) and Outcomes 8-12 apply to international learners (students).

Outcomes 1-7 relate to domestic and international tertiary learners		Code description
<b>Outcome 1</b>	A learner wellbeing and safety system	Maintain a whole-of-provider strategic approach and transparent learner wellbeing and safety system that responds to the diverse needs of all learners
<b>Outcome 2</b>	Learner voice	Understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy
<b>Outcome 3</b>	Safe, inclusive, supportive and accessible physical and digital learning environments	Foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups
<b>Outcome 4</b>	Learners are safe and well	Support learners to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support
<b>Outcome 5</b>	A positive, supportive and inclusive environment in student accommodation	Ensure that student accommodation promotes and fosters a supportive and inclusive community which support the wellbeing and safety of residents
<b>Outcome 6</b>	Accommodation, administrative practices and contracts	Ensure that student accommodation contracts and practices are transparent, reasonable and responsive to the wellbeing and safety needs of residents
<b>Outcome 7</b>	Student accommodation facilities and services	Ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success
Outcomes 8-12 that relate to international tertiary learners		Code description
<b>Outcome 8</b>	Responding to the distinct wellbeing and safety needs of international tertiary learners	Ensure that practices under this Code respond effectively to the distinct wellbeing and safety needs of the diverse international tertiary learners
<b>Outcome 9</b>	Prospective international tertiary learners are well informed	Ensure that prospective international learners receive clear, accessible, accurate and sufficient information including the provision of support services to make informed choices before they begin their study
<b>Outcome 10</b>	Offer, enrolment, contracts, insurance and visa	Ensure that practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract
<b>Outcome 11</b>	International learners receive appropriate orientations, information and advice	Ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety
<b>Outcome 12</b>	Safety and appropriate supervision of international tertiary learners.	Ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with their parents or legal guardian of learners under 18 years

The Code of Practice 2021 lists outcomes and processes that the University must have in place to fulfil the requirements of the Code. Every year, a review of the Code is coordinated by the Assurance Manager of Code for Pastoral Care that asks staff representatives from across the University for evidence that these processes are in place.

### Where can I learn more?

> [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)