



30 March 2020

Elliott Harris

By email: fyi-request-12367-0c68d492@requests.fyi.org.nz

Dear Elliott

Official information request

I refer to your requests for information under the Official Information Act 1982 (the Act) dated 3 March 2020.

Each of your requests, and the University's response, is set out below. Please note, the information provided reflects the University's situation prior to the recent COVID-19 nationwide lockdown.

“Please provide a summary of how the University's pastoral care practices and processes have been altered or changed in order to ensure its compliance with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019.”

The University has not made any changes to pastoral care practices and processes as the Interim Code of Practice has only been in effect since 1 January 2020. Practices and processes are continually assessed and reviewed throughout the year and any changes to align with the interim code will be made when the relevant practices and processes are assessed and reviewed. As this is an interim code, changes made by the University are likely to be minor adjustments until the enduring code is in place.

“If the University considered that it was already compliant with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019, what practices, processes and or services does the University provide that enable it to believe so?”

The University provides a significant number of pastoral care services to students. Information related to these services is available on the University's website at the following links:

- <https://www.wgtn.ac.nz/students/support>;
- <https://www.wgtn.ac.nz/accommodation/supporting-residents>;
- <https://www.wgtn.ac.nz/accommodation/halls/profiles> (see each Halls Student Handbook);
- <https://www.wgtn.ac.nz/students/support/international>.

The University is in the process of conducting a high-level gap analysis to assess compliance with the Interim Code of Practice. Work on this analysis has been paused given the current Level 4 pandemic status related to COVID-19. A self-review report will also be completed and provided to the code administrator towards the end of the year. These processes, which will include a strong student voice, will enable the University to identify areas for change and/or improvement.

“How have individual contracts with students, within an accommodation context or otherwise been changed to as to recognise the University’s obligations under the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019?”

Student accommodation contracts for 2020 had been finalised and signed prior to the implementation of the Interim Code of Practice. These contracts will be reviewed for use in 2021.

“What additional pastoral care systems (if any) have been put in place for 2020 in the accommodation context?”

The University’s Student and Campus Living team, responsible for student accommodation, have improved record keeping practices to ensure important information is available to relevant parties.

“How many complaints are made on average per year against the University under the Education (Pastoral Care of International Students) Code of Practice 2016? (The details of the specific complaints need not be outlined)”

The University has not received any complaints under the Education (Pastoral Care of International Students) Code of Practice 2016.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Yours sincerely



Georgia Tawharu

Adviser, Information Access and Copyright