



## January 2023

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## Message from the Chair

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Welcome to the January 2023 Newsletter!

Welcome back to 2023 where the year has started with Jacinda Ardern's announcement that she is stepping down as Prime Minister and the election of Chris Hipkins to the position. We obviously know Chris Hipkins well from our regular meetings we have had with him and his attendance at our conference. We hope that he will continue with the Tertiary Education portfolio as we have built a good relationship with him to date.

As we reflect back on a number of changes during 2022 we hope that we may see a period of stability for 2023; however, most of us know in this industry, that change is a given! We will have more to consult on in 2023 and we also plan to engage with all political parties this year as the election looms and we review their policies on tertiary education. We hope to have a political panel mid year, to hear from each party as we did prior to Covid.

The board will continue in 2023 with its first meeting on the 9<sup>th</sup> of February and the first round of Peak Bodies meetings starting on 15th March. Let us know of any issues you want covered.

We know that the UFS has thrown up many challenges for many of you and we hope that you are able to adapt and survive in the new funding environment. We will

continue to lobby for improvements to the funding methodology on your behalf.

Best of luck for 2023

Craig Musson

Chair

## **Auckland flooding emergency**

Our thoughts are with all Auckland members, their staff and students, who may have been affected by the ongoing heavy rainfall in Auckland.

Auckland providers should have received [an email from MoE](#) advising that all providers, including TEOs, must remain closed until 7th February.

It is not immediately clear what the status of this directive is but the email references the State of Emergency in Auckland and is in response to the request from Emergency Services to reduce traffic. Auckland council website "urges people to take these warnings seriously, and reconsider the need to travel in the time the warnings are in place."

The Education Secretary, Iona Holstead, has said on RNZ that the directive will be reviewed on a daily basis. It may be lifted before the 7th.

If you have any questions, contact [COVID19.TertiaryandInternational@education.govt.nz](mailto:COVID19.TertiaryandInternational@education.govt.nz)

## **New prime Minister and cabinet**

As you will all know, Chris Hipkins is our new Prime Minister.

Chris Hipkins has a good understanding of the PTE sector and an awareness of the challenges the international education sector faces, particularly with some of the misalignment between Immigration and Education regulatory settings. We hope his ascension to PM translates into more support for PTEs.

We are expecting an announcement on the new cabinet today. Jan Tenitti is the Acting Minister of Education and is most likely to be the new Minister. Her background is in schools and it remains to be seen whether the Prime Minister will retain some involvement in tertiary education, particularly with RoVE still underway.

ITENZ has had good engagement with the Chris Hipkins in his role as Minister and will work to develop the same relationship with the new Minister.

## Save the dates

March 3rd.

**Ako Aotearoa Northern Regional Forum, in collaboration with ITENZ and Hanga-Aro-Rau**

- *Reconnecting and collaborating: Addressing current sector challenges and supporting strategies for the future*

The purpose of the Northern Regional Forum is to reconnect with you after three challenging years. We want to bring the tertiary community together from across the sector to unpack the challenges we have all been facing (including the Reform of Vocational Education (ROVE) and the long-term impact of COVID-19) and explore successful strategies to overcome such challenges.

Four key themes will guide the discussions:

1. **Online technology & learning:** Covid-19 forced educational organisations to shift entire curriculums online, but lockdown learning was far from an enjoyable experience.

2. **Re-engaging learners/ākonga:** Perhaps the most challenging, re-engaging learners following a difficult three years.
3. **Diversity:** The Tertiary Education Strategy requires organisations to reduce barriers to success and strengthen the quality of teaching to give our diverse groups of learners the skills they need to succeed in education, work and life.
4. **Wellbeing:** All tertiary education providers are expected to comply with the new Pastoral Care Code to create an environment that supports learning and wellbeing.

Date: 3 March 2023

Time: 8.45 for coffee, start 9.15 am, finish 4.00 pm

Venue: Kiwi Ballroom

JetPark Airport Hotel

63 Westney Road

Mangere, Auckland

Invitations will be sent shortly

### **September 12th and 13th**

#### **ITENZ Conference 2023**

The annual ITENZ Conference will be held in **Christchurch** this year. More details will come out over the coming weeks.

## **International education**

The [PIE magazine](#) included an article on the new Prime Minister's view of international education

## Webinars and events

### February 15th

#### **ITENZ Webinar: Digital adopting and adapting for competitive advantage.**

Presenter: Dave Moskovitz, EdTech Council, Christchurch Call Advisory Network, This is the first in a series of EdTech-focused webinars and will set the scene through a discussion of advances in educational technology and how providers are adopting and adapting.

Invitations will be sent to the key contact in your organisation.

***Is there something you would like a webinar on? Let us know.***

## ITENZ Communities of Practice

If you would like to join any of these groups, please contact [admin@itenz.co.nz](mailto:admin@itenz.co.nz).

### Foundation and YG

The next meeting is scheduled for **22nd February, 12.00-1.00pm**

### SDR Users

The SDR Users Community of Practice has informal monthly meetings for administrators working with PTE compliance and reporting, and is a small group so far. Our next meeting is from **3 – 4 pm on 21st February 2023**. Please email [jill.tuwhare@spcnm.ac.nz](mailto:jill.tuwhare@spcnm.ac.nz) if you'd like to be added to the mailing list.

### Academic Managers

The Academic Managers CoP recently ran a survey among members to identify the main areas of interest for 2023. Results will be discussed in the next meeting, which is tentatively scheduled for **22nd February, 2.30-4.00**

### Māori Engagement Rōpū

The next meeting will be **14th February 2pm**

### **International Education Forum**

The next meeting will be on **1st March, 2023**

## **In the news**

***Have you had a story in the media? Let us know.***

## **Code of Practice - internal complaints processes.**

Have you got a well-documented complaints process?

The Code of Practice requires providers to have a

*"complaints process [that] is easily accessible to learners (and those supporting them), including having practices for ...providing learners with clear information on how to use the internal complaints processes (including the relevant people to contact), and the scope and possible outcomes of the processes.*

Some suggestions:

### **For staff**

- Document each step of the process including which staff are responsible at each stage and the degree of record keeping required. Make sure staff are familiar with the process.
- Have a record-keeping process that includes steps taken for each complaint and whether or not the complaint was resolved (and, if so, how).
- Include a process for getting feedback from a complainant on the process they went through

- Record any ways in which a complaint may have led to an improved process

### **For learners**

- Show each stage of the process clearly (e.g in a flow chart) including who they should talk to and how they can contact that person. Include information on how learners can contact NZQA or TEDR if the complaint is not resolved internally.
- Include this same information in handbooks
- Have copies of the process displayed prominently; for example on classroom/student room walls.

### **Reminders**

A reminder that membership fees for 2023 are now due

**Ngā mihi nui**

**Wayne**

