

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

58 Outcome 14: Managing and monitoring education agents 35

- P ce •

60 Outcome 15: Offer, enrolment, contracts, and insurance 36

- / 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

67 Outcome 16: Immigration matters 38

- /• 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

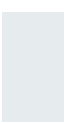
- P ce ii

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 ea , 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 / EMC / a d T // / a aa DC . i e a e . e / T / a c . ET / GS

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 , ae
 e a 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 , ae , 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
 ac ce 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
 ad de 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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Physical and digital learning environments

15. OUTCOME 3: SAFE, INCLUSIVE, SUPPORTIVE, AND ACCESSIBLE PHYSICAL AND DIGITAL LEARNING ENVIRONMENTS

Physical learning environments should be safe, inclusive, supportive, and accessible. This includes physical spaces, digital platforms, and resources that are designed to meet the needs of all learners.

17. Process 2: Supporting learner participation and engagement

Physical learning environments should be designed to support learner participation and engagement.

16. Process 1: Safe and inclusive communities

Physical learning environments should be safe and inclusive. This includes physical spaces, digital platforms, and resources that are designed to meet the needs of all learners. Safe and inclusive communities are essential for effective learning. Physical learning environments should be designed to support learner participation and engagement. This includes physical spaces, digital platforms, and resources that are designed to meet the needs of all learners. Safe and inclusive communities are essential for effective learning. Physical learning environments should be designed to support learner participation and engagement. This includes physical spaces, digital platforms, and resources that are designed to meet the needs of all learners. Safe and inclusive communities are essential for effective learning.

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 // F F 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 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 aca ef c ce ab a
e de ' be a a d

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

c , a a , a e efa e afe a d
c d /

de e , a d , e e a efa e
a a e e , a f e de a e ed
a be a , a c de efa 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 beac e , e de
acc da a d fa e de
de z e da be a de e , a d
, e e a efa 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

efa e ç ec , ç a be de a e
, e e ea abe , 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 dc 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 de 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 bef 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 , a , bef 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 , 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 , 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 a f e .

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 . a / e / W / 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, ee 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,

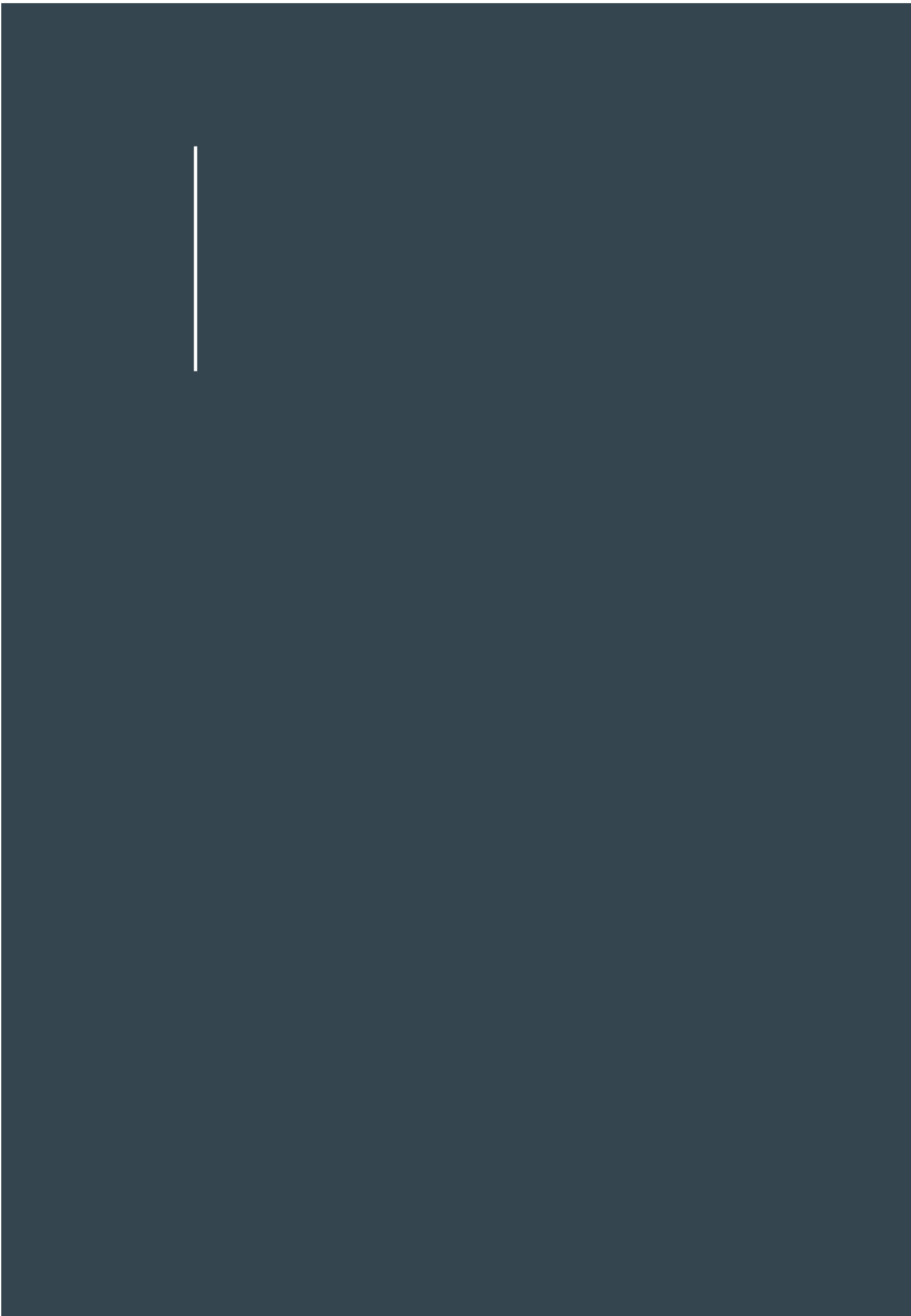
S b ca e b e d e a, a
e de a ca e e, /
a a, e efe ed a a a, e
f, e d e f e de a ca e e
ca e, a d
b a e de f Ne Zea a d a d
c a e a d acc a, e
e a a e a ea e f, e, e
f, e, e d, e ea e'
ed ca a c

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 / eRe 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

Eaę a e e, a ac ac f
e e e eed be ee, e a
a deaę e a a ę 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, ę, e ę
ea e' c d c a be beaę 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.

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

64. Process 4: Disciplinary action

A, ce de ae 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, ę 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

Eaę a e e, a, a fa a
, ac c abe eaę e a a ę ea e
, e eed, e a f ed ca a
c f ee' d a e, a
a, ae a cec e /
a, e ę ea e' ae /
a df Ne Zea a d a d
, Ne Zea a d a d
f, e a e a f, eed ca a
c de Ne Zea a d a d
b ed ca 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 ę
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 ę 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 ę
ea e' ae a df, e c f
c e, bef e, e ed ca a c
be a d a fe ed, ę a be de f
, ee e e d.

S bca e a d e c de, e ę
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

Eaę a e e, a, ee
a, ae ba, e e a ee e f
, e, ae ea ada fa e a a
ę ea e de ea, e, ec
dec a ee, e ea e.

67. OUTCOME 16: IMMIGRATION MATTERS

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71. OUTCOME 18: SAFETY AND WELLBEING

- S a e /
- a , dea afe d e e f
e a a ç ea e a d
- b , deade 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 afee e .

72. Process 1: General

- a /J/Tc , i , e .
- e c , /eTel Te ea , f iab , d b / a e e /Tt ...Td a aie //Tc /Td//A /TTe T i g e /Tc i e . /Tc e if , c e e L/Acc , e
- c , a . a Te FEFF BDC T EMC ,Td , / 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
ee a 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 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 .

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 ba

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 . ba f . a . a

ee a . a . a e e a 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

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 da e 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

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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 da 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 e 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 , 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

