

To	Academic Board	From	Annette Pitovao, Director Student Success
Title	Student Complaints Resolution Policy and Student Complaints Resolution Procedures	Date	16/10/2019

Recommendation/s

This memo recommends that the Academic Board approves the amendments to the Student Complaints Resolution Policy and Student Complaints Resolution Procedures as indicated in Appendix A & B for changes for the reasons given below.

Purpose

Changes recommended and reasons for the changes as below.

Student Complaints Resolution Policy – Sections 2(c), 5, 7 and summarizing these to section 9(new numbering) amendment history table

Section of Procedures	Current provision wording	New wording	Reason for change
2 (c) Scope	<p>a) This Policy covers any complaint made by any Unitec student about any area of concern within their Unitec experience. Some areas of concerns are also specifically covered by other policies (see section 7 of this document).</p> <p>b) Complaints must be based on evidence that the student making the complaint has witnessed, not on hearsay.</p> <p>c) Complaints must be made within a reasonable time after the alleged incident.</p>	<p>a) This Policy covers any complaint made by any Unitec student about any area of concern within their Unitec experience. Some areas of concerns are also specifically covered by other policies (see section 7 of this document).</p> <p>b) Complaints must be based on evidence that the student making the complaint has witnessed, not on hearsay</p> <p>c) Unitec reserves the right not to proceed with a complaint which is made more than 90 days after the alleged incident.</p>	Hard to assess what a 'Reasonable' time period is
5 Policy Reporting	The Policy Owner or Sponsor will report each month to the Unitec Council , Chief Executive and Executive Leadership Team on the number and nature of all formal complaints raised under this Policy and their outcomes identifying themes and areas of concern. The report will not contain reference to named persons or any detailed information about the complaints.	The Policy Owner or Sponsor will report annually or more frequently as agreed to the Chief Executive and Executive Leadership Team on the number and nature of all formal complaints raised under this Policy and their outcomes identifying themes and areas of concern. The report will not contain reference to named persons or any detailed information about the complaints.	<p>Reason being the internal Student Success monthly report now contains the complaints section.</p> <p>Deletion of words Unitec Council as the Council was dissolved in 2018.</p>

7 Reference Documents	Bullying and Harassment Inclusive Excellence Policy Countering Harassment and Bullying Procedure Counter Harassment and Bullying Process Map - Staff Member Counter Harassment and Bullying Process Map - Student See also Unitec website	Bullying and Harassment Inclusive Excellence Policy Countering Harassment and Bullying Procedure Counter Harassment and Bullying Process Map - Student See also Unitec website	Keep relevant document links only
7 Reference Documents	Grades Appeals Student Appeals Procedure Notice of Appeal form Procedure for the Conduct of Appeals Request for Recount Form and Request for Exam Script form See also Unitec website	Grades Appeals Student Appeals Procedure See also Unitec website	Keep relevant document links only
7 Reference Documents	Student misconduct Student Disciplinary Statute Student Disciplinary Investigation Record (Staff - see the forms page on the staff intranet)	Student misconduct Student Disciplinary Statute	Keep relevant document links only

Student Complaints Resolution Procedures – sections 5, 6(b), 7(f), 8(b), 9(b), 9 (d) and summarizing these to section 14 amendment history.

Section of Procedures	Current provision wording	New wording	Reason for change
Section 5	New addition	To formally appeal student misconduct decision refer to the Student Disciplinary Statute , and complete the Notice of Appeal form and email it to resolutions@unitec.ac.nz	Recent formal complaint received from a student interlinks with decisions made under SDS. This will help clarify the correct form to be used.
Section 6(b)	Upon receipt the Notice of Complaint will be registered on the central Student Complaints Register and forwarded to the relevant Executive member or manager.	<i>Add to the current wordings</i> Upon receipt the Notice of Complaint will be registered on the central Student Complaints Register and forwarded to the relevant Executive member or manager. For international students making a formal complaint, their Notice of Complaint may be sent to the Director International Success for further review before registering in the formal Complaints Register.	Action due to code of practice self review

Section 7(f)	Unitec will endeavor to resolve complaints within 25 working days of the Notice of Complaint being sent by studentcomplaint@unitec.ac.nz to the Executive or relevant manager, and the Investigator will notify All Parties if a longer timeframe is required.	<p><i>Add to the current wordings</i></p> <p>Unitec will endeavor to resolve complaints within 25 working days of the Notice of Complaint being sent by studentcomplaint@unitec.ac.nz to the Executive or relevant manager, and the Investigator will notify All Parties if a longer timeframe is required with reasons before the complaint due date.</p>	A few formal complaints revised due dates were not advised.
Section 8(b)	The Executive or relevant manager must make a decision in relation to the complaint and notify that decision to all the parties, in writing (via email or letter), within the time period specified in 7(f) above. If there is a likelihood of bias the decision maker should seek advice from another member of the Executive or another manager to ensure their decision is bias free.	<p><i>Add to the current wordings</i></p> <p>The Executive or relevant manager must make a decision in relation to the complaint and notify that decision to all the parties, in writing (via email or letter), within the time period specified in 7(f) above. This includes notification about any appeal or other rights. If there is a likelihood of bias the decision maker should seek advice from another member of the Executive or another manager to ensure their decision is bias free.</p>	To ensure student is advised of right to appeal.
Section 9(b)	If Complainants wish to appeal a decision they must submit an application to appeal within 15 working days of receiving notification about the decision. Complainants may use the Notice of Appeal form to submit an application to appeal. Applications to appeal must be emailed to studentcomplaint@unitec.ac.nz who will forward the application to the relevant executive or manager.	<p><i>Add timeline</i></p> <p>If Complainants wish to appeal a decision they must submit an application to appeal within 15 working days of receiving notification about the decision. Complainants may use the Notice of Appeal form to submit an application to appeal. Applications to appeal must be emailed to studentcomplaint@unitec.ac.nz who will forward the application to the relevant executive or manager within 3 working days.</p>	Added timeline of 3 working days.
Section 9(d)	The Reviewing Executive will decide on the outcome of the appeal and communicate the outcome to the Complainant and All Parties (including studentcomplaint@unitec.ac.nz) within 20 working days of receiving the application to appeal.	<p><i>Change the timeline and add to the current wordings</i></p> <p>The Reviewing Executive will decide on the outcome of the appeal and communicate the outcome to the Complainant and All Parties (including studentcomplaint@unitec.ac.nz) within 15 working days of receiving the application to appeal.</p>	To ensure student receive the outcome in a timely manner. Reduce the timeline from 20 to 15 working days as the relevant executive has been given 5 working days to refer the appeal application with all investigation materials to a member of the ELT – refer section 9(c).

Background

The Policy was reviewed in June 2018. Since then a few minor changes were done to reflect changes in the organization, to ensure complaints are processed in a timely manner, updated the current policy/procedure owner and sponsor role title and Code of Practice link correction to the current reprint.

Next Steps

Updating the Unitec policies page on the Unitec website and NEST with the amended Student Complaints Resolution Policy and Student Complaints Resolution Procedures.

Attachments

Student Complaints Resolution Policy with additions highlighted and existing changes with track changes.

Student Complaints Resolution Procedures with additions highlighted and existing changes with track changes.

People Consulted

Tracy Chapman, Director International Success for section 6(b) of the Student Complaints Resolution Procedures regarding international complaints review before processing to the relevant executive or manager.

Annette Pitovao, Director Student Success

Appendix A – Student Complaints Resolution Policy



Student Complaints Resolution Policy

1) Purpose

The purpose of this policy is to ensure all complaints by Unitec students are handled in a timely, fair and equitable manner.

2) Scope

- a) This Policy covers any complaint made by any Unitec student about any area of concern within their Unitec experience. Some areas of concerns are also specifically covered by other policies (see section 7 of this document).
 - b) Complaints must be based on evidence that the student making the complaint has witnessed, not on hearsay.
 - c) ~~Complaints must be made within a reasonable time after the alleged incident.~~
Unitec reserves the right not to proceed with a complaint which is made more than 90 days after the alleged incident.
-

3) Policy Statements

- a) Unitec will ensure:
 - i) Advocacy and support is available for students throughout the process.
 - ii) There are clear pathways for students to raise complaints and have their complaints resolved.
 - iii) Students raising complaints and other related parties are kept informed.
 - iv) Complaints are promptly and properly investigated, and evidence based decisions made to resolve them which consider all the information available.
- b) Students are encouraged to use internal Unitec support and advocacy mechanisms such as the [Student Support Advisors](#) to assist them with resolving their complaint informally where possible. In many circumstances using informal channels may lead to a satisfactory outcome sooner.
- c) Where informal resolution is not possible Unitec encourages any Student with a complaint to raise a formal complaint as outlined in the [Student Complaints Resolution Procedures](#).

- d) The course of [natural justice](#) and procedural fairness will be followed and the principles of Te Noho Kotahitanga will be upheld.
- e) All Respondents must be informed of any formal complaint made against them, and should be given an opportunity to respond to such complaints before any decision that affects them is made.
- f) Every outcome/decision taken regarding a formal complaint will be notified in writing to the person/s concerned. This includes notification about any appeal or other rights.

4) Policy Implementation

- a) All complaints must be managed in accordance with the process outlined in the [Student Complaints Resolution Procedures](#).
- b) Unitec will inform international students of the complaints process and support them to ensure they understand how complaints are handled and to dispel concerns they may have related to process in the NZ environment.
- c) Staff members will be supported to implement this policy and associated procedures by the provision of supporting resources and training.

5) Policy Reporting

The Policy Owner or Sponsor will report **annually or more frequently as agreed** ~~each month~~ to the ~~Unitec Council~~, Chief Executive and Executive Leadership Team on the number and nature of all formal complaints raised under this Policy and their outcomes identifying themes and areas of concern. The report will not contain reference to named persons or any detailed information about the complaints.

6) Associated Procedures and Forms

- a) Procedures: [Student Complaints Resolution Procedures](#)
- b) Form: [Notice of Complaint](#)
- c) Form: Student Complaint Decision Report ([Staff-see the forms page on the staff intranet](#))

See also related policies and procedures listed in section 7 below

7) Reference Documents

Area of concern	Policy, procedures and forms
Bullying and Harassment	Inclusive Excellence Policy Countering Harassment and Bullying Procedure Counter Harassment and Bullying Process Map – Staff Member Counter Harassment and Bullying Process Map - Student See also Unitec website
Grades Appeals	Student Appeals Procedure Notice of Appeal form Procedure for the Conduct of Appeals Request for Recount Form and Request for Exam Script form See also Unitec website
Staff misconduct	Disciplinary and Performance Management Policy Disciplinary and Performance Management Procedures Code of Conduct
Student misconduct	Student Disciplinary Statute Student Disciplinary Investigation Record (Staff – see the forms page on the staff intranet)
Privacy	Privacy Policy and Privacy Procedures
International students concerns	Education (Pastoral Care of International Students) Code of Practice 2016 see also http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/

8) Approval Details

Version number (this version)	5	Issue Date (this version)	June 2018
Version History (Amendments made to this version)	Date of amendment/s: July 2004 - May 2018	Description of amendment: See Amendment History below	
Consultation Scope (if appropriate)	The review took place over 2 months. A small working group drafted the initial documents. Feedback from key stakeholders and staff was invited over a 2 week period, after which the final drafts were submitted to Academic Board in June 2018		
Approval authority	Academic Board	Date of Approval	5 June 2018
Policy Sponsor	Te Tumu/Executive Director, Student Success	Policy Owner	Director Student Success

(Has authority to approve minor amendments)			
Contact Person	Director Student Success	Date of Next Review	June 2021

9) Amendment History

Version	Issue Date	Reason for Revision	Approved by
1	09/07/2004	Brand new document – first edition.	Senior Executive
1.1	07/2007	USU Advocate details updated (Schedule B)	Director, Student Affairs
1.2	15/07/2008	USU Advocate details updated and details of USU Education Coordinator added (Schedule B) and Hyperlink to General Disciplinary Statute created	Director, Student Affairs
1.3	01/02/2009	Position title changes made to reflect new organisational structure	Leadership Team
2	27/07/2009	Formal periodic review. Revised and updated, renamed Student Grievance Policy (formally Student Complaints Policy)	Leadership Team
2.1	10/03/2011	Policy Owner (Responsible Manager) changed to Director, Student Wellbeing, not Director Student Services	Director, Student Wellbeing (Policy Owner)
3	09/07/2012	Formal periodic review. Revised and updated to make process clearer for students and staff; highlight informal resolution as a possible option and more clearly identify links with Countering Harassment Policy and Student and Staff Disciplinary Statutes. Renamed Student Complaints Resolution Policy (formally Student Grievance Policy).	Executive Director, Student & Community Engagement (Policy Sponsor)
4	May 2016	To reflect changes in organisational structure	Chief Operating Officer

5	June 2018	The reason for this version was to separate the policy from the procedures, simplify and streamline the process for students and staff, ensure that all complaints are handled and resolved fairly, and clarify the specific rights of international students to also complain externally	Academic Board
5.1	August 2018	Job title of Document owner changed from GM Student Experience to Director Student Success	Tumu Tauwhirowhiro Māori, Executive Director, Student Experience
5.2	March 2019	Changes made to reflect recent changes at Unitec for sections 3(b), 7 and job title change in section 8.	Te Tumu/Executive Director Student Success
5.2.1	August 2019	Education (Pastoral Care of International Students) Code of Practice 2016 link correction to the latest reprint as at 1 July 2019	Director Student Success
5.3	October 2019	Changes made to include timeframe Section 2(c), reporting timeframe Section 5 and keeping relevant reference document links Section 7	Academic Board (to be added once approved)

Appendix B – Student Complaints Resolution Procedures



Student Complaints Resolution Procedures

1) Purpose

The purpose of this procedure is to outline the processes to raise, investigate and resolve complaints at Unitec in accordance with the [Student Complaints Resolution Policy](#).

2) Principles

Parties to a Student complaint have the right and responsibility to:

- a) seek support and advice;
- b) bring a support person to any meetings;
- c) be treated with courtesy and respect at all times;
- d) a fair and timely investigation;
- e) express their points of view without fear of recrimination;
- f) receive full information at all stages of the complaint process;
- g) be advised in writing of all decisions made in relation to the complaint subject to any Privacy Act and/or any confidentiality agreements;
- h) appeal the outcome within the scope of the procedure;
- i) respect the points of view of others;
- j) respect the rights of All Parties to the complaint with respect to confidentiality;
- k) in the case of the Complainant, ensure that the complaint is made in good faith;
- l) provide full and accurate information to the person investigating the complaint; and
- m) not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.

3) Resolving a concern informally

In many circumstances using informal channels may lead to a satisfactory outcome sooner.

- a) Before a formal complaint is made students are encouraged to attempt to resolve a concern informally (where appropriate) as follows:
 - i) Students may discuss their concerns directly with a relevant party such as a Lecturer, Academic Leader, Head of School (HoS), Manager or Director.
 - ii) If the concern is regarding an academic grade decision, the student should refer to the Unitec [Grades Appeal web page](#) for guidance.

- b) In all cases students are encouraged to seek support from the [Student Support Advisors](#) to resolve a concern informally.
- c) Any staff member with whom a concern is raised is expected to deal with the matter in an open and professional manner and take reasonable and prompt action to resolve the concern informally. The aim should be to resolve the concern at the earliest possible stage.

4) Support and Advocacy

- a) Student Support Advisors
[Student Support Advisors](#) are available to provide guidance and support around informal and formal complaints.
- b) More advice and support
Other people or services at Unitec who offer advice and support to students include: International Student Support Services, our Pae Arahi, Marae team and Kaiāwhina, the Pacific Centre. See the Unitec [complaints web page](#) for links to these support people and services.
- c) Advocacy
[Student Advocates](#) are available to help students with the formal complaints process.
- d) Students are also able to choose an alternative external agency/support service that can assist them through the complaint process.

5) Formal complaints procedure

Where a concern cannot be resolved informally in the manner outlined in section 3 above, Unitec has following formal complaints procedures:

- a) To formally appeal an academic grade decision refer to the [Student Appeals Procedure](#), and complete the [Notice of Appeal](#) form and email it to resolutions@unitec.ac.nz
- b) To formally appeal student misconduct decision refer to the [Student Disciplinary Statute](#), and complete the [Notice of Appeal](#) form and email it to resolutions@unitec.ac.nz
- c) For all other concerns, the formal complaints procedure is as outlined in the sections below. The following procedure is for all students. International students also have additional options which are outlined in section 10 below.

6) Raising and receiving a formal complaint

- a) To make a complaint the student must complete a “[Notice of Complaint](#)” form. Email the completed form to studentcomplaint@unitec.ac.nz and cc any people supporting you in the process.
- b) Upon receipt the Notice of Complaint will be registered on the central Student Complaints Register and forwarded to the relevant Executive member or manager. For international students making a formal complaint, their Notice of formal complaint may be sent to the Director International Success for further review before registering in the formal Complaints Register.

- c) Acknowledgement of receipt of the complaint will be sent to the person making the complaint (the Complainant) and any support person(s) within 3 working days of receipt.
- d) The Executive or relevant manager receiving the complaint must consider if they are sufficiently without bias to investigate the complaint. If they are not, they must delegate the responsibility to another suitable person. They may also choose to delegate the responsibility for other reasons. The person so delegated will become the Investigator. Delegation must be decided within 3 working days of receipt and notice of delegation must be emailed to studentcomplaint@unitec.ac.nz

7) Investigating a complaint

- a) The Investigator upon receiving a Notice of Complaint must within 3 working days introduce themselves via email or other means to All Parties as the primary investigator for the investigation and begin the investigation, and from then on provide weekly updates to All Parties. At the time of introduction, the Investigator must provide a copy of the Notice of Complaint to the Respondent and any other staff member or Student named in the Notice of Complaint.
- b) Where the Respondent is a staff member the Investigator must liaise with the relevant Human Resources Business Partner.
- c) The Investigator must act in accordance with other relevant policies listed in section 7 of the Student Complaints Resolution Policy and liaise with the appropriate people as required, including Unitec's Senior Legal Counsel (regarding student misconduct).
- d) Where possible, the Investigator will arrange to meet with the Complainant, the Respondent and any witnesses separately and will advise them that they may bring a support person to any meetings. Any person making a statement needs to verify the accuracy of their statement. This may be done by signing and dating the statement in front of a witness.
- e) The investigator will document each step of their investigation, including dates, who was present, what was discussed and what resolution, if any, was reached.
- f) Unitec will endeavor to resolve complaints within 25 working days of the Notice of Complaint being sent by studentcomplaint@unitec.ac.nz to the Executive or relevant manager, and the Investigator will notify All Parties if a longer timeframe is required **with reasons before the complaint due date.**
- g) Where no response is received from a Complainant within 30 days of Unitec sending the Complainant any correspondence requiring a response, Unitec may decide not to proceed with the complaint process.

8) Resolving a complaint

- a) Following the investigation, the Investigator will provide a report together with all relevant documentation and his or her recommendation for resolution to the Executive or relevant manager who received the Notice of Complaint.
- b) The Executive or relevant manager must make a decision in relation to the complaint and notify that decision to all the parties, in writing (via email or letter), within the time period

specified in 7(f) above. **This includes notification about any appeal or other rights.** If there is a likelihood of bias the decision maker should seek advice from another member of the Executive or another manager to ensure their decision is bias free.

- c) The Executive or relevant manager must also complete the Student Complaint Decision Report and email it to studentcomplaint@unitec.ac.nz.

9) Appealing a decision made under section 8

- a) There are two grounds of appeal only. These grounds are:
 - i) that additional information has become available which was not available and could not have reasonably been made available at the time the original decision was made; and/or
 - ii) that there was material irregularity in the process followed in reaching the outcome.
- b) If Complainants wish to appeal a decision they must submit an application to appeal within 15 working days of receiving notification about the decision. Complainants may use the [Notice of Appeal](#) form to submit an application to appeal. Applications to appeal must be emailed to studentcomplaint@unitec.ac.nz who will forward the application to the relevant executive or manager **within 3 working days**.
- c) On receiving an application to appeal the relevant member of Executive or manager must within 5 working days refer the appeal application together with all materials gathered during the investigation of the complaint to another person who is a member of the Executive Leadership Team (ELT). This ELT member will become the Reviewing Executive.
- d) **The Reviewing Executive will decide on the outcome of the appeal and communicate the outcome to the Complainant and All Parties (including studentcomplaint@unitec.ac.nz) within 15 working days of receiving the application to appeal.**
- e) Where the complainant is not satisfied with the outcome they may take legal action or make a complaint to NZQA, the Commerce Commission, the Privacy commission, the Ombudsman or other relevant external agencies.

10) Further options for international students

- a) **The Education (Pastoral Care of International Students) Code of Practice 2016**
When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for. To support this, the New Zealand government has developed the [Education \(Pastoral Care of International Students\) Code of Practice 2016](#).
- b) **Student complaints about Unitec's compliance with the Code of Practice**
If an international student has a complaint about Unitec's compliance with the Code of Practice, they should try and resolve it by using the above process in the first instance. If their complaint is not resolved, they can take their complaint to one of the following agencies:

NZQA

[NZQA](#) handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes.

iStudent Complaints

[iStudent Complaints](#) is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes. Code signatories are required to comply with the [International Student Contract Dispute Resolution Scheme Rules 2016](#).

c) Information for students

Information for students about making a complaint about a provider's compliance with the Code of Practice can be found at [Student complaints about a provider](#).

11) Definitions

Term	Means
Complainant	Student making a formal complaint. Where a group of Students lodges a complaint, the group must nominate one member of the group as the Complainant who will receive all communications on behalf of the group
Respondent	The person or corporate entity who or which is the subject of the formal complaint
Student	Person enrolled for one or more Courses at Unitec
Executive or relevant manager	<p>The person who receives the Notice of Complaint, delegates to an Investigator and makes a decision in relation to the complaint.</p> <ul style="list-style-type: none"> • If the complaint is about academic matters (other than academic grade decisions) it is the relevant Head of School (HoS) • If the complaint is about a service it is the relevant Service Group manager • If the complaint is about another Student, it is the HoS of the programme in which the Respondent is enrolled • If the complaint is about a staff member it is the staff member's HoS or relevant manager
Investigator	The relevant member of staff designated to investigate the complaint and provide the findings of the investigation to the Executive or manager to make a decision.

Term	Means
All Parties	All parties involved in the complaint such as the Complainant, Student Advocates, Student President, Legal Counsel, Student Complaints Administrator (studentcomplaint@unitec.ac.nz), Respondent, Investigator, International Student Support Services, Human Resources Business Partner, and the Executive or relevant manager
Student Complaints Administrator	<ul style="list-style-type: none"> Monitors the Student Complaints email inbox and acknowledges receipt Manages and updates the register (Note: currently this role is carried out by the Student Connections & Engagement Co-ordinator)
Reviewing Executive	Member of the Executive Leadership Team (or equivalent) responsible to make a decision in regards to an application to appeal (see section 9 above)
Working days	Working days means Monday to Friday

12) Reference Documents

- a) Forms:
 - i) [Notice of Complaint](#)
 - ii) Student Complaint Decision Report (staff – see the forms page on the staff intranet)
 - iii) [Notice of Appeal](#)
- b) Guidance:
 - i) [Guidance for students](#)
 - ii) [Guidance for staff](#)

13) Approval Details

Version number	1	Issue Date	June 2018
Version History	Date of amendment/s: July 2004 - May 2018	Description of Amendment/s:	See Amendment History for the Student Complaints Resolution Policy
Approval authority:	ELT or Unitec Council	Date of Approval	5 June 2018
Procedure Sponsor	Te Tumu/Executive Director, Student Success	Procedure Owner:	Director Student Success

(Has authority to approve minor amendments)			
Contact Person	Director Student Success	Date of Next Review	May 2021

14) Amendment History

Version	Issue date	Reason for revision	Approved by
1	June 2018	New procedure	Academic Board
1.1	August 2018	Time limit in 6(d) to ensure prompt response. Mismatch between 7(f) and 8(b). Defined working days in 11. Job title of Document owner changed in 13 from GM Student Experience to Director Student Success.	Tumu Tauwhirowhiro Māori, Executive Director, Student Experience
1.2	January 2019	Changes made to reflect the new organisational structure for sections 3(a)(i), 4(b), 7(c), 11.	Tumu Tauwhirowhiro Māori, Executive Director, Student Experience
1.3	March 2019	Changes made to reflect recent changes at Unitec for sections 3(a)(ii), 3(b), 4, 4(a)(c)(d), 5(a), 6(a), 9(c), 11 and job title change in section 13.	Te Tumu/Executive Director Student Success

1.3.1	August 2019	Education (Pastoral Care of International Students) Code of Practice 2016 link correction to the latest reprint as at 1 July 2019	Director Student Success
1.4	October 2019	Changes made to the following sections 5, 6(b), 7(f), 8(b), 9(b), 9 (d) to provide clarity.	Academic Board (to be added once approved)