

**HOSTEL ASSURANCE STATEMENT  
AND SELF-AUDIT CHECKLISTS**

**JANUARY 2023**

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# Completing the Self-Audit Checklists and Hostel Assurance Statement

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As part of the review process, the Education Review Office (ERO) asks hostel owners and licensees to complete the attached **Self-Audit Checklist** and a **Hostel Assurance Statement (HAS)**. The information in each of these documents helps ERO in the scoping and planning of the review.

The accuracy and validity of the information you give in the Checklists and the HAS is important for the focus of the review.

Completing the Checklists and the HAS should be a useful process for your own self-review. Please read the Hostel Assurance Guidelines on [ERO's website](#) and the *Education (Hostels) Regulations 2005*<sup>1</sup> before completing these forms.

## How to fill in the Checklists

The Checklists covers requirements of key interest to ERO in the following areas:

- Administration
- Health, Safety and Welfare
- Personnel
- Premises and Facilities.

Please complete each sheet and add any further comments or explanations on the sheet of paper provided. Please use extra paper if you need to. Attach any explanations or matters you are unsure about to the relevant sheet.

## How to fill in the Hostel Assurance Statement

After you have completed all the Checklist sheets please complete and sign the HAS. The second page of the HAS is for your management to note areas where you are aware that you are not meeting legal requirements. There is space for you to outline the circumstances and the action you are taking on each issue. This information will be very useful for you as well as for the review.

**Please remember to attach your Checklists to your Hostel Assurance Statement.**

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<sup>1</sup> Note: this Regulations continue to apply under clause 4, Schedule 1 [Saving provisions - [Legislative instruments continued](#)] of the Education and Training Act 2020. [Education \(Hostels\) Regulations 2005](#) – [www.legislation.govt.nz](http://www.legislation.govt.nz)

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## Hostel Assurance Statement

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To: The Chief Review Officer  
Education Review Office

From: The Hostel Owner \_\_\_\_\_  
(Hostel)

### Compliance Certification

Have the hostel owner and licensee taken all reasonable steps to meet the legal requirements including those detailed in Ministry of Education Circulars and other documents related to:

Compliance Area		Yes	No	Unsure
1	Administration			
2	Health, Safety and Welfare			
3	Personnel			
4	Premises and Facilities			

Areas of self-identified non-compliance and actions to be taken: see next page.

### Attestation

The hostel owner and manager have taken all reasonable steps to meet their legal requirements including those detailed in Ministry of Education Circulars and other documents. Where non-compliance has been identified, measures are being taken to remedy this.

Hostel Owner .....  
Name Signature Date

Hostel Manager .....  
Name Signature Date

This page is for you to note areas where you are aware that you are not meeting legal requirements and to advise ERO of any action you are taking.

Identified area(s) of non-compliance:

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Action being taken to address non-compliance:

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## Self-Audit Checklist

### Section 1 – Administration

#### What does ERO want to know?

ERO wants to know that the hostel owner has, among other things, written policies and operating procedures to manage the hostel to support a positive learning environment for boarders as set out in the Education (Hostels) Regulations 2005 Code of Practice.

Please tick all questions including bullet points or write N/A if not applicable.		Yes	No	Unsure
1	Does the hostel meet the requirement to accommodate no more than the maximum number of boarders specified in the licence? [Ref: <i>Regulation 22</i> ]			
2	Does the licensee have on display, in a place easily inspected by visitors:			
	• the hostel licence? and			
	• the full name of each responsible person in the hostel? and			
	• a notice, which explains the licensee’s duties under Regulation 26? and			
	• a notice which explains a procedure for handling complaints made by boarders or boarders’ parents? [Reference: <i>Regulation 25</i> ]			
3	• Has the licensee received any formal directions from the Ministry of Education [MOE] under regulation 28 to eliminate non-compliance?			
	• If so, has the formal direction been displayed for inspection by visitors?			
	• Has the formal direction from the MOE been revoked under Regulation 31? [Write N/A if not applicable]			
4	Does the hostel owner have written policies and operating procedures to ensure that the boarders:			
	• are supported in a positive learning environment?			
	• are given the opportunity to develop positively within reasonable boundaries?			
	• feel secure and valued?			

	<ul style="list-style-type: none"> <li>• have ready access to people they can trust, confide in, and are supported in raising problems and issues of concern to them?</li> </ul>			
	<ul style="list-style-type: none"> <li>• have ready access to, and a degree of choice about health and other personal services they require?</li> </ul> <p>[Ref: Regulation 54(1)]</p>			
5	<p>Is a copy of the policies and operating procedures available for inspection and copying by staff, boarders or boarders' parents?</p> <p>[Ref: Regulation 54(3)]</p>			
6	<p>For the purposes of question 4 do these policies include a policy on hostel relationships (e.g. between boarders or boarders and staff) and protection from ill-treatment in terms of Regulation 55?</p>			
7	<p>Have the hostel's policies and procedures been reviewed by the owner, including reasonably practicable steps to consult with the boarders and their parents, at least once every 3 years?</p> <p>[Ref: Regulation 57]</p>			
8	<p>Is there for every boarder living in the hostel a record of:</p> <p>a. the boarder's name, date of birth, home address or addresses?</p>			
	<p>b. the name and, if it differs from the boarder's address, the home address of all guardians of the boarder?</p>			
	<p>c. the place at which, or the means by which, at least 1 guardian of the boarder (or a person nominated by a guardian of the boarder) may be reached while the boarder is accommodated at the hostel?</p>			
	<p>d. particulars of every accident and every illness occurring to or experienced by the boarder while at the hostel, and of any action taken in response?</p>			
	<p>e. details of any chronic illness from which the boarder suffers, and of any medication the boarder has to take as a result?</p>			
	<p>f. details of all medicines of any kind administered by hostel staff to the boarder while at the hostel, the occasions on which they were administered, and by whose authority they were administered?</p>			
	<p>g. the names and addresses of people who (by direction of a person who has the role of providing the day-to-day care for, or custody of, the boarder) should be consulted if the boarder is ill or injured?</p>			

	<p>h. the names and addresses of the people authorised by a guardian of the boarder to collect the boarder from the hostel; and people who by law:</p>			
	<p>i. are entitled to have contact with, or access to the boarder; or</p>			
	<p>ii. are forbidden to have contact with, or access to the boarder; or have an entitlement to have contact with, or access to, the boarder, that is subject to conditions.</p> <p>[Ref: Regulation 59]</p>			
9	<p>Has the owner ensured that the records in question 8 are:</p> <ul style="list-style-type: none"> <li>created and maintained with an appropriate degree of confidentiality?</li> <li>retained until at least one year after the boarder ceases to be accommodated at the hostel? or</li> <li>retained as required under the Public Records Act 2005 if the owner is a public office under the Act? <i>[Write N/A if not applicable]</i></li> <li>available at any reasonable time for inspection by persons appointed under the Education and Training Act 2020?</li> </ul> <p>[Ref: Regulation 60]</p>			
10	<p><b>Complaints</b></p> <p>Has the hostel owner established a procedure for resolving complaints by a boarder, boarder’s parents, or school board about the hostel under Part 5 of the Education (Hostels) Regulations 2005 as follows:</p> <p>(1) that a boarder, boarder’s parent, or Board may complain to the owner of the hostel about non-compliance—</p> <p>(a) with these regulations (for example, with the minimum standards for hostel premises and facilities in <a href="#">Part 3</a>, or the code of practice relating to the management of hostels in <a href="#">Part 4</a>), or some or all of the conditions of the hostel’s licence, or both; and</p> <p>(b) relating to or involving the hostel.</p> <p>(2) that a complaint to the owner may be made in writing or orally.</p> <p>(3) that a complaint made orally must be put in writing by the owner as soon as practicable.</p> <p>[Ref: Regulations 67]</p>			

	<p><b>Procedure for resolving complaints</b></p> <p>Where the owner has received complaint(s), has the owner ensured that it will facilitate the fair, simple, speedy, and efficient resolution of complaints under Part 5 of the Regulations that relate to or involve the hostel?</p>			
	<p>(2) In particular, has the owner ensured that—</p> <p>(a) a complaint under this Part and relating to or involving the hostel is, if made orally, put in writing by the owner (as required by <a href="#">regulation 67(3)</a>); and</p>			
	<p>(b) that the complaint is (unless earlier resolved to the complainant’s satisfaction) acknowledged in writing within 5 working days of receipt; and</p>			
	<p>(c) that the complainant will be informed of any relevant internal complaints procedures and given a copy of these on request; and</p>			
	<p>(d) that the owner’s response to the complaint will be documented; and</p>			
	<p>(e) that the complainant will receive a copy of all information held by the owner that is or may be relevant to the complaint; and</p>			
	<p>(f) the owner will decide whether the complaint is justified in accordance with <a href="#">regulation 69</a>.</p> <p>(Ref: Regulation 68)</p> <p><b>Deciding whether complaints justified</b></p> <p>Where the owner has received a complaint(s):</p>			
	<p>(1) Has the owner of the hostel ensured, within 10 working days of acknowledging a complaint under this Part (as required by <a href="#">regulation 68(2)(b)</a>), decided that—</p>			
	<p>(a) the complaint is or is not justified; or</p>			
	<p>(b) additional time is needed to investigate it.</p>			
	<p>(2) After making a decision under subclause (1)(b), has the owner —</p> <p>(a) determined how much additional time is needed; and</p>			
	<p>(b) decided as soon as practicable whether the complaint is justified.</p>			
	<p>(3) If the owner has determined under subclause (2)(a) that additional time required to investigate the complaint is more than 20 working days, has the owner informed the complainant as soon as practicable—</p> <p>(a) of the fact of, and reasons for, the determination under subclause (2)(a); and</p>			
	<p>(b) that the owner is required to decide as soon as practicable whether the complaint is justified?</p> <p>(Ref: Reg 69)</p>			



<p><b>Owner must inform complainant of decision, etc</b></p> <p>(1) As soon as practicable after the owner decides that a complaint under this Part is or is not justified, has the owner informed the complainant of—</p> <p>(a) the reasons for the owner’s decision that the complaint is or is not justified; and</p>			
<p>(b) any actions the owner proposes to take; and</p>			
<p>(c) any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner’s decision on the complaint; and</p>			
<p>(d) the role of any relevant external agency that may (depending on the nature of the complaint and resources available at the time) be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant’s satisfaction.</p>			
<p>(2)that the relevant external agencies referred to in subclause (1)(d) may include the authority (the Ministry of Education), the Chief Review Officer (if the complaint relates to the provision of a safe physical and emotional environment that supports learning for students accommodated in the hostel), the Children’s Commissioner*, the department responsible for administering the <a href="#">Oranga Tamariki Act 1989</a>, and the New Zealand Police.</p>			
<p>*Note: the Children’s Commissioner will be replaced by the Children and Young People’s Commission once that agency is established under the <a href="#">Children and Young People’s Commission Act 2022</a> (Ref: Reg 70).</p>			



## Self-Audit Checklist

### Section 2 – Health, Safety and Welfare

#### What does ERO want to know?

ERO wants to know that the hostel owner is taking all reasonably practicable steps to provide a safe physical and emotional environment that supports learning for boarders and complies with minimum standards under the Education (Hostel) Regulations 2005.

Please tick all questions including bullet points		Yes	No	Unsure
1	Has the owner ensured that, so far as necessary to ensure boarders' safety:			
	<ul style="list-style-type: none"> <li>• the hostel's premises are lit by natural and artificial light? and</li> <li>• its buildings are heated and ventilated?</li> </ul> [Ref: Regulation 45]			
2	Has the owner ensured that there is in place at the hostel a system for ensuring the hygienic laundering of boarders' sheets and bath towels, and of other cloths, linen, or towels used in or as part of their bedding or bathing? [Ref: Regulation 46]			
3	Has the hostel owner ensured that:			
	a. first-aid equipment and supplies to meet all reasonably foreseeable first-aid needs of the boarders are provided, maintained and ready for use? and  b. at least one staff member with a current first-aid certificate is available if the boarders are in the hostel? [Ref: Regulation 52]			
4	Has the hostel owner established a procedure for granting the boarders leave of absence from the hostel in accordance with Regulation 56?			
5	Does the hostel owner comply with Regulation 58 in relation to abuse, harassment, or serious neglect of boarders as follows:			
	(1) Regulation 58 applies to the owner of a hostel who believes on reasonable grounds that a person (whether a member of the hostel's staff or boarder or not)— (a) has harmed (whether physically, emotionally, or sexually) or ill-treated a boarder; or			

	(b)has, in directing or guiding a boarder, subjected him or her to discrimination (including favouritism or antipathy), solitary confinement, physical restraint contrary to hostel policy, or deprivation of food, drink, warmth, shelter, privacy, or protection; or			
	(c)has otherwise abused, harassed, or seriously neglected a boarder.			
	(2) The owner must ensure that the person does not, so far as practicable, come into contact with the boarder concerned, and must, so far as practicable, require the person to stay off the hostel premises if the owner regards a requirement of that kind as necessary to ensure no boarder is ill-treated.			
	(3) The owner must, within 24 hours of forming the belief in paragraph (1) above:			
	(a)give written notice of the matter to at least 1 of the persons or bodies in paragraph (4) below, as well as to any other of them the owner considers appropriate; and			
	(b)advise the authority when, and to whom, the notice required by paragraph (a) was given; and			
	(c)give the authority a copy of that notice.			
	(4) The persons or bodies referred to in paragraph (3)(a) are the parents of the boarder concerned, the department responsible for administering the <a href="#">Oranga Tamariki Act 1989</a> , and the New Zealand Police.  Note: please tick in response to each of the questions including paragraphs above, and write N/A if any of the situations have not arisen.			
6	Does the owner ensure that there are enough hostel staff or other adults with the boarders on any excursion or activity outside the hostel to ensure the safety of boarders in accordance with Regulation 62?			

7	Does the owner of the hostel ensure that:			
	a. food is served in the hostel at such times, and in such variety, quantity, and quality as to meet the boarders' nutritional needs? and			
	b. food is free of, and adequately protected against contamination when stored, prepared and served? and			
8	c. an ample supply of potable water is available at all times to boarders for drinking? [Ref: Regulation 63]			
	Does the owner comply with Regulation 64 in relation to:			
	a. a boarder or hostel staff suffering from or suspected to be suffering from an infectious disease listed in <a href="#">Schedule 2</a> of the Health (Infectious and Notifiable Diseases) Regulations 1966 is excluded from the hostel in accordance with regulation <a href="#">64</a> (1)(a)?			
	b. a boarder or member of hostel staff exposed to an infectious disease is excluded from the hostel in accordance with regulation <a href="#">64</a> (1)(b)?			
	c. all information requested by the Medical Officer of Health or an environmental health officer concerning cases of infectious disease in accordance with regulation <a href="#">64</a> (2)?			
	d. taking all reasonably practicable steps to ensure that every person working in any capacity in the hostel is in good health and not suffering from any infectious disease listed in <a href="#">Schedule 2</a> of the Health (Infectious and Notifiable Diseases) Regulations 1966, and			
	e. that boarders do not come into contact with such persons? [Write N/A if the situation has not arisen]			
9	For the protection and promotion of health under regulation 65 does the hostel owner ensure:			
	a. that the hostel has available an area and facilities for the temporary isolation and care of at least one sick boarder?			

	b. that all reasonably practicable steps are taken to get medical aid and to notify a parent or other appropriate family member of the boarder in the case of an accident or serious illness?			
	c. that all reasonably practicable steps are taken to facilitate access by a boarder, at the boarder's expense, to a full range of general health and other support services?			
	d. that all reasonably practicable steps are taken to ensure that no member of the hostel staff and no boarder at the hostel uses or is affected by alcohol or any other substances to the extent that it is an actual or potential cause or source of harm to the person or others?			
10	Does the hostel owner ensure that a boarder's parent can have contact with, or access to, the boarder whenever the boarder is present at the hostel and no good reason under Regulation 66(2) exists to deny contact or access?			
11	<p>Has the hostel owner documented and implemented policies and procedures to ensure compliance with the <i>Education (Pastoral Care of International Students) Code of Practice 2021</i> which applies from 1 January 2022*?</p> <p><a href="#">Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.</a></p> <p>[*Note for more information go to <a href="#">New Zealand Qualifications Authority - Mana Tohu Mātauranga o Aotearoa (external link)</a>].</p>			



## Self-Audit Checklist

### Section 3 - Personnel

#### What does ERO want to know?

ERO wants to know that boarders are supervised by suitable people and that the hostel owner is complying with Part 4 of the Education (Hostels) Regulations 2005 and relevant legislation in relation to staffing.

Please tick all questions including bullet points		Yes	No	Unsure
1	Has the hostel owner ensured boarders or staff members who supervise them in the hostel are at all times supervised by a responsible person as required under regulation 61(1)?			
2	Has the hostel owner ensured that:			
	a. all permanent staff members are adults;			
	b. no staff member has been convicted of a crime involving dishonesty and sentenced for that crime within the preceding 7 years; or			
	c. no staff member has been convicted of any offence involving harm to children or violence; or			
	d. no staff member has been convicted of any sexual offence, or is unfit to be a staff member because of mental illness or serious behavioural problems/			
	e. every person employed or engaged by the owner:			
	i. as a children's worker (as defined by s 23 Children's Act 2014) is safety checked in accordance with the CA; and			
	ii. who is not covered by paragraph (i), but has regular access to the hostel or has unsupervised contact with boarders is the subject of a suitability check (including Police vetting); and			
	f. who is not covered by paragraph (i) and (ii) above, but who visits the hostel occasionally, is supervised by a staff member; and			
	g. every person not employed or engaged by the hostel, and who is not a boarder or a parent of a boarder:			
	i. who has regular access to the hostel or has unsupervised contact with boarders is the subject of a suitability check (including Police vetting); and			



	<p>ii. who is not covered by subparagraph g(i), but who visits the hostel occasionally, is supervised by a staff member; and</p>			
	<p>h. staff and boarders are encouraged to maintain positive relationships with each other?</p>			
	<p>i. security measures are used to prevent unauthorised access to the hostel's premises? [Regulation 61(2)]</p>			
3	<p>Have the following persons, if they have regular access to the hostel or unsupervised contact with boarders, provided the Ministry of Education with a Police vet:</p> <ul style="list-style-type: none"> <li>the owner, if he/she is an individual;</li> </ul>			
	<ul style="list-style-type: none"> <li>any director or person concerned in the management if the owner is a body corporate. [Regulation 61(2A)]</li> </ul>			
4	<p>Does the hostel owner ensure that the hostel is at all times staffed with a ratio of staff to boarders present at the hostel that ensures the safety of those boarders having regard to:</p> <p>a. the number of boarders, their ages and needs? and</p>			
	<p>b. the nature (including the locations and times of day) of their activities? and</p>			
	<p>c. the training and qualifications of the staff or other adults concerned? [Regulation 61(3)]</p>			
5	<p>Are all personnel policies/procedures regularly reviewed to ensure compliance with legislation, including the non-discrimination provisions in the Human Rights Act?</p>			
6	<p>Are there policies or procedures in place to ensure the requirements of the Privacy Act 2020 are met in terms of boarders and hostel staff?</p>			
7	<p>Are there appropriate internal procedures for receiving and dealing with information about serious wrongdoing under the Protected Disclosures (Protection of Whistleblowers) Act 2022?</p> <p>[Note: The purpose of the Act is to facilitate the disclosure and timely investigation of serious wrongdoing in or by an organisation; and by protecting the people who disclose in accordance with the Act.</p> <p>The definition of <b>organisation</b> means a body of persons (including a body comprising 1 employer and 1 or more employees), whether—</p>			



## Self-Audit Checklist

### Section 4 – Premises and Facilities

#### What does ERO want to know?

ERO wants to know that the hostel’s premises and facilities are suitable for use and comply with the minimum standards for hostel premises and facilities under the Education (Hostels) Regulations 2005 and related legislation.

Please tick all questions and bullet points		Yes	No	Unsure
1	Does the owner, having regard to the number, age range, and sex of the boarders, provide spaces, facilities, and equipment reasonably necessary for:			
	a. boarders’ indoor and outdoor recreation (whether as individuals or in groups); and			
	b. quiet activities (for example, study); and			
	c. food preparation; and			
	d. eating; and			
	e. sleeping; and			
	f. toileting, bathing, or otherwise attending to personal hygiene and changing of clothing, in reasonable privacy; and			
	g. laundering of clothing; and			
	h. secure storage of boarders’ personal effects; and			
	i. boarders to meet, or to communicate privately (in writing or by telephone, email, or other means), with parents and other people. (Ref: Regulation 44)			
2	To ensure the safety of the boarder’s:			
	<ul style="list-style-type: none"> <li>• are the hostel’s premises lit by natural and artificial light; and</li> <li>• are its buildings heated and ventilated.</li> </ul> (Ref: Regulation 45)			

Please tick all questions and bullet points		Yes	No	Unsure
3	Has the hostel owner taken all reasonably practicable steps to ensure that the hostel's buildings and facilities are:			
	a. kept in good repair; and			
	b. not used in ways that endanger boarders' safety. (Ref: Regulation 47)			
4	Under regulations 48 and 49 has the hostel owner ensured that–			
	a. a telephone is available for emergency calls to and from the hostel;			
	b. a plan for the boarders' evacuation, care, and temporary accommodation (if required) in emergencies (whether they result in hostel buildings being unsafe or uninhabitable or not) is provided and maintained, and the evacuation procedures are prominently displayed on the hostel's premises;			
	c. the evacuation plan in paragraph (b) above, includes an evacuation scheme designed to enable evacuation from the scene of a fire safely and within a reasonable time; and			
	d. the evacuation scheme satisfies all requirements (if any) imposed by or under the Fire and Emergency New Zealand Act 2017 for a fire evacuation scheme for the building(s) concerned;			
	e. all hostel staff are trained in fire and earthquake drills and in other emergency procedures;			
	f. regular evacuation drills are carried out.			
5	Has the owner in terms of Regulation 50 ensured that the hostel's premises, and its furniture, furnishings, fittings, flooring or other surfaces, equipment, and materials–			
	a. comply with all applicable New Zealand Standards;			
	b. are kept safe and hygienic?			
6	Has every responsible person, staff member and the hostel owner ensured that the hostel premises are kept free of hazards in accordance with regulation 51?			
7	Do the hostel premises have a current building warrant of fitness (under section 108 of the Building Act 2004)?			

