

# Expectations of Review Officers

## Introduction

All the requirements and undertakings under the State Services Commission's *Statement of Integrity and Conduct* and in the Education Review Office's *Code of Conduct* apply to review officers.

Through their work, review officers have a particular relationship with schools and early childhood education services. They hold a statutory position that gives them responsibilities and powers that must be used wisely, prudently and with due consideration for the people who participate in every evaluation. In choosing to do this work review officers express their commitment to helping improve education for New Zealand's children.

Review Officers are statutory officers designated under Part 28 of the Education Act 1989, and they exercise powers of entry, investigation and reporting through the various sections of that Part of the Act. In designating Review Officers, as the Chief Review Officer, I must be satisfied that review officers are suitably qualified and fit both to carry out the work of a review officer and to exercise those powers of entry, investigation and reporting.



Graham Stoop  
Chief Review Officer  
1 December 2007

ERO's *Code of Conduct* incorporates the four elements of the *Standards of Integrity and Conduct*.

## WE MUST BE FAIR, IMPARTIAL, RESPONSIBLE AND TRUSTWORTHY.

### Rationale

The *Code of Conduct* reinforces high standards of performance by:

- making explicit the principles which should guide review officers in the performance of their duties;
- maintaining the confidence in the reputation and authority of ERO with those people with whom review officers come into contact professionally;
- indicating to outside groups that they can have confidence in the quality of service provided by ERO as a corporate body, independently of the individuals providing the service; and
- providing legal protection for review officers, whereby ERO acknowledges responsibility for actions taken and statements made, in the course of review officers' professional duties, provided that these are consistent with ERO policy and procedures.

### Review Officers

Review Officers accept that they must be able to justify their actions and decisions in the light of current legislation, educational knowledge and standards of practice.

Review officers must:

- perform their professional duties in accordance with the law, ERO standard procedures, recognised standards of agreed practice and educational knowledge;

- base conclusions on data that can be verified as being accurate, valid and reliable;
- prepare reports and recommendations which are based on appropriate analysis of relevant and reliable data; and
- maintain a high level of professional competence through ongoing development of their knowledge and skills.

### Impartiality

- Review officers have a duty to apply objective consideration and judgement to their work at all times. They will remain free of any conflicting interest or improper influence and should avoid any situation which may be construed as constituting a conflict of interest or which may impair objectivity.
- Review officers must be impartial when undertaking reviews and will interpret and present evidence fairly. They will resist any pressures that would influence their impartiality.
- Their oral and written reports will be open, direct and honest. Review officers will not knowingly prepare or certify as true any statement that is false, incorrect or misleading.
- They will recognise and communicate any professional or personal limitations or other constraints that would preclude responsible judgement and successful performance of reviews.

## Conduct During a Review

- Review officers have legal powers of entry and inspection and are entitled to receive such information as they consider necessary for the purpose of review.
- Review officers receive information on the basis that it will be used without prejudice only for the purpose of review.
- Review officers respect the confidentiality of information acquired in the course of their duties.
- Review officers handle the disclosure of any information lawfully.
- Review officers have a responsibility to respect the powers vested in them by legislation.
- Review officers listen to individuals or groups and value and respect their integrity.
- Review officers identify themselves to the participants in a review, by showing their certificate of designation.

For a copy of the full Education Review Office *Code of Conduct* please contact ERO's Corporate Office.

To make a complaint about the way a review has been carried out, please phone or write to the local ERO Area Manager, or to the National Manager Reporting Services, the Education Review Office. ERO's process for responding to complaints about aspects of school or early childhood education reviews is set out on ERO's website: [www.ero.govt.nz](http://www.ero.govt.nz). Contact details for ERO's offices are also available on the website.

Education Review Office,  
Corporate Office,  
Box 2799, Wellington.

PHONE 04-499 2489

EMAIL [info@ero.govt.nz](mailto:info@ero.govt.nz)