



## Summary of the Education (Pastoral Care of International Students) Code of Practice 2016

### *Introduction*

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers are responsible for the welfare of international students.

This summary provides a brief overview of the “Education (Pastoral Care of International Students) Code of Practice 2016” (the Code) and explains the process that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

### *What is an “international student”?*

An “international student” is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

### *What is the Code?*

The Code is a legal document that provides a framework for service delivery to international students by educational providers and their agents. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### *Who does the Code apply to?*

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

### *How do I know if an educational provider has signed the Code?*

The New Zealand Qualifications Authority (NZQA) maintains a register of all signatories to the Code. This register is available online from: <https://www.nzqa.govt.nz/providers/index.do>

### *How can I get a copy of the Code?*

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online in different languages from: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>

### *What do I do if something goes wrong?*

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you should do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution.

If your concerns are not resolved by the internal grievance procedures, you can contact the following agencies:

- NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-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: <https://www.istudent.org.nz>

*Summary of the Code of Practice for the Pastoral Care of International Students*

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained;
- the recruitment of international students is undertaken in an ethical and responsible manner;
- information supplied to international students is comprehensive, accurate, and up-to-date;
- students are provided with relevant information prior to entering into any commitments;
- contractual dealings with international students are conducted in an ethical and responsible manner;
- the particular needs of international students are recognised;
- international students under the age of 18 are in safe accommodation; and
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.