

Summary Code of Practice for the Pastoral Care of International Students



A 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 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
- 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.

Introduction

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 (the new Code of Practice). This replaces the 2010 Code of Practice.

What Is The Code?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students. The Code of Practice does not apply to concerns about academic standards.

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How Can I Get A Copy Of The Code?

The Code of Practice is available on the New Zealand Legislation website.

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

"Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 – Tertiary" (PDF, 586KB) can be viewed at nzqa.govt.nz

How Do I Know If An Educational Provider Has Signed The Code?

Education providers must be approved signatories to the Code of Practice to enrol international students (of any age). Education providers can become a signatory by applying to NZQA.

If an education provider is not a signatory to the Code of Practice it cannot enrol international students.

NZQA maintains a list of all education providers that are approved signatories to the Code of Practice.

What Do I Do If Something Goes Wrong?

If you have a complaint about Embassy English breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Embassy English's formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone 0800 697 296 or email qadrisk@nzqa.govt.nz.

Or if it is a financial dispute you can contact iStudent Complaints. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800-00-66-75