



Summary Code of Practice for the Pastoral Care of International Students

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. NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Code.

The new Code of Practice was released in March 2016, and applies from 1 July 2016.

What is the Code?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students. It clearly outlines the full legal requirements that education providers enrolling international students must abide by.

The Code of Practice does not apply to concerns about academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

Please note that the previous Code of Practice applies to students enrolled prior to 1 July 2016 and will remain in place for those students during a transition period until 31 December 2016. From 1 January 2017, all students enrolled will be covered by the new Code of Practice.

What is an “international student”?

An “international student” is a foreign student studying in New Zealand.

How can I get a copy of the Code?

The code is available online from <http://www.nzqa.govt.nz>. The code will be available in other languages by the 1st of December 2016.

Which education providers are signatories to the Code of Practice?

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

What to do if you have a complaint?

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board. In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live