

# APPLICATION TO BECOME A SIGNATORY

to the

## ***CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS***

***REVISED 2003***

**The Code is mandatory for all Education Providers enrolling international students.**

**Please Note:**

Providers who receive tuition fees from International students must pay the Export Education Levy or the International Student Levy. Please refer to the Ministry of Education website for full details.

**APPLICATION PRESENTATION**

When complete, send this Application Form and all supporting documentation in a clearly labelled Clearfile Display Folder or ring binder with plastic display pockets to:-

**POSTAL ADDRESS :**

***Code of Practice Administrator  
Ministry of Education  
Private Bag 92644  
Symonds Street  
AUCKLAND***

**COURIER ADDRESS**

***Code of Practice Administrator  
Ministry of Education  
Level 4  
Eden 5 Building  
12-18 Normanby Rd  
Mt. Eden  
AUCKLAND***

## APPLICATION ASSISTANCE

For assistance in preparing your application refer to the following information on the Ministry of Education website: [www.minedu.govt.nz](http://www.minedu.govt.nz) under the Section 'For Providers of International Education'

1. ***“The Code of Practice for the Pastoral Care of International Students” (The Code)***
2. ***“Guidelines to support the Code of Practice for the Pastoral Care of International Students” (Guidelines to support the Code)***
3. ***“Guidelines for International Students under 14 years” (Under 14 Guidelines)***

**OR:** Contact the Code office on (09) 632 9513 or [info.code@minedu.govt.nz](mailto:info.code@minedu.govt.nz).

## Special Conditions Apply for Students under 18 years

### NOTE:

- **Year Levels** (e.g. Years 1 – 13) apply to schools in the compulsory sector only.
- **Ages** (e.g. 11 -13 years) apply to all other providers who DO NOT teach in School Year Levels.

***Note for PTEs: In order for a Private Training Establishment to enrol international students aged under 18, the PTE must first apply to NZQA for a Significant Change to Registration Conditions. Please include evidence of NZQA approval for this change in this application.***

### DEFINITION

Education Provider means:

- a School
- a State Registered Tertiary Institution
- a Private Training Establishment

### PROVIDER OBLIGATIONS

To become signatories to ***The Code***, education providers must demonstrate that they meet the requirements of ***The Code*** by filling out this form clearly and attaching all relevant supporting documentation, including the signed Statutory Declaration.

If some sections do not apply, please indicate 'No' or N/A. **Do not delete sections.**

**NOTE:** ***All policies submitted must be approved and signed by a person who has authority to sign on behalf of your institution (e.g. Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor) and an annual review date must be set.***

### CONSULTANTS

Applications may be prepared with the assistance of external consultants, but once received by the Ministry of Education all further communication will be made directly with the **Education Provider** submitting the application.

**NOTE:** Examples of good practice policies and procedures can be found on the MoE website [www.minedu.govt.nz](http://www.minedu.govt.nz) go to International Education >> For providers of International Education>> Code of Practice Information for Code Signatories >> Information for Code Signatories

<b>Ministry of Education Institution Number:</b>	
<b>Name of Provider:</b>	
<b>Name of Principal/Director:</b>	
<b>Physical Address:</b>	
<b>Postal Address:</b>	
<b>Telephone:</b>	<b>Mobile:</b>
<b>Fax:</b>	
<b>Email:</b>	
<b>Website:</b>	

Name and designation of person to receive communication from the Code Office	
<b>Name:</b>	
<b>Designation:</b>	<b>Phone:</b>
<b>Email:</b>	<b>Mobile:</b>

**\* Contact details of other site and/or subsidiary providers**

- Site** (provider operating from more than one location)
- Subsidiary** (under the governance of an existing signatory)

<b>Name of Institution:</b>	
<b>Physical Address:</b>	
<b>Contact Person:</b>	
<b>Designation:</b>	
<b>Phone:</b>	<b>Fax:</b>
<b>Email:</b>	<b>Mobile:</b>

- Site**
- Subsidiary**

<b>Name of Institution:</b>	
<b>Physical Address:</b>	
<b>Contact Person:</b>	
<b>Designation:</b>	
<b>Phone:</b>	<b>Fax:</b>
<b>Email:</b>	<b>Mobile:</b>

*\* Add separate sheets if necessary*



## CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

### **PART 1: GENERAL**

- Section 1: Information
- Section 2: Offshore Students
- Section 3: Group Students

### **PART 2: MARKETING, RECRUITMENT & ENROLMENT OF INTERNATIONAL STUDENTS**

- Section 4: Provision of Information to Prospective International Students
- Section 5: Prospectuses and Promotional Material
- Section 6: Assessment of Prospective International Students
- Section 7: Accepting International Students for Enrolment
- Section 8: Staff Members representing Signatories Overseas
- Section 9: Annual Review on Information
- Section 10: Immigration Requirements

### **PART 3: CONTRACTED AGENTS**

- Section 11: Recruitment Agents
- Section 12: Accommodation Agents

### **PART 4: CONTRACTS & INDEMNITY**

- Section 13: Contractual and Financial Obligations of Signatories,
- Section 14: Indemnity

### **PART 5: WELFARE**

- Section 15: Support Services
- Section 16: Monitoring Attendance to ensure Student Welfare

### **PART 6: ACCOMMODATION**

- Section 17: Accommodation Provisions
- Section 18: Homestays
- Section 19: Boarding Establishments/Hostels (Private Dwelling, School Hostel, Tertiary Hostel)
- Section 20: Designated Caregivers
- Section 21: Temporary Accommodation
- Section 22: Residential Caregivers
- Section 23: Police Vetting of Accommodation for Students aged under 18

### **PART 7: GRIEVANCE PROCEDURES**

- Section 24: Internal Grievance Procedures
- Section 25: International Education Appeal Authority
- Section 26: IEAA Decisions
- Section 27: International Education Review Panel
- Section 28: Review Panel Decisions

### **PART 8: APPLICATIONS & MONITORING**

- Section 29: Applications
- Section 30: Monitoring

### **APPENDIX 1: SUMMARY CODE**

**PART ONE: GENERAL**

**Section 1: Information** (See 'Guidelines to the Code' pp.3-5)

1.1 How will staff be informed about the **Code of Practice for the Pastoral Care of International Students (The Code)**?

- Staff meeting
- Email broadcast
- Newsletter
- Staff handbook
- Staff Induction/Orientation
- Other (please state) .....

1.2 & 1.3 Detail how ongoing support and training will be provided to staff in accordance with their role with international students to ensure they understand and apply **The Code** and the **Guidelines to the Code**?

---



---



---

**Section 2: Offshore students**

2.1.1 Signatories are not required to apply **The Code** in relation to international students whose study is carried on outside New Zealand (offshore).

**Section 3: Group students** (See 'Guidelines to the Code' pp.6-9)

3.1 Signatories are required to comply with **The Code** in relation to group students.

- 3.2 Signatories must ensure that group students have:
- 3.2.1 Appropriate supervision; and
  - 3.2.2 An appropriate ratio of supervisors to students.

**SIGNATORY INTENDS TO ENROL GROUPS OF STUDENTS** **YES/NO**

- If YES, submit **Group Student Policy** approved and signed by person who has authority to sign on behalf of your Institution, (e.g. *Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor*).
- Include an annual review date

**REQUEST 1: Group Student Policy**

## PART TWO: MARKETING, RECRUITMENT & ENROLMENT OF INTERNATIONAL STUDENTS

### Section 4: Provision of information to prospective international students

(Refer to Sections 4.1, 4.2 & 4.3 of *The Code*) (See 'Guidelines to the Code' pp.10-16)

4.1 How will the information in **PART 2, Section 4** of *The Code* be provided to prospective international students prior to enrolment?

- Website (provide address).....
- Email
- Post
- Agent
- In Person
- Other .....

4.2 Signatories or their agents must provide the following information to prospective international students before students enter into any commitments:

Provide **PROSPECTUS / PROMOTIONAL MATERIAL**.

Clearly label relevant sections as listed below.

- 4.2.1 Cost of Tuition and all other Course-Related Costs
- 4.2.2 Application Requirements & Procedures, include Application Form
- 4.2.3 Conditions of Acceptance
- 4.2.4 Refund Conditions
- 4.2.5 English Language Proficiency requirements (if applicable)
- 4.2.6 Information on Facilities, Equipment & Staffing  
(Include name & contact details of person/unit responsible for pastoral care: 15.1)
- 4.2.7 Information on Course/s or Qualification/s offered
- 4.2.8 Information on medical and travel insurance requirements
- 4.2.9 Information and advice on types of accommodation applicable to students  
(Include name & contact details of person/unit responsible for accommodation: 17.1)
- 4.3.1 Availability & characteristics of living accommodation options
- 4.3.2 Realistic estimates of the cost of accommodation on and off campus
- 4.3.3 Application processes for securing accommodation
- 4.3.4 Students informed whether or not accommodation has been assessed and the result of any assessment

### **REQUEST 2: Prospectus / Promotional Material**

### Section 5: Prospectus and Promotional Material

(Refer to Sections 5.1 – 5.3 of *The Code*) (See 'Guidelines to the Code' pp.17-18)

Section 5.3 of *The Code* must be included verbatim in the **Prospectus / Promotional Material**

Include as part of **REQUEST 2**

**Section 6: Assessment of prospective international students**

(Refer to Sections 6.1 - 6.3 of *The Code*) (See 'Guidelines to the Code' p.18-20)

**COURSE/S REQUIRE A GIVEN LEVEL OF ENGLISH?**

**YES/NO**

**6.1** If YES, how will students' oral and written English language proficiency be assessed prior to enrolment to ensure that students have the necessary prerequisites for effective participation in their chosen programme of study?

- IELTS
- TOEFL
- Vocabulary level assessment
- Locally developed placement tests / assessment procedures
- ESOL assessment guidelines (Ministry of Education)
- Other (please state).....

**COURSE/S REQUIRE PRIOR LEARNING?**

**YES/NO**

**6.2** If YES, how will students' prior learning and academic proficiencies be assessed?

- By sighting the student's academic record / school reports.
- By formally assessing the student's academic proficiency in selected areas of the curriculum.
- Other .....

**6.3** Confirm by ticking the box below that as a signatory you will:

- Advise students of any English language course/s and/or other prerequisite course/s that must be successfully completed before enrolment into their chosen programme of study.

**Section 7: Accepting international students for enrolment**

(Refer to Sections 7.2 - 7.6 of *The Code*) (See 'Guidelines to the Code' p.20)

**7.1** Offers of course placement by a signatory to an international student must be based on an **assessment of the extent to which the proficiencies and career intentions of the prospective international student are matched by the educational opportunities offered by the signatory.**

Provide **Provisional Offer of Place letter** and/or **Offer of Place**

It is good practice to include the following in the **Offer of Place** letter:

- Provider name and details
- Details of programme of study, course name, start and finish dates
- Statement that the provider is a signatory to the Code of Practice
- State whether or not acceptance is provisional on a given level of English proficiency or prior learning being achieved through testing in New Zealand (If no English language proficiency is required, state this in letter)
- Statement that medical and travel insurance is required

**REQUEST 3: Offer of Place letter/s**

**STUDENT HANDBOOK:** Provide **Student Handbook** containing information listed in **The Code** Sections 7.2, 7.3 (where applicable), 7.4, 7.6, 15.1, 15.2, 15.3 and 17.1. (See 'Guidelines to the Code' pp.21-26, p.31, pp.49-55 and p.66)

7.2 Provide information on:

- 7.2.1 **Orientation Programme and Support Services** – Include:-
  - a) Name and contact details of person / unit responsible for pastoral care as per Section 15.1 of **The Code**
  - b) Emergency contact details
- 7.2.2 **Grievance Procedures**
- 7.2.3 **Copy of the Summary Code** (Appendix 1 of **The Code** and MOE website)
- 7.2.4 **Withdrawal and Non-attendance Procedures**
- 7.2.5 **Circumstances in which Tuition may be Terminated**
- 7.2.6 **Fees Protection & Refund Policy**

7.3 If applicable, also provide:

- 7.3.1 **Courses available for International Students**
- 7.3.2 **Bridging courses & pre-sessional English Language Programmes**
- 7.3.3 **Details of arrangements for the recognition of prior learning**
- 7.3.4 **Process for the Transfer of Credits**

#### **REQUEST 4: Student Handbook**

7.4 **Provider's Policy on Medical and Travel Insurance** (See 'Guidelines to the Code' pp.26-29)

- Submit **Medical and Travel Insurance Policy**, approved and signed by person who has authority to sign on behalf of your Institution, (e.g. *Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor*).
- Ensure policy outlines the process for ensuring that international students have **appropriate** and **current** medical and travel insurance for the duration of their planned period of study
- Include an annual review date

#### **REQUEST 5: Provider's Policy on Medical and Travel Insurance**

7.5 Signatories must determine and document the following information for each international student on enrolment: (See *Guidelines to the Code: pp.29-31*)

Confirm by ticking the boxes below, that as a signatory you will determine and keep records of the following information for each international student on enrolment, **including students aged 18 years and over**.

- 7.5.1 Contact details
- 7.5.2 Type of Accommodation
- 7.5.3 Residential Address

Detail process of how you will ensure that these details are kept up to date.

---

---

**7.6** Submit evidence that international students are advised on enrolment that they are required to notify the signatory of any change in their contact details, type of accommodation and residential address. This can be included in the Student Handbook.

**Section 8: Staff members representing signatories overseas**  
(Refer to Sections 8.1 - 8.2 of *The Code*) (See 'Guidelines to the Code' pp.31-33)

**DO STAFF MEMBER/S MARKET AND/OR RECRUIT OVERSEAS? YES/NO**

If YES, complete 8.1 and 8.2

**8.1** What processes / procedures are used to ensure that staff members marketing and recruiting overseas:

8.1.1 Have knowledge of the signatory's programmes, administrative procedures, qualifications, and assessment systems as they apply to international students;

---

---

8.1.2 Be sensitive to the culture and customs of the country in which recruitment is being carried out; and

---

---

8.1.3 Advise prospective international students of any significant barriers relating to courses and qualifications offered by a provider being recognised for employment or further study in the student's home country when the career intentions of the student have been made known to the staff member.

---

---

**8.2** If applicable, state the procedures / processes used to ensure that staff members working overseas, who receive enquiries from prospective international students about enrolment with the signatory or an associated signatory, will refer those prospective international students to staff members with the knowledge and skills identified in sections 8.1.1 – 8.1.2 of the Code, if those enquiries are outside the scope of the staff members' knowledge.

---

---

(See 'Guidelines to the Code' Appendix 1, p.108)

## Section 9: Annual Review of Information

(Refer to Sections 9.1 - 9.2 of **The Code**) (See 'Guidelines to the Code' pp.33-34)

(See MOE Website for annual review exemplars)

- 9.1 Signatories must review all information provided to prospective international students at least annually to ensure its accuracy and relevance.

The Annual Review of Information will be undertaken in

\_\_\_\_\_

(Month/Year)

The review process should include the following:

- **WHEN** the review is to be carried out (*approximate month/s, year*)
- **HOW** the review is done (*e.g. meetings with staff, report to BOT / Directors*)
- **WHO** is responsible for **approving** any necessary changes highlighted in the review.
- **WHO** is responsible for **implementing** any changes, both in hard copy material and on your Website.

- 9.2 The annual review of information must be recorded in a form that can be made available to the Administrator if requested.

- Provide the **name** and **designation** of the person responsible for ensuring that the annual review of information will be recorded in a form that can be made available to the Administrator if requested.

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

## Section 10: Immigration requirements

(Refer to Sections 10.1 – 10.5 of **The Code**) (See 'Guidelines to the Code' pp.34-36)

### 10.1 Courses lasting longer than 3 months:

Confirm by ticking the boxes below that you will:

- Verify that the prospective international student has a current visa or permit, which is endorsed with the institution at which he/she is seeking to enrol and the course of study the prospective student intends to undertake; OR
- Verify that the prospective student has a current limited purpose visa or permit for the express purpose of study with the institution, or has a current variation of permit conditions to allow study with the institution.
- Keep records of all original visas/permits (including a photocopy of the title page of student's passport).

## 10.2 Courses lasting less than 3 months:

For students enrolling for one single short course, confirm by ticking the boxes below that that you will

- Verify that the prospective student holds a current temporary permit of any type (including visitor's visa or permit); OR
- Verify that the prospective student holds a current limited purpose visa or permit for the express purpose of study with the institution

## 10.3 Students without Immigration Authority to enrol – i.e. without a student visa/permit:

Confirm by ticking the box below that the signatory will:

- Inform the prospective student of the requirement to obtain Immigration authority to study

## 10.4 Students without authority to study or to continue to study:

Please tick the box to confirm that the signatory:

- Is aware that it is committing an offence under section 40(1) of the Immigration Act 1987, if it allows or continues to allow any person to pursue a course of study knowing that the person does not have the required authority under the Immigration Act 1987 to do so.

## 10.5 Termination of Student enrolment:

Please tick the box to confirm that the signatory will:

- Follow NZIS procedures set out in the New Zealand Immigration Service (NZIS) guidelines and advise NZIS immediately ([www.immigration.govt.nz](http://www.immigration.govt.nz)), if a student is found not to hold a valid student visa/permit, or if a student has terminated their study before course completion.

# PART 3: CONTRACTED AGENTS

## Section 11: Recruitment Agents

(Refer to Sections 11.1 – 11.5 of *The Code*)

(See 'Guidelines to the Code' pp.37-40)

**DO YOU USE RECRUITMENT AGENTS?**

**YES/NO**

If YES:

Submit **Recruitment Agent Agreement**

This **Agreement** must:

- 11.1 Advise the Recruitment Agent that he/she must comply with the Code
- 11.2 Direct the Recruitment Agent to a copy of the Code, in the Agent's first language where available  
(e.g. [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international))
- 11.3 Advise the Recruitment Agent that their Agreement may be terminated for breach of the Code by the Agent
- 11.4 Advise the Recruitment Agent that ethical performance by the Agent is of paramount importance

- 11.5** Advise the Recruitment Agent that if the signatory becomes aware that the Agent is engaging in any false, misleading or deceptive conduct, or contravening any of the signatory's obligations under the Code, the signatory will immediately advise the agent in writing that they must cease that activity, and if the Agent fails to cease that activity then the signatory will:
- Immediately withdraw their accreditation of the Agent;
  - stop accepting students through the Agent; and
  - will terminate the Agreement for breach of the Code.

## **REQUEST 6: Recruitment Agent Agreement**

### **Section 12: Accommodation agents**

*(Refer to Sections 12.1 – 12.5 of The Code) (See 'Guidelines to the Code' pp.41-42)*

State whether or not you use an Accommodation Agent and/or provide an In-House accommodation service.

- This provider **does not use** accommodation agents
- This provider has an "**in-house**" accommodation service
- This provider **does use** an Accommodation Agent

If an Accommodation Agent is used, submit **Accommodation Agent's Contract**.

This **Contract** must:

- 12.1** Advise the Accommodation Agent that they must comply with the Code
- 12.2** State that the signatory has supplied the Accommodation Agent with a copy of the Code
- 12.3** Advise that the Accommodation Agent must not engage in any false, misleading or deceptive conduct or otherwise contravene any obligations in relation to the performance of the Education Provider's obligations under the Code
- 12.4** Advise the Accommodation Agent of the division of responsibility between themselves, the signatory and residential caregivers
- 12.5** State that the Contract may be terminated for breach of the Code
- Also include in the Contract when and how the performance of the Accommodation Agent will be monitored.

## **REQUEST 7: Accommodation Agent Contract**

**12.6** See the Statutory Declaration on page 30

## PART 4: CONTRACTS & INDEMNITY

### Section 13: Contractual and financial obligations of signatories

(Refer to Sections 13.1 – 13.4 of *The Code*) (See 'Guidelines to the Code' pp.43-44)

- 13.1** Signatories must comply with all relevant provisions of the Act in their dealings with international students.
- 13.2** All contractual and financial dealings between signatories or their agents and international students must be conducted in a fair and reasonable manner.
- 13.3** All contractual and financial arrangements between signatories and/or recruitment agents on the one hand and international students on the other hand **must be recorded in writing**, and international students or their parent/s must be given a copy of any agreement they are a party to.

Submit your **Application Form, Tuition Agreement and Refund Policy** to be signed by the Education Provider and/or recruitment agent and international students and/or international parents. **Note:** Parents only (and not an agent or designated caregiver) must sign these documents if a student is under 18 years.

- Include in the **Tuition Agreement** all terms and conditions of enrolment and details of the **Fees Protection and Refund Policies**.
- State in the **DECLARATION** that the terms and conditions have been read, understood and agreed to by the student and/or parents and the signatory.
- Each party must retain a copy.

### REQUEST 8: Contractual Documents: Application Form, Tuition Agreement & Refund Policy

#### Fees Protection (See Code Guidelines pp.44-45)

- 13.4** Signatories must have a fee protection policy to safeguard fees paid by international students.

It is mandatory under the Code to protect international student's fees in the event a provider is unable to continue to deliver tuition to international students (e.g. insolvency)

- Schools** refer to the Ministry of Education Website [www.minedu.govt.nz](http://www.minedu.govt.nz)
- Private Training Providers (PTEs)** refer to the NZQA website [www.nzqa.govt.nz](http://www.nzqa.govt.nz). For the purposes of Code compliance, a Fees Protection Policy as approved by NZQA will be accepted.
- State Tertiaries:** Provide a statement on how International Fees are protected in the event a course or programme for which the student has enrolled is no longer able to be offered.

- 13.4** Briefly describe below how international students' fees are protected.

- 
- Submit **Fees Protection Policy** and/or **official documentation** (e.g. For PTEs, provide evidence of Trust Account) to show how fees are protected.
  - This policy must be approved and signed by person who has authority to sign on behalf of your Institution, (e.g. *Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor*).

### REQUEST 9: Fees Protection Policy

**FOR SCHOOLS ONLY:**

**Exchange Programme Organisations**

**DOES YOUR SCHOOL HOST STUDENTS FROM GOVERNMENT APPROVED EXCHANGE PROGRAMMES (e.g. AFS)?** YES / NO

If Yes, submit your agreement which outlines the division of responsibility between the school and the sponsoring organisation

**REQUEST 10: Agreement with Exchange Programme Organisation**

*Note: A list of Government Approved Exchange Programmes is available on the Code webpage.*

**Section 14: Indemnity**

*(Refer to Section 14.1 of The Code) (See 'Guidelines to the Code' p.45)*

---

Each signatory is responsible for its own compliance with the Code, and indemnifies the Administrator against all expenses, losses, damages and costs (on a full indemnity basis) incurred by or awarded against the Administrator arising out of any claim by any person in relation to:

- 14.1.1 The signatory's breach of any provision of the Code;
- 14.1.2 The manner of the signatory's performance of any of the signatory's obligations under the Code; and/or
- 14.1.3 Any false, misleading, or deceptive conduct of the signatory.

Note that there are insurance implications under this section.

*(See the Statutory Declaration on page 30)*

## PART 5: WELFARE

### Section 15: Support services

(Refer to Sections 15.1 – 15.9 of *The Code*

(See 'Guidelines to the Code' pp.46-63)

**Note:** Section 15.4 of *The Code*: Support services for international students must be tailored to meet the needs of international students.

**15.1:** Signatories must designate an appropriate person or unit as a resource for all inquiries about pastoral care from international students. The existence and availability of this person or unit must be advised to students on enrolment.

Name: \_\_\_\_\_ Designation: \_\_\_\_\_



**Name** and **designation** of the **person** and/or **unit** responsible for inquiries about pastoral care issues will be given to international students and parents on enrolment

Tick the boxes below to indicate compliance with the following:



Contact details of pastoral care person displayed in a prominent place



Access to private interview room is available



Signatory has appropriate staff/student ratio for number of international students



Financial allocations are sufficient to meet pastoral welfare needs of students and to provide support services specified in *The Code*

**15.2** Signatories must provide support services to international students, including, (but not limited to):

Detail how information and advice on the following is given to international students.

15.2.1 Orientation programme for international students

---

---

15.2.2 Assistance to students facing difficulties adapting to the new cultural environment

---

---

15.2.3 Advocacy procedures, to ensure students are made aware of their rights and the signatory's obligations under the Code and how to access internal and external grievance procedures.

**15.3** Signatories must provide support services to international students, where applicable: Attach documentation to show how information and advice on the following is given to international students.



15.3.1 Information and advice on accommodation, including advice on whether the signatory has assessed the suitability of any accommodation and the result of any such assessment;



15.3.2 Information and advice on driving laws, driver licensing requirements, and road traffic safety, including pedestrian and cycling safety, in New Zealand; (See also 'Guidelines to the Code' Appendix 2, pp.109-111)

- 15.3.3 Advice on courses;
- 15.3.4 Advice on welfare facilities, including personal health services, mental health services, drug education and counselling and problem gambling; (*See also 'Guidelines to the Code' Appendix 3, pp.112-113 [Gambling] and 'Guidelines to the Code' Appendix 4, p.114 [Mental Health].*)
- 15.3.5 Advice on accessing information on sexuality education, health promotion and sexual and reproductive health services;
- 15.3.6 Information and advice on relevant New Zealand laws, including laws on the sale of alcohol and tobacco products and/or;
- 15.3.7 Information and advice on how to address harassment and discrimination.

Detail how this information and advice will be provided to students.

---



---



---

**15.5** Confirm by ticking the boxes below that as a signatory you will hold the following information relating to students at all times:

- 15.5.1 Full name;
- 15.5.2 Current address and accommodation type, and contact phone number(s);
- 15.5.3 Passport and permit details (*photocopy of title page and current permit*); and
- 15.5.4 Full names and current addresses of parents for students under the age of 18, and of emergency contact persons and/or next of kin for students aged 18 years old and over.

**15.6** Confirm by ticking the box below that as a signatory you will:

- Notify CYFS of your concerns in accordance with the CYFS reporting protocol (for students aged 17 years and under), and/or the New Zealand Police, if you believe an international student has been, or is likely to be, ill treated, harmed, abused or neglected.

**DO YOU ENROL STUDENTS UNDER THE AGE OF 18?**

**YES/NO**

**15.7** If YES, tick the boxes to confirm how contact is made with parents of any prospective international student under the age of 18 **prior to enrolment**

- Phone
- Fax
- Email
- Post
- Via Agent
- In Person
- Prospectus/Promotional Material
- Student Information Handbook
- Parents/students sign Application/Enrolment and Tuition Agreement forms
- Other

**15.7 EMERGENCY PROCEDURES**

Provide evidence of how emergency communication arrangements will be established.  
(See **Under 14 Guidelines** – pp.16-21)

It is good practice to include the following in your emergency procedures:

- Education Provider 24/7 contact person and mobile telephone number
- How staff members and group organisers are informed of emergency procedures
- How international parents in New Zealand and in the home country are informed of emergency procedures
- How international students are informed of emergency procedures
- How designated caregivers and homestay families are informed of emergency procedures
- Interpreter available if needed

**REQUEST 11: Emergency Procedures – as above**

15.8 Tick the boxes below to describe methods used for regular communication with parents of international students under the age of 18.

- Phone, fax, email, post
- School Reports
- Newsletters
- Progress Updates
- Parent Interviews

**Primary-aged International Students**

(Refer to Section 15.9 of **The Code**)

**DO YOU ENROL PRIMARY-AGED INTERNATIONAL STUDENTS? YES/NO**

**DO YOU ENROL INTERMEDIATE-AGED INTERNATIONAL STUDENTS? YES/NO**

If YES, signatories must have processes in place to ensure that the developmental and pastoral care needs of international students are appropriately met in:

- a) **Primary Schools** (Years 1 to 6) or aged 10 and under in any other provider
- b) **Full Primary Schools** (Years 1 to 8)
- c) **Intermediate Schools** (Years 7 to 8) or aged 11 – 13 years in any other provider

How will students access to first language support?

---

---

How will students access to first language counselling?

---

---

How will you monitor that international students are accessing first language support and counselling?

---

---

Submit a separate list of first language interpreters and first language professional counsellors for each nationality of your international students.

### **REQUEST 12: First language interpreters and professional counsellors**

#### **Cross Cultural Training**

Detail how Cross-Cultural training will be implemented. This should include all staff and other people in regular contact with international students (including administration staff, designated caregivers and homestay families)

Tick the boxes to indicate who receives cross-cultural training

- Principal/Directors/Managers
- Office Administration Staff
- Specialist International Student Support Staff
- Teachers/Teachers' Aides
- Designated Caregiver and/or Homestay families
- Other \_\_\_\_\_

Tick the boxes to indicate how cultural training is offered

- Staff Meetings
- Residential Caregivers Meetings
- Cultural Days
- Information Handbook
- Staff Induction / Orientation
- Guest Presenters
- Other \_\_\_\_\_

Confirm by ticking the boxes below that as a signatory you will:

- Keep a record of all cross-cultural training: Include date of training, who attended and areas covered.

**DO YOU ENROL INTERMEDIATE-AGED INTERNATIONAL STUDENTS  
NOT LIVING WITH A PARENT?**

**YES/NO**

If YES:

**15.10** Signatories must obtain approval from the Administrator for all international students who are enrolled in Years 7 and 8 of a school, or who are aged 11 to 13 and enrolled in any other provider, **who are not living with a parent.**

**15.11** To obtain approval as required by Section 15.10 above, signatories must satisfy the Administrator that:

**15.11.1** Students are living in appropriate accommodation; and

**15.11.2** Signatories must have processes in place to ensure that the developmental and pastoral care needs being are appropriately met, including (but not limited to):

(a) Provide for regular communication between students and parents

Tick the box to confirm that records will be kept of phone and other forms of contact with parents for students for students in Years 7 & 8 (or aged 11-13 years) who are not living with a parent

**15.12 Approval as required by section 15.10 above includes a satisfactory site visit by the Administrator.**

**STUDENTS WITH ADDITIONAL NEEDS**

*(See 'Guidelines to the Code' pp.59-63 – currently listed as Section 15.9)*

Confirm by ticking the boxes below that as a signatory you will:

**15.13**  Document where you believe on reasonable grounds that any international student is unable to protect him or herself against significant harm or exploitation and/or unable to adequately safeguard his or her personal welfare

**15.13.1** Meet and communicate regularly with such students;

**15.13.2** Determine whether it is appropriate to communicate with parents or next of kin of such students, and communicate regularly with appropriate persons, ensuring that the principles of the Privacy Act 1993 are complied with;

**15.13.3** Liaise with other agencies if necessary for the care and support of such students;

**15.13.4** Determine the living circumstances of such students and provide assistance or appropriate referral if the student is not considered to be living in an appropriate situation.

## Section 16: Monitoring attendance to ensure student welfare

(Refer to Sections 16.1 – 16.3 of *The Code*) (See 'Guidelines to the Code' pp.64-65)

16.1 Signatories must have processes in place to:

16.1.1 Ensure that international students are maintaining their course requirements; and

16.1.2 Follow up in the event that a student ceases attendance before course completion.

Submit monitoring and attendance procedures:

**Note:** Signatories must notify the New Zealand Immigration Service if a student leaves, is withdrawn and/or the Tuition Agreement is terminated prior to the expiry date on the Student's Visa or Permit.

### REQUEST 13: Course monitoring and attendance procedures

## PART 6: ACCOMMODATION

Signatories are advised to have a policy that sets out their terms and conditions relating to accommodation. Include a set of procedures for undertaking the requirements as set out in Part 6, Sections 17 – 23 of *The Code*.

The policy should include:

- The types of accommodation available to students – both under and over 18 years
- Criteria for complying with the Code

The procedures should include:

- Selection and monitoring of accommodation
- Recording and reporting of accommodation inspections and student interviews
- Withdrawal and relocation of students from accommodation
- Dealing with unsafe/emergency situations
- Reporting serious concerns
- Communication processes with parents and host families
- Division of responsibilities between signatory, host families and/or accommodation agent

Submit policy and procedures. The policy must be approved and signed by person who has authority to sign on behalf of your Institution, (e.g. *Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor*).

### REQUEST 14: Accommodation Policy and Procedures

## Section 17: Accommodation Provisions

(Refer to Sections 17.1 – 17.4 of *The Code*) (See 'Guidelines to the Code' pp.66-68)

17.1 Provide the name of the designated person or unit responsible for acting as a resource for international students requiring assistance with accommodation. Students must be notified of the existence and availability of this person or unit on enrolment.

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Confirm by ticking the box below that:

- Students and/or Parents are informed of accommodation resource person or unit. (The name of this person must be provided to international parents and students, even if you **DO NOT** arrange accommodation.)

**17.2** Confirm by ticking the box below that as a signatory you will:

- Report any serious concerns relating to accommodation to the Code Administrator.

**DO YOU ARRANGE ACCOMMODATION FOR STUDENTS AGED 18 AND OVER? YES/NO**

**17.3** If YES, indicate categories arranged by ticking the boxes below:

- Homestays  
 Boarding establishments / Hostels  
 Temporary Accommodation

**DO YOU ENROL STUDENTS UNDER THE AGE OF 18? YES/NO**

**17.4** If YES, indicate categories of accommodation accepted by ticking the boxes below:

- Homestays  
 Boarding establishments / School Hostels  
 Designated Caregivers  
 Temporary Accommodation (Tourist Accommodation) – short courses only  
 Living with parents

**DO YOU ENROL PRIMARY-AGED INTERNATIONAL STUDENTS? YES/NO**

**17.5** Confirm by ticking the box that:

- All international students enrolled in Years 1 to 6 of a school, or aged 10 and under and enrolled in any other provider, are living with and continue to live with a parent; except in the case of group students and students living in Ministry of Education approved school hostels.

Outline measures undertaken to ensure that an international parent continues to live with their son/daughter.

---

---

---

**17.6** Confirm by ticking the box that:

International students who are in Years 1 to 6 of a school, who are living in a Ministry of Education approved school hostel, must have special arrangements for weekend and school holiday care, including (but not limited to):

- Appropriate accommodation in weekends and school holidays;  
 Provide for regular communication between students and parents  
 Signatories have processes in place that ensure students' developmental and pastoral care needs are being appropriately met (as set out in section 15.9).

### **Section 18: Homestays**

(Refer to Sections 18.1 – 18.4 of **The Code**) (See 'Guidelines to the Code' pp.68-71)

Signatories must have robust procedures for the selection and monitoring of homestay carers and homestay residences which are followed by themselves and any accommodation agent.

#### **DO YOU ARRANGE HOMESTAY ACCOMMODATION FOR STUDENTS YES/NO**

If YES, submit your procedures for the assessment and monitoring Homestay accommodation.

*Note: Signatories enrolling students from Government approved exchange organisations (EPO) must monitor the EPO's procedures annually and meet with the student at least quarterly.*

#### **Include as part of Request 14**

Confirm by ticking the boxes that the signatory (and the accommodation agent) will:

- Determine that the homestay is not a boarding establishment
- Assess the homestay carer's suitability
- Carry out an on-site assessment of the suitability of the residential facilities
- Assess whether a homestay carer will provide a safe physical and emotional environment
- Establish a support infrastructure for homestay carers and provide advice and information on best practice to ensure high quality residential services to international students (See Request 16 below.)
- Visit each homestay with international students under the age of 18 years at least twice a year to ensure that the accommodation is suitable.
- Conduct follow-up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Confirm by ticking the boxes that the signatory will:

- Meet with international students under the age of 18 at least quarterly to ensure the homestay accommodation is suitable

#### **REQUEST 15: Homestay Caregiver Information Support Pack**

### **Section 19: Boarding Establishments**

(Refer to Sections 19.1 – 19.3 of **The Code**) (See 'Guidelines to the Code' pp.71-74)

Signatories who operate a boarding establishment and/or place international students with a boarding establishment must have robust procedures for the approval of the boarding establishment, which are followed by themselves and any accommodation agent.

#### **DO YOU OPERATE / ENROL STUDENTS IN BOARDING ESTABLISHMENTS YES/NO**

If YES, submit your procedures for the assessment and monitoring of Boarding Establishment accommodation.

#### **Include as part of Request 14**

Confirm by ticking the box that the signatory and the accommodation agent will:

- Check local government bylaws are being observed
- Identify a Manager or other person with responsibility for the care of the international student/s at the boarding establishment for students under the age of 18, and the resident manager for students aged 18 years and over
- Assess the potential boarding establishment management and employees' suitability
- Undertake an on-site assessment of the suitability of the residential facilities
- Assess whether the boarding establishment will provide a safe physical and emotional environment
- Monitor and manage any risks to the safety of international students
- Visit each boarding establishment with students who are under the age of 18 at least twice a year to determine that the accommodation is suitable. Conducted follow-up visits are if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Confirm by ticking the box that the signatory will:

- Monitor and manage any risks of violence and abuse at the boarding establishment
- Interview students who are under the age of 18 at least quarterly to ensure that the boarding establishment accommodation is suitable

### **Section 20: Designated caregivers**

(Refer to Sections 20.1 - 20.2 of *The Code*) (See 'Guidelines to the Code' pp.75-78)

If an international student's parent/s designate a relative or close family friend to provide accommodation for a student under the age of 18, the signatory must have an **Indemnity Document** signed by the international student's parents (and not an agent) stating that the designated caregiver is a relative or close family friend and that the parents are selecting the accommodation for their child, subject to the signatory approving the accommodation and designated caregivers.

**DO YOU ENROL STUDENTS LIVING WITH A DESIGNATED CAREGIVER** YES/NO

If YES, provide a copy of the **Indemnity Document** signed by international student's parents.

### **REQUEST 16: Indemnity Document**

Confirm by ticking the boxes that on or before enrolling the student you:

- Determine that the living conditions are of an acceptable standard
- Assess whether the designated caregiver will provide a safe physical and emotional environment for the student
- Determine that the accommodation is not a boarding establishment
- Meet the designated caregiver and establish communication with the caregiver
- Students who are under the age of 18 are interviewed at least quarterly to ensure that the accommodation is suitable

### **Section 21: Temporary accommodation**

(Refer to Section 21.1 of *The Code*) (See 'Guidelines to the Code' pp.78-79)

Signatories must have robust procedures in place for determining that temporary accommodation and accompanying supervision are suitable.

**DO YOU PROVIDE TEMPORARY ACCOMMODATION**

**YES/NO**

If YES, submit your procedures for the assessment and monitoring of temporary accommodation.

#### **Include as part of Request 15**

Confirm by ticking the boxes that the signatory will:

- Assess the suitability of the accommodation
- Ensure that students under the age of 18 will have appropriate supervision
- Ensure that group students will have an appropriate ratio of supervisors
- Monitor and manage any risks to the safety of international students

### **Section 22: Residential caregivers**

(Refer to Sections 22.1 - 22.2 of *The Code*) (See 'Guidelines to the Code' pp.79-81)

**22.1** Confirm by ticking the boxes below that as a signatory you hold at all times the following information for all residential caregivers:

- 22.1.1 Full name;
- 22.1.2 Current address and contact phone number(s);
- 22.1.3 Current Occupation; and
- 22.1.4 Relationship to student(s).

**22.2** Signatories must ensure that all residential caregivers have a full understanding of their obligations relating to the signatory and any accommodation agent.

### **Section 23: Police vetting of accommodation for students aged under 18**

(Refer to Sections 23.1 - 23.2 of *The Code*) (See 'Guidelines to the Code' pp.82-87)

**DO YOU ENROL STUDENTS WHO LIVE IN HOMESTAYS, BOARDING ESTABLISHMENTS or HOSTELS?**

**YES/NO**

If YES:

Provide a copy of the Police Vetting letter and Consent to Disclosure Form.

#### **REQUEST 17: Police Vetting letter and Consent to Disclosure Form**

- Signatories must undertake New Zealand Police vetting of all persons aged 18 or over (excluding other international students) resident in homestay households; to apply for approval, contact Joe Green at [joe.green@police.govt.nz](mailto:joe.green@police.govt.nz).
- Signatories must be satisfied that a suitable process for New Zealand Police vetting of current and prospective boarding establishment employees and contractors who work regularly at the boarding establishment is in place; and
- Signatories may require that a Police vet be undertaken of **DESIGNATED CAREGIVERS** and **SUPERVISORS** and/or **TEMPORARY ACCOMMODATION EMPLOYEES** if it is considered appropriate or if this is in line with the signatory's policy.

## PART 7: GRIEVANCE PROCEDURES

### **Section 24: Internal grievance procedures**

(Refer to Sections 24.1 – 24.3 of *The Code*)

(See 'Guidelines to the Code' pp.88-90)

- 24.1** Outline how international students are advised of and have access to:
- a) Internal procedures for dealing with grievances
  - b) The IEAA (for unresolved pastoral care grievances)
  - c) NZQA (for unresolved academic grievances in PTEs)
- 
- 

### **INTERNATIONAL EDUCATION APPEAL AUTHORITY**

#### **IEAA**

Tribunals Unit  
Level 1, 86 Custom House Quay  
Private Bag 32001,  
Panama Street  
Wellington

**Phone:** + 64 4 462 6660

**Fax:** + 64 4 462 6686

**Email:** [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

### **REQUEST 18: Grievance Procedures**

- 24.2** How will procedures for dealing with complaints from international students about breaches of the Code be implemented and documented?
- 
- 
- 

- 24.3** Detail where complaints procedures and access to information on the International Education Appeal Authority will be displayed within the signatory's institution.
- 
-

## PART 8: APPLICATIONS & MONITORING

### Section 30: Monitoring

(Refer to Section 30.3 of *The Code*)

(See 'Guidelines to the Code' p.95)

**30.3 Signatories are required to review their own performance to ensure compliance with the Code. The outcomes of this review must be recorded in a form that may be made available to the Administrator if requested.**

The **Annual Review of Compliance** with *The Code* will be undertaken in

\_\_\_\_\_.  
*(Month/Year)*

Provide the **name** and **designation** of the person responsible for ensuring that the annual review of information will be recorded in a form that can be made available to the Administrator if requested.

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

The review process should include the following:

- The date/month of the review and how the review is to be done
- The person responsible for organising the review and for ensuring that the outcome is recorded in a form that may be made available to the Administrator if requested
- The person responsible for checking Ministry of Education's website updates
- The person responsible for approving changes to policies and procedures
- The person responsible for informing staff members of any changes and for ensuring implementation of any policy
- The person responsible for procedural changes and for updating the signatory's website

**DO YOU ENROL INTERNATIONAL STUDENTS IN YEARS 1 TO 8 OF A SCHOOL OR AGED 13 AND UNDER IN ANY OTHER PROVIDER? YES / NO**

If YES:

**30.4 Signatories enrolling international students in Years 1 to 8 of a school, or aged 13 and under in any other provider, are required to review their own performance to ensure compliance with the Code at least quarterly and submit their reviews to the Administrator at least every six months.**

*Note: The Code Administrator will provide a reporting template for the six monthly reviews*

## STATUTORY DECLARATION

When you have completed this form, please take it to a Justice of the Peace, Solicitor, a Registrar or Deputy Registrar of the Court to be witnessed. The declaration must be completed by a person who has authority to sign on behalf of your institution (e.g. Principal, Board of Trustees Chairperson, Manager, Director, Chief Executive, Vice Chancellor).

I, ....., of  
(full name) (position)

....., solemnly and sincerely declare that  
(name of provider)

- the information contained in this application is true and correct to the best of my knowledge and belief
- the Administrator will be indemnified pursuant to Section 12.6 and 14 of the Code
- the above named Provider agrees to be bound by the procedures of the International Education Appeal Authority and the International Education Review Panel pursuant to Sections 25, 26, 27 and 28 of the Code and
- the above named Provider, whom I represent, meets all the requirements of the Code of Practice for the Pastoral Care of International Students

I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Signature.....  
(Applicant's signature)

Declared at .....this .....day of .....200 .

Signature.....  
(Witness's signature)

Please circle one: Justice of the Peace Solicitor (Deputy) Registrar

## APPLICATION CHECKLIST

Use this checklist to ensure all relevant material has been attached to this application.

Request	Information Requested
1*	<input type="checkbox"/> Group Student Policy
2	<input type="checkbox"/> Promotional Material/ Brochure - Sections 4.1, 4.2, 4.3, 5.3 and 17.1
3	<input type="checkbox"/> Offer of Place letter/s
4	<input type="checkbox"/> Student Handbook - Sections 7.2, 7.3, 7.4, 7.6, 15.1, 15.2, 15.3 and 17.1
5	<input type="checkbox"/> Medical and Travel Insurance Policy
6*	<input type="checkbox"/> Recruitment Agent Agreement
7*	<input type="checkbox"/> Accommodation Agent Contract
8	<input type="checkbox"/> Contractual Agreements: Tuition Agreement, Refund Policy & Application Form
9	<input type="checkbox"/> Fees Protection Policy
10*	<input type="checkbox"/> Agreement with Exchange Programme Organisation
11*	<input type="checkbox"/> Emergency procedures (Students under 18 years)
12*	<input type="checkbox"/> First Language Interpreters and professional counsellors (Students under 18 years)
13	<input type="checkbox"/> Course monitoring and attendance procedures
14	<input type="checkbox"/> Accommodation Policy and Procedures
15*	<input type="checkbox"/> Homestay Caregiver Information Support Pack
16*	<input type="checkbox"/> Indemnity Document
17*	<input type="checkbox"/> Police Vetting Authority letter and Consent to Disclosure Form
18	<input type="checkbox"/> Grievance Procedures
19	<input type="checkbox"/> Signed & verified Statutory Declaration

\* Submit only if applicable to your application