

Code of Practice for the Pastoral Care of International Students Newsletter

September 2008

Kia ora koutou

How fast the year is moving! We hope that you are all enjoying the change in season at long last. Having spoken with many of you at the ISANA conferences and at the Education New Zealand Conference in August, it is evident that your commitment to your role in international education is as strong as ever. We appreciate and applaud that you continue to strive for excellence in your pastoral care of international students.

The Code of Practice Team.

Code Office News

Where's Judy?

As most of you are aware Judy Simpson retired at the end of last year following four dedicated years in the Code Office. As Senior Advisor, Judy added such value to the Office and we wish to take this opportunity to thank her and recognise the importance of her contribution. She returned to the office on a part-time basis earlier this year and although that contract recently ended, Judy remains a close friend of the team and we look forward to any opportunity to work with her again in the future.

Denise's Holiday

Denise took over the mantle of advising for schools and is currently taking some well earned annual leave. In her absence, her calls are being redirected and answered by Shonagh Mulvey.

Annual Return

It is that time of year again, "Where is that form?" "When is it due?" "Somebody call the Code Office and get another one, I can't find it!"

As you are aware, the Code requires that Signatories review all information provided to international students at least annually. During the next few days you will receive your Annual Return form in the post with an accompanying letter. Please complete the Return form and fax or post it back to us at the Code Office. You will receive an acknowledgement from the Code Office once we receive your completed Return form. If you do not receive a letter within 7 days of submitting your Return, please contact us before we contact you! It may be that we did not receive your form through the fax. Technology is marvellous, however it is not always 100% reliable.

Welcome to our new Website

Just when you thought you had mastered our website, you will now find it has had a much needed overhaul! We like to keep you on your toes.

The Ministry of Education has recently launched the newly designed and updated Ministry website. The Code of Practice Office has put together six key areas of interest from the new site to help you navigate and understand where our information sits within the Ministry pages.

[Click on the this link to go to the main international education page.](#)

Click on the section entitled "For Providers of International Education"

There are key areas which you can access from this point, we have outlined them below.

Key Headings

1. Code of Practice for the Pastoral Care of International Students.

The Code of Practice provides a framework for minimum standards, good practice procedures and a complaints procedure. All providers enrolling international students must comply with the Code.

Examples of information available:

[Application Form to become a Signatory to the Code of Practice](#)

[Code of Practice for the Pastoral Care of International Students](#)

[Guidelines to Support the Code of Practice](#)



2. Information for Code Signatories

Information and resources to assist Code signatories with the enrolment and care of international students.

Examples of information available:

[Getting Started with International Students in New Zealand](#)

[Grievance Procedures](#)

[Accommodation policies and procedures](#)

3. Submitting a complaint

Information on the organisations set up to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents.

Examples of information available:

[International Education Appeal Authority \(IEAA\)](#)

[International Education Review Panel](#)

[Code of Practice Team - Contact Us](#)

4. Definition of a domestic student

This page contains tables for download, that set out who is classed as a domestic student for study in the New Zealand school sector and in the tertiary sector

Information available:

[Domestic Student in the School Sector](#)

[Domestic Student in the Tertiary Sector](#)

Other Headings

5. ESOL: effective provision for International students

This resource is designed to assist schools to provide quality ESOL support for international students. It provides guidance for the development of ESOL policies and business plans to ensure that English language programmes are adequately and appropriately resourced. It also provides good practice advice for programme planning and teaching practice.

Information available:

[English for speakers of other languages \(ESOL\)](#)

6. Links to other websites relating to International education.

[Click here for links to other websites relating to international education in New Zealand.](#)

Useful Information regarding Critical Incidents

The Code Office has compiled some useful information which you may wish to consider when planning your strategies for coping with critical incidents.

The BOT should have a policy for responding to critical incidents in a general way. Additional requirements if an **international student** is involved include:

- Sections 7.5 and 7.6 of the Code relate to contact details held for internationals
- 15.9 and 15.10 relate to specific welfare requirements which must be put in place for primary and intermediate aged students.

Incident Management suggestions:

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

- Education Provider - ensure you have a 24/7 staff contact person and mobile telephone number
- How are international parents in New Zealand and in the home country informed of emergency procedures
- How are designated caregivers and homestay families informed of emergency procedures
- Ensure an interpreter is available if needed –please always have an emergency number available of a translator service if your area does not have readily available second language speakers.
- Ensure that thorough records are kept throughout and following the incident, e.g. detailed records of the incident, actions taken, outcomes and any other appropriate evidence.

We also have advice on particular issues on our website such as pandemic planning, sexual abuse, hospital admissions and medical/pregnancy issues. This advice can be found on our website under the section entitled "For Providers of International Education"

Contact Us	
Dot Bach:	(T) (09) 632 9511
Code Manager	(E) dot.bach@minedu.govt.nz
Denise Berry:	(T) (09) 632 9436
Schools	(E) denise.berry@minedu.govt.nz
Yvonne Callaghan:	(T) (09) 632 9513
Administration	(E) yvonne.callaghan@minedu.govt.nz
Emma Mackie:	(T) (09) 632 9481
Tertiary	(E) emma.mackie@minedu.govt.nz

