

Code of Practice for the Pastoral Care of International Students

Newsletter May 2007

Salaam Aleikum, Greetings.

This is the second issue of the Code of Practice Newsletter for 2007. By now you are all well into the swing of things and we hope you are having a fabulous year so far.

The Code office continues to be a hive of activity with your issues and input keeping us on our toes! Some changes are looming on the horizon so please read on for an update.

If you were not sent this newsletter directly and would like to subscribe to it, please email info.code@minedu.govt.nz and you will be added to the subscribers list.

Please also email the Code office if you would like to make a contribution to the newsletter or would like an issue or topic covered.

The Code of Practice Team

Farewell From Jim Sinclair

This is to advise that I shall be leaving the Code office on Friday 29 June. Arrangements are underway for advertising for a replacement Administrator.

I have been in the job for just over 5 years and my role initially was to manage the implementation of the mandatory Code, sort out the application and approval process and set up the systems for ongoing monitoring of compliance with the Code and establishing the International Education Appeal Authority and the Review Panel.

It was a new and alien process for both the Ministry of Education and the education providers but we got there and managed it through the team effort of all parties. That's what I'll remember most about this job, the goodwill and positive attitude education providers have had towards the Code and the Code

office. I think it's because, and for all its weaknesses, the Code is a good Code and the intent is to achieve a win/win situation for students and the education providers. So it has meant working out together how the Code applies to different education providers in different situations. In this sense it has been a very 'personable' implementation.

I believe the standards of care towards international students studying in New Zealand have always had to be very good because New Zealand is one of the most distant of education destinations – and one of the most successful. Since the introduction of the mandatory Code in 2002 our support systems, the quality of care and the calibre of support staff have reached new levels. Heaps of people work very hard to keep students safe. The recognition of the work of support staff is very pleasing and their expertise continues to grow to meet the diverse support needs of changing markets.

Since 2002, interagency liaison in relation to the welfare of international students has also dramatically evolved. I have really enjoyed the collegial process of working with consular agencies, Immigration New Zealand, NZTE, Education New Zealand, the audit agencies, the police, ISANA, regional organisations, sector representatives and the MOE international policy team.

Implementation is over. The Code is about to be revised and the vision set for the next few years. It's time for a change of Administrator.

A big thanks to everyone who has supported us to maintain the integrity of the Code. It has been great to have been part of the New Zealand Inc team.

Jim S



A Big Thank You from Liz Nicholls

I wanted to take this opportunity to say farewell as my final day with the Code of Practice team is June 8 2007 (my position is advertised until May 17 so get in quick!).

My last two years with the Code office has been a fabulous opportunity for me. I have really enjoyed working with the special people who have a vested interest in international education. To those of you who have shared your experience, ideas and practical wisdom with me, I appreciate your generosity in these areas. Your feedback has really contributed to my greater understanding of how the Code office and my team is able to best serve the industry.

Unfortunately I am leaving the beautiful shores of New Zealand for an unspecified period of time. If I could sum up what I would miss about the country in one word it would be 'diversity' - of the land, the people and the experiences that can be gained here. We have an amazing country here and the work that you all do in the area of international education helps to share New Zealand with the rest of the world.

I wish you all the very best in all of your endeavours and hope to see many of you in other capacities in the future - after all, it is a very small world.

With warmest thanks,

Liz Nicholls
Advisory Officer



An Urgent Reminder - Six Monthly Reviews

All education providers that enrol international students in Years 7 & 8 of a school or aged 11-13 in any other provider were asked to submit their first six monthly return for this year by Friday 20 April.

Once you have sent in your return it is very important that you keep the letter that the Code office mails to you in response. ERO/NZQA may ask for a copy of this letter during their audits as proof that you have undertaken the review.

Please note that a non-return may result in a referral by the Administrator to the International Education Appeal Authority. The next 6 monthly review will be sent out in September.

Consultation on the Revised Code of Practice

The International Policy division of the Ministry of Education is responsible for the project management of the revised Code.

Industry groups will be welcomed during the consultation period to have input into the revised regulations.

Submissions on the discussion document are now likely to be invited during the second half of 2007.

For more information about the Code consultation process, contact Maree Van der Zouwe 04 463 8557.

Hostel checks for Signatories Placing School Students with Residential Caregivers

Note: This advice is for schools only. It does not apply to state or private tertiary institutions.

The *Education (Hostels) Regulations 2005* which came into force on 1 March 2006, require school hostels used solely or mainly for the accommodation of students enrolled at a registered school to be licensed.

The Code office is urging all schools using residential caregivers to check whether any accommodation used should be considered as a boarding establishment under the *Education (Hostels) Regulations 2005* and, if so, whether this accommodation is licensed in accordance with these regulations.

The regulations apply to boarding establishments used for the accommodation of *international students and domestic students* studying at a school. This includes a private home where the caregiver has 5 or more student borders, none of whom is a family member.

If you find a residential carer that falls within this

category, you should contact the Hostel Licensing Authority urgently. It is illegal for students enrolled at a registered school to be accommodated at an unlicensed hostel.

All enquiries about Hostel licensing should be directed to the Hostel Licensing Authority at info.hostels@minedu.govt.nz.

International Education Agenda consultation

The Ministry of Education, in conjunction with other government agencies, has developed an International Education Agenda for New Zealand 2007 - 2012.

The Agenda sets out the aspirations for New Zealand's future engagement in international education and outlines the initiatives on which the government plans to engage.

Who should provide feedback?

The Ministry invites feedback on the Agenda from those interested in international education, including those involved in the pastoral care of international students, but is specifically seeking the latter's views on Goal 2: *International students are enriched by their education and living experiences in New Zealand*.

How?

The deadline for feedback is **25 May 2007**.

You can download the Agenda and a feedback form from the Ministry of Education's website - www.minedu.govt.nz (scroll down to the bottom of International web page to find it), Fill out the feedback form and email it to ie.agenda@minedu.govt.nz or post it to: International Education Agenda

Consultation, Ministry of Education, PO Box 1666, Wellington 6140.

If you would like a printed copy (or copies), have any difficulty accessing the documents online, or require more information please contact Claire Solon on 04 463 8289, or email ie.agenda@minedu.govt.nz

International Education News – Subscribe

The Ministry of Education's International division publishes an e-newsletter with news from our offshore education counsellors, along with international education policy and strategy developments in New Zealand.

The education counsellors are located in New Zealand embassies in South East Asia (Kuala Lumpur), Europe (Brussels), North America (Washington DC), China (Beijing) and South Asia (New Delhi) and an education attaché is based in the Gulf States (Riyadh). A counsellor has just been appointed to Chile (Santiago) and an appointment to Korea (Seoul) is pending.

The education counsellors support the recruitment and marketing activities of providers and other agencies through education diplomacy; the building of long term relationships with governments, educational policy bodies and key sector groups and institutions to promote understanding of New Zealand's education system in their regions.

To access the International Education e-newsletter from the Ministry's website <http://www.minedu.govt.nz/goto/international>, scroll down and click on [International Education News](#).

National Survey of International Students

The Ministry of Education has contracted Deloitte to administer the 2007 National Survey of International Students. This survey was previously conducted in 2003 and provided a range of information about the experiences of international students studying in New Zealand.

In the coming months, education institutions will be asked to participate in the survey. For the benefit of the sector, it is strongly recommended that international students participate in the survey. Results of the survey will be made widely available in early 2008.

If you would like to know more about the project before you are contacted, then please call Research Project Manager, Melanie McAtamney of Deloitte on 03 474 8663. For more information, contact Ray Hollis at the Ministry of Education on 04-463 2896.

Good Practice Suggestions

*From: Jill Charlton
International Student Co-ordinator
Ponsonby Intermediate School*

"Guidelines for Parents in Supporting their Children's Learning (in Korean and English) produced by the Education Advisory service.

"Missing The Point" - Reporting On Student Achievement To Korean Parents At One NZ High School"

*From: Penny O'Connell
International Student Co-ordinator
Halswell School*

Penny has allowed us to place 3 of her brilliant resources on our website. The resources are:

- Weekly Pastoral Care Diary for Young International Students
- Confidential Caregiver Home Interview
- Counselling/Interview Form for Young International Students

Thank you to Jill and Penny for sharing these resources in response to our February newsletter.

“Now You’re Talking” Language Cards

Cards include basic words and phrases selected for tutor teachers in 24 languages.

The A5 cards have the key words with meanings and a pronunciation guide on one side and some background information about each country, with a map, and details about the language and customs of the people on the other. These cards were produced in 2000 can be obtained for \$26.67 + postage (2007) from:

National Association of ESOL Home Tutor Schemes (Inc)

P.O. Box 12-114

Wellington 6038

Ph. 04 471 2382

Fax 04 471 2383

[e-mail: natoffice@esolht.org.nz](mailto:natoffice@esolht.org.nz)

Immigration Contacts

You may be aware that Immigration New Zealand has now centralised their processing. Each area has now been assigned a Manager. The contact details are printed below.

Auckland & Hamilton Regions (Tertiary & PTEs)

Kirsten Cameron

(06) 952 7755

kirsten.cameron@dol.govt.nz

Auckland & Hamilton Regions (Primary & Secondary)

Linda Funnell

(06) 952 7757

linda.funnell@dol.govt.nz

Palmerston North Region

Neha Sandhu

(06) 952 7766

neha.sandhu@dol.govt.nz

Wellington Region

Farid Patel

(06) 952 7761

farid.patel@dol.govt.nz

Christchurch & Dunedin Regions

Helen Dickson

(06) 952 7753

helen.dickson@dol.govt.nz

Students Online Partners

Norelle Ward

(06) 952 7749

norelle.ward@dol.govt.nz

Address for Student Applications and Correspondence

All student applications and correspondence related to student applications should be sent to the Student Processing Unit in Palmerston North. This includes medical and police certificates submitted to support online applications.

The address is:

Student Processing Unit

Immigration New Zealand

P O Box 1049

Palmerston North 4440

The fax number is 06 952 7758