

Code of Practice for the Pastoral Care of International Students

Newsletter September 2006

Code Updates

This is the third issue of the Code of Practice Newsletter for 2006.

All issues of the newsletters are available from the Ministry of Education's website at www.minedu.govt.nz/goto/international.

The Code office is a resource to assist education providers with meeting the requirements of the *Code of Practice for Pastoral Care of International Students*. If you have any questions or concerns about the Code, please don't hesitate to contact us on the details at the end of this newsletter.

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

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

The Code of Practice Team

The Code Office is Moving!

Please update your address books and data bases.

From **18 September** the Code office will located at:

Eden 5 Building
12-18 Normanby Road
Mt Eden

From **25 September** the postal address will be:

Private Bag 92644
Symonds St
Auckland 1150

We will have a 1 month redirection service for all mail sent to the College Hill address.

Please note that our phone numbers and fax numbers will also change, but as yet the Code office cannot supply the details. Ringing the old numbers will allow you to get through to us. All email addresses will remain the same.

Update of Code Statistics

Total number of signatories:	1227
School Sector:	876
Private Tertiary:	310
Public Tertiary:	31
Subsidiaries:	10
New signatory applications pending:	13
Applications/signatories withdrawn:	101
No. of closures/mergers/deregistered:	91
Suspended/Removed:	0

Website Change!

After the May newsletter went up on the website, you may have noticed that the Code of Practice/International websites were almost immediately changed.

The May newsletter provided a guide to navigating the Code of Practice webpage which is now no longer accurate.

To assist you in finding your way around the new website there is a new guide at the end of this newsletter.

Enrolment Circular 2003/5

The Ministry of Education is currently revising Circular 2003/5 which provides definitions for international/domestic students in the **compulsory schooling sector**. The revised circular will include amendments to previous definitions and advice on verification documentation. When the revised circular is available you will be able to download it from the main Ministry of Education website under 'General Publications'.

In addition to the circular there are two very useful definition tables on the website, one for schools and one for tertiary: <http://www.minedu.govt.nz/index.cfm?layout=document&documentid=11132&indexid=11319&indexparentid=6663>

Reminder: Grievance Procedures

The Code requires that all international students must have access to internal grievance procedures. Signatories must ensure that students are provided with information on:

- who they should contact in the first instance if they have a concern or complaint
- the availability of this person
- steps to take if the matter cannot be resolved easily
- that they have a right to a support person, mentor, and/or legal representation in proceedings

Students must also be provided with the summary pamphlet of the Code (available from our website in 9 languages) that has the information about the IEAA and advised that they can follow external grievance procedures including the IEAA if the matter is not resolved within the institution.

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

Education providers are required by the Code of Practice to display information about the IEAA in prominent locations and advise students with grievances of the existence of the IEAA (Section 24.3 of the Code).

Procedures for making a complaint to the IEAA

Before a complaint is investigated, students must be able to show that they have gone through the provider's internal grievance procedures (Section 25.5 of the Code).

All complaints must be written in English with the name, address and contact details of the complainant.

Please note that students can now write and fax the IEAA office directly on the following contact details:

IEAA
PO Box 12083
Wellington

Phone: 64 4 918 8300

Fax: 64 4 918 8303

or they can use the details in the summary pamphlet

Now might be an excellent time to mention the latest IEAA Report ...

IEAA Annual Report

The annual report of the International Education Appeal Authority has been published and is now available from the website under "Complaints Procedure" then "Report of the International Education Appeal Authority".

The IEAA report contains representative summaries of cases presented to the Authority over the year from October 2004 to October 2005. It provides an excellent reference for providers to make sure that they are not making any of the mistakes in the case notes.

In addition to the report being available on the website, we still have a few hard copies of the IEAA available free of charge from the Code office.

If you would like a copy (while stocks last!) please contact **Susanne Preuss** on info.code@minedu.govt.nz.

Annual Reviews of Compliance

Section 9.1 of the Code requires that signatories review all information provided to prospective international students at least annually.

Section 30.3 of the Code states that signatories must review their own performance to ensure compliance with the Code and that outcomes of this review must be recorded in a form that can be provided to the Administrator.

The provider update for 2006 will be sent out in September. It is important that these reviews are undertaken and records kept, not just that forms are signed off and sent back to the Code office.

The annual review form must be completed by any provider who is **not** required to complete a six monthly return. Providers enrolling students in Years 7 & 8 of a school or aged 11-13 in any other provider do not have to complete a separate form from the second six monthly return.

The return date for the annual review of compliance is **Friday 20 October**.

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 will be asked to submit their second six monthly return for this year by **Friday 20 October**.

Providers will be sent a copy of the six monthly return sheet. Sample internal review forms for this age level are available from the website.

The Code office will mail an acknowledgement letter when we have received your six monthly review. Please retain a copy of this letter in your Code of Practice file as it may be requested by the Education Review Office (ERO) or the New Zealand Qualifications Authority (NZQA) during your audits as an assurance that your school is still compliant with the Code.

A non-return may result in a referral by the Administrator to the International Education Appeal Authority.

Reminder: Students on a Visitor's Visa or Work Permit are still International Students

There appears to be some confusion over who is categorised as an international student, particularly in the tertiary sector.

All foreign students enrolled with an education provider are considered international students whether they are enrolled for a 1 day, 12 week or 1 year programme.

Work permit holders with a variation to study and people on a visitor's visa are also international students under the Code. On page 1 of this newsletter there is a link to a table of definitions for international/domestic students. Please also refer to the 'definitions' section at the beginning of the Code (not the Guidelines).

Pandemic Resource

The long awaited Code of Practice/Ministry of Education pandemic planning guides for providers with international students is now available on the website.

The guide is intended to remind education providers of their responsibilities under the Code and the actions

that may need to be taken in the event of a pandemic. Some of the advice will be specific to a Pandemic situation but much of it is good practice in planning for emergency situations.

The guide can be downloaded from www.minedu.govt.nz

Evaluation of the Code of Practice

As you may be aware, the international policy division of the Ministry of Education has been undertaking an evaluation of the Code this year.

The draft evaluation of the Code is nearly completed. The final report of the evaluation will be made publicly available.

Following the release of the report some amendments to the Code may be proposed. Section 32 of the Code requires signatories to be given at least 20 days to make submissions on any proposed amendments.

It is very unlikely that any new amendments will be printed until at least mid-2007.

ISANA NZ Conference

ISANA began as the Overseas Student Advisers' Network (OSAN) in 1989. It was formed as a special interest group of the Australian and New Zealand Student Services Association (ANZSSA), as a network of people in new roles of delivering support services to international students.

ISANA NZ is the regional branch of ISANA. The ISANA NZ Conference was held in Wellington between 31 August - 1 September.

A wide range of issues were presented, including international student safety initiatives, immigration developments in processing student permits, a panel of students experiences and best practices in pastoral care for support and administration staff.

A professional development day was also held on 30 August. This day was broken up into three segments on best practices and initiatives in student safety, administration and for Muslim students.

If you are interested in ISANA, or would like to join, please visit www.isana.co.nz

Education New Zealand Conference

The Education New Zealand 15th Annual International Education Conference - "Under the Microscope: Myths and Realities in International Education"- was held in Auckland between the 16-18 August.

The conference provided a great opportunity for representatives from education providers, government agencies and education agents to network.

Papers will be available on the Education New Zealand website for those who weren't able to attend. Please go to www.educationnz.org.nz

The student website for Education New Zealand is www.newzealandeducated.com

Useful Websites

Citizens' Advice Bureau: <http://www.cab.org.nz>

Education New Zealand (ENZ):

Industry web: www.educationnz.org.nz
Student Web: www.newzealandeducated.com

Immigration New Zealand:
www.immigration.govt.nz

Ministry of Education: www.minedu.govt.nz

New Zealand Universities Student Association:
<http://www.students.org.nz/>

Resources

There is an interesting research report prepared for ENZ by the Centre for Applied Cross Cultural Research, VUW. The report, published in 2005 is titled, 'Interactions with International Students' and examines the perceptions of international students, domestic students and community members concerning international education in New Zealand.

For information on the report, please contact Education New Zealand.

Code of Practice 'New' Website

Just after everyone gets used to the old website it changes! Please take the time to have a look at the new website. If you are having difficulty locating any documents, please don't hesitate to contact the Code office.

In order to navigate the website go to:

www.minedu.govt.nz

on the right hand side there is a list of navy blue headings. Towards the bottom of the page there is one that says:

International Education

If you click on that heading you will get another set of blue headings which start with:

Strategy, policy and projects

Code of Practice for the Pastoral Care of International Students

Statistics

Click on the second heading to get most of the information for the Code.

Useful headings:

Information/resources for Code signatories - has most of the resources and good practice documents in this section.

Complaints procedures - refers to the information on the IEAA.

The Code office is currently updating a number of documents so keep an eye out for the new versions!

For enquiries on the Code or comments about this newsletter please contact:

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Code of Practice

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The Code office has been approached on a number of occasions to facilitate 'best practice' information sharing. The Code team currently attempts to do this through a limited number of cluster groups and through our 'good practice' templates on the website.

If you have good practice suggestions that you would like shared through this newsletter (it could be possible for the newsletter to share good practice through sector specific sections such as schools, tertiary and private tertiary) we would be delighted for you to share this with us and other Code signatories. Disseminating good practice will rely on the Code office being sent good practice material so please email Liz with your suggestions or issues that you would like covered.