

Code of Practice for the Pastoral Care of International Students

Fiordland College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Students are encouraged to read the Code, which is available on the NZQA website at www.nzqa.govt.nz. (A summary of the code is outlined below.)

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on its website at www.immigration.govt.nz.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on its website at www.moh.govt.nz.

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Important Information for International Students and their Families

This is a summary of the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code). It provides information for students and their parents on what to do if they have a complaint about their treatment by a New Zealand education provider or agent of an education provider.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz.

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How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz.

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study.
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (**for concerns and complaints about a provider breaching the Code**) or
- iStudent Complaints (**for concerns and complaints about money or contracts**).

Is your complaint about a provider breaching the Code?

As the Code administrator, NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/.

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. This service is free.

You can contact iStudent Complaints in a few ways:

Website	www.istudent.org.nz
Email	complaints@istudent.org.nz
International Phone Number	64 4 918 4975
Freephone (within NZ)	0800 00 66 75
Fax	64 4 918 4901
Facebook	www.facebook.com/istudent.complaints
WeChat	(search for 'NZ iStudent Complaints' Chinese language only)
Post	iStudent Complaints, P O Box 2272 Wellington 6014 New Zealand