

SUMMARY OF CODE

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of "The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), and provides a procedure that students can follow if they have concerns about their treatment by an educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all educational providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an international student?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from the Ministry of Education website - [Click here](#).

How do I know if an education provider has signed the Code?

The New Zealand Qualifications Authority (NZQA) maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz/providers/index.do. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

1. The first thing you must do is contact the Principal, the International Student Manager, or the Dean of International Students who have been identified to you as someone that you can approach about complaints at your institution.

2. All complaints and/or disputes are dealt with under the Code of Practice and/or The International Student Contract Dispute Resolution Scheme (DRS), which provides a free, faster and more effective process for students to resolve contractual and financial disputes with education providers. Students and parents can read the International Student Contract Dispute Resolution Scheme (DRS) on the legislation website <http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src+qs>

3. If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA).

Please refer to the NZQA website for more information on their role and process:
<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>