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Purpose

The purpose of this procedure is to ensure familiarity with the legislative requirements that accompany the enrolment of International Students, as well as ensuring the responsibilities with regard to adequate care and support during the period of the International Students' enrolment are highlighted and adhered to.

Scope

Institution wide.

This procedure applies to all International Students. The Education (Pastoral Care of International Students) Code of Practice 2016 ("Code of Practice") defines an International Student as one who is:-

- a) enrolled by a provider; and
- b) in relation to the provider, is an international student as defined in section 2 or section 159 of the Education Act (whichever is applicable).

NB Australian citizens, permanent residents of Australia and students from the Cook Islands, Niue or Tokelau are eligible for enrolment at UCOL as Domestic Students.

Responsibility

Implementation and operation of this procedure is the responsibility of the Executive Director Student Success, Executive Director Business Development, Student Information staff, International Student Support/Pastoral Care staff and all staff involved in programme delivery.

Procedure Statements

1. Education (Pastoral Care of International Students) Code of Practice 2016

As a signatory UCOL is bound by the Education (Pastoral Care of International Students) Code of Practice 2016 ("Code of Practice").

Information regarding the Code of Practice will be made available to staff.

2. Student Visa

UCOL will ensure International Students have a valid Student Visa at the time of enrolment.

3. Admission & Enrolment

UCOL's communications, marketing and promotions for international students will provide sufficient information for prospective students to make informed choices.

International students who do not meet the Entry Qualification requirements of the programme for which they are applying (including English language requirements) will be advised of suitable pathway options.

International students enrolling in programmes where students are required to undergo safety checks (including police vetting) under the Children's Act 2014 will be advised of this requirement.

4. Commencement

UCOL strongly recommends to international students that they arrive in New Zealand at least one week prior to the published commencement date of their chosen programme of study, and to make contact with UCOL on their arrival.

Where, due to extenuating circumstances, the student is not able to arrive in New Zealand prior to the published commencement date of their programme of study, they must apply to the Executive Dean of Faculty for permission to start the programme after the commencement date. The Executive Dean will not approve any request for late commencement of more than two weeks after the published course commencement date.

Any international student that arrives after the published commencement date of their programme without reasonable excuse or without the prior approval of the Executive Dean of Faculty may have their enrolment cancelled, and Immigration New Zealand will be notified.

5. Orientation and Student Support

Systems for the pastoral care of International Students will assist UCOL to meet the requirements of the Code of Practice. All International Students will be provided with an appropriate orientation and induction programme as well as access to ongoing learning support for the duration of their studies.

6. Insurance

The Code of Practice requires International students studying in New Zealand to have current medical and travel insurance for the duration of their planned period of study.

The policy must cover, for example, travel to and from New Zealand, medical care in New Zealand, repatriation of the student as a result of serious illness or injury, death of the student, and associated costs.

When their enrolment is confirmed students will automatically be insured with UCOL's preferred provider. Should the student wish to arrange their own insurance cover and cancel the UCOL arranged policy they must provide UCOL with a copy of their insurance certificate, which UCOL will check to ensure it complies with the Code of Practice insurance requirements.

7. Accommodation

UCOL recognises that it is important to provide International Students with a suitable living environment conducive to study and to assist International Students with integration into the New Zealand lifestyle. It is also important that parents are given some assurance that their child is well cared for and happy in New Zealand.

UCOL will have assessment processes in place for Homestay accommodation organised by UCOL or by a partner of UCOL and will refer students to this type of accommodation in the first instance. The outcome of any assessment will be made available to International Students. UCOL will seek feedback from students on the accommodation.

UCOL will have assessment processes in place for Designated Carer accommodation where parents/guardians of under-18 International Students may choose to have their child housed. The outcome of any assessment will be made available to the student's parents/guardians.

UCOL may provide advice and assistance with regard to other forms of accommodation such as private rental properties or hostels but will make it clear that no assessment of the suitability of the accommodation has been made.

8. Attendance and Performance

UCOL acknowledges that monitoring of attendance and performance assists with ensuring the safety and academic performance of International Students. All staff involved in programme delivery will be required to be aware of, and comply with, UCOL's International Student Attendance and Performance Monitoring Procedure document.

Lecturers should take note of any International Student who fails to attend a compulsory tutorial or lecture and notify the International Student Coordinator in the first instance.

All staff should immediately notify the international student coordinator if they have any concerns in regard to the welfare of an international student.

The international student coordinator will contact the student and organise to meet in person. The purpose of the meeting will be to determine if there are any external issues causing poor performance/attendance and to organise appropriate support. All interested parties should be included in discussions regarding a student. Wherever possible the International Student Coordinator should obtain the student's permission to contact parents/guardians.

If a student fails to respond, or attendance/performance continues to be a problem the student will be sent a first warning letter, and requested to attend a meeting. Should these issues continue beyond a second warning, a recommendation will be made to the Chief Executive that the enrolment is cancelled.

9. Student Complaints

International Students' complaints will be addressed under UCOL's Student Complaints Policy and Procedure.

- 10.** International students will be informed of the availability of recourse to the code administrator or to the International Student Contract Dispute Resolution Scheme (DRS) or International Education Appeal Authority.

11. Performance Review

UCOL will undertake an annual review of compliance with the Code of Practice.

Relevant Legislation

- Education Act 1989 and amendments
- Human Rights Act 1993 and amendments
- New Zealand Bill of Rights Act 1990
- Judicature Act 1903
- [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- NZQA brochure How to make a complaint
- International Student Contract Dispute Resolution Scheme (DRS). International Education Appeal Authority

Related Documentation

- UCOL International Prospectus
- [International Academic Qualifications Entry Criteria Guidelines](#)
- [Student Concerns and Complaints Policy](#)
- [Student Concerns and Complaints Procedure](#)
- [Admission and Enrolment Policy](#)
- [Children's Act Procedure \(Student Placements\)](#)
- [International Student Fee Refund Policy](#)