



Code of Practice

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 "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students.

The Code of Practice does not apply to concerns about academic standards.

Who does the Code apply to?

The Code applies to all education 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. For more information, please click [here](#).

How can I get a copy of the Code?

You can download a copy of the Code from the NZQA website at www.nzqa.govt.nz

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

NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz. If the education provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

What if I have questions about the Code?

NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or email code.enquiries@nzqa.govt.nz.

What if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the Dispute Resolution Scheme by contacting NZQA. NZQA is a government organization. They can provide an independent assessment of your complaint.

1. Download the Complaints Form [here](#).
 2. Send your completed Complaint Form, along with any supporting evidence, to: The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140 or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz If you need more information on the complaints process, contact NZQA on 0800 697 296.
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What is the DRS?

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website. NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes. NZQA will then refer it to the Dispute Resolution Scheme operator. Information about the Dispute Resolution Scheme operator can be found at their website [here](#).

How can I contact the DRS?

You can write to the DRS at:

The Complaints Officer Quality Assurance Division
Address: P O Box 160 Wellington 6140 [or](#)
Email: qadrisk@nzqa.govt.nz - email a scan of your completed form,
along with scans of any supporting evidence
Phone: 0800 697 296

What will the DRS do?

Code signatories are required to have formal processes for handling student complaints, and to make sure these processes are accessible to students. If an international student has a complaint about their provider's compliance with the Code of Practice, they should try and resolve it by using the internal provider process in the first instance.

If their complaint is not resolved, they can take their complaint to one of the following agencies:

- NZQA
- iStudent Complaints
- Information for Students
- Complaints made before 1 July 2016

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-complaints/>

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself on the NZQA website [here](#).

