

Pastoral Care of Tertiary and International Students – The Code of Practice

FIAT is a signatory to the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code is a document that provides a framework for service delivery by education providers and their agents to international students.

It sets out minimum standards of advice and care that can be expected and provides a procedure that students can follow if they have concerns about the treatment, they receive from their education provider or agent of a provider.

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THE CODE OUTCOMES

The Code has 11 outcomes that are relevant to students of FIAT:

- A ORGANISATIONAL STRUCTURES TO SUPPORT A WHOLE-OF-PROVIDER APPROACH TO LEARNER WELLBEING AND SAFETY
- Outcome 1: A learner wellbeing and safety system**
Providers must take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.
- Outcome 2: Learner voice**
Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.
- B WELLBEING AND SAFETY PRACTICES FOR ALL TERTIARY PROVIDERS
- Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments**
Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.
- Outcome 4: Learners are safe and well**
Providers must support learners to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support.
- C ADDITIONAL WELLBEING AND SAFETY PRACTICES FOR TERTIARY PROVIDERS (SIGNATORIES) ENROLLING INTERNATIONAL LEARNERS
- Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners**
Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.
- Outcome 9: Prospective international tertiary learners are well informed**
Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.
- Outcome 10: Offer, enrolment, contracts, insurance, and visa**
Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering the enrolment contract.

Outcome 11: International learners receive appropriate orientations, information and advice

Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.

You can ask any of the FIAT team for more information or assistance regarding any of these outcomes.

Full details of the Code requirements can be found at

https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf