



## Procedure for the Care of Group (International) Students

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## 1. PURPOSE

The purpose of this procedure is to outline the activities that must take place to ensure all group students studying in the Department of Language Studies are provided an environment that promotes their wellbeing and complies with the requirements outlined in the [Code of Practice for the Pastoral Care of International Students](#).

## 2. PROCEDURE

### 2.1. Pre Enrolment and Arrival Activities

- 1) Prior to enrolling a student the following documentation must be distributed and/or completed:
  - a) Application and information documents - particular to the group and period of study;
  - b) Application/Enrolment forms for each student – full contact details, special health, learning or other needs;
  - c) For students under 18 years - signed consent forms from parents. These become the contract between the parents and Unitec Institute of Technology (Unitec); and
  - d) An agreement signed by Unitec and the group organiser outlining all arrangements
- 2) All students must arrange medical and travel insurance which covers the entire duration of their planned period of study. The details of this insurance will be maintained along with each student's other enrolment details. Refer to Unitec's [Admission, Enrolment and Fees Policy](#) for further requirements related to international student enrolments.
- 3) Before the students arrive a designated Unitec Group Co-ordinator, appointed by the Department of Language Studies, will be arranged.
- 4) Students will be met on arrival at the airport by Auckland Homestay Services Ltd. and on arrival at Unitec introduced to the Head of Department, Student Advisors (Japanese, Korean, Chinese as appropriate) and the Unitec Group Co-ordinator. Where possible the teacher/s assigned to the group will also greet the group.
- 5) Auckland Homestay Services Ltd. will provide an orientation session and introduce each student to his/her Homestay parent/s.

### 2.2. Homestay

- 1) Homestay families and their homes are carefully vetted by Auckland Homestay Services Ltd. and most are families who have been working with us for many years. Close contact with homestay parents is maintained throughout the Group stay at Unitec.
- 2) Students must not stay away from their homestay families unless when on an organised excursion with Auckland Homestay Services Ltd. Any requests to stay with another homestay, or similar, must have the full permission of all parties, and be approved by Auckland Homestay Services Ltd. For students under 18 years of age the appropriate NZ Code of Practice rules apply in this aspect as in all others.

Further information about Auckland Homestay Services Ltd and their relationship with Unitec is provided in Appendix A.

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Further procedures for ensuring suitable accommodation for International Students is included in Unitec's [Accommodation for International Student's Policy](#).

### **2.3. Day One at School**

- 1) Unitec's assigned Student Advisor will provide a thorough orientation session to cover further advice and assistance regarding the pastoral care of students at Unitec, travelling in Auckland, and staying in Homestays.
- 2) Students will receive a Student Handbook with practical notes and a course outline. In addition the Student Advisor will cover information on attendance, sickness, personal safety and emergency help. Emergency contact details are in the Student Handbook. The Advisor will also explain broadly the course outline and set up times for regular meetings with the student group.
- 3) The Unitec's Group Co-ordinator will complete a thorough introduction to the course plan, and with Student Advisor/s conduct placement tests where necessary. Students are then assigned to classes and classes begin.
- 4) The Department of Language Studies has a team of experienced Student Advisors. Currently we have bilingual advisors who can also speak Chinese, Japanese, Arabic, Korean, or Vietnamese, and call upon other multi-lingual advisors/teachers as needed. All have years of experience in the care of Group students.

### **2.4. Supervision**

The Student Advisor will communicate regularly with the students, teachers, and Auckland Homestay Services Ltd. to ensure that student well-being is maintained throughout the duration of their stay.

### **2.5. Teachers and Class Sizes**

- 1) All teachers are well qualified and experienced in English language teaching to international students. The teachers assigned will also have particular experience in the teaching and care of Student Groups.
- 2) Class sizes will be: 24 maximum and more usually approximately 20.

### **2.6. Class / Group Outings**

Fully qualified teachers and/or a Student Advisor will accompany students on any excursions organised within class/coursework. An appropriate ratio of supervisors to students will always adhered to.

### **2.7. Activity Programmes**

- 1) Some groups require English language teaching in mornings only and an "activities programme" in the afternoons. The activities programme is the responsibility of Auckland Homestay Services Ltd. who will comply with all Code of Practice requirements and ensure the absolute safety of students.
- 2) Some groups require English lessons plus either workshops or tutorials with other departments at Unitec, or a theme based programme of external activities. The Department of Language Studies will undertake to ensure that a high level of attention and compliance to the Code of Practice is adhered to in all respects, including safety and adequate supervision for all students on and off campus.

## **2.8. Certification and Farewell Events**

- 1) Auckland Homestay Services Ltd. will organise farewell ceremonies, as per the Group contracted arrangements. Certificates of Attendance will be provided at the farewell event. Certificates are awarded by the Head of Department, Language Studies, or the Associate Head of Department in their absence.
- 2) Transportation to this and all such events will be organised by Auckland Homestay Services Ltd. and adequate supervision will be provided by them and the Department of Languages Studies teaching team.

## **2.9. Evaluations**

- 1) The Programme Leader/s with the assistance of Curriculum Leaders and Student Advisors will ensure that evaluations of the course and teachers are completed prior to the students' departure. Group Student evaluations are submitted to the Programme Committee at the next committee meeting following the departure of the group.
- 2) Auckland Homestay Services Ltd. will conduct student evaluations of homestay care, and activity programmes at the end of Group Student stay. Auckland Homestay Services Ltd. will submit these evaluations to the Programme Committee twice per academic year.

## **APPENDIX A. AUCKLAND HOMESTAY SERVICES LTD**

Many aspects of the pastoral care for Group Students are the direct responsibility of our contracted company, Auckland Homestay Services Ltd. Auckland Homestay Services Ltd. has an office in our school and work with our teachers to ensure the safety and success of every Group. The company reports to our Programme Committee and submits evaluations from group students on their service.

Over a long period of working with this company we have the utmost confidence in their high ethics, their genuine care and concern for each student, and their pastoral supervision. The co-directors of the company, Christine Andrews and Tina Angelova have developed long and congenial business relationships with the many institutions that regularly send groups to us, and are respected co-members of our groups staff team.

## REFERENCE DOCUMENTS

- [1] [Code of Practice for the Pastoral Care of International Students](#)
- [2] [Admission, Enrolment and Fees Policy](#)
- [3] [Accommodation for International Student's Policy](#)

## DOCUMENT DETAILS

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## AMENDMENT HISTORY

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1.1	4 /11/2011	Dept of Language Studies	Reviewed and updated as required. Inserted into new Unitec procedure template