

WELCOME TO UNITEC

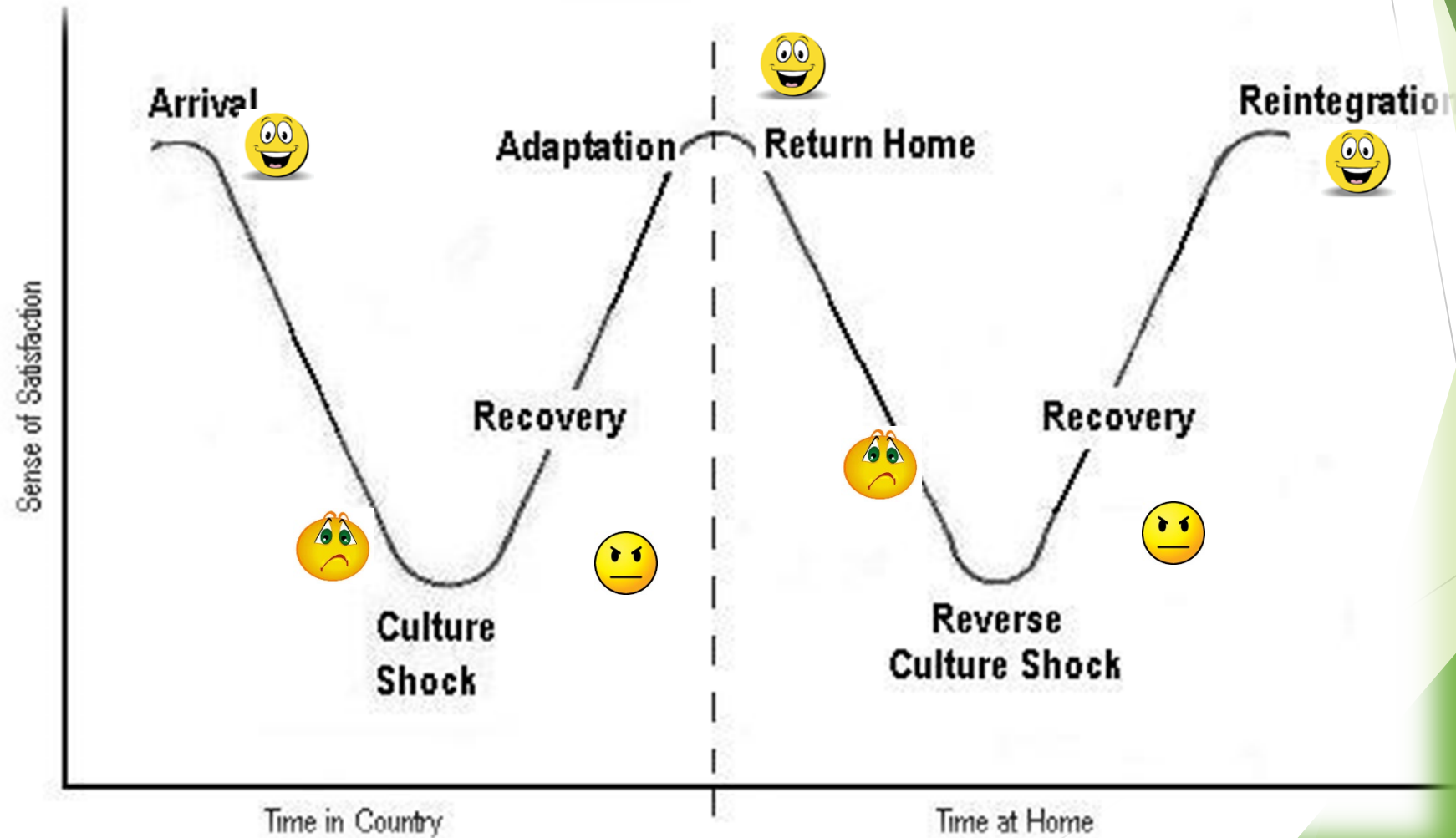
#weareinternational



International Students

- ▶ Average student is \$22000 per year in international fees, \$15000 in accommodation
- ▶ First in family average age 18-24
- ▶ Often never left the country
- ▶ Have an academic loan (excluding China)
- ▶ Unitec 60% of students discover us through agents
- ▶ This year 11000 applications (aprox), conversion is 14%
- ▶ International students success is 88% 2017
- ▶ International Retention is aprox 47-50%
- ▶ Experience and Success are drivers of choice
- ▶ Parents from Asia are the key influencers

Culture Shock Journey



Code Of Practice

A summary of the Code of Practice Introduction

- ▶ When International students choose 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.

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 education providers and their entire organisation in New Zealand that have international students enrolled.**
- ▶ The Code is **mandatory to these providers** and must be signed by them.
- ▶ **Every member in the institution is expected to know where to access a copy of the code and what are the guidelines to support International Students.**
- ▶ 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 at <http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html?src=qs>.
 - ▶ **Guideline toolbox** <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-toolbox/>

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

The 10 Outcomes

- ▶ Outcome 1: Marketing and promotion
- ▶ Outcome 2: Managing and monitoring agents
- ▶ Outcome 3: Offers, enrolment and contracts
- ▶ Outcome 4: Immigration matters
- ▶ Outcome 5: Orientation
- ▶ Outcome 6: Safety and well-being
- ▶ Outcome 7: Student support, advice and services
- ▶ Outcome 8: Managing withdrawal and closure
- ▶ Outcomes 9 and 10: Grievance procedures

Some Important policies to remember

- ▶ Unitec as a provider to International Students requires Immigration and NZQA rules to be met
- ▶ Every International Student **MUST present their visa and insurance details to the International office on arrival**
- ▶ International student Visa **must match their program of study**
- ▶ 100% class attendance as required by Immigration
- ▶ Unitec report to INZ and NZQA for audits around International Students
- ▶ You cannot change to another program easily – you must have approval by lecturer, international team and immigration have the final approval.
- ▶ You cannot drop to part time unless you must have approval by international team and immigration

Outcome 1: Marketing and promotion

must ensure that ALL marketing and promotion to prospective international students of services provided ;

- ▶ includes clear, sufficient and accurate information
- ▶ enable students to make informed choices about the services provided.
 - ▶ Provide detailed information and interviews around courses and their pathway
- ▶ The **marketing must match expectation pre enrolment** and **what is actually delivered**.
- ▶ Pastoral care of the code is to ensure a wrap service is provided
- ▶ This also **applies to Partnership agreements** when students transition to Unitec and also their credit recognition.

Outcome 2: Managing and monitoring agents

Requirements for managing and monitoring agents must meet the following minimum process requirements:

Agent is defined by NZQA as any service provider in recruitment, institutional partnership in recruitment, supplier or provider of services to International students in accommodation, experiences, transport

- ▶ carry out and record reference checks on potential agents/suppliers/partner
- ▶ enter into a written contract for all agents/suppliers/partnerships, MOU's do not meet the code
- ▶ terminate contracts if there is evidence suggesting poor or non-compliant agent conduct (as defined in Clause 14 (c) (i) (ii) of the Code)
- ▶ ensure that agents have up-to-date information relevant to their duties.
- ▶ Ensure training is regularly received from the institution to agents
- ▶ Ensure everyone is responding according to the code

Outcome 3: Offers, enrolment and contracts

Insurance including short courses

- ▶ must ensure “as far as practicable” that international students, including students travelling in a group, have “appropriate insurance” for educational instruction of two weeks’ duration or longer. Ref Clause 16 (5)
- ▶ checking that a student has cover for the minimum Clause 16 (5) requirements;
- ▶ clearly asking a student (or their parents/legal guardians if the student is under 18) to disclose any pre-existing conditions
- ▶ if a pre-existing condition are disclosed by a student/parent, considering whether an additional premium can and should be paid to have the pre-existing condition covered and if so, determining whether the student (or parents/legal guardians if the student is under 18) should be required to pay this premium.
- ▶ advising all students (or parents/legal guardians of students under 18) of the limitations of their insurance policy (there are some things insurance policies do not cover, regardless of whether there is a pre-existing condition); and
- ▶ making all students (or parents/legal guardians of students under 18) aware that they will be responsible for any costs not covered by insurance.
- ▶ It is at a signatory’s discretion to enrol an international student who has an exclusion on their medical insurance for a pre-existing condition.

Outcome 3: Offers, enrolment and contracts (cont.)

If you to enrol an international student you must:

- ▶ ensure that the **student's programme is appropriate for the student** (Clause 16 (2) of the Code of Practice); and
- ▶ have **obtained written agreement from the parent or legal guardian of a student about any decisions made that affect an international student under 18 years** (Clause 16 (6) and 25 (1) (b) of the Code); and
- ▶ Keep in communication direct with Parents if under 18
- ▶ still meet the **"all reasonable steps" to protect the student's safety and wellbeing** (Clause 5 (a) of the Code).

In this instance, NZQA's expectation is that "reasonable steps" will include:

- ▶ assessing any risk to be confident that there are appropriate measures in place to ensure that the student will be well-supported
- ▶ have access to any additional support required {Clause 25} "international students at risk or with special needs", and that the condition will not unduly impede the student's study; and
- ▶ making it clear to the student (and their parents or legal guardians if they are under 18) that they must cover any costs arising from the excluded condition.

Outcome 4: IMMIGRATION

- ▶ a student visa or permit is required 3 months and over
- ▶ Insurance is required for any course over 2 weeks
- ▶ Unitec has a preferred SOL agreement with INZ this outlines how we monitor and report. This allows us to provide added services to Students.
- ▶ A Study visa requires; The student to read and understand their visa and ensure they remain compliant
- ▶ **100% attendance** - Must match their study program, not work more than allowed
- ▶ this means, when there is a lecture, tutorial or practicum attendance is to be recorded and monitored. Absences require explanation and evidence which is required to be maintain and reported to INZ
- ▶ A calculation report is provide to INZ
- ▶ Academic Monitoring - students failing are required to be met with, supported and monitored. INZ review student success to decide whether visa's will be renewed

IMMIGRATION

- ▶ New visas - arranged by immigration agent or direct offshore
- ▶ Onshore - Unitec can provide visa service
- ▶ Complicated - Unitec is not permitted to manage and must refer to INZ

How you can help?

- ▶ Share the knowledge with reminders to students/potential students around their responsibilities.
- ▶ If they are failing or not turning up remind them of implications
- ▶ Contact your international student adviser and inform and we will support you all.
- ▶ Immigration to support us well with warning letters

Outcome 5: Orientation

The intent of this outcome is to ensure that students/parents/legal guardians, have appropriate orientation/information to help them adjust to life and study in New Zealand.

- ▶ Orientation is defined as not a one-off activity. It can be a period of time over which international students get relevant information and support.
- ▶ It could involve:
- ▶ workbooks that students can take away
- ▶ activities such as quizzes to re-enforce information
- ▶ Focus groups
- ▶ a mixture of activities such as applying what they learn, interacting with others and useful services, as well as team building.
- ▶ It should be **age appropriate and consider the living conditions** that students have come from.
- ▶ **Important aspects of living in New Zealand**

Outcome 5: Orientation

- ▶ Areas to cover in orientation /workshops for international students.
- ▶ Living conditions, Lifestyle, getting around, shopping and banking,
- ▶ Accommodation and processes
- ▶ Emergencies
- ▶ Working
- ▶ The law and staying safe
- ▶ Health and keep connected
- ▶ Managing finances
- ▶ Support and Help - both academic and well being

Outcome 6: Safety and well-being

The intent of this outcome is to ensure students are as well supported as possible to have a safe, happy and successful time living and studying in New Zealand.

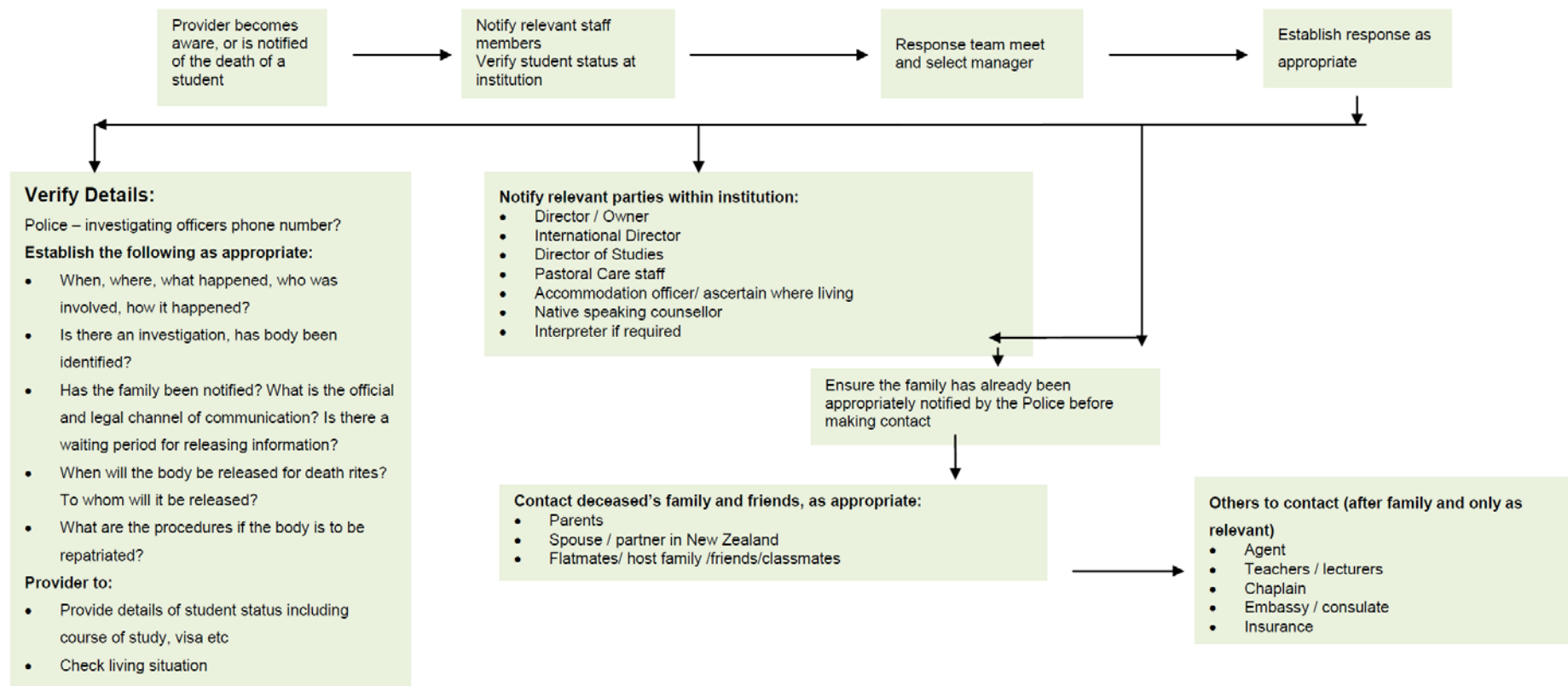
- ▶ Required to have an emergency contact list for both day and after hours
- ▶ Requirement to have a critical response plan to manage situations eg a group trip
- ▶ Easily accessible information available for students and families

Outcome 6: How can you help or contribute to International Students

- ▶ **Consider the profile of any learners at risk or with special needs** (e.g. the student's age, ethnicity, English language ability, level of need for first language support, length of enrolment period to date, communication with parents, desired educational outcomes, history of risk or special needs, information previously given, temperament, existing support network)
- ▶ **determine what measures would address the needs and issues of these learners** (e.g. first language support, counselling, extra tutoring, communication with parents/homestay carer, medical assessment, medication, hospitalisation, deferral, extension, change of programme, mentoring, student buddy, adapted educational programmes/learning environments/materials/equipment)
- ▶ **assess whether the measures implemented during the review period have been appropriate** (i.e. identify, gather, and analyse evidence) (e.g. information about students' wellbeing, academic progress and achievement, integration, student/parent/residential caregiver/agent feedback, medical reports or confirmation letters, meeting notes, emails, academic and welfare monitoring notes)
- ▶ **use findings to plan for and/or make improvements** (e.g. findings may suggest the organisation needs to communicate with parents and homestay carers earlier, routinely take notes at student welfare monitoring meetings, seek professional medical advice, identify more options for counselling support in the student's first language).

Procedure flow chart- death of an international student

Information / communication flow chart



Review: After each incident the Critical Incident Response Team should meet to review the incident, to assess the plan and make changes as required

Outcome 7: Student support, advice and services

- ▶ This outcome covers how your organisation supports international students and what services they can access.

Outcome 8: Managing withdrawal and closure

- ▶ This outcome covers how your organisation manages international students withdrawing from study and the closure of courses or organisations with international students enrolled in them.
- ▶ Exit interviews /Engagement to understand why.
- ▶ Every signatory needs to have a refund policy that is reasonable and in accordance with legal requirements (e.g the Consumer Guarantees Act 1993).
- ▶ Private training establishments registered with NZQA also need to meet the minimum NZQA requirements for:
- ▶ Student fee protection
- ▶ Student withdrawal and refunds

Outcomes 9 and 10: Grievance procedures

- ▶ These outcomes cover how your organisation manages grievances from international students and the resulting complaint process.
- ▶ Outcome 10 includes complying with the [International Student Contract Dispute Resolution Scheme Rules 2016](#).
- ▶ Always ensure you involve the advocate in meetings with a student and if required engage an interpreter from the institution

International Student Prospectus 2018

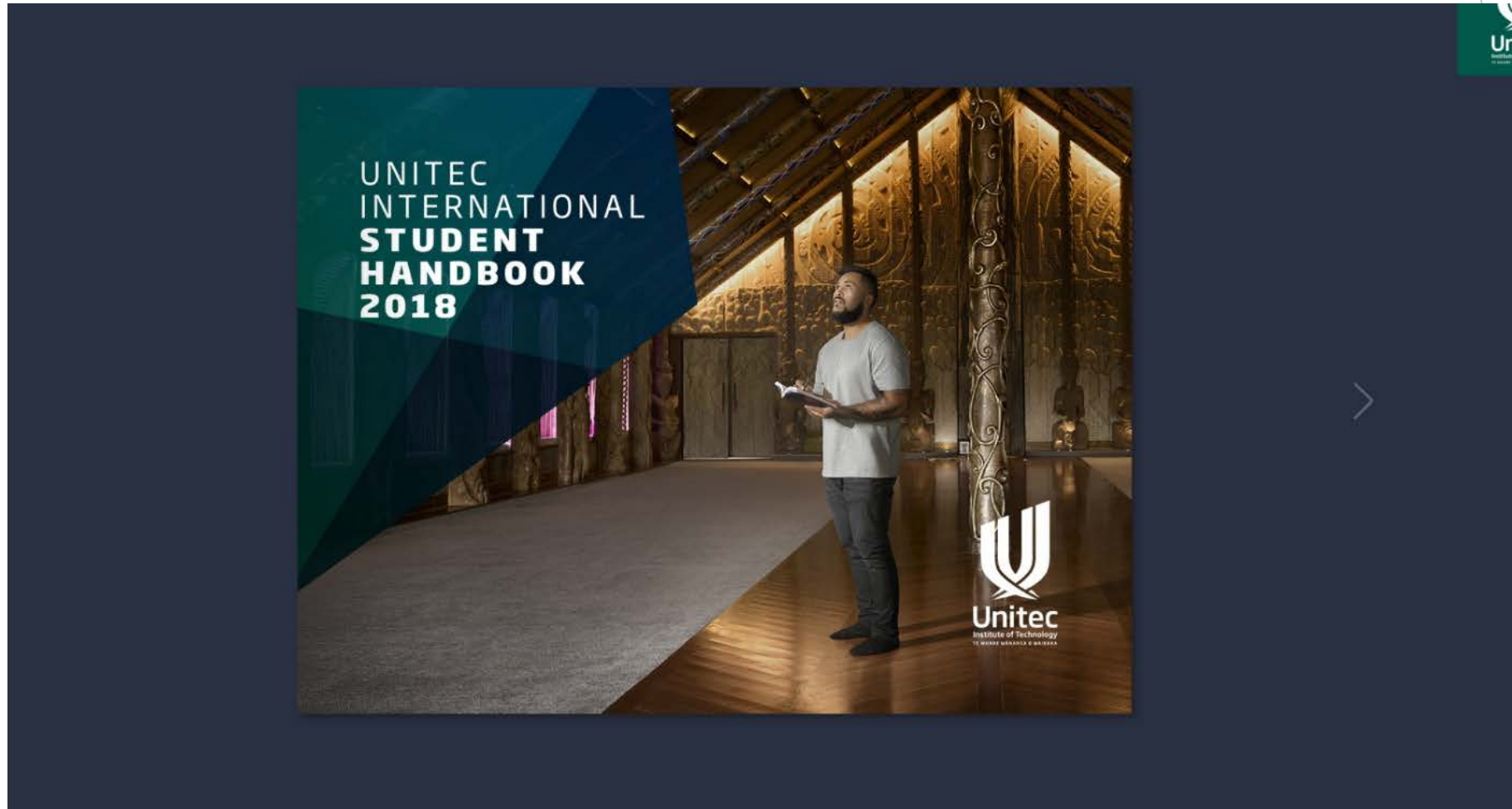
<https://view.joomag.com/unitec-international-prospectus-2018/M0574237001512612028>



New tools for students for sem2

International Student Handbook

<https://view.joomag.com/international-student-handbook-2018/M0589044001518579318>





Student Connectors



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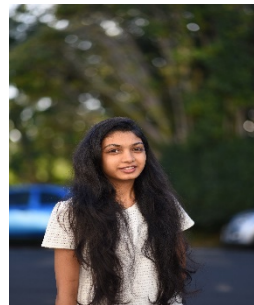
Shakti Singh
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Bachelor of Business



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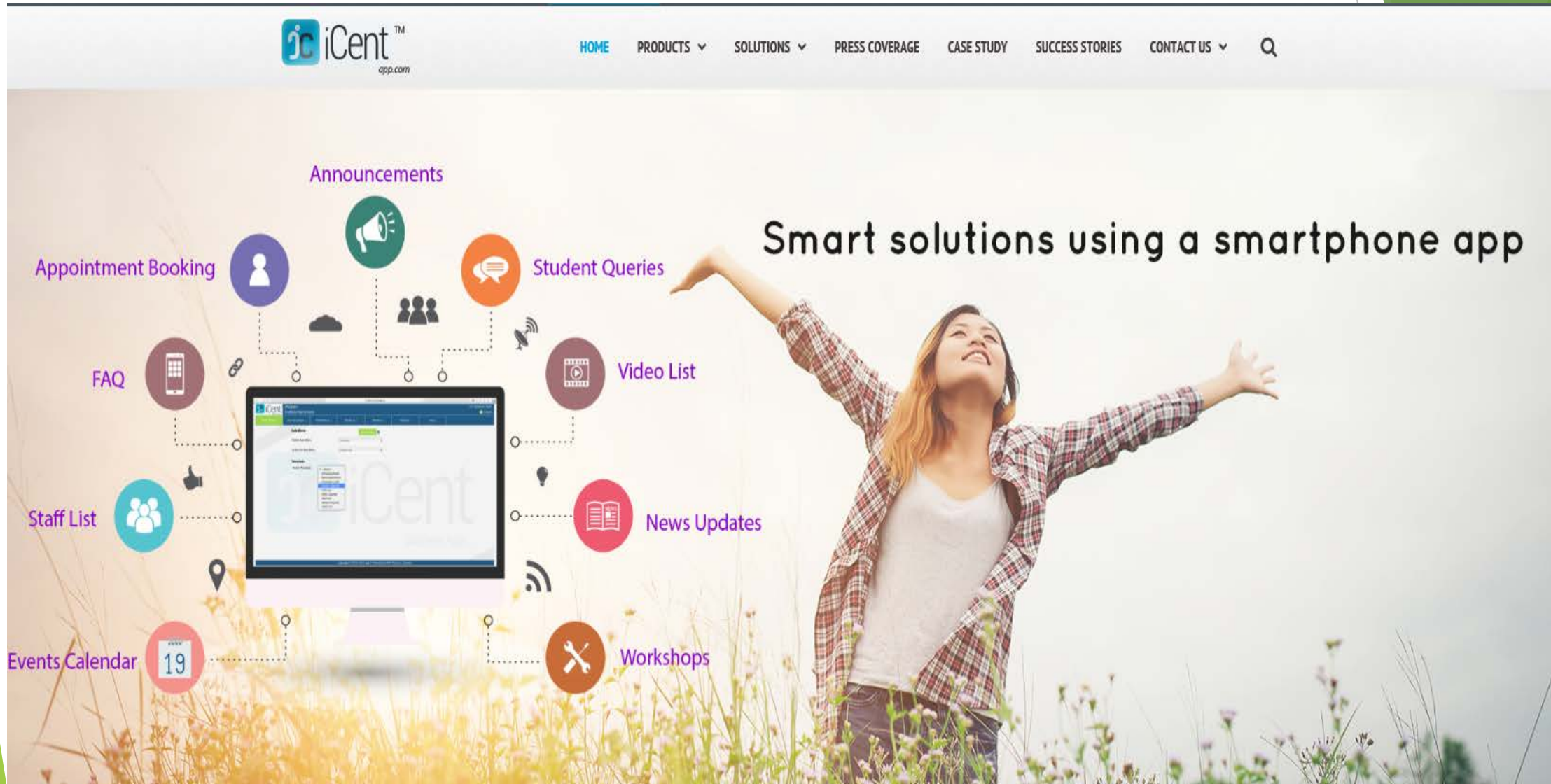


Vineetha Damodaran
PG Diploma in Computing



Rajitha Mohotti
Master of Applied Practice
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New tools for students for sem2



The banner features a central image of a young woman with long blonde hair, wearing a plaid shirt over a white tank top, standing in a field of tall grass and wildflowers with her arms raised in a gesture of joy or triumph. Overlaid on the left side of the image is a diagram showing a central laptop screen displaying the iCent app interface. Various icons are connected to this central screen by dotted lines, representing different app features: a megaphone for 'Announcements', a person icon for 'Appointment Booking', a speech bubble for 'Student Queries', a video camera for 'Video List', a book for 'News Updates', a wrench and screwdriver for 'Workshops', a calendar for 'Events Calendar', a group of people for 'Staff List', and a smartphone for 'FAQ'. The background of the banner is a soft-focus image of the woman in the field.

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Staff List

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Student Queries

Video List

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