

International Code of Practice Factsheet



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 ensuring international students' welfare.

The (Pastoral Care of International Students) Code of Practice is a legislative document that supports the Government's objectives for international education in New Zealand. This document provides a framework for service delivery by educational providers and their agents to international students. As an approved signatory to the Code this becomes the governing agreement between Unitec, Ministry of Education and NZQA.

The International Code of Practice:

- 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.
- Requires all approved signatories to take all reasonable steps to protect international students.
- Ensuring, so far as is possible, that international students have in New Zealand a positive experience that supports their educational achievement.

There are Ten Outcomes that guide this agreement:

- 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

Each Outcome has very specific guidelines and processes on the delivery requirements for international students. Unitec has a commitment to ensure these outcomes are well monitored and quality assured within the Institution with each new intake of international students per Semester.

On behalf of Unitec Te Korowai Kahurangi are accountable for the overarching Management of the International Code of Practice. For each Outcome there is a Unitec Organisational Unit responsible for the operational implementation of these processes. It is however the responsibility of all Unitec Staff Members as an organisation to ensure that these outcomes are met to deliver positive educational experiences for our international students.

All Unitec Staff Members who support or engage with processes associated with international students **MUST** complete the online Introduction to the International Code of Practice (**Refer overleaf**).

International Code of Practice Resources



Unitec Resources	For further detailed Information and Unitec training resources please go to our International Student Services Page
NZQA Resources	International Code of Practice International Code of Practice Pamphlet International Code of Practice Tertiary Guidelines Document
Ministry of Education Resources	Regulations to Support international students Legislative Document Online

For Unitec Enquiries related to the International Code of Practice refer to [International Student Services Page](#)