

The Education (Pastoral Care of International Students) Code of Practice 2016

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016, which replaced the 2010 Code of Practice.

The new Code of Practice was released in March 2016, and applied from 1 July 2016.

For more information see [Frequently asked questions about the new Code of Practice](#).

What is the Code of Practice?

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.

How do I get a copy of the 2016 Code of Practice?

The Code of Practice is available, and can be downloaded as a pdf, on the [New Zealand Legislation website](#).

The 2016 Code of Practice is also available [in other languages](#) along with a pamphlet that provides a summary of important information for international students and their families.

The 2016 Code of Practice and the pamphlet are resources for all groups and people involved in international education: e.g. international students and their families, providers that are signatories to the Code of Practice.

How do I get a copy of the 2016 Code of Practice guidelines?

The Code of Practice guidelines help signatories ensure they have appropriate practices and procedures in place to meet the outcomes of the Code of Practice.

There are two sets of guidelines, each for different types of providers:

- [Guidelines for the Education \(Pastoral Care of International Students\) Code of Practice 2016 – Schools \(PDF, 512KB\)](#)
- [Guidelines for the Education \(Pastoral Care of International Students\) Code of Practice 2016 –Tertiary \(PDF, 586KB\)](#)

Who needs to use the Code of Practice?

Education providers must be approved signatories to the Code of Practice to enrol international students (of any age). Education providers can [become a signatory](#) by applying to NZQA.

If an education provider is not a signatory to the Code of Practice it cannot enrol international students.

Which education providers are signatories to the Code of Practice?

NZQA maintains a [list of all education providers that are approved signatories](#) to the Code of Practice.

Further information for signatories

[Frequently asked questions about the new Code of Practice](#)

[Code of Practice resources available in different languages](#)

[Guidelines to support the new Code of Practice](#)

[Becoming a signatory to the Code of Practice](#)

[Code of Practice toolbox](#)

[Annual self-review and attestation](#)

[Student complaints about providers' compliance with the Code of Practice](#)

[Brochure for international students about making a complaint \(PDF, 147KB\)](#)

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