

Outcome 7: Student support, advice and services

07

 [Link to outcome 7 in the Code](#)

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

The intent of this outcome is to ensure that students have the information they need to access relevant advice and services, in order to successfully live and study in New Zealand.

The emphasis of this outcome is on information provision, as opposed to service delivery.

It should be read in close conjunction with outcomes 5 and 6. Much of the information from your orientation programme will flow into ongoing student support, advice and services, which includes safety, wellbeing, and accommodation processes.

2019 amendments to outcome 7

Signatories must provide their international students with information and advice on how to adjust to a different cultural environment in New Zealand (→ see *clause 28(c)(iii)*).

Navigating these guidelines

Under 18 year old and/or under 10 year old students

Headings specific to under 18 year old and/or under 10 year old students are highlighted in blue.

Icons are used throughout the document to help signatories locate information:

-  'Star icon' signals suggestions for good practice
-  'Arrow icon' draws attention to website resources.

28. Process

28(a)

Ensuring information is accurate, age-appropriate, and up to date

Information needs to be age appropriate, while ensuring that a student has sufficient knowledge to enable them to operate safely during their stay.



Consider:

- age sensitivities – for example, there may be some topics that are not relevant or appropriate to cover, and there may not be the same reference points for some topics, such as alcohol
- how to develop and publish information that is easy for international students of different ages to find and understand
- publishing key information, policy summaries, and procedures international students need to follow on your website as Frequently Asked Questions (FAQs)
- writing any documentation that is intended for prospective students as though they were someone who knows nothing about your organisation, who has never been to New Zealand before, and who has limited knowledge of English. Use simple sentences
- testing student support advice and material directly and regularly with both new and more experienced students to get their feedback.

28(b)

Information about legal rights and obligations

You need to decide what information is relevant for your students, depending on their age, circumstances, expectations, and any other relevant factors.

The Citizens Advice Bureau (CAB) offers information and services about legal rights and obligations and can be a good starting point.



Consider:

- explaining to international students that the laws of New Zealand apply to them while they are living and studying here
- advising them where to find New Zealand legislation
- summarising and/or directing them to the most relevant legislation (i.e. the road code, drinking and smoking laws, etc.)
- providing information with links to relevant websites and, if possible, in other languages.

28(c)**Information and advice on:**

- i. How to effectively interact with people from different cultural backgrounds**
- ii. The cultural and community support available to them**
- iii. How to adjust to a different cultural environment in New Zealand**

**Examples for good practice include:**

- providing information about adapting to a new culture / the cultural adjustment process
- developing support services for students experiencing culture shock. For example, how and where to seek support for homesickness or 'teething problems' with the residential caregiver or flatmates
- fostering community links to help students integrate into their community, i.e. churches, cultural and sports groups
- considering when and how to provide this information
- helping staff and domestic students who work with international students to understand culture shock and its stages.

28(ei and eii)**Information on minimum wages and labour conditions in New Zealand, and maximum hours of work permitted under visa conditions****Consider including information about:**

- working part-time, up to 20 hours per week, and full-time during scheduled holidays while on a student visa
- requirements that international students must meet to be able to work while studying; [Immigration New Zealand](#) has full details
- working in New Zealand and employment rights (available on the [Employment New Zealand website](#)).
- the risk of exploitation. Anyone currently being forced to work in New Zealand illegally for less than the minimum wage and/or excessive hours is advised to call the Labour Inspectorate on [0800 20 90 20](#). They can also contact [Crimestoppers](#) anonymously: [0800 555 111](#).