

# Pastoral care of international students

**NZQA**

NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

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

The Code sets out the minimum standards of advice and care expected of New Zealand education providers to ensure the wellbeing of their international students.

Education providers must be approved signatories to the Code to enrol international students.

The Code specifies ten outcomes which signatories must meet, as well as minimum processes required to achieve each outcome.

By focusing on outcomes, the Code sets out what must be achieved rather than prescribing how to achieve it. Signatories are regarded as the trusted experts who have the flexibility to tailor policies and processes to meet the needs of their international learners.

### New Zealand Qualifications Authority (NZQA) as Code Administrator

NZQA is responsible for assuring that New Zealand qualifications are credible and robust, nationally and internationally, to help learners succeed in their chosen endeavours and to contribute to New Zealand society.

NZQA, as Code Administrator, quality assures the implementation of the Code by signatories to achieve the purposes of the Code.

The diagram to the right shows the ways in which NZQA fulfils its role as Code Administrator, and the formality and frequency of NZQA's interaction with Code signatories.

### Protecting students and the industry

The Code supports the Government's objectives for international education by:

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

The Government's International Student Wellbeing Strategy is underpinned by education providers meeting their Code obligations.

- Provides advice and guidance to Code signatories and students
- Approves applications to become a Code signatory
  - Monitors signatories' compliance with the Code

Investigates complaints and referrals about alleged Code breaches

Takes appropriate action to address proven breaches



## Quality assurance of pastoral care

Sector performance under the Code is verified by NZQA through a range of integrated quality assurance activities that are a part of the Evaluative Quality Assurance Framework (EQAF).

Self-review is the heart of quality assurance and includes the ongoing processes a signatory uses to gain evidence of its own effectiveness in providing quality pastoral care for international students. Signatories must attest annually to NZQA that they have completed a self-review against the required outcomes and processes of the Code. Self-review reports and evidence may be requested for evaluation by NZQA as part of routine monitoring.

The Code is also monitored through NZQA's External Evaluation and Review (EER), Education Review Office (ERO) reviews, and Universities New Zealand (UNZ) reviews.

NZQA follows up concerns that arise through external review, the investigation of a student complaint, or the sharing of information with other agencies.

### (EQAF)



## Resources

The NZQA website has links to:

- The Code and summary of the Code, translated into 10 different languages
- Guidelines to support the Code 2016 (schools and tertiary)
- A list of all education providers that are approved signatories
- Frequently asked questions
- Information about student complaints
- The application form to become a Code signatory
- An online, open-source Toolbox of resources



[www.nzqa.govt.nz/the-code](http://www.nzqa.govt.nz/the-code)



For further information, please email  
[code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)  
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