34. Pastoral Care

International and Domestic students: Pastoral Care Policy

Purpose

The purpose of this policy is to ensure all employees of LCBNZ are aware of the legislative requirements that accompany the enrolment of International and Domestic Students and ensure that the responsibilities with regard to adequate care and support during the period of the Students' enrolment are highlighted and adhered to.

Scope

This policy applies to all employees of LCBNZ and students, and refers to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Policy

LCBNZ recognises the benefits of attracting International Students from a wide range of countries in enhancing the cultural richness of LCBNZ and helping to create an environment of cultural awareness and sensitivity.

LCBNZ has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Information regarding the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is available to staff. Copies of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 are available from the New Zealand legislation website at https://www.enz.govt.nz/assets/Education-Pastoral-Care-of-Tertiary-and-International-Learners-Code-of-Practice-2021.pdf

LCBNZ monitors and support the conditions under which an International Student obtains a student visa via the New Zealand Immigration Service.

Enrolment

- International Students are only enrolled in approved programmes.
- International Students enrolled in programmes must comply with all statutory requirements.
- International Students must hold Entry Qualifications which are relevant to the programme they are applying for. If the student does not hold the relevant entry requirements a suitable stair-casing option is presented to them.
- International students should arrive at least one week before the advertised start date for their course of study.
- Any requests from International students to be allowed to start later than this must have the approval of the Programme/Technical Director.
- International students must provide evidence that they meet LCBNZ's requirements for English competence outlined in programme documentation.

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Student Support

Systems for the pastoral care of International Students assist LCBNZ must meet the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016. All international students are provided with an appropriate orientation and induction programme as well as access to on-going learning support for the duration of their studies.

Student Accommodation

LCBNZ recognises that it is important that international students have a suitable living environment conducive to study and that international students are assisted with integration into the NZ lifestyle. It is also important that parents are given some assurance that the student is well cared for and happy in NZ.

In accordance with the Education (Pastoral Care of International Students) Code of Practice 2016 LCBNZ advises the Code administrator of any serious concerns relating to accommodation for students under 18 years of age.

LCBNZ has assessment processes in place for hostel and homestay accommodation and refers students to this type of accommodation in the first instance. The outcome of any assessment is be made available to international students.

LCBNZ provides advice and assistance about other forms of accommodation such as private rental properties and makes it clear that no assessment of the suitability of the accommodation has been made.

LCNZI takes no responsibility for accommodation sourced independently by students over 18 years of age.

Attendance and Performance

LCBNZ acknowledges that monitoring of attendance and performance assists with ensuring the safety and academic performance of International Students. All staff involved in programme delivery are required to be aware of and comply with International Student Attendance and Performance Monitoring procedures.

Evaluation of Programmes

LCBNZ provides regular and systematic opportunities for international students to evaluate LCBNZ programmes and support services. Areas of concern identified are addressed promptly.

Student Complaints

International Student complaints are addressed under LCBNZ's Student Concerns and Complaints Procedures.

Performance Review

LCBNZ undertakes an annual review of compliance with the Education (Pastoral Care of International Students) Code of Practice 2016.

Responsibility

The implementation and operation of this policy is the responsibility of the General Manager, Sales and Marketing and Admissions staff, Programme/Technical Director/Career Services Manager, Admissions Officer, Pastoral Care staff and all staff involved in programme delivery.

Changes to this Policy

This policy is subject to change at the discretion of the General Manager.

Related Legislation

Immigration Act 2009

Education Act 1989

Related Policy

Student Entry Policy

Student Enrolment Policy

Student Concerns and Complaints Policy

Related Documents

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

LCBNZ Prospectus

Student Enrolment Procedure

Student Concerns and Complaints Procedures