

## International Code of Practice

### What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code 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.

### Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. This includes Tectra. The Code is mandatory to these providers and must be signed by them.

### A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

### What is an "international student"?

An "international student" is a student studying in New Zealand on a student permit from the New Zealand Immigration Service.

### What do I do if something goes wrong?

If you have concerns about your treatment by Tectra, the **first thing** you should do is contact Tectra's Quality Manager and discuss the problem. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Appeal Authority (IEAA).

## **What is the International Education Appeal Authority (IEAA)?**

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

## **How can I contact the IEAA?**

International Education Appeal Authority  
c/- Ministry of Education  
Private Bag 47-911  
Ponsonby  
Auckland  
NEW ZEALAND  
Phone (09) 374 5481  
Fax (09) 374 5403  
Email [infor.ieaa@minedu.govt.nz](mailto:infor.ieaa@minedu.govt.nz)

## **What will the IEAA do?**

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach and/or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

## **What can the Review Panel do?**

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.