

International Taura – Grievance and Dispute Resolution

Uepū	Aramātauranga
Owner	Tumuaramātauranga
Approved by	Te Ohu
Date first approved	December 2008
Date approved	22 September 2016
Date of the next review	September 2019

1.0 Te Pūtake

Te Wānanga o Aotearoa aims to provide a supportive environment for international taura and will ensure that all international taura have access to proper and fair internal process for dealing with any grievances.

Te Wānanga o Aotearoa will uphold its values, adhere to the Code of Practice and be guided by the Code Guidelines when dealing with international taura grievances.

This Tikanga Whakahaere specifically relates to clauses 31-33 of *Outcome 9: dealing with grievances* and *Outcome 10: compliance with International Student Contract Dispute Resolution Scheme* of the Code of Practice.

2.0 Tikanga Whakahaere

TWoA Values	Principles
<p>Te Aroha Having regard for one another and those for whom we are responsible and to whom we are accountable</p>	<p>2.1. Te Wānanga o Aotearoa will develop and provide international taura and kaimahi with an effective internal process for addressing grievances lodged by international taura.</p>
<p>Te Whakapono The basis of our beliefs and the confidence that what we are doing is right</p>	<p>2.2. Te Wānanga o Aotearoa will ensure that all international taura are informed about, and have access to, its internal grievance process, and will in addition, advise international taura of:</p> <ul style="list-style-type: none"> a. the availability of recourse to the Code Administrator or DRS or any other relevant authority if an international taura cannot access the internal grievance process or is dissatisfied with the outcome or experience of using that process; and b. how to make a complaint to the code administrator or to seek resolution of a financial dispute under the DRS.

TWoA Values	Principles
Ngā Ture The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner	2.3. Te Wānanga o Aotearoa will ensure that it is familiar with the DRS rules and will comply with those rules in a dispute to which it is a party.
Kotahitanga Unity amongst iwi and other ethnicities, standing as one	2.4. Te Wānanga o Aotearoa will ensure that all kaimahi (dealing with international taura) and residential caregivers are familiar with and have access to information related to the internal grievance process.

3.0 Whanuitanga

This tikanga whakahaere applies to all Governance and Kaimahi of Te Wānanga o Aotearoa.

4.0 Whakamāramatanga

These are the definition of terms that are used throughout the document.

Term	Description
Code Administrator	The person or agency appointed under section 238FA(1) of the Education Act 1989.
Code Guidelines	Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 - Tertiary
Code of Practice	Education (Pastoral Care of International Students) Code of Practice 2016
DRS	The International Student Contract Dispute Resolution Scheme established by section 238J of the Education Act 1989.
International Taura	An international student as defined by section 238D of the Education Act 1989, being person who is not then a domestic student and in relation to a provider, means an international student enrolled by the provider.
Residential Caregiver	For the purposes of this Tikanga Whakahaere: <ol style="list-style-type: none"> a homestay carer; a licensed hostel manager or other person responsible for the care of international taura in a licensed hostel; a designated caregiver; or In the case of temporary accommodation, a supervisor.
Provider	For the purposes of this Tikanga Whakahaere, Te Wananga o Aotearoa.

5.0 Ngā Hononga

The following tikanga whakahaere applies to this tikanga whakahaere:

- International Taura – Contracted Agents
- International Taura – Safety and Well-being
- International Taura - Payment, Protection and Refund of Fees

- International Taura – Grievance and Dispute Resolution
- International Taura – Insurance
- International Taura – Recruitment and Engagement
- Taura Complaints

The following documents apply to this tikanga whakahaere:

- Education Act 1989
- Education (Pastoral Care of International Students) Code of Practice 2016
- Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 - Tertiary