

International Taura – Safety and Well-being

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 is responsible for ensuring that international taura have the opportunity to participate in a well-designed and age-appropriate orientation programme, including relevant advice and services to support their educational outcomes, after enrolling.

Te Wānanga o Aotearoa is committed to ensuring that taura safety and wellbeing is our priority.

Te Wānanga o Aotearoa will ensure that the study environment is without risks to the health and safety of international taura so far as is reasonably practicable.

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

This Tikanga Whakahaere specifically relates to *Outcome 5: orientation, Outcome 6: safety and well-being, and Outcome 7: student support, advice and services* of the Code of Practice.

2.0 Tikanga Whakahaere

TWoA Values	Principles
Te Aroha Having regard for one another and those for whom we are responsible and to whom we are accountable	2.1. Te Wānanga o Aotearoa will provide an orientation programme that provides each international taura with: <ol style="list-style-type: none"> full information and advice on all relevant institutional policies; full information and advice on the services, support, and facilities that Te Wānanga o Aotearoa offers; the names and contact details of designated kaimahi responsible for international taura support; appropriate information relating to health and safety of international taura; information about grievance procedures for international taura, both internal and external; information about the termination of enrolment.

TWOA Values	Principles
	<p>2.2. For an international taura under 18 years, Te Wānanga o Aotearoa will ensure, where applicable, that any parent, legal guardian, or residential caregiver of the international taura who is in New Zealand and accompanying the international taura has access to the orientation information or programme that has been provided to the international taura.</p>
<p>Te Whakapono The basis of our beliefs and the confidence that what we are doing is right</p>	<p>2.3. Te Wānanga o Aotearoa will develop, implement, and maintain measures to respond fairly and effectively to instances of inappropriate behaviour by, or impacting on, an international taura, in conjunction with Tikanga Ako, which will be communicated to kaimahi and international taura.</p> <p>2.4. Te Wānanga o Aotearoa will advise international taura on how to report and address health and safety issues (for both on campus and off campus activities); access health and counselling services; and engage with relevant government agencies.</p>
<p>Ngā Ture The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner</p>	<p>2.5. Te Wānanga o Aotearoa will in relation to international taura under 18 years,</p> <ul style="list-style-type: none"> a. have up-to-date contact details for their parents, legal guardians, and residential caregivers; b. maintain effective awareness and/or communications with the parents, legal guardians, or residential caregivers of international taura concerning their well-being, progress in study and or any situation where the international taura is at risk or has special needs; c. ensure that at least 1 kaimahi is designated to proactively monitor and address any concerns d. ensure that written confirmation is received from a parent or legal guardian regarding the plan for handing over the care of an international taura after the enrolment ends. <p>2.6. Te Wānanga o Aotearoa will provide enrolled groups of international taura with appropriate supervision, as determined by the age of the international taura, duration of stay, reason for their visit and the activities that the group will be involved in.</p> <p>2.7. Te Wānanga o Aotearoa will ensure (in addition to 2.3 and 2.4) that appropriate measures are in place to address the needs and issues of international taura at risk or with special needs, including where appropriate and in compliance with the principles of the Privacy Act</p>

TWOA Values	Principles
	1993, informing next of kin and or relevant government agencies, and to the Code Administrator.
Kotahitanga Unity amongst iwi and other ethnicities, standing as one	2.8. Te Wānanga o Aotearoa will provide international taura with accurate, age-appropriate, and up to date: <ol style="list-style-type: none"> a. information about their legal rights and obligations and, where possible, the possible risks when international taura receive or accept advice or services; b. information and advice on how to effectively interact with persons from different cultural backgrounds; and the cultural and community support available to them. 2.9. Te Wānanga o Aotearoa will ensure that international taura are provided with and or have access to information and advice on: <ol style="list-style-type: none"> c. pathways for further study or career development, where appropriate; d. minimum wages and labour conditions in New Zealand; e. maximum hours of work permitted under visa conditions.

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 of Practice	Education (Pastoral Care of International Students) Code of Practice 2016
Code Guidelines	Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 - Tertiary
Designated Caregiver	For the purposes of this Tikanga Whakahaere, a relative or close family friend designated in writing by a parent or legal guardian of an international taura under 18 years as the caregiver and accommodation provider for that taura, but does not include a boarding establishment owner, manager, or employee.
Homestay carer	For the purposes of this Tikanga Whakahaere, a supplier of homestay accommodation to international taura.

Term	Description
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
International taura - at risk	For the purposes of this Tikanga Whakahaere, an international taura is considered at risk if Te Wānanga o Aotearoa has reasonable grounds to believe that there is a serious issue relating to the health, safety, or well-being of the international taura, including, for example, that the international taura is unable to adequately protect himself or herself against significant harm or exploitation or the international taura is unable to adequately safeguard his or her personal welfare.
Provider	For the purposes of this Tikanga Whakahaere, Te Wānanga o Aotearoa.
Relevant government agencies	For the purposes of this Tikanga Whakahaere, may include the New Zealand Police and Child, Youth and Family (and any successor agency).
Residential caregiver	For the purposes of this Tikanga Whakahaere: <ul style="list-style-type: none"> a) a homestay carer; b) a licensed hostel manager or other person responsible for the care of international taura in a licensed hostel; c) a designated caregiver; or d) In the case of temporary accommodation, a supervisor.
Special needs	An international taura with special needs includes a student who— <ul style="list-style-type: none"> a) experiences a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect his or her ability to participate, learn, and achieve; or b) requires the provision of adapted programmes or learning environments, or specialised equipment or materials to support him or her to access the curriculum, participate, learn, and achieve.

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 – Accommodation
- International Taura – Emergency and Critical Incidents
- International Taura – Recruitment and Engagement

The following documents apply to this tikanga whakahaere:

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