



Te Oranga me  
Te Haumaru Ākonga

**Learner Wellbeing  
and Safety**

# Wellbeing and safety for international learners

Important information for international  
school learners and their families

**NZQA**

Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority

# This pamphlet is a summary of New Zealand's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

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## What is the Code?

The Code aims to protect international learners. It ensures they have a positive student experience and are supported to meet their goals.

Under the Code, your school must make sure you are welcome, safe, and properly cared for.

## Who is the Code for?

The Code covers all international school learners enrolled with a New Zealand school. This includes learners studying in New Zealand, online, or offshore.

The Code also covers all tertiary learners studying with New Zealand education providers.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code for the New Zealand Government. NZQA monitors and supports schools to meet the Code.

In New Zealand, only schools who are signatories to the Code can enrol international learners. You can check if a school has been approved as a Code signatory on the NZQA website at <https://www.nzqa.govt.nz/providers/index.do>

## How do I get a copy of the Code?

The Code is available on the NZQA website. For more information and advice about the Code, contact a member of our team via email at: [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

See the [Code for learner wellbeing and safety](#) (PDF, 925KB)

## What does the Code say?

The Code sets out the standards of care expected of New Zealand providers for the wellbeing of their international learners.

### Outcomes 13-22 of the Code are for international learners in schools:

**Outcome 13 – Marketing and promotion** ensures that you and your family have a full and realistic picture of what it will be like to live and study in New Zealand.

**Outcome 14 – Managing and monitoring education agents** ensures that education agents give you and your family reliable information and support.

**Outcome 15 – Offer, enrolment, contracts, and insurance** ensures your school has good systems and documentation set up to manage your:

- offer of study
- enrolment process
- contract of enrolment
- visa and insurance status and records.

Before an enrolment contract is signed, your school must ensure that you and your family are clear on your likely educational outcomes and your rights and responsibilities as an international school learner.

**Outcome 16 – Immigration matters** ensures your school is confident that you meet immigration requirements to study in New Zealand before you are enrolled.

**Outcome 17 – Orientation** ensures you participate in an orientation programme to help you settle into life and study in New Zealand.

**Outcome 18 – Safety and wellbeing** ensures you are safe and well while living and studying in New Zealand.

**Outcome 19 – Learner support, advice, and services** ensures you have the information you need to live and study successfully in New Zealand.

**Outcome 20 – Managing withdrawal and closure** ensures you and your family understand your rights and obligations if you withdraw from school, do not attend, or if your school cancels a programme or closes for any reason.

**Outcome 21 – Dealing with complaints** ensures there are transparent, accessible, and effective processes in place to resolve any complaints you may have.

**Outcome 22 – Compliance with international learner contract dispute resolution scheme (DRS)** ensures that your school is familiar with the Disputes Resolution Scheme (DRS) available to international learners, and complies with its rules.

## What if something goes wrong?

If you have concerns about your school or education agent, you should contact your school in the first instance and follow their complaints procedure.

Under the Code, schools must have a clear and fair internal procedure for listening and responding to complaints.

Your school will have a designated person you can talk to about your complaint. This may be the principal or the international student director.

If you are unhappy with your school's complaints process or the outcome of your complaint, you can contact:

- NZQA (for complaints about your school following the Code) or
- iStudent Complaints (for complaints about money or contracts).

## Do you have a complaint about a school not following the Code?

As the Code Administrator, NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if a complaint is valid and if a school has not followed the Code. This includes getting information from both the student who has raised the complaint and the education provider.

To find out how to make a complaint, see the NZQA website [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

## Do you have a complaint about a financial or contractual issue?

iStudent Complaints is an independent service provided by the New Zealand Government that can help you resolve disputes that are about financial or contractual issues with your education provider. The service is free.

### ▶ Contact iStudent complaints

Website	<a href="http://www.istudent.org.nz">www.istudent.org.nz</a>
Email	<a href="mailto:complaints@istudent.org.nz">complaints@istudent.org.nz</a>
International phone number	64 4 918 4975
Freephone (within New Zealand)	0800 00 66 75

### ▶ On social media

Facebook	<a href="http://www.facebook.com/istudent.complaints">www.facebook.com/istudent.complaints</a>
WeChat	(search for 'NZ iStudent Complaints' Chinese language only)

### ▶ Post

iStudent Complaints	PO Box 2272 Wellington 6140 New Zealand
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