

International Orientation

See the Code, Outcome 5, clauses 19–20, and Outcome 6, clause 22c–e.

Orientation processes are required for long- and short-term enrolments, including group students. Orientation for [students](#), and their [parents](#) where relevant, is a key process that begins before a student arrives, is very important in the first few weeks, and continues throughout the student's time in New Zealand in the form of ongoing advice and support.

Orientation and information provided to students should be relevant to what they need to know at the time, relevant to their situation, age-appropriate, and in the student's own language if necessary.

We take care not to overload students with information: we use a planned approach, repeat key information, and try to make sure students understand the information they receive.

Orientation Programme

Our orientation programme provides each international student with information about:

- Our school and school policies as relevant to their time at our school
- The [services, support, and facilities](#) offered at our school and, if appropriate, in the wider community
- The names and contact details of any designated [international student support](#) staff at the school
- Health and safety
- [Behaviour Expectations](#)
- [Grievance](#) procedures (internal and external)
- [Terminating Enrolment](#)
- Student rights and entitlements, including any entitlement to a [fee refund](#) if the student withdraws voluntarily.

Health And Safety Information And Services

International students are given age-appropriate health and safety information, such as:

- How to ask for help and report problems
- What to do in an emergency, e.g. ring 111, school emergency procedures
- Road safety (pedestrian and cycling)
- Water safety
- Personal safety
- Available health, welfare, and support services, e.g. counselling, and how to access these
- New Zealand laws, e.g. sale of alcohol and tobacco
- What to do about issues of harassment and/or discrimination, including [bullying](#)
- Guidelines around New Zealand culture, culture shock, and how to access available [cultural support](#).

We give international students health and safety, and services information during their orientation, verbally and in written form.

Related Topics

- [Offers, Enrolment, Contract, and Insurance](#)
- [International Safety and Wellbeing](#)
- [Student Support, Advice, and Services](#)
- [Dealing with Grievances](#)

Resources

- New Zealand Immigration: [New Zealand Now](#)
- NZQA: [Code of Practice toolbox Outcome 5: Orientation](#)
- NZQA: [Code of Practice toolbox Outcome 7: Student Support, Advice and Services](#)

IN THIS SECTION

- [Orientation for International Students](#)
- [Orientation for Parents of International Students](#)