

## Caring for Our International Students:

### Understanding the Code of Practice

St Thomas More Catholic School is committed to the wellbeing and safety of all our students. We are proud to be a signatory to the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021** (commonly referred to as *the Code*).

This Code sets out the expectations for education providers to ensure international students are well supported in all aspects of their study and life in New Zealand.

You can find more information and a full copy of the Code on the New Zealand Qualifications Authority (NZQA) website:

👉 [NZQA – The Code](#)

Printed copies are also available from our school office.

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### Concerns or Complaints

We understand that adjusting to life in a new country can bring challenges. If your child is experiencing any problems:

1. **Please speak first with your child's classroom teacher.**
2. If the issue is not resolved, contact **Maree Thomas**, our Deputy Principal, or **Lisa Broadmore**, our Principal and International Student Manager.
3. If you are still concerned, you may raise the matter with the **Board of Trustees**.

If you believe the school has breached the Code or you are not satisfied with how your concern has been handled, you may lodge a complaint with **NZQA**. Learn more about how to do this here: [HERE](#).

For financial or contractual disputes, international students can also contact **iStudent Complaints**, a free and independent service.

More information is available on their website: [Study Complaints](#).