

SUMMARY OF THE CODE OF PRACTICE AND SAFETY GUIDE FOR INTERNATIONAL STUDENTS IN NEW ZEALAND

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers including Lifeway College, have an important responsibility for international students' welfare. This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them. Lifeway College is a signatory of the Code of Practice as a Private Training Establishment (PTE) you can view this at www.minedu.govt.nz/index.cfm.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand. Australian students, who are studying with a recognised New Zealand tertiary provider such as Lifeway College, living in New Zealand and fulfil the requirements under domestic students, are considered as domestic students. All other countries and nationalities are considered as "international".

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international or you will find a revised version on the 'Human Resource Doc's' folder on slicfile.

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution. Lifeway College is a signatory of the Code of Practice as a Private Training Establishment (PTE).

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
C/- Ministry of Education
Private Bag 47-911
Ponsonby
Auckland

Fax: (09) 374 5403
Phone: (09) 374 5481
Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel. The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner and the particular needs of international students are recognised.
- International students are in safe accommodation and all providers have fair and equitable internal procedures for the resolution of international student grievances.

Lifeway College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education.

IMMIGRATION: "Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>"

ELIGIBILITY FOR HEALTH SERVICES: Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Below is a list of the minimum expectation that Lifeway College requires for the appropriate cover of medical and travel insurance:

- Medical expenses
- Evacuation and repatriation
- Cancellation and changes to planned journey
- Personal accident
- Personal liability
- Rental car excess
- Money and travel documents
- Baggage and personal items

Note: Life Insurance is not an acceptable form of Medical and Travel Insurance. Please ensure that the policies you provide to Lifeway College show a start and end date of your insurance cover.

Licensing Rules for International Drivers

Licensing requirements for overseas drivers will be tightened from 1 June 2006, when the *Driver Licensing Amendment Rule 2006* comes into force. Aimed at improving New Zealand's driver licensing system, the Rule contains several changes to help ensure the validity of overseas driver licenses and prevent identity fraud:

- Overseas drivers with a non-English license must carry an accurate English translation or an International Driving Permit (IDP) while driving. This will help police determine that an overseas license is valid, verify that the driver holds the correct license class for the vehicle, and check for any conditions that may be attached to the license.
- When a person is issued with a New Zealand driver license their overseas driver license will be invalidated for the purpose of driving in New Zealand. This change means people cannot drive on two licenses – there have been cases of people accumulating demerit points on two licenses and so avoiding penalties.
- Overseas birth certificates and driver licenses will no longer be accepted as primary identification for the purpose of converting an overseas license to a New Zealand license. Applicants must now show a passport as proof of their identity, in addition to presenting their original overseas driver license (not an International Driving Permit). These changes will make it harder to legitimize a false identity that could be used for illegal purposes.

Tips for Driving in New Zealand [Web link: Drivers Fact Sheet - www.ltsa.govt.nz](http://www.ltsa.govt.nz)

- Motorists drive on the left-hand side of the road
- It is compulsory for every occupant of the vehicle to wear a seat belt
- It is illegal to park your car facing oncoming traffic
- It is illegal to hitchhike on motorways
- Vehicles must not stop on motorways unless in the case of emergency
- If you are involved in a crash you must stop and help. If someone is injured this must be reported to the police within 24 hours by dialing 111.
- Minimum age for rental car driving is 21 years
- New Zealand speed limits are in kilometers per hour, not miles
- It is highly recommended to get car insurance

Riding a Bike [Web link: Walking and Cycling Checklist - www.landtransport.govt.nz](http://www.landtransport.govt.nz)

- Pedestrians and cyclists are not permitted on motorways
- Wearing a helmet whilst riding a bike is compulsory in New Zealand

Alcohol and Drug Limits [Web link: Alcohol and Tobacco Limits - www.landtransport.govt.nz](http://www.landtransport.govt.nz)

- Minimum drinking and purchasing age for alcohol is 18
- Minimum smoking and purchasing age for smoking is 18

Road Rules [Web link: Road Rules - www.landtransport.govt.nz](http://www.landtransport.govt.nz)

(Maori, Chinese, Japanese, Korean and Somali languages can be found on the web link).

Please study the following information carefully and make sure you understand what you have to do.

Pedestrian Crossings

Drivers must give way to pedestrians on both sides of a pedestrian crossing, unless that crossing is divided by a raised traffic island.



Road Rules continued

Special vehicle lanes (cycle and bus lanes)

Only cyclists are allowed to use cycle lanes. Only cyclists, motorcyclists and buses are allowed to use bus lanes.

You can cross a special vehicle lane in order to turn or park clear of the lane, as long as you give way to vehicles that are entitled to use that lane.

No vehicle can stop or park on a special vehicle lane (unless signs permit it).

By making sure you follow these simple rules at roundabouts, pedestrian crossings and special vehicle lanes, you can help make the roads safer for everyone.

Roundabouts

Before entering a roundabout you must indicate if you are intending to exit left or right – if you're going straight ahead, don't indicate.

- You must give way to all traffic that will cross your path from your right as you enter the roundabout.
- You then need to signal left as you pass the exit before the one you intend taking.
- At multi-lane roundabouts, you also need to approach and enter the roundabout in the correct lane for where you intend to exit.



How this works:

1. If you're going less than halfway around, you must use the left-hand lane (or any other lane marked for that purpose) and signal a left turn before entering. Continue to indicate left as you exit the roundabout.

2. If you're going straight ahead at the roundabout (e.g. halfway around), you need to use any lane which is marked for that purpose. You must signal a left turn as you pass the exit before the one you intend to take.

3. If you are going more than halfway around a multi-lane roundabout, you must approach in the right-hand lane (or any other lane marked for that purpose). You must also signal a right turn when entering the roundabout, then a left turn as you pass the exit before the one you intend to take.

Contacts for Lifeway College:

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Email: registrar@lifeway.ac.nz

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