

SG.15 PASTORAL CARE OF INTERNATIONAL STUDENTS

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| PURPOSE | This policy outlines the areas of pastoral and other care available to International students at Bethlehem Tertiary Institute. | | |

1 PURPOSE

This policy outlines the areas of pastoral and other care available to International students at Bethlehem Tertiary Institute.

Bethlehem Tertiary Institute is committed to quality support for all students, both local and international. As a private tertiary education provider, BTI is required to comply with The Education (Pastoral Care of International Students) Code of Practice 2016 (Available from <http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>)

Bethlehem Tertiary Institute is an approved signatory to this Code. Thus, a policy outlining the pastoral care available to International students is needed.

2 POLICY

1. All staff share in the pastoral care of students at BTI. International students are free to approach any member of staff, including their Cohort Mentor or Year Group Co-ordinator to share any concerns, whether personal or academic.
2. All marketing and promotion to prospective internal students for BTI programmes will be reviewed regularly to ensure that it includes clear, sufficient and accurate information about study, living and accommodation costs enabling those students to make informed decisions related to studying at BTI.
3. BTI will appoint an International Pastoral Care Co ordinator whose role will be in keeping with the NZQA Code of Practice Tertiary Guidelines (Available from <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>)
4. The International Pastoral Care Co-ordinator at Bethlehem Tertiary Institute will ensure that all international students participate in a well-designed orientation programme at the beginning of enrolment and, as far as is practicable have safe, healthy living/accommodation arrangements.
5. The Learning Centre and/or Student Support staff are also available on an appointment basis for all students to access who have any academic concerns.
6. If BTI has arranged accommodation for an international student and they are not happy there, the student should first discuss their concerns with the International Pastoral Care Co-ordinator before taking any action.
7. International students whose concerns are unresolved through informal discussion, can take such concerns through the formal internal process as described in Policy "Student Concerns and Complaints".