

SG.15 POLICY ~ PASTORAL CARE OF INTERNATIONAL STUDENTS (INCLUDING OFFSHORE STUDENTS)

APPROVED BY	ACADEMIC BOARD	VERSION	2020
REVIEW STAKEHOLDERS	▪ CEO AND DEAN	Last reviewed	2017
	▪ STUDENT ENGAGEMENT COORDINATOR	Published	15 October 2020
	▪ ACADEMIC DEAN	Review period	3 YEARS
		Next review	2023
PURPOSE	This policy outlines the areas of pastoral and other care available to International / offshore students at Bethlehem Tertiary Institute.		

PURPOSE

Bethlehem Tertiary Institute (BTI) is an approved signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Available from <https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

The policy outlines the areas of pastoral and other care available to international students (including offshore students) at Bethlehem Tertiary Institute.

POLICY

The Student Engagement Coordinator is responsible for the pastoral care and support of international/offshore students at BTI and will ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

- 1 All marketing and promotion to prospective international students for Bethlehem Tertiary Institute (BTI) programmes will be reviewed regularly to ensure that it includes clear, sufficient and accurate information about study, living and accommodation costs enabling students to make informed decisions related to studying at BTI.
- 2 The Student Engagement Coordinator at BTI 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 (see Policy 'Accommodation for International Students').
- 3 All staff share in the pastoral care of international students at BTI. International students are free to approach any member of staff, including their Cohort Mentor or Course Coordinator (or equivalent) to share any concerns, whether personal or academic.
- 4 The Academic Support Team and Student Support staff are also available on an appointment basis for all international students who have any academic concerns or need support in any area. These appointments can be made in person, via zoom, phone or email.
- 5 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'.