

SG.15	SUPPORT FOR INTERNATIONAL STUDENTS (INCLUDING OFFSHORE STUDENTS)		
APPROVED BY	ACADEMIC BOARD	Reviewed	Mar 2026
REVIEW STAKEHOLDERS	<ul style="list-style-type: none"> ▪ PRINCIPAL 	Minor Edit	
	<ul style="list-style-type: none"> ▪ INTERNATIONAL STUDENT COORDINATOR 	Review period	3 YEARS
	<ul style="list-style-type: none"> ▪ ACADEMIC DEAN 	Next review	2029
RELATED DOCUMENTS	<ul style="list-style-type: none"> ▪ Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ▪ SG.08 Student Concerns and Complaints ▪ SG.38 Enrolment of International Students 		

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://www2.nzqa.govt.nz/tertiary/the-code/>

1 PURPOSE

This policy outlines the areas of support available to international students (including offshore students) at Bethlehem Tertiary Institute.

2 POLICY

Pastoral and Academic Support

- 2.1. The International Student Coordinator is responsible for the pastoral care and support of international/offshore students at BTI and will monitor compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- 2.2. All marketing and promotion to prospective international students for Bethlehem Tertiary Institute (BTI) programmes will be reviewed regularly by the International Student Coordinator and Director of Engagement and Development 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.
- 2.3. The International Student Coordinator at BTI will ensure that all international students participate in a BTI orientation programme upon acceptance that includes, among other things, information about living and studying in New Zealand, and as far as is practical that international students have safe, healthy living/accommodation arrangements.
- 2.4. 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, Ngā Maunga Āwhina or Course Coordinator (or equivalent) to share any concerns, whether personal or academic.
- 2.5. The Academic Support Team is available on an appointment basis for all international students who have any academic concerns. These appointments can be made in person, online, phone, or email.
- 2.6. International students whose concerns are unresolved through informal discussion, can take such concerns through the formal internal process as described in Policy 'SG.08 Student Concerns and Complaints'.

Accommodation

- 2.7. Bethlehem Tertiary Institute does not provide accommodation but can assist students to find initial accommodation if requested.
- 2.8. An "Accommodation List" is also available on BTIonline for students seeking accommodation.
- 2.9. Students are required to notify the Institute of any change in their contact details and residential address as soon as possible.
- 2.10. The arrangement regarding the payment of board is between the accommodation providers and the students directly. BTI is not involved in this arrangement.
- 2.11. Each international student is asked to provide a list of at least 2 people that can be contacted in an event of accident or emergency. This list should include at least one key person who speaks English.

Complaints and Grievance procedures

- 2.12. Complaints and grievances procedures are addressed in policy SG.08 Student Concerns and Complaints.