

SG.15 & 35 | SUPPORT FOR INTERNATIONAL STUDENTS (INCLUDING OFFSHORE STUDENTS)

APPROVED BY	ACADEMIC BOARD	Reviewed	2023
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	2023

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/>

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 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, via zoom, 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 'Student Concerns and Complaints'.

Accommodation

- 2.7. The International Student Coordinator will assist in placing students in homes for the initial weeks of their stay in New Zealand on request and at the payment of an administrative fee.
- 2.8. Appropriate homestays will be sought from the Bethlehem Campus community and local Christian churches.
- 2.9. All potential homestay hosts will be provided with information, from the International Student Coordinator, to prepare them for their cross-cultural experience and to brief them on the requirements for hosting international students.

- 2.10. Each person over the age of 18 in the household is required to complete a police clearance form. In some instances, they may be asked to also provide TWO written character references.
- 2.11. The arrangement regarding the payment of board is between the accommodation providers and the students directly. BTI is not involved in this arrangement other than to outline what is expected, including that students should arrange to pay by automatic payment.
- 2.12. Homestay hosts and / or students are requested to discuss any major issues that arise with the International Student Coordinator before decisions are made regarding terminating the homestay agreement. Where agreement is reached to terminate the homestay placement, BTI asks homestay hosts to give three weeks' notice of termination and students to give two weeks.
- 2.13. 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

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