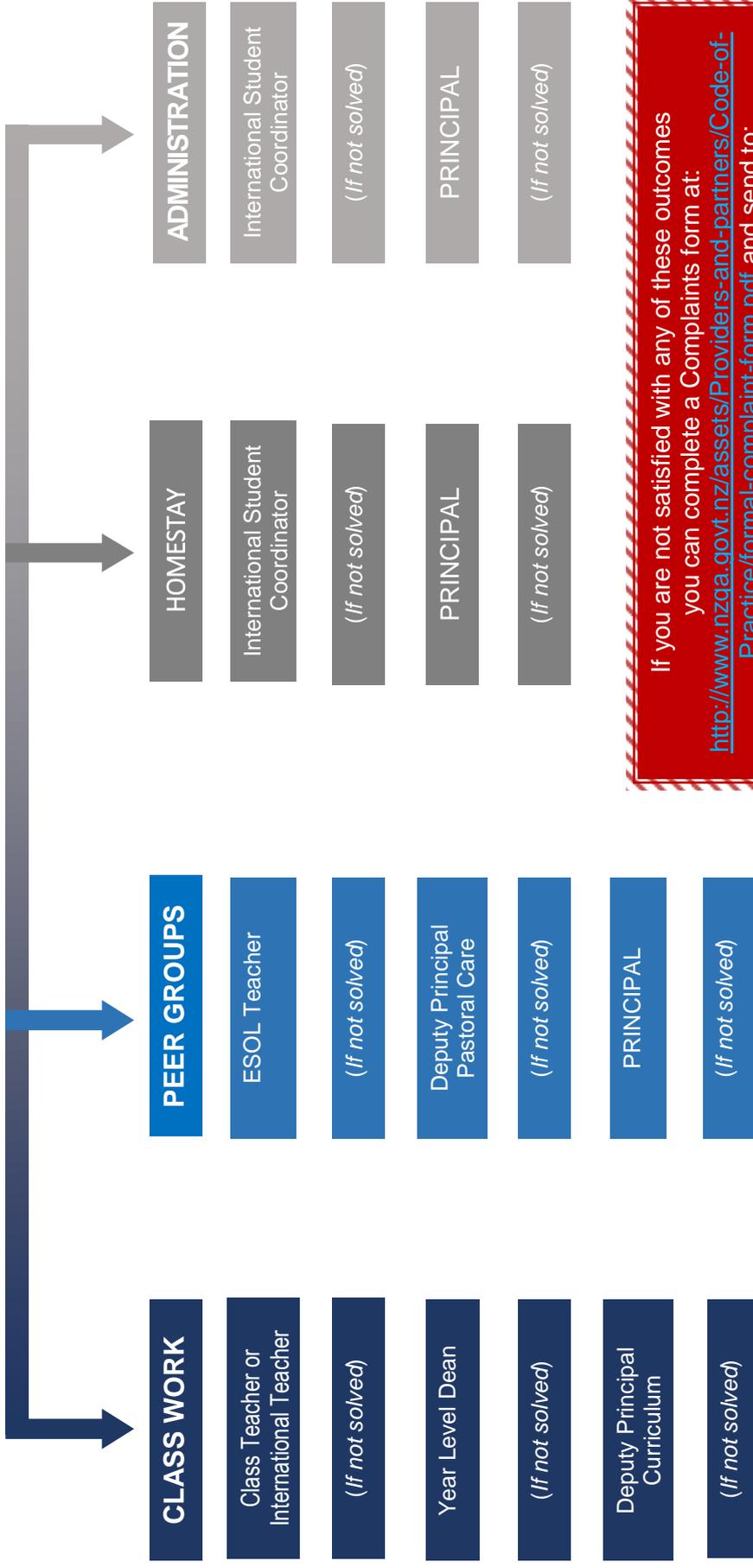




International Student Advice, Pathways, Support Procedures

Where to go for advice



If you are not satisfied with any of these outcomes you can complete a Complaints form at: <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf> and send to: The Complaints Officer, Quality Assurance Division NZQA, PO Box 160, Wellington 6140, New Zealand



Complaints: A Guide for International Students

At Marist we try hard to make sure that all our students are happy and satisfied with their life and learning at the College. Fortunately most students do enjoy school and take a full part in their learning and in sport, music and cultural activities.

However, sometimes difficulties arise, misunderstandings occur and things go wrong meaning you may be worried and unhappy. This is what you should do:

1. If it relates to your **class work** or your learning you should first talk with your subject teacher. If the teacher is part of the complaint you should talk to the year level Dean or the teacher in charge of International Students.
2. If the problem or complaint is about **the way you are treated** by other girls you could talk to the teacher in charge of International Students or the Year Level Dean. If they cannot deal with the problem they will involve the Deputy Principal in charge of Pastoral Care. If she cannot solve the problem the Principal may wish to take up the matter.
3. If the problem or complaint relates to **your course, your option choice**, your timetable or similar you should talk with the teacher in charge of International Students or with your year level Dean or the Deputy Principal in charge of curriculum. They will normally be able to make any changes that are needed, or explain why you can or cannot make a change.
4. If the problem or complaint relates to your **homestay** you should see the International Student Manager. It is usually possible to solve homestay problems, or to arrange a different homestay if you are really unhappy where you are.
5. If you still have a problem and **no one has solved it for you**, and you are still unhappy you should ask the International Student Manager to arrange a meeting with the Principal or the Board of Trustees. They would like to know of your complaint and would want to solve it.
6. Finally, if **no one in the school has been able to fix the problem** you can complete a complaints form at <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf> and send to:
The Complaints Officer, Quality Assurance Division
NZQA, PO Box 160
Wellington 6140

But we hope and certainly want to try to fix your problem as soon as possible, so just let us know!

Complaints Policy

Marist College upholds and supports The Education (Pastoral Care of International Students) Code of Practice 2016 and the International Student Contract Dispute Resolution Scheme Rules 2016 as overseen by NZQA (New Zealand Qualifications Authority).

It is the Agents responsibility to obtain a copy and understand the Code of Practice and Dispute Resolution Scheme (DRS) 2016. These can be found at

Code: www.legislation.govt.nz/regulation/public/2016/0057/latest/whole.html#DLM6748147

Disputers Resolution Scheme: www.legislation.govt.nz/regulation/public/2016/0042/latest/whole.html

For further information see:

www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/



**THE EDUCATION (PASTORAL CARE
OF INTERNATIONAL STUDENTS)
CODE OF PRACTICE 2016**



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AOI

Important information for
international students and their families

This pamphlet summarises the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code). It provides information for students and their parents on what to do if they have a complaint about their treatment by a New Zealand education provider or agent of an education provider.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability

- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (**for concerns and complaints about a provider breaching the Code**) or
- iStudent Complaints (**for concerns and complaints about money or contracts**).

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website

www.istudent.org.nz

Email

complaints@istudent.org.nz

International phone number

64 4 918 4975

Freephone

(within New Zealand)

0800 00 66 75

Fax

64 4 918 4901

On social media:

Facebook

www.facebook.com/istudent.complaints

[istudent.complaints](https://www.facebook.com/istudent.complaints)

WeChat

(search for 'NZ iStudent Complaints' Chinese language only)

Post:

iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand

Image courtesy of Brand Lab.



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December 2016

[New Zealand Government](http://www.govt.nz)