

What rules govern the care of international students in New Zealand?

We have agreed to observe and be bound by the [Education \(Pastoral Care of International Students\) Code of Practice 2016](#) published by the Minister of Education.

The Code of Practice 2016 sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

The Code of Practice 2016 also has a process for students to go through if they wish to make a complaint about the treatment by their education provider.

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