

Verification Summary of Documentation Supporting Code Outcomes 8 to 12 (additional wellbeing and safety practices for tertiary providers enrolling international learners), completed by Universities New Zealand to Monitor University Compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Prepared for review by the Committee on University Student Pastoral Care (CUSPaC).

Introduction

This report completes the first verification requirement of the 2024-2025 Self Review Process agreed at the Committee for University Student Pastoral Care (CUSPaC) meeting on 27 September 2023 (see appendix A. page 18)

As per the agreed 2024-2025 Self-Review process, the report summarises verification findings from a review of documentation submitted by universities to evidence compliance with the wellbeing and safety practice requirements for tertiary providers enrolling international learners set out in part six of the Code: ¹

- *Outcome 8:* Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.
- *Outcome 9:* Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.
- *Outcome 10:* Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.
- *Outcome 11:* Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.
- *Outcome 12:* Signatories ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.

This report is subject to review and amendment by CUSPaC and approval by the New Zealand Vice Chancellors Committee (NZVCC). Once approved, the final report will be submitted to the Code Administrator (NZQA) for publication in 2025.

Key findings and recommendations are organised under the following four headings to reflect document verification outcomes and Code delegation reporting requirements:

- **Key points** – key outcomes from the documentation verification process
- **Code reporting and the international students** - overview of university compliance reporting and Codes of pastoral care for international students
- **Summaries of compliance** – summaries of document compliance verification by Code outcome and supporting processes

¹ See: [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(nzqa.govt.nz\)](https://nzqa.govt.nz) and [Wellbeing and safety for tertiary learners :: NZQA](https://nzqa.govt.nz)

- **Recommendations** – recommendations to inform and support CUSPaC’s 2024-2025 Self Review Process and 5-year monitoring and verification cycle

A. Key points

As per the agreed documentation verification process and scope, all universities submitted to UNZ portfolios of international pastoral care system documentation to be compliance verified in accordance with the technical information and pastoral care system provisions required to give effect to Code outcomes eight to twelve. The documentation verified for the purposes of this report has been assessed as:

- Complying with all of the additional wellbeing and safety practices required for enrolling international students and indicates broader compliance with related Code outcomes and processes in parts three, four and five of the Code.
- Aligning with other Code-related quality assurance assessments, notably the AQA Cycle Six Audits², and Education New Zealand’s (ENZ) 2023 International Student Experience Survey.³
- Verified documentation is tabled by Code outcome in appendices B to F (pages 21 to 36), and included all online content curated for current and prospective international students and university- approved agents, enrolment, application, and offer documentation, university publications, agent agreements, pre-arrival and orientation resources, student survey data, under-18 accommodation agreements and enrolment processes, and applicable overarching policy and process documentation.
- Recommendations for CUSPAC to consider are as follows:
 - When engaging with international office staff during site visits (scheduled for 2025) the verification panel should prioritise discussions about agent management processes given their pivotal role in recruiting, enrolling and preparing international students for study in New Zealand universities, and offshore student support processes, to gain a sector wide overview of the challenges universities are navigating in response to recently introduced provisions expanding the scope of the Code’s application to ‘offshore learners’.
 - Where possible, the verification panel should articulate in their findings reports distinctions between the student experience journeys of different international student cohorts, including pre-degree (English Language Programme), undergraduate, postgraduate, research, exchange, and under-18 students.
 - CUSPaC should consider the utility of undertaking risk assessments to verify the efficacy and robustness of universities pastoral care systems, and identify the risk indicators, evidence, and reporting requirements needed to inform a risk assessment approach to Code monitoring and verification. In the context of Code outcomes eight to twelve, this might require assessing universities risk management practices and protocols supporting at-risk international student populations, such as offshore students, students undertaking work placements, PhD students, or under-18 students. The scope of assessment might include examining processes facilitating mental health condition disclosures, PhD supervisor training, or work placement supervision protocols, and using agreed risk metrics to track and monitor pastoral

² See: [Cycle 6 Academic Audit | AQA](#)

³ See: [International Student Experience Survey 2023 Report and Webinar | ENZ IntelliLab](#)

care system performance. If such an approach was seen as providing a more useful way of monitoring risk, careful consideration of the cost of measuring any particular metric would need to be assessed against the value.⁴

- CUSPaC should agree on a potential model for Code monitoring and verification activities to be included as a component of future AQA academic audit cycles.

B. Code reporting and the pastoral care of international students

Since its inception as a key initiative supporting the Government's 2001 Export Education Strategy (Ministry of Education:2001)⁵, universities have engaged in self-review and compliance reporting processes in accordance with the requirements of multiple iterations of pastoral care Codes for international students:

- The first mandatory Code of Practice for the Pastoral Care of International Students came into effect in 2002, and applied to primary, secondary, tertiary and ITP's enrolling full fee-paying international students. The Code set out specific compliance and reporting requirements for all aspects of pastoral care intersecting international student administration (recruitment, enrolment, agent management, visas, and insurance) student welfare, accommodation provision, grievance procedures, and general Code administration.
- The Ministry of Education monitored university Code compliance until the functions of the Code Administrator were transferred to the New Zealand Qualifications Authority (NZQA) in 2013.
- The revised Education (Pastoral Care of International Students) Code of Practice came into effect in 2016, along with the establishment of a new Disputes Resolution Scheme (DRS) to facilitate the resolution of contract and financial disagreements between international students and providers.
- To monitor compliance with the revised Code NZQA and Universities New Zealand (UNZ) agreed that UNZ would receive annual self-reviews from universities and inform NZQA of any compliance concerns. Universities would also submit to NZQA annual attestations confirming they had completed self-reviews to ensure pastoral care systems were Code compliant, and that universities would complete any required system enhancements.
- These compliance reporting requirements remained in place until legislative changes combined what had previously been separate Codes of Practice for domestic and international students into the current Education (Pastoral Care of Tertiary and International Learners) Code of Practice (2021).⁶
- Section six of the new Code of Practice consolidated requirements from the 2016 Code into five Code outcomes supporting the pastoral care needs of international students (see Table A. Code Comparisons, page four).⁷
- In 2022, all universities completed gap analyses against the new 'combined' Code to identify any areas of service provision requiring compliance enhancements. Universities reported that some minor updates to pastoral care systems that complied with the 2016 Code were needed to strengthen support provided to international students.⁸ These included new protocols for the pastoral care of offshore students, clarifying the scope of university responsibilities when

⁴ See for example, TEQSA's model: [Risk assessment cycle | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](https://www.teqsa.gov.au/risk-assessment-cycle)

⁵ [Export education in New Zealand: A strategic approach to developing the sector: An overview | Education Counts](https://www.educationcounts.gov.nz/export-education-in-new-zealand-a-strategic-approach-to-developing-the-sector-an-overview)

⁶ [Code of Pastoral Care Guidance for Tertiary Providers Nov 2021 \(nzqa.govt.nz\)](https://www.nzqa.govt.nz/code-of-pastoral-care-guidance-for-tertiary-providers-nov-2021)

⁷ [Code-to-Code Comparison Tool for Tertiary Signatories \(nzqa.govt.nz\)](https://www.nzqa.govt.nz/code-to-code-comparison-tool-for-tertiary-signatories)

⁸ [UNZ findings report 2021-2022: Gap Analyses Summary Report to CUSPaC \(nzqa.govt.nz\)](https://www.nzqa.govt.nz/unz-findings-report-2021-2022-gap-analyses-summary-report-to-cuspac)

looking after international students under the age of 18, and updating agent management, student enrolment and fee refund policies and processes, the sum of which is evidenced in the documentation evaluated in section C of this report.

Table A. Code Comparisons

2016 Code of Practice (International Students)	2021 Code of Practice (Domestic and International Learners)	
Outcome 1: Marketing and promotion	Outcome 1: A learner wellbeing and safety system	
Outcome 2: Managing and monitoring agents	Outcome 2: Learner voice	
Outcome 3: Offer enrolment, contract, and insurance	Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	
Outcome 4: Immigration matters	Outcome 4: Learners are safe and well	
Outcome 5: Orientation	Outcome 5: A positive, supportive and inclusive environment in student accommodation	
Outcome 6: Safety and wellbeing	Outcome 6: Accommodation administrative practices and contracts	
Outcome 7: Student support, advice and services	Outcome 7: Student accommodation facilities and services	
Outcome 8: Managing withdrawal and closure	New Outcome	Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners
Outcome 9: Dealing with grievances	Previously 1 and 2	Outcome 9: Prospective international tertiary learners are well informed
Outcome 10: Compliance with International Student Contract Dispute Resolution Scheme	Previously 3,4 and 8	Outcome 10: Offer, enrolment, contracts, insurance, and visa
	Previously 5 and 7	Outcome 11: International learners receive appropriate orientations, information and advice
	Previously 6	Outcome 12: Safety and appropriate supervision of international tertiary learners

C. Summaries of compliance verification by Code outcome and process requirements

Outcome 8: *Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.*

A new international student provision added to the 2021 Code of Practice, outcome 8 requires universities to appropriately consider and respond to the distinct needs of international students when giving effect to Outcomes 1-7 of the Code.

All university documentation and website content indicated compliance with the expected ‘whole of provider’ scope of Outcome 8 and its related intersections with Code outcomes 9 to 12, as evidenced by reviewing the university documentation and supporting survey data listed in appendix B (page 20) which confirmed that:

- All universities have well established lines of consultation with key international student representatives elected to general, postgraduate and international student associations and executive councils, as well as representatives elected to student working/advisory/consultation groups and committees. These established consultation

processes incorporate student voice in decision-making about the allocation of compulsory student services levies, developing student services, improving teaching and learning delivery, and provide channels to escalate concerns about pastoral care issues impacting international students.

- All universities evidenced utilising comprehensive internal (qualitative and quantitative) survey instruments to track and measure international students' use of, and overall satisfaction with, the key service components underpinning the 'student experience', including pre-arrival processes (application, enrolment, visas, and agent experience), pre-arrival and orientation, accommodation, teaching and learning, student service support, and opportunities for social engagement and career development.
- Universities also evidenced using surveys to inform pan-university decision-making regarding the allocation of student service levy funding, monitor feedback regarding the safety and wellbeing of students, and identify opportunities for service enhancements.
- Six universities (University of Auckland, Auckland University of Technology, Waikato University, Massey University, University of Canterbury, University of Otago) provided data collated using the externally administered bi-annual i-graduate international student barometer survey (referred to as the i-barometer survey).⁹
- Key findings for the six universities who participated in the 2023 i-barometer survey included:
 - 84% to 93% of international students reported being satisfied or very satisfied with their overall learning experience. This is an aggregate measure of student satisfaction with teaching and learning services and experiences, including the quality of teaching, learning support, tutor communication, programme organisation, performance feedback, language support, careers advice, and opportunities to study with students from other cultures.
 - 83% to 90.7% of international students reported being satisfied or very satisfied with their living experience. This is an aggregate measure of students' satisfaction with access to accommodation, the quality of accommodation, feeling safe and secure on campus, campus environment, worship facilities, social facilities and other environmental factors.
 - 81% to 90.4% of international students reported being satisfied or very satisfied with the support they received. This is an aggregate measure of students' satisfaction with various support services and key support staff, including counselling, health, learning support, library, and student advisory services, Residential Assistants, International Office, Accommodation Office, and Student Associations.
 - 86% to 90.2% of international students reported being happy at their university. This is an aggregate measure of students' satisfaction with feeling safe and secure on campus, social activities offered by the university, opportunities to make friends with local students, other international students, and students from their home country.
 - 88% to 90.4% of international students reported being satisfied or very satisfied with their overall New Zealand university experience. This aligns with the i-barometer survey's global benchmark of 88.6% overall satisfaction reported by international students.

⁹ The i-barometer survey measures international student satisfaction with all aspects of the international student experience and provides aggregate measures of overall satisfaction across key experiential domains. Bi-annual survey results are also tracked and measured against national and international benchmarks to provide universities who opt in to the survey with a regional and global picture of international student satisfaction. See: [Student Barometer | i-graduate](#)

- International students reported lower rates of satisfaction linked to the cost of living in New Zealand, including general living costs (food, drink, transport costs, social/entertainment costs), accommodation costs, opportunities to earn money, and accessing financial support. This contributed to a slightly lower overall propensity to recommend their universities to prospective students (72% to 78.3%) compared to the global benchmark of 80%.
- Note that Victoria University of Wellington and Lincoln University have previously used the i-barometer survey to evidence pastoral care system compliance with the Code but were unable to participate in the 2023 survey cycle due to funding constraints. However, both universities evidenced their use of internally administered annual surveys of student awareness of, and satisfaction with, information provision, teaching and learning, student support services, accommodation, recreational services, and campus facilities, evidencing compliance with the scope of giving effect to Code outcome eight.

Outcome 9: *Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.*

All universities' documentation and website content evidenced compliance with Code outcome 9's pastoral care system requirements, as verified by reviewing the documentation listed in appendix C (page 22), which demonstrated universities' giving effect to outcome nine's supporting processes and subclause obligations as follows:

Process 1: Marketing and promotion

- All universities evidenced using international student experience data collated via cyclical tracking of student engagement and satisfaction with, website content, social media channels, university publications, information evenings, webinars, open days, application and enrolment communication, and in-country/offshore orientation delivery for the purposes of reviewing and improving marketing and promotional activities.
- Data analysis was also evidenced as informing understandings of the information needs of specific international student cohorts, including first year, returning, postgraduate, Doctorate, exchange, English language programme, and under 18 students, as well as supporting their language requirements through the provision of translated resources.¹⁰
- All universities evidenced providing prospective international students with comprehensive, easily accessible information about:
 - *Quality assurance evaluations* – this is provided by all universities via international student landing pages, and in international student prospectuses. These typically included QS and Times Higher Education global research, performance and impact rankings, and various school and programme accreditations, such as triple crown business school and MBA programme accreditation via AACBS, EQUIS, and AMBA¹¹
 - *Education, instruction, staffing, facilities and equipment* - this is provided by all universities via international student landing pages which link to information about university campus, faculty, school, and research centre facilities¹²

¹⁰ See: [奥塔哥大学中文官网 \(universityofotago.cn\)](http://universityofotago.cn)

¹¹ See: <https://www.aacsb.edu/> and <https://www.efmdglobal.org/accreditations/business-schools/equis/> and <https://www.amba-bga.com/amba/business-schools/accreditation>

¹² See for example: [Around Campus - Student Life - AUT](#)

- *The Disputes Resolution Scheme* - DRS information is provided by all universities typically via dedicated Code landing pages setting out information about the Code, universities' Code obligations regarding the provision of pastoral care to international students, and NZQA managed complaints processes¹³
- *Potential learning outcomes, including pathways for further study, employment, and residency where applicable* – this is provided by all universities via international student landing pages which link to specific faculty, school, programme, degree, and course information with supporting publications¹⁴
- *Estimated study and living costs, and accommodation and transport* - this information is provided by all universities via links in international student landing pages, and in international student prospectuses¹⁵

Process 2: Managing and monitoring education agents

- All universities provided samples of written agent agreements clearly setting out:
 - Agents' responsibilities regarding the provision of reliable information to prospective students about studying, living and working in New Zealand (including, but not limited to programme information and regulations, tuition fees, entry requirements, support services, and living costs), as well as satisfying all documentation and process requirements to successfully complete enrolments, visas, insurance, and accommodation applications
 - Ethical behaviour expectations and conduct standards for Agents
 - Contractual requirements to comply with the Code of Pastoral Care, the Privacy Act 2020 (including obtaining student consent to share information), and all other applicable New Zealand laws and regulations
 - Universities' responsibilities, including (but not limited to) the provision of training on the universities' academic programmes and student management systems, supporting promotional activities and providing marketing resources, providing updates on new programmes, tuition fees, living costs, immigration information, and graduate employment destinations, and managing agent enquires
 - Agreed performance indicators including application conversion targets (application, offer, acceptance, enrolment), levels of student satisfaction with agents' service provision, adherence to timeline requirements (such as application submission dates and response times to universities' enquiries), and compliance with all Code obligations
 - Provisions for universities to terminate agreements with Agents who engage in unethical conduct

- All universities submitted supporting documentation and/or links to online Agent application processes, setting out application requirements, and agent screening and reference check protocols required for Agents to register as approved service providers. Supporting documentation also verified annual monitoring processes used by universities to determine whether Agents satisfy agreed performance criteria and are eligible for a renewal of their agent agreements.

¹³ See for example: [Tertiary and International Learners Code of Practice - The University of Auckland](#)

¹⁴ See for example: [Engineering :: University of Waikato](#)

¹⁵ See for example: [Your fees and costs | International | Te Herenga Waka—Victoria University of Wellington \(wgtn.ac.nz\)](#) and [WUI0580_WUI-Programme-Intro-Bro-FINAL_v3_web.pdf \(wgtn.ac.nz\)](#)

- Along with clearly articulated Agent application processes, comprehensive resources are made available to Agents by all universities via dedicated Agent portals and website landing pages. All universities also provided examples of agent onboarding and orientation programmes and other training resources, including presentations, webinars, and site visits.¹⁶
- Universities also evidenced providing international students with information about working with universities' registered Agents in their home countries.¹⁷
- 2023 i-barometer measurements of first year (new to enrol) international student's ratings of Agent performance also verified that 86% to 91% of first-year international students rated the overall service they received from their Agents as good to very good. This indicates that high levels of satisfaction with university-approved Agents is likely associated with their being well-informed, trained and managed, and are thus able to add significant value in helping prospective students navigate application, enrolment, insurance, visa and pre-arrival processes.

Outcome 10: *Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.*

All universities' application, enrolment, offer, insurance, and visa process documentation (see appendix D, page 26) evidenced compliance with all contractual and technical requirements needed to comply with Code outcome ten. As per the expected outcomes of giving effect to Code outcome ten, all universities demonstrated having comprehensive and visible systems for managing offer, enrolment, contract, and insurance processes for international learners – either as new, returning, exchange programme, or under-18 students. The requirements for universities to provide accurate information to prospective international students and their approved Agents articulated under Code outcome nine also evidenced supporting these systems and outcome ten's process requirements as follows:

Process 1: Offer of educational instruction

- All universities ensure that prospective students understand all English language and academic entry requirements, and have a comprehensive understanding of degree, programme and course content, as well as expected learning outcomes and career application prior to engaging in the enrolment process, as an individual student or in consultation with approved university Agent. Typically, this information is provided via website content and online publications, including:
 - Links to entry requirements (academic and language) for international students¹⁸
 - Agent handbooks provided by universities¹⁹
 - Links to degree, programme, and course advice²⁰
 - Enquiry pathways to request international student prospectuses²¹

¹⁶ See for example: [Agent resources - The University of Auckland](#)
[eVision - Information for University of Otago agents, For agents | University of Otago](#)

¹⁷ See for example: [Find an education agent - Massey University](#)

¹⁸ See for example: [Entry requirements - The University of Auckland](#)

¹⁹ See for example: [Agent-handbook-2024.pdf \(otago.ac.nz\)](#)

²⁰ See for example: [Explore our qualifications :: University of Waikato](#)

²¹ See for example: [Forms | Te Herenga Waka—Victoria University of Wellington \(wgt.ac.nz\)](#)

- Enquiry pathways to connect with student advisers²²

Process 2: Information to be provided before entering a contract

- Examples of ‘Offer of Place’ letters were provided by all universities, which clearly articulate to international students prior to course enrolment the following information:
 - Offer expiry date
 - Qualification details (including starting date, duration, and expected date of completion)
 - Course prerequisite information (such as prior secondary school learning requirements in maths, physics and chemistry)
 - Programme regulations
 - How to access course selection information
 - Visa application requirements
 - Insurance requirements
 - Estimated fees, including tuition, compulsory non-tuition fees, student services levies, insurance, and accommodation (where applicable)
 - Explanations of tuition fee calculations
 - Terms and conditions applying to acceptance of offers, including offer cancellations, requirements for paying fees, applying for refunds, and conditions to be satisfied prior to enrolment approval (such as obtaining visas)
 - Terms and conditions applying to international students under the age of 18
- Some universities Offer of Place letters also included declarations of compliance with the Code requirement that an offer of educational instruction must be appropriate for international tertiary learners’ expectations, and that the student has been assessed as having the required language and academic capability to complete their programme of study. For example:
 - *Massey University*
 “Subject to any conditions in this Offer of Place or the waiver of those conditions by Massey University in writing, as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, Massey University declares that an assessment of this student has been undertaken (clauses 60 and 61) to ensure that they are able to participate effectively in the qualification, and the qualification of study offered meets this prospective student’s proficiencies and career intentions (clauses 60 and 79(d)).
 - *University of Otago*
 “As required by the Educational Code of Practice the University of Otago is satisfied that this full-time course of study is appropriate for the student’s expectations, and that the student has the English language proficiency and academic capability to succeed in this programme.”
- Links to online content to satisfy other pre-contract information requirements not covered in offer letters were also provided, which included:
 - Links university regulations, and complaints processes²³
 - Links to quality assurance processes and findings²⁴

²² See for example: [Get advice about study - Massey University](#)

²³ See for example: [Student Agreement | University of Canterbury](#)

²⁴ See for example: [Academic quality assurance | About us | Te Herenga Waka—Victoria University of Wellington \(wgt.ac.nz\)](#)

- Links to information about the Code and services and support made available to international students²⁵

Process 3: Contract of enrolment

- All contract of enrolment information requirements were clearly signposted in all universities offer of place letters, as noted under process two.
- Offers of enrolment (which typically occur after a student has made their degree, programme and/or course selections, also included addition information, including links to all applicable regulations and policies applying to:
 - Conditions for terminating the contract of enrolment
 - Disciplinary actions and the process for termination of enrolment
 - Ensuring that the enrolment contract is fair and reasonable²⁶

Process 4: Disciplinary action

- All process four requirements are foundational to the policy, process, and system componentry evidenced by all universities' discipline processes and responses to student behaviour. Disciplinary processes and their governing statutes and regulations are accessible to students, as identified under process two and process three.

Process 5: Insurance

- All universities require international students to have insurance (medical and travel) which satisfies process five's subclause obligations as a condition of enrolment and evidenced having robust systems to manage all insurance arrangements on behalf of students as part of their enrolment process. Information about Code compliant insurance requirements and insurance providers is made available via:
 - Online content explaining insurance requirements²⁷
 - Handbooks and marketing publications²⁸
 - Offer of place and offer of enrolment letters
 - Approved university Agents
 - 'Universities' approved international student insurance provider, Studentsafe²⁹

Process 6: Immigration matters

- All universities require international students residing in New Zealand while studying to have an approved visa as a condition of enrolment. Offshore students are not required to have a visa.
- Visa application processes and associated insurance and proof of funds requirements are clearly communicated to prospective students by all universities, as also noted under Code outcome nine.³⁰
- All universities evidenced having robust procedures for checking and recording visa details and checking enrolment conditions attached to each visa type (student, interim, work,

²⁵ See for example: [Student Support - International Students - AUT](#)

²⁶ See for example: [Applicant declaration and student agreement | Study in Wellington | Te Herenga Waka—Victoria University of Wellington \(wgt.ac.nz\)](#) and [Code of Conduct - The University of Auckland](#)

²⁷ See for example: [overseas-insurance-policy-checklist.pdf \(wgt.ac.nz\)](#) and [Insurance for international students - Massey University](#)

²⁸ See for example: [international-student-care-handbook-uc.pdf.coredownload.pdf \(canterbury.ac.nz\)](#)

²⁹ See: [Student Safe \(insurancesafenz.com\)](#)

³⁰ See for example: [PowerPoint Presentation \(auckland.ac.nz\)](#)

diplomatic, refugee) as part of their administrative processes to monitor each student's entitlement to study.

- All universities evidenced having clearly articulated policies and processes for notifying Immigration New Zealand in situations where there is a known or suspected breach of visa conditions by an international student, and where an international student's enrolment has been terminated by the university.

Process 7: Student fee protection and managing withdrawal and closure

- All universities fee refund policies and supporting process information evidenced compliance with process seven's subclause requirements³¹, and clearly articulated:
 - Student fees (tuition and accommodation) are protected and accessible in the unlikely event that the university is unable to offer or continue a programme to students
 - How determinations about full or partial fee refunds are made, such as financial penalties associated with the date of course withdrawal
 - What costs are non-refundable, such as compulsory administration fees, insurance fees, or obligations made to third parties acting on behalf of students
 - Liability for payment of fees upon accepting offers of enrolment, and students' rights and obligations under refund policies

Outcome 11: Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.

All universities documentation evidenced providing information to international students through a comprehensive array of offshore and in-country pre-arrival preparation and orientation programmes to give effect to outcome eleven, as well as the related processes set out under Code outcomes one to ten (see appendix E, page 31):

Process: Provision of Information

- All universities evidenced proactively supporting new international students with scheduled email campaigns signposting key dates and preparation requirements during application processes and prior to arrival or starting courses as offshore students.
- Typically, email campaigns sequentially prompt students to complete key tasks (enrolment, course selection, course advice, visas, insurance and accommodation applications, and offer of study acceptance), to connect with key staff and/or support services if required (health, counselling, disability support, international student advisors), and register for arrival services, orientation programmes, and university events.
- Information is made available to international students prior to arrival in multiple formats tailored to specific student cohorts, for example:
 - Website resources setting out the rights and responsibilities of under 18 students and their parents and/or guardians, appropriate under-18 accommodation options, and

³¹ See: [Fee refunds - The University of Auckland](#)
[Fee Refunds - Paying Your Fees - AUT](#)
[International Student Policies :: University of Waikato](#)
[Student Refund and Fee Protection Policy.pdf \(massey.ac.nz\)](#)
[Fees Policy \(wgt.ac.nz\)](#)
[Fee refunds | University of Canterbury](#)
[International Tuition Refund Policy \(lincoln.ac.nz\)](#)
[Fees, Studying at Otago | University of Otago](#)

the responsibilities of the universities caring for under-18 students as required by the Code³²

- Website resources aiding the induction of PhD candidates³³
 - Website resources for international students travelling with families³⁴
 - Pre-arrival webinars preparing students for cultural and academic transition into New Zealand living and learning environments³⁵
 - International student handbooks outlining key information about living in New Zealand, safety and wellbeing, managing money, and working rights³⁶
 - Via university apps providing timetabling information, event schedules, student support resources, and emergency management notifications³⁷
- All universities provide international students with comprehensive in-person and/or distance (offshore) orientation programmes at the start of each semester, with content structured to support the information needs of specific student cohorts, such as new undergraduate, postgraduate, PhD, English language programme, under-18, and exchange students.
 - All universities provided examples of current orientation programmes typically lead by international student advisors, student reps, and student services staff. New students are required to register for, and attend orientations, and submit passport, visa, and insurance documents, as advised in pre-arrival communications. This process ensures that students' course selections and programmes of study satisfy visa conditions and working rights requirements.³⁸
 - Typically, orientation programmes include:
 - Student Expos promoting awareness of student services, clubs and societies, library services, recreational and sporting opportunities, and student associations (general, international, Pasifika)
 - Information sessions about managing insurance and visa requirements, how to utilise universities' digital tools (student portals, learning management systems, library databases), course selection and advice, student services, managing health and wellbeing, cultural transition, and student safety³⁹
 - Tours of campus facilities

³² See for example: [Students under 18 years | International | Te Herenga Waka—Victoria University of Wellington \(wgt.ac.nz\)](#)

³² See for example: [Doctoral induction - AUT](#)

³³ See for example: [International Students bringing family, Support services | University of Otago](#)

³³ See for example: [Pre-arrival and visa information webinars - The University of Auckland](#)

³⁴ See for example: [Money Matters \(wgt.ac.nz\)](#) and [international-student-guide.pdf \(lincoln.ac.nz\)](#)

³⁵ See for example: [Kāhu - The University of Auckland](#)

³⁶ See for example: [International-Orientation-semester-2,-2024.pdf \(otago.ac.nz\)](#)

³⁷ See for example: [Orientation For New Students - Student Life - AUT](#) and [International Orientation | International | Te Herenga Waka—Victoria University of Wellington \(wgt.ac.nz\)](#)

³⁷ See for example: [AUSA Buddy Programme - The University of Auckland](#) and [buddy-getting-started.pdf \(wgt.ac.nz\)](#) and [Join our peer learning & support team, Higher Education Development Centre | University of Otago](#)

- Students are also prompted to register for peer-led buddy and mentor programmes during pre-arrival processes and in orientation programmes, which help support new international students' academic preparation, social connectedness and cultural transition.⁴⁰
- As identified under Code Outcome 8, all universities use the i-barometer and other survey instruments to track and monitor international student engagement and overall satisfaction with various components of 'the student experience, including' pre-arrival communication and orientation delivery. Universities ensure that student feedback informs updates and enhancements to orientation programmes, as well as other university marketing and promotional resources.
- For the six universities who participated in the 2023 i-barometer survey, measures of first year (new to enrol) international student satisfaction with pre-arrival and orientation experiences included (but were not limited to):
 - *Pre-arrival information* – 85% to 91% of international students reported being satisfied to very satisfied with the pre-arrival information they received (global benchmark 90%)
 - *Virtual on-boarding* – 88% to 94% of international students reported being satisfied to very satisfied with their virtual (distance) onboarding experiences (global benchmark 90%)
 - *Social orientation* – 84% to 90% of international students reported being satisfied to very satisfied with their social orientation experiences (global benchmark 85%)
 - *Face to face orientation* – 87% to 93% of international students reported being satisfied to very satisfied with their face-to-face orientation programme experience (global benchmark 92%)
 - *Introduction to support services* – 85% to 92% of international students reported being satisfied to very satisfied with their introduction to university support services (global benchmark 87%)
 - *Overall arrival satisfaction* – 84% to 92% of international students reported being satisfied to very satisfied with their overall experience of arrival at their universities (global benchmark 91%)

Outcome 12: Signatories ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.

All universities submitted comprehensive policy, process, and contractual documentation (see appendix, F page 34) to evidence compliance with outcome twelve's expected process requirements to the pastoral care of international students under 18 years of age residing in halls of residence, in homestay accommodation, or with nominated residential caregivers.⁴¹

Process 1: International tertiary learners under 18 years

- All universities evidenced having well-established protocols intersecting all aspects of application and enrolment processes for international students under the age of 18 linking to accommodation placements, communication requirements for parents or legal guardians, assigning team members to monitor under-18 international students residing in university accommodation, homestays provided by contracted homestay service providers, or in other

⁴¹ Excluding process 2: international tertiary learners under 10 years old. This provision applies to primary school aged children only.

designated carer living arrangements, and overarching monitoring processes required to satisfy transfer of care requirements (such as airport arrival services).⁴²

Process 3: Decisions requiring written agreement of parent or legal guardian

- All universities initiate Code compliant information sharing protocols with under-18 international students' parents or legal guardians at the point of application and enrolment.⁴³
- All universities have documented processes ensuring parents or legal guardians of under-18 international students are advised by international student support teams when there are academic concerns, wellbeing concerns, safety issues, complaints, or permissions required for holiday care and travel plans.

Process 4: Accommodation for international tertiary learners under 18 years

- Universities typically accommodate under-18 international students in university halls of residence or with approved homestay families managed by the university or by an approved contracted homestay service (third-party accommodation agent):⁴⁴
 - *Halls of residence* - all universities evidenced having coherent application, placement, and supporting pastoral care processes for students who are under the age of 18 at the start of the programme of study wanting to reside in university accommodation, as well as providing a range of hall options to support their specific accommodation needs, such as dedicated floors housing all under-18 students.⁴⁵
 - *Homestays* – all universities evidenced having robust application, placement, and monitoring processes for under-18 students choosing to live in homestay accommodation. Process documentation evidenced clear contractual requirements for homestay service providers such as standardised agreements with residential caregivers (the host family) setting out room requirements, catering requirements, fee structures, payment schedules and host responsibilities, systems to ensure universities are informed about, and are able to monitor issues arising for homestay students, and expectations regarding visits to host families to check homestay provision is fit for purpose.⁴⁶
- University application and enrolment processes for under-18 international students also included police vetting and home visit provisions for parents or guardians wanting under 18 students to stay with nominated residential caregivers who are family members or family friends.⁴⁷

⁴² See for example:

[Information for under 18 international students, International | University of Otago](#)
[Under 18 Years - International Students - AUT](#)
[Students under 18 years | International | Te Herenga Waka—Victoria University of Wellington \(wgtn.ac.nz\)](#)

⁴³ See for example: [U18-consent-form.pdf \(wgtn.ac.nz\)](#)

⁴⁴ See for example: [New Zealand Homestay - Your New Zealand Home](#) and [Host Families](#)

⁴⁵ See for example: [Halls Guide 2025.pdf \(auckland.ac.nz\)](#)

[Accommodation for International Students | University of Otago](#)

⁴⁶ See for example: [U18 3-Accommodation-Application-2022-24_updated-21072015-mt.pdf \(waikato.ac.nz\)](#)
[Choosing homestay accommodation - Massey University](#)

⁴⁷ See for example: [U18-designated-caregiver-form.pdf \(wgtn.ac.nz\)](#)
[Under 18 Years - International Students - AUT](#)

Process 5: Safety checks and appropriate checks for learners under 18

- All universities evidenced having compliant police vetting processes and monitoring requirements for all halls of residence staff (in university owned, contracted, and partner halls), and homestay families managed by the university or a contracted homestay service.
- Note that the UNZ Accommodation Monitoring and Verification Report (2023) also verified universities compliance with the related requirements of Code outcome five (a positive, supportive and inclusive environment in student accommodation), process three (accommodation staff must be fit and proper persons):

“All universities complied with process three obligations, as evidenced by reviewing each universities recruitment policies and processes, and role and position description criteria. Universities also confirmed that police vetting polices applied to all accommodation staff, and that police vetting was consistently updated in accordance with the Children’s Act 2014, and accommodation requirements for learners under the age of 18. Police vetting processes for homestay families were also verified at universities providing homestay accommodation (UNZ: 2023:8).”

Process 6: Accommodation for international learners 18 or over

- All of the overarching system and process requirements evidenced by universities as safeguarding the health and wellbeing of under-18 international students residing in either homestay accommodation or with designated caregivers apply to international students aged 18 or over with the same accommodation arrangements.
- Note that the UNZ Accommodation Monitoring and Verification Report (2023) also verified universities compliance with the related requirements of Code outcome five (a positive, supportive and inclusive environment in student accommodation), process four (proactive monitoring of residents’ wellbeing and safety and responsive wellbeing and safety practices):

“Universities comply with all process four obligations and clearly demonstrate a commitment to provide a standard of care when responding to students’ health and wellbeing needs well beyond any baseline compliance requirement. This was verified by reviewing university and provider welfare check policies and processes, guidelines for initiating referrals to student services, and critical incident and emergency response protocols. This documentation was also checked for alignment with universities wider strategic frameworks supporting ‘whole of provider’ approaches to proactively monitoring students’ wellbeing and safety, including specific policies addressing complaints and critical incidents, student misconduct, and responses to sexual harm (UNZ:2023:9).”

D. Recommendations

The documentation submitted by universities for the purposes of this report verifies that all universities pastoral care documentation relating to the care of international students is fully compliant with, and demonstrates giving effect to, Code outcomes eight to twelve. The documentation reviewed in this report also indicates that universities have mature embedded polices and processes underpinning pastoral care provided to international students and evidences the scope of compliance and enhancement activities progressed by universities since the introduction of a Pastoral Care Code for International Students in 2002.

There are also broader indications of compliance with related Code outcomes applying to international students in parts three, four and five of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, notably:

- the strategic and overarching system requirements of outcome one (evidenced by communication strategies, university publications, online content, and the feedback loop used by universities to ensure qualitative and quantitative international student voice survey data informs updates to pastoral care system objectives and enhancements).
- the learner voice and complaints process requirements of outcome two (evidenced by transparent and coherent information incorporated in offers of enrolment and accommodation applications about international students' rights and university obligations under the Code, complaints processes, and the Disputes Resolution Scheme).
- expectations for fostering learning environments that are designed to support diverse learner groups to give effect to outcome three (evidenced by processes for different international student cohorts and their respective pre-arrival, orientation, and accommodation placement needs, including under-18 students, students completing pre-degree English language programmes, offshore students, exchange students, undergraduate, postgraduate, and research students, as well as overarching consideration of their cultural needs, such as assistance with language translation, or access to spaces accommodating religious faiths).
- supporting learners to manage their physical and mental health, and identifying and responding to learners needing additional support to give effect to outcome four (evidenced by capturing appropriate information in international enrolment and accommodation applications, information about student services provided to prospective international students and agents in online content and university publications and in bespoke orientation programmes, and fostering social connectedness through international student events).
- the accommodation application, placement and support requirements of outcomes five, six, and seven (evidenced by accommodation placement processes for under-18 international students residing in homestays, halls of residence, or designated caregivers, and the communication protocols used to monitor their wellbeing and safety).

The verification findings in this report also indicate alignment with other Code-related quality assurance assessments of international students' pastoral care requirements and experiences, notably:

- AQA Cycle Six Audit Reports, for example, in AQA assessments of pastoral care under guideline statement two: student voice, guideline statement twelve: learning support, and guideline statement thirteen: safety and wellbeing.⁴⁸
- Annual International Student Experience Surveys conducted by Education New Zealand (ENZ) to inform the International Education Strategy.⁴⁹ For example, ENZ's 2023 Student Experience Survey included responses from 2127 current international university students and 299 international university graduates, 80% of whom rated their arrival and orientation experience as good, very good, or excellent, 88% rated their education experience as good, very good, or excellent, and 80% rated their living experience as good, very good, or excellent.⁵⁰

⁴⁸ [AQA Cycle 6 Audit Report University of Waikato 2023 FINAL.pdf](#) (pages 9,25,26)

⁴⁹ [NZ-International-Education-Strategy_CM_AW3_LR-Final-16-November-2022.pdf \(enz.govt.nz\)](#)

⁵⁰ [International Student Experience Survey 2023 Report and Webinar | ENZ IntelliLab](#)

Recommendations to inform and support CUSPaC's 2024-2025 Self Review Process and 5-year monitoring and verification cycle include the following:

- When engaging with international office staff during site visits (scheduled for 2025) the verification panel should prioritise discussions about agent management processes given their pivotal role in recruiting, enrolling and preparing international students for study in New Zealand universities, and offshore student support processes, to gain a sector wide overview of the challenges universities are navigating in response to recently introduced provisions expanding the scope of the Code's application to 'offshore learners'.
- Where possible, the verification panel should articulate in their findings reports distinctions between the student experience journeys different international student cohorts, including pre-degree (English Language Programme), undergraduate, postgraduate, research, exchange, and under-18 students.
- To date the sum of compliance reporting submitted to CUSPaC has consistently verified that universities' standard operating procedures and resources are fully compliant and give effect to the Code's expected outcomes. It is unlikely that repeating compliance verifications of administrative systems (application, enrolment, accommodation placement), pastoral care roles (student services and support staff) and resources (website content, university publications, orientation programmes) will reveal anything beyond what has already been evidenced: a high standard of compliant pastoral care provision. Instead CUSPaC should consider the utility of undertaking risk assessments to verify the efficacy and robustness of universities pastoral care systems, and identify the risk indicators, evidence, and reporting requirements needed to inform a risk assessment approach to Code monitoring and verification. In the context of Code outcomes eight to twelve, this might require assessing universities risk management practices and protocols supporting at-risk international student populations, such as offshore students, students undertaking work placements, PhD students, or under-18 students. The scope of assessment might include examining processes facilitating mental health condition disclosures, PhD supervisor training, or work placement supervision protocols, and using agreed risk metrics to track and monitor pastoral care system performance.⁵¹
- CUSPaC should agree on a potential model for Code monitoring and verification activities to be included as a component of future AQA academic audit cycles.

⁵¹ See for example, TEQSA's model: [Risk assessment cycle | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](https://www.teqsa.gov.au/risk-assessment-cycle)

Appendix A: 2024 – 2025 Self Review Process Requirements and Key Dates Endorsed by CUSPaC, 22 September 2023.

1. All universities will complete a high level, quality-focussed narrative pastoral care system summary assessment report that is structured to provide an overall ‘whole of system’ assessment against Code outcomes 1 to 4. The report will point to performance assessments completed against other Code outcomes by referencing Code verification reporting submitted to UNZ, including gap analyses, 2022 and 2023 annual attestations, accommodation audit recommendations, and AQA cycle-six audit findings. **Submission date: Friday November one, 2024.**
2. All universities will submit a portfolio of all policy, process, handbook, website, application, orientation, survey data, and other documentation evidencing pastoral care systems supporting Code outcomes 8 to 12 (International students) as per the documentation suggestions tabled on pages 10 to 11 below. **Submission date: January 31, 2024.**
(Note that the UNZ Code outcomes 8 to 12 verification summary report will be submitted to CUSPaC in June 2024).
3. A site visit evaluation plan (including appointment of the evaluation panel) will be confirmed at the December 2024 CUSPaC meeting.
4. Site visits will be completed April to June 2025 (4 visits) and July to September 2025 (4 visits). Site visits will be structured around meetings with key staff and student groups for the purpose of gaining a high-level understanding of how each university’s overarching pastoral care system operates in accordance with Code outcomes 1 to 4, the quality of that system, and the instruments used to test and monitor system effectiveness and advance cycles of continuous improvement.
5. Enhancement theme activities undertaken in 2026 and 2027 will be informed by recommendations made in the evaluation panel’s final self-review report, to be submitted to CUSPaC in March 2026

Code Outcome	Suggested Documentation
Outcome 8. Responding to the distinct wellbeing and safety needs of international tertiary learners.	<ul style="list-style-type: none"> • Evidence of international student reference groups • International student representation models • Student Surveys
Outcome 9. Prospective international tertiary learners are well informed	<ul style="list-style-type: none"> • International student promotion material review process • International student recruitment staff and agents training/induction schedule • International student promotional materials/prospectus • Link to international prospect web content • Agent recruitment and induction documentation • Redacted agent contracts • Agent review/performance monitoring example • Agent briefings or ongoing training plans

<p>Outcome 10. Offer, enrolment, contracts, insurance, and visa</p>	<ul style="list-style-type: none"> • Link to web listing qualifications and educational outcomes and entry requirements • International student offer letters. • International student admission and enrolment agreements • Links to programme pages and course pages • Links to relevant information on website. • International student admission and enrolment agreements • International student admission and enrolment agreements and appropriate links to referenced policies/procedures • International student admission and enrolment agreements • Disciplinary regulations (including academic integrity) • Other termination processes e.g. Visa or fees due. • Overview of insurance monitoring SOPs • Overview of immigration status monitoring SOPs • Fee refund policy • Fee refund policy and international student fee refund SOPs
<p>Outcome 11. International learners receive appropriate orientations, information, and advice</p>	<ul style="list-style-type: none"> • International student orientation programme and associated communications/web content • International student support provision structure overview
<p>Outcome 12. Safety and appropriate supervision of international tertiary learners</p>	<ul style="list-style-type: none"> • Under 18 International student designated care policy/SOPs • Residential Caregiver SOPs • Under 18 International student designated care policy/SOPs • Residential Caregiver SOPs • Residential Caregiver selection and vetting SOPs • Homestay and non-halls monitoring and accommodation review SOPs

Appendix B: University documentation supporting Code Outcome 8: Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.

University	Documentation
University of Auckland	<ul style="list-style-type: none"> • International Student Barometer Survey Report • International Committee • AUSA Committees
Auckland University of Technology	<ul style="list-style-type: none"> • International Student Barometer Survey Results Summary 2023 • https://www.autsa.org.nz/src2022
University of Waikato	<ul style="list-style-type: none"> • International Student Barometer Ranking Sheet 2023 • Your Exec – WSU
Massey University	<ul style="list-style-type: none"> • Massey Qualitative International research, 2021 • International Student Barometer, 2023 • Screenshot of Student Experience Survey Results • Whiria Ngā Rau (PDF) • Student Voice - a practical guide (sharepoint.com) • SSF_end_of_year_services_report_2023.pdf • Meet the Student Reps — Te Tira Ahu Pae
Victoria University of Wellington	<ul style="list-style-type: none"> • Student Leadership Meeting • 2023 Student Voice Have Your Say • 2023 Student Voice Getting Started Trimester One • International Orientation Survey Trimester Two • International Orientation Survey Trimester Three • Report on the Focus Group with First Year Students
University of Canterbury	<ul style="list-style-type: none"> • University of Canterbury International Student Barometer Survey 2023 • International Students (ucsa.org.nz) • Evaluation & Student Insights University of Canterbury • Executive (ucsa.org.nz) • International Advisory Group Charter
Lincoln University	<ul style="list-style-type: none"> • International Students :: Lincoln University • https://www.lusa.org.nz/2023-exec • https://lincolnuniac.sharepoint.com/sites/LPP/LPP%20HUB/Student%20Compl aints%20Policy%20and%20Procedure.pdf • 2023 Student Experience Survey
University of Otago	<ul style="list-style-type: none"> • https://www.otago.ac.nz/quality/surveys • https://www.otago.ac.nz/quality/surveys/graduate-opinion-survey • https://www.otago.ac.nz/quality/surveys/student-opinion-survey • https://www.otago.ac.nz/quality/surveys • https://www.ousa.org.nz/executive/your-exec • https://www.otago.ac.nz/international/current-students/international-student-advisers • https://www.ousa.org.nz/executive/your-exec • https://www.otago.ac.nz/council/committees/committees/internationalisation-committee#:~:text=Terms%20of%20Reference,-To%20review%20proposed&text=To%20provide%20a%20forum%20for,important%20is sues%20relating%20to%20internationalisation. • https://www.ousa.org.nz/clubsandsocs/clubs/clubs-list/otago-international-students-association

	<ul style="list-style-type: none">• https://www.facebook.com/OtagoInternationalStudentsAssociation/
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Appendix C: University documentation supporting Code Outcome 9: Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.

University	Documentation
University of Auckland	<ul style="list-style-type: none"> • Content Review Process Summary Report • International Student handbook 2023 • Sample Email: Support & Visa Information • Sample Email: Welcome from UoA • International Student Welcome PowerPoint Presentation • Agent Resources • UoA International Youtube Channel • International Prospectuses and Flyers • International prospectus • International Open Week • Agent Training PowerPoint • IDPME Training PowerPoint • 2023 Representation Agreement International Example • Agent Review Process • Initial Agent Screening • Agent Reference check
Auckland University of Technology	<ul style="list-style-type: none"> • Agent Contracts • Training Manual • Training PowerPoints • https://www.aut.ac.nz/international/why-study-at-aut-as-an-international-studenthttps://www.aut.ac.nz/study/study-options/programme-guides#international • https://autuni.cn/ • https://www.aut.ac.nz/international/find-an-international-agent • https://www.aut.ac.nz/study/fees-and-scholarships/scholarships-and-awards-at-aut/international-scholarships • https://www.aut.ac.nz/study/fees-and-scholarships/scholarships-and-awards-at-aut • https://www.aut.ac.nz/study/fees-and-scholarships/scholarships-and-awards-at-aut/manaaki-new-zealand-government-scholarships • For Agents: Prospective & Registered Agents – AUT
University of Waikato	<ul style="list-style-type: none"> • International Student Prospectus • Agency Application • Agency Decision (New) • Agency Decision (Renewal) • Agent Training • Arabic Brochure • Certificate of Authorised Agency • Other Agent Resources • Waikato Agent General Contract
Massey University	<ul style="list-style-type: none"> • International Prospectus (PDF) • www.massey.ac.nz/study/international-students/ • Agent Onboarding Procedure • New Agent Onboarding Plan • Template ANZ Agent Agreement

	<ul style="list-style-type: none"> Email example Kaplan Newsletter (inc. training ops)
Victoria University of Wellington	<ul style="list-style-type: none"> International Student Experience Current students Te Herenga Waka— Victoria University of Wellington (wgtn.ac.nz) International Prospectus – update September 2023 English for Academic Purposes Flyer International Application Form – Full Degree Programme Manaaki NZ Pre-Arrival Handbook Study Abroad and Exchange Course Examples Study at VUW (PDF)
University of Canterbury	<ul style="list-style-type: none"> Getting started for international students University of Canterbury International student support University of Canterbury Brochures University of Canterbury Pastoral Code of Practice University of Canterbury https://www.canterbury.ac.nz/about-uc/what-we-do/teaching/quality-assurance https://www.canterbury.ac.nz/content/dam/uoc-main-site/documents/pdfs/c-brochures/international-students/international-prospectus-uc.pdf.coredownload.pdf https://www.canterbury.ac.nz/content/dam/uoc-main-site/documents/pdfs/c-brochures/international-student-care-handbook-uc.pdf.coredownload.pdf UC Reference for Prospective Agent Form PDF UC Agent Contract PDF UC Agent Handbook PDF UC Agent Newsletter PDF UC Agent Strategy PDF UC Agent Warning Letter Example
Lincoln University	<ul style="list-style-type: none"> Fees :: Lincoln University International Fees :: Lincoln University Insurance Requirements :: Lincoln University Safety and Emergency Response :: Lincoln University Life at Lincoln :: Lincoln University Student Support :: Lincoln University Concerns and Feedback :: Lincoln University Policies and Procedures :: Lincoln University Withdrawals and Refunds :: Lincoln University Brochures and Publications :: Lincoln University Areas of Specialisation :: Lincoln University International Office :: Lincoln University International Scholarships :: Lincoln University Student Complaints Policy and Procedure LUSA Exec LUSA Agent Dropbox link Appointment of New Agents Process Flowchart International Agent Application Form Lincoln Agency Agreement Lincoln End of Year Agent Update Contract for Services – Homestay Agreement Lincoln University Policy for the Enrolment of International Students Who Are Less Than 18 Years of Age Letter to Parents Under 18 and Approval Form Conditions, Community Standards and Student Management Policy

	<ul style="list-style-type: none"> • LU Student Accommodation • LU Standard Accommodation Contract Conditions, Withdrawal Policy and Sanctions
University of Otago	<ul style="list-style-type: none"> • Information about University of Otago for prospective students • “Meet Otago in your Country” Information provided in country and online: • https://www.otago.ac.nz/international/future-students/meet • Uni Buddy Student Ambassador programme • https://www.otago.ac.nz/international/future-students/chat • Fees and scholarships: • https://www.otago.ac.nz/international/future-students/fees-scholarships • Accommodation and living costs, including information about Uniflats (University-owned flats) and homestay fees: • https://www.otago.ac.nz/international/future-students/accommodation-living • https://www.otago.ac.nz/accommodation/accommodation • https://www.otago.ac.nz/uolcfy/dates-fees/fees#homestay-accommodationfees • Prepare for Otago – completing enrolment, key dates, campus information: • https://www.otago.ac.nz/international/future-students/prepare-for-otago • https://www.otago.ac.nz/international/future-students/prepare-for-otago/keydates-for-new-international-students • Promotional information, brochures and publications • https://www.otago.ac.nz/study/publications#international • “Why Otago?” • International prospectus (as eBook or PDF) • Chinese-language publication about Otago • Study abroad and exchange guide (as eBook or PDF) • Code of Student Conduct • Disabilities Information and Support resources • “Otago at a glance” brochure • Welcome to Otago: A guide to first year Locals (i.e., all first years not in colleges) • Te Huarahi, Te Puna o te Kī (Pathway and English Language Centre): • https://www.otago.ac.nz/uolcfy including fees • https://www.otago.ac.nz/uolcfy/dates-fees/fees • University of Otago website in Chinese language: • https://www.universityofotago.cn/ • Information for incoming Exchange Students: • https://www.otago.ac.nz/international/future-students/student-exchange-andstudy-abroad/otago-global-student-exchange/information-for-exchangestudents-coming-to-otago • Agents https://www.otago.ac.nz/international/agents • List of approved agents: • https://www.otago.ac.nz/international/agents/university-of-otagoapproved-education-representatives-and-sending-institutions-for-studyabroad • Agent Handbook (also used for training; update to be released early February 2024): • https://www.otago.ac.nz/__data/assets/pdf_file/0030/264909/agenthandbook-840810.pdf • Agent appointment form: • https://www.otago.ac.nz/__data/assets/pdf_file/0021/283170/agentappointment-form-835570.pdf • Agent agreement template

	<ul style="list-style-type: none">• Agent induction/briefing information• Agent training session example:• https://www.youtube.com/watch?v=DyPMzZMKg_Q• International student promotion material review process• Global webinar recording (also serves as training resource for new agents and new staff): https://www.otago.ac.nz/international/futurestudents/meet#university-of-otago-recorded-webinars• Agent review/performance monitoring manual template notes (now entered into CRSM)• Agent/education consultant newsletter (delivered monthly):• http://mailchi.mp/otago/university-of-otago-agent-update-october2023-13758754• Study Abroad partner update (delivered quarterly):• https://mailchi.mp/otago/the-university-of-otago-agent-news-november2023-13759578
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Appendix D: University documentation supporting Code Outcome 10: Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.

University	Documentation
University of Auckland	<ul style="list-style-type: none"> • Example Offer Letter • Study Options for International Students • University Entry Requirements • International Student Study Options • International Student Study Options • University Ranking • Fee Refunds • Visa Requirements • International Student Code of Practice • Tuition Fees • Terms of Enrollment • Code of Conduct • Academic Conduct • Statute of Student Discipline • Discipline Committee • Code of Conduct • Academic Conduct • Statute of Student Discipline • Discipline Committee • University Proctor • Terms of Enrolment • StudentSafe University Policy • Termination of Enrolment Doc • Evidence of your visa • General Regulations • Fee Refunds • Enrolment and Program Regulations • General Regulations
Auckland University of Technology	<ul style="list-style-type: none"> • International Student Acceptance of Offer • Generic Student Agreement (attached as part of the Offer) • International Student Fee Refund Policy • Intranet-Student Administration • Intranet-Admissions • Intranet-Enrolments • Intranet-Verification visa management • Under 18-years pastoral care for international students practice guide 2022 • Under 18 years student safety and wellbeing practice note 2022 • Getting Started: Your first eight weeks • Orientation Semester 1 2024 format • Orientation undertaken by Student Services and/or in partnerships with Faculties/Graduate Research School • 2023 Wellbeing checks International • Doctoral induction in Person Nov2023 • Doctoral induction Programme 13 November 2023 • English GIE Orientation Sep2023 • In Person Student Orientation Jul 2023 (also used for late-comers orientation)

	<ul style="list-style-type: none"> • Inspirasi Indonesian Young Leaders Programme • Presentation Sep 23 • International Student Online Induction Aug 2023 • Orientation Sem 2 invite off campus • Orientation 2023 S2 Programme Schedule V5 • Orientation Student update 20 July students • Kiwi culture Panel presentation with AUT Security, • AUTSA International Student Affairs Officer, Study • Abroad Manager, Student Hub International • Student Support, and Employability and Careers <p>Examples of Student communications relating to orientation:</p> <ul style="list-style-type: none"> • Student update orientation student 20 July • Student update orientation student 3Aug • Student update orientation student 17 Aug • Example of Student Late comer session: • International Student connect (PG and UG • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/Medical-and-travel-insurance • https://www.insurancesafenz.com/studentsafe/student-safe-inbound-university • https://www.insurancesafenz.com/files/PDF/SFUB.6_Studentsafe_Inbound_Uni_(WEB)_AUT.pdf • https://www.aut.ac.nz/international • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/student-visas-and-permits • https://www.aut.ac.nz/study/fees-and-scholarships/fees-to-study-at-aut/international-student-fees-at-aut • https://www.aut.ac.nz/study/entry-requirements/international-student-entry-requirements • https://www.aut.ac.nz/international/international-student-support • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/international-students-who-are-under-18 • https://www.aut.ac.nz/_data/assets/pdf_file/0006/681810/parents-guide-digital.pdf • https://www.aut.ac.nz/international/study-options-for-international-students/study-areas-degree-courses-and-programmes • https://www.aut.ac.nz/_data/assets/pdf_file/0004/119506/Calendar_2024.pdf • https://www.aut.ac.nz/student-life/new-students/information-for-new-students
University of Waikato	<ul style="list-style-type: none"> • Study in New Zealand :: University of Waikato • Enrolment Agreement (PDF) • Insurance – International Student Policy (PDF) • Insurance Overview (PDF) • International Student Offer Letter (PDF) • Qualification Regulations :: University of Waikato • Student Discipline Regulations (PDF) • Termination of Enrolment Process (PDF) • Visa Compliance Operational Reports (PDF)
Massey University	<ul style="list-style-type: none"> • Find a course or qualification - Massey University • International Student Offer (PDF) • Programme Offer (PDF) • Admission and enrolment - Massey University • Application terms and conditions - Massey University • Student disciplinary regulations

	<ul style="list-style-type: none"> • Academic integrity student guide • What academic integrity means • How we deal with breaches of academic integrity • Your Visa is going to expire (PDF) • Your Study Visa has expired (PDF) • Withdrawal of Enrolment due to Visa Exp (PDF) • Enrolment termination (PDF) • International Student Insurance (PDF) • International Student Refunds (PDF)
Victoria University of Wellington	<ul style="list-style-type: none"> • International Te Herenga Waka—Victoria University of Wellington (wgtn.ac.nz) • International Exchange Student Offer of Place Example (PDF) • Post Offer and Conversion Onboarding (PDF) • Enrolment Agreement (PDF) • Student Conduct Statute • Termination of Enrolment – Visa Process • Avoiding Plagiarism (PDF) • Insurance Desk File 2023 • Insurance Waiver (PDF) • Student Safe Guide • Student Safe Family Member Application Form (PDF) • Student Safe Inbound University – July 2022 (PDF) • Student Safe Claim Form (PDF) • Student Safe Medical Risk (PDF) • Enrolment Visa Data Entry • Visa Desk File 2023 • Fees Policy (PDF) • Fees Reconsideration Flow Chart (PDF) • Late Payment Process • Refund Request Form
University of Canterbury	<ul style="list-style-type: none"> • https://www.canterbury.ac.nz/study/getting-started/admission-and-enrolment • https://www.canterbury.ac.nz/study/academic-study/subjects • https://www.canterbury.ac.nz/about-uc/corporate-information/regulations/general-regulations • https://www.canterbury.ac.nz/study/getting-started/admission-and-enrolment/enrolment-topics/english-language-proficiency • https://www.canterbury.ac.nz/about-uc/what-we-do/teaching/quality-assurance • Full Offer of Place Undergraduate (PDF) • https://www.canterbury.ac.nz/study/getting-started/study-and-living-costs/study-costs/tuition-fee-refunds • https://www.canterbury.ac.nz/about-uc/corporate-information/regulations/uc-calendar • https://www.canterbury.ac.nz/study/getting-started/brochures • https://www.canterbury.ac.nz/study/study-support-info • https://www.canterbury.ac.nz/life/support-and-wellbeing • https://www.canterbury.ac.nz/about-uc/corporate-information/codes-of-practice/education-code-of-practice • https://courseinfo.canterbury.ac.nz/Mygetcourses.aspx • https://www.canterbury.ac.nz/about-uc/corporate-information/codes-of-practice/student-agreement • https://www.canterbury.ac.nz/life/support-and-wellbeing/raise-a-concern/concerns-and-complaints-documents

	<ul style="list-style-type: none"> • https://www.canterbury.ac.nz/study/getting-started/study-and-living-costs/insurance-for-international-students • https://www.canterbury.ac.nz/content/dam/uoc-main-site/documents/pdfs/c-brochures/international-students/international-prospectus-uc.pdf.coredownload.pdf • https://www.canterbury.ac.nz/study/getting-started/study-and-living-costs/insurance-for-international-students/alternative-insurance • https://www.canterbury.ac.nz/study/getting-started/admission-and-enrolment/enrol-international-student/6-complete-your-enrolment • https://www.immigration.govt.nz/assist-migrants-and-students/assist-students/student-enrolment-termination • https://www.canterbury.ac.nz/study/getting-started/study-and-living-costs/study-costs/tuition-fee-refunds • https://www.canterbury.ac.nz/study/getting-started/study-and-living-costs/study-costs/tuition-fee-refunds
Lincoln University	<ul style="list-style-type: none"> • Study Programmes :: Lincoln University • LU Student Offer Letter • LU Student Final Offer T&Cs • International Students :: Lincoln University • Withdrawals and Refunds :: Lincoln University • International Tuition Refund Policy (lincoln.ac.nz) • https://www.lincoln.ac.nz/assets/PoliciesAndProcedures/Academic-Integrity-Policy-and-Procedure-.pdf • Insurance Requirements :: Lincoln University • Student Safe (insurancesafenz.com)
University of Otago	<ul style="list-style-type: none"> • Postgraduate offer letter text • Undergraduate offer letter text for those enrolling in Health Sciences First Year) • https://www.otago.ac.nz/future-students/entry-requirements/entrancerequirements • Programme/course/qualification information • Programme pages and course pages: • https://www.otago.ac.nz/subjects • https://www.otago.ac.nz/courses • https://www.otago.ac.nz/courses/qualifications • https://www.otago.ac.nz/healthsciences/students/international-students-inhealth-sciences/faculties-and-schools • https://www.otago.ac.nz/oms/education/mbchb/prospectivestudents/international-students/electives • https://www.otago.ac.nz/international/internationalstaff#student-visa-andcompliance-services • https://www.otago.ac.nz/international/current-students/support-services/visas • https://www.otago.ac.nz/international/future-students/visa-insurance • https://ask.otago.ac.nz/knowledgebase/article/KA-10000297/en-us • https://ask.otago.ac.nz/knowledgebase/article/KA-10000016/en-us • https://www.otago.ac.nz/international/current-students/supportservices/healthcare • Standard office procedure outlined by Student Insurance team of the International office • https://www.otago.ac.nz/international/staff#international-partnershipagreements • https://www.otago.ac.nz/staff/policies/partnership-arrangements-withinternational-institutions-policy • https://www.otago.ac.nz/international/internationalstaff#programmesdevelopment • https://www.otago.ac.nz/study/academicintegrity

	<ul style="list-style-type: none">• Integrity Policy and Academic Misconduct Procedures, as well as a Guide for Students• Code of Student Conduct• https://www.otago.ac.nz/proctor/codeofconduct• www.otago.ac.nz/administration/policies/policy-collection/studentacademic-grievance-procedures• https://www.otago.ac.nz/international/future-students/supportservices/complaints-processes• https://www.otago.ac.nz/international/future-students/supportservices/complaints-processes#the-education--pastoral-care-of-tertiary-andinternational-learners--code-of-practice-2021-complaints-procedure• https://www.otago.ac.nz/study/fees#refund-of-fees• Termination of Enrolment Procedure Example PhD
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Appendix E: University documentation supporting Code outcome 11: Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.

University	Documentation
University of Auckland	<ul style="list-style-type: none"> • International Orientation • Campus Care • AUSA Advocacy • General Regulations • Under 18 International Students • Course Enrollment • Living and Studying in Auckland • International Student Handbook • International Student Homepage • International Student Support • International Student Advisers • Student Health and Counselling • Student Disability Services • Airport Bag Flyer • Accommodation and Work Rights Letters • New Student Campaign Doc • I-news Email: Updates for International Students • How to Apply for your Visa PDF • International Orientation Programme • International Orientation Schedule • Preparing for Life and Study in Aotearoa PDF • Sample Schedule International Orientation • Orientation Sign Up PDF
Auckland University of Technology	<ul style="list-style-type: none"> • https://www.aut.ac.nz/international • https://www.aut.ac.nz/international/international-student-support • https://www.aut.ac.nz/study/study-options/programme-guides#international • https://www.aut.ac.nz/_data/assets/pdf_file/0006/681810/parents-guide-digital.pdf • https://www.aut.ac.nz/research/postgraduate-student-support/doctoral-induction • Postgraduate Research Student Support • PG Study Rooms • https://autuni.sharepoint.com/sites/Tuia/SitePages/International-student-support.aspx • https://www.aut.ac.nz/student-life • https://www.aut.ac.nz/international/international-student-support/contacts-for-international-students-at-aut University Scholarships & Awards (aut.ac.nz) • https://www.aut.ac.nz/study/fees-and-scholarships/scholarships-and-awards-at-aut/manaaki-new-zealand-government-scholarships
University of Waikato	<ul style="list-style-type: none"> • ISSO Orientation comms • International Orientation Key Dates (PDF) • International Orientation Key Points Students (PDF) • International student support :: University of Waikato • International Student Experience :: University of Waikato
Massey University	<ul style="list-style-type: none"> • Orientation (massey.ac.nz) • Clubs and Advocacy at Massey • International student support - Massey University

	<ul style="list-style-type: none"> • Student Info Guide (2024, Final draft) • The Student Wellbeing Framework • The SWS Framework Appendage 1: Procedures for Support, Case management & Conferencing • 3 – Student Wellbeing & Safety, for Ākongā • International Support and the Code Screenshot 1 • International Support and the Code Screenshot 2
Victoria University of Wellington	<ul style="list-style-type: none"> • Student Safe Booklet (PDF) • Getting Started 2023 (PDF) • IC Communications to new international students (PDF) • Kelburn Map (PDF) • Money Matters for International Students (PDF) • Orientation timetable (PDF) • Parents' Consent form for Under 18s (PDF) • Nuku Course Content Screen Shot • Services for Students 2023 (PDF) • Student Guide (PDF) • Student Safe Guide 2023 (PDF)
University of Canterbury	<ul style="list-style-type: none"> • What happens on Welcome Day University of Canterbury • International Student Care Handbook • International Prospectus • After you Land: Transition and Orientation (PDF) • Webinar comms (PDF) • Pre-Arrival Full Webinar (PDF) (PDF) • Student Services Handout for Doctoral Candidates (PDF) • Accommodation Information Sheet (PDF) • Meet our Kaitoko Graduate (PDF) • Kaitoko Research Student Advisors • UC Research Student Supervision Policy
Lincoln University	<ul style="list-style-type: none"> • Life at Lincoln :: Lincoln University • Student Support :: Lincoln University • Student Support :: Lincoln University • International Office :: Lincoln University • International Orientation Wednesday 10 July :: Lincoln University • international-student-guide.pdf (lincoln.ac.nz)
University of Otago	<ul style="list-style-type: none"> • https://www.otago.ac.nz/_data/assets/pdf_file/0033/504969/otago823973.pdf • https://www.otago.ac.nz/graduate-research/current-phd-students-digital-handbook • https://www.otago.ac.nz/international/future-students/orientation • https://www.otago.ac.nz/_data/assets/pdf_file/0035/512999/S1-2024-International-Orientation-programme.pdf • https://www.otago.ac.nz/international/future-students/prepare-for-otago • https://www.otago.ac.nz/international/future-students/support-services • https://www.otago.ac.nz/international/future-students/why-choose-otago/about-dunedin • https://www.otago.ac.nz/international/future-students/why-choose-otago/about-dunedin • https://www.otago.ac.nz/christchurch/study/support-services-for-international-students#international-student-support • https://www.otago.ac.nz/international/future-students/need-help • https://www.otago.ac.nz/international/future-students/student-exchange-and-study-abroad

	<ul style="list-style-type: none">• https://www.otago.ac.nz/first-year-students/ready/prepare-for-otago/key-dates-for-new-international-students
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University documentation supporting Code Outcome 12: Signatories ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.

University	Documentation
University of Auckland	<ul style="list-style-type: none"> • Under 18 International Students • Designated Caregiver Agreement • Parental Permission for Students Living with a Designated Caregiver • Student Agreement • Under 18 Flowchart • Parental Permission for Students Living with a Designated Caregiver • Parental Consent Form 2024 • Police Vetting Request and Consent Form • Homestay Visit Checklist • ELA Homestay Agreement • ELA Critical Incidents Response Plan • Designated Caregiver Agreement • Designated Caregiver Home Visit • Designated Caregiver Reference Check • Reference for Designated Caregiver • Designated Caregiver Agreement • Designated Caregiver Home Visit • Designated Caregiver Reference Check • Reference for Designated Caregiver • Police Vetting Request and Consent Form
Auckland University of Technology	<ul style="list-style-type: none"> • Under 18 years Pastoral care for international students practice guide • Under 18 years Student Safety and Wellbeing Practice Note. • DRAFT-Practice Guide-Emergency Contact details • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/international-students-who-are-under-18 • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/international-students-who-are-under-18 • https://www.aut.ac.nz/international/international-student-support • https://www.aut.ac.nz/international/international-student-support/contacts-for-international-students-at-aut • https://www.aut.ac.nz/international/check-before-you-come-to-new-zealand/international-students-who-are-under-18 • https://www.aut.ac.nz/student-life/accommodation/off-campus-accommodation-for-aut-students
University of Waikato	<ul style="list-style-type: none"> • Homestay Process Manual • Under 18 Homestay Visit Checklist for Designated Carer (PDF) • Under 18 Information and Guidelines (PDF) • Under 18 Accommodation Application(PDF) • Under 18 Accommodation Letter (PDF) • Under 18 Pastoral Care Meeting Sheet (PDF) • Under 18 Pastoral Care Process for Student Advisors (PDF)
Massey University	<ul style="list-style-type: none"> • Student Info Guide (2024, Final draft) • The Student Wellbeing Framework • The SWS Framework Appendage 1: Procedures for Support, Case management & Conferencing

	<ul style="list-style-type: none"> • Student Wellbeing & Safety, for Ākonga • International Support and the Code Screenshot 1 • International Support and the Code Screenshot 2 • International students example of Documentation Range • International Student U18 practices 1, 2 & 3 • International Student Accommodation Practices
Victoria University of Wellington	<ul style="list-style-type: none"> • 2020 Designated Caregiver Form (PDF) • 2020 Parental Consent Form (PDF) • Email meeting request example • Email accommodation confirmation example • Transfer of Care Template • U18 Parental Letter Template • Under 18 Process and Accommodation Document • Under 18 Students Desk file 2024 • User guide to PVS vetting request and consent (PDF) • Vetting request and consent form (PDF) • Complaint and Dispute School (PDF) • HFNZ Under 18 Monitoring Report (PDF) • HFNZ Student Under 18 Form (PDF) • Homestay Agency Agreement (PDF) • Homestay Timeline (PDF) • Re-visit under 18 Report (PDF)
University of Canterbury	<ul style="list-style-type: none"> • <u>Student Care team</u> • <u>International Student Care Handbook</u> • Support Letter Example (PDF) • Details and Permissions (PDF) • Travel Form (PDF) • Interview Semester 2023 Plan Document • International Student Care Contract (PDF) • NZ Homestay LTD Signed (PDF) • NZH Host Selection Criteria Document • Host Family Check Document • Under 18 Important Information Document • Interview Report (PDF) • NZH Checklist Document • NZH Host Family Agreement Document • NZH Host Family Information Document • NZH Homestay Carer Agreement Document • NZH Homestay Placement • Placement Report (PDF) • NZH Inspection Checklist Document • Homestay Report Document • Police Vetting Request (PDF)
Lincoln University	<ul style="list-style-type: none"> • U18 Letter to parents • U18 Parental approval statement • Refer to General Course and Examination Regulations – Lincoln University Calendar. • U18 Policy statement • Lincoln University and XX Homestay agreement • Homestay terms and conditions

	<ul style="list-style-type: none"> • 2024 Accommodation Community • Standards • Important Accommodation • Information 2024
University of Otago	<ul style="list-style-type: none"> • Information for students under 18 https://www.otago.ac.nz/international/current-students/supportservices/int_u18students • Accommodation for International Students University of Otago • Aquinas College (University-owned) (handbook includes under-18-specific content, pg 28) • Toroa College (University-owned) (handbook) • Salmond College (Affiliated) (handbook) • https://www.otago.ac.nz/uolcfy/accommodation • Homestay Handbook • International designated caregiver agreement • Parent contact details • Indemnity document for designated caregivers • Home inspection form • Holiday application form