

University of Otago
November 2020



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

**Tool to guide self-review of
performance against the
Education (Pastoral Care of
International Students)
Code of Practice 2016
(including 2019 amendments)**

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Record key details about your organisation (as at the most recent point of review)

Organisation Name (legal)

University of Otago

MoE number: 7007

Organisation type (e.g. school, tertiary provider) Tertiary provider - University

Number of international students enrolled (as at the most recent time of self-review activity)

1500 by end 2020

Principal/CEO/Chair of Governing Body

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Outcome 1: Marketing and promotion

Clause 11:

Signatories must ensure that the marketing and promotion to prospective international students of services provided by signatories includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided.

The intent of this outcome is to ensure prospective students and their families have a full and realistic picture of what it will be like to live and study in New Zealand, and in particular at your organisation.

This means supporting them upfront with robust information so they can make a sound decision about whether studying with you is the best decision for them. So, as well as all the benefits, they will need to be aware of the costs they will face, the reality of day-to-day life, and where relevant, what kind of employment opportunities they are likely to have during and after study. It is important that this information is regularly reviewed so it remains current.

Possible evidence to support self-review of performance against Outcome 1:

(NB: you do not need to attach the evidence to the report, but indicate if available)

- Surveys to analyse needs and whether they are being met (with students/parents/agents/other relevant parties, incl. in-house surveys, marketing surveys, iGraduate Student Barometer, other external surveys)
- Other forms of feedback from students/parents/agents
- Self-review procedures for ensuring marketing and promotional information (both in print and online) is accurate, current and comprehensive
- Copies of any prospectuses, marketing or promotional material

| Clause 12(a) | Each signatory must proactively seek to understand the information needs of international students; |
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| How? | <p><i>(What process do we follow to identify the information needs of international students we intend to enrol?)</i></p> <p>Managed by International Marketing and Recruitment team, International Office, along with assistance from other expert colleagues.</p> <p>There are a number of ways in which we review the information needs of our prospective students</p> <ul style="list-style-type: none"> • Self-review: We are constantly reviewing and refining how we communicate information and key messages with students – on our website, in our publications and other collateral, and in all communications with students. The Otago website has a dedicated COVID-19 section, where we update information as the situation evolves. Our team is an experienced group of skilled relationship managers – we understand our students and our partners – an empathy which leaves us well placed to anticipate and respond to their information needs. • Dedicated Regional Marketing Managers: we have a team of Regional Marketing Managers (RMMs) who are responsible for a geographical region of the world. Our RMMs attend an extensive range of student fairs and expos each year which greatly inform us on trends, gaps in our marketing material and what our students are looking for by way of content and messaging. When travel was possible, RMMs would submit a travel report on their return – verbally to the International Office, |

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| | <p>and as a written report to International Office and University management – including market insights gained. Since international travel has ceased due to COVID-19, and much recruitment has gone online, RMMs regularly attend online webinars offering information around trends and changes in international recruitment, as well as seeking feedback on their webinars and presentations in order to adjust content as the market demands.</p> <ul style="list-style-type: none"> • In-house enquiry management: Otago manages prospective student enquiries in-house, with a dedicated International Leads team, within the wider AskOtago team. The International Leads team reports back to the International Marketing team weekly with key statistics and insights from conversations with prospective students. This aids us in ensuring we are providing the correct information to our students. Additionally, the International Leads team communicates regularly with the International Marketing team to share questions asked and clarify correct responses. The two teams also meet monthly to discuss any issues that have arisen. • Surveys: We use a number of internal and external surveys to review and refine the information we provide prospective students. <ul style="list-style-type: none"> <i>Internal.</i> <ol style="list-style-type: none"> 1. We have previously conducted focus groups of current students, which among other purposes, aimed to identify how prospective students select their university. This provided a great deal of useful information which in turn, informed our marketing activities, for example, the creation of range of country-specific promotional videos. 2. University-owned accommodation providers regularly survey their residents, and the International Marketing team has included in this a few questions relating to their awareness of, and contact with, Otago before their arrival. 3. Otago’s Quality Advancement Unit regularly surveys students and we access and utilise their findings on a regular basis. <i>External.</i> <p>We utilise information from national and international sources such as Education New Zealand, the International Student Barometer and via recruitment partners such as IDP Connect.</p> • Agent Network: Otago has an extensive network of international education agents, who share valuable insights on their students, country and cultural nuances, as well as what other Universities globally are doing when speaking to International students. |
| <p>How well?</p> | <p><i>(How effective was our process?)</i></p> <p>We feel this process is rather effective. We endeavour to keep our partners well informed, especially in the constantly evolving COVID-19 environment, and actively encourage and welcome feedback and input from our partners on the information provided.</p> <p>We continue to add additional resources to our suite of promotional material, based on market feedback. We had feedback that a Chinese-language publication would be appreciated by students and partners in Chinese-speaking markets, and we knew that the Otago website did not operate well in China. Therefore we prioritised creating a Chinese-language Otago website and a Chinese-language international prospectus, both of which were very well received indeed.</p> |

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| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Feedback we receive from partners is a key indicator (e.g. agents, partner institutions and study abroad providers). Also feedback we receive from students directly during the application process and when they get to campus, including by way of surveys.</p> <p>We have also had feedback from partners regarding our communication of our position around the issuing offer letters during the COVID-19 environment. While it is not necessarily welcome news, our clarity around what is and is not possible has been appreciated.</p> <p>Our work with our international leads enquiry team is also key. If they spot themes in questions that they field, we consider where we might be able to pre-empt those questions – whether it is on the website, in an agent newsletter or by other means. When these themes disappear, we know we have improved the information people are seeking.</p> <p>The University is currently reviewing its CMS with a view to relaunching the website in the coming years. This will be a significant project, requiring a thorough review of how we present our academic offering and provide other key information. The International Marketing team will be heavily involved in this process to ensure that international students are front of mind during this process. The needs of both prospective and current international students, as well as agents will be factored in.</p> <p>We hope that the CRM will allow for a two-way dialogue with our agents. Eventually the CRM will provide an agent portal where agents can find the information they need, as well as provide feedback on important issues.</p> |
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| <p>12(b)</p> | <p>Each signatory must develop and provide information to international students and review the information to ensure it is kept up to date;</p> |
| <p>How?</p> | <p><i>(What process do we follow to keep information provided to international students up-to-date?)</i></p> <p>Managed by International Marketing and Recruitment team, International Office, along with assistance from other expert colleagues.</p> <p>Enquiries - we have a dedicated International Leads enquiries team, AskOtago, who answer enquiries from prospective students, based on information provided by the International Office. The information they use to inform their conversations is updated on a regular basis as required, and formally on an annual basis. It is also currently being reviewed as part of our preparation for migrating to the CRM.</p> <p>Website</p> <ul style="list-style-type: none"> • Academic information: <ul style="list-style-type: none"> ○ Qualification requirements: a central University team manages the Otago website and is responsible for updating academic information as soon as changes are confirmed through Otago’s academic committee process. ○ Individual subject pages have recently been redeveloped to include other information of interest such as career opportunities, teaching style and so on. • Fees: the International Office is heavily involved in the international fee setting process and responsible for managing how this information is displayed on the website. |

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| | <ul style="list-style-type: none"> • ‘Future Students’ website – the Future Students section of the International Office website contains a comprehensive ‘Future Students’ section, which was launched in 2018 and a refreshed version about to be relaunched in 2020. This is a comprehensive introduction to studying at Otago for international students, and is supported by a general ‘Future Students’ section for all students. This section includes: <ul style="list-style-type: none"> ○ Entry and English language requirements – along with colleagues in another Division, the International Office is responsible for managing this information. ○ International-specific information: visas, insurance, support services and so on. This information is managed by the International Office. ○ International scholarships, accommodation for international students and other information relevant to international students – the International Office plays a major role in managing this information. Much of the information contained in these pages is owned and maintained by other offices around campus, for example the Accommodation Office (accommodation information) and our Financial Services Division (tuition fee information). Therefore, they are best placed to update their own information as developments come to hand. • Prepare for Otago – these pages are designed specifically for students with offers, to assist them in moving through the enrolment process. Due to COVID-19, we recently revamped them to cater for the two current audiences of international students already in the country and international students studying online from abroad. <p>Publications – Otago’s major international publications, the International Prospectus, and Study Abroad and Exchange Guide, include the most current information (at time of printing) on pricing, entry, accommodation, visa and other information of interest to international students. We review these publications on an annual basis, checking the information with the appropriate person or office around campus, to ensure the information is current and correct.</p> <p>Digital marketing</p> <p>Due to COVID-19, much of our recruitment effort moved online as we endeavoured to meet our market virtually.</p> <ul style="list-style-type: none"> • Webinars –We attended numerous external webinars, but also developed our own range of in-house Otago-specific webinars on a number of topics. These were delivered in conjunction with academic staff from across campus. • Social media – our COVID-19 inspired move online has also necessitated the sharing of much information via social media. We use social media extensively to drive students to the website or to specific events for further information. |
| How well? | <p><i>(How effective was our process?)</i></p> <p>This is a very effective process due to the fact we have specialists dedicated to their area of expertise. There are set timeframes and processes for how and when the University approves changes (for example, the approval and setting of fees), which involves multiple people in the decision making/approval process. This important information is well documented and communicated across the university, to ensure the most up to date information is passed on to the relevant areas and distributed as necessary, internally and externally.</p> |

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| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Decisions and updates are not made in isolation, so we are confident that the most up to date material is always available for prospective students. The information that we provide to students is also sourced from the same place they can access this (e.g. our website, international prospectus, and fees schedule) so we are working from the same information.</p> <p>International Marketing could benefit from more direct involvement in the University's web presence, and this is something that we are actively working to address.</p> <p>We have been working on a refreshed International Office website and are due to launch the new site before the end of 2020.</p> |
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| <p>12(c)</p> | <p>Each signatory must ensure that international students receive, as a minimum, information about the following:</p> <p>(i) the signatory's quality assurance results; and</p> <p>(ii) the educational instruction, staffing, facilities, and equipment available to international students; and</p> <p>(iii) the International Student Contract Dispute Resolution Scheme (DRS); and</p> <p>(iv) potential learning outcomes for international students, including pathways for further study and employment, where applicable; and</p> <p>(v) estimated study and living costs for international students; and</p> <p>(vi) accommodation and transport, or ways to obtain such information.</p> |
| <p>How?</p> | <p><i>(What do we have in place to ensure that information referred to in 12(c) above, is provided to international students before they enrol?)</i></p> <p>Managed by International Marketing and Recruitment team, International Office, along with assistance from other expert colleagues.</p> <p>Links to this key information is provided in the letter of offer and is also provided in the Student Handbook during orientation. Each student also receives a copy of the Code of Practise in their welcome pack during the orientation seminars.</p> <p>The seminars themselves provide information on resources, such as recreation facilities, the library, student support, student health, visa and compliance services, pastoral care, academic support and career support services.</p> <p>Information on accommodation and transport is listed on the website and students are directed to this from eVision/their offer of place. International students also receive discounted shuttles/transport from the airport so this process is very streamlined for them.</p> <p>(i) the signatory's quality assurance results</p> <p>Our results are used regularly in our marketing efforts, as well as being accessible to other interested parties through Otago University Quality Advancement Unit.</p> <p>(ii) the educational instruction, staffing, facilities, and equipment available to international students;</p> |

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| | <p>This information relates also to domestic students and is found on the Otago corporate website, and individual departmental websites. It is also incorporated into the international prospectus.</p> <p>(ii) the International Student Contract Dispute Resolution Scheme (DRS);</p> <p>This information is provided in the Students' Welcome packs and explained during Orientation Seminars.</p> <p>(iv) potential learning outcomes for international students, including pathways for further study and employment, where applicable; and</p> <p>Further study: at Otago the academic counselling of students is the domain of our academic staff and the Student Development team.</p> <p>Employment: Otago has an award-winning Career Development Centre (CDC) whose staff provide workshops and individual career counselling to all students. The CDC has a dedicated advisor for international students and international students also have access to OtagoExtra, an online programme that recognises students' involvement in employability, experience and development activities.</p> <p>(v) estimated study and living costs for international students; and accommodation and transport, or ways to obtain such information.</p> <p>Information provided around living and accommodation costs are updated annually in order to ensure we present the true cost of living in Dunedin. We use national data in our review and updates.</p> |
| <p>How well?</p> | <p><i>(How effective was our process?)</i></p> <p>Students receive this information in multiple ways, through different mediums. Students are provided links to key information before they arrive on campus. Some students (such as Study Abroad students) may also receive pre-departure orientation sessions at their home institution before they depart.</p> <p>All new international students must attend mandatory orientation seminars when they arrive on campus. They are presented information and also physically handed resources and information in their welcome packs.</p> |
| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>eVision holds records of all communication with the students, including their letter of offer and other important information which is conveyed to them.</p> <p>We record the student attendance at orientation seminars to ensure they have received the information they need to. Our Support Team are also available to answer any questions or provide information on other services to all International students.</p> <p>When capability of the CRM is expanded, we will have a much more comprehensive overview of our interactions with prospective and current student, and will be well placed to monitor trends or themes in their information requirements.</p> |

Overall self-review - Outcome 1: Marketing and promotion

Clause 11:

Signatories must ensure that the marketing and promotion to prospective international students of services provided by signatories includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided.

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| <p>How well?</p> | <p><i>(How well does our marketing and promotion material provide clear, sufficient and accurate information?)</i></p> <p>Recognising that the information gathering stage for students is diverse and people access this information from a number of sources, Otago provides information to prospective international students via a wide range of mediums, including:</p> <ul style="list-style-type: none"> • in-market (when possible) and virtual events • agents • publications • websites – both the main Otago website and a Chinese-language website, as well as via external platforms • social media (in English and Chinese) • enquiries management • student ambassadors. |
| <p>How do we know?</p> | <p><i>(What evidence do we have to support our judgement(s)/conclusions/findings?)</i></p> <p>Feedback from students directly, our partners and agents. Information provided by students in surveys, for example the UniFlats survey, which outlines the methods of communication students receive and what influences their decision making.</p> |
| <p>How could we improve?</p> | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, do we need to do anything differently in the coming year? If so, what? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>The international marketing and recruitment team has experienced a number of staffing changes in the last 12 months, including a new Manager. These fresh perspectives, along with the COVID-19 environment, has necessitated a regular review of the information we provide, and how we communicate our messages most clearly. As we move into new phases of pandemic recovery, we will continue to ensure consideration of the Code of Practice is included in all of our work.</p> <p>Otago has recently launched a CRM. This is a multi-phase, multi-year project but the international marketing team is heavily involved and has already seen significant benefit from the use of the system. As it continues to roll-out across various universality activities, we stand to be far better informed, and therefore more effective in our recruitment and retention of international students.</p> |

Outcome 2: Managing and monitoring agents

Clause 13:

Signatories must effectively manage and monitor their agents (that is, those agents that signatories have contracted to represent them) to ensure that those agents—

(a) provide international students with reliable information and advice about studying, working, and living in New Zealand; and

(b) act with integrity and professionalism towards prospective international students; and

(c) do not breach the law or jeopardise the signatory’s compliance with this code.

The intent of this outcome is to ensure that agents always act with the utmost integrity and are clear on their obligations, and that you have procedures to make sure they provide international students and their families with the best possible information and support.

It is important to keep the intent of the outcome in mind when contracting, supporting, and monitoring your agents.

Possible evidence to support self-review of performance against Outcome 2:

- Procedures for and records of reference checking potential agents, entering written contracts with each agent, monitoring contracts and taking action to address any agent misconduct, terminating contracts with agents, ensuring agents have access to up-to-date information
- Student/parent satisfaction surveys and other forms of feedback
- Agent surveys and feedback
- Immigration NZ data (i.e. visa approval rates, agent information)

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

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| 14(ba) | <p>Each signatory must, during the term of a contract, monitor the activities and performance of its agents in relation to —</p> <p>(i) their obligations as specified in the contract; and</p> <p>(ii) whether they provide international students with reliable information and advice about studying, working, and living in New Zealand; and</p> <p>(iii) whether they act with integrity and professionalism in their dealings with prospective students; and</p> <p>(iv) whether they have engaged in any activity or conduct that, in the opinion of the signatory, is or may be in breach of the law or that jeopardises the signatory’s compliance with this code;</p> |
| How? | <p>Managed by International Marketing team. Different staff from within the team have a role to play in terms of managing and monitoring the agents but the primary responsibility lies with the Regional Market Managers.</p> <p>The application and appointment process for new agents includes a formal submission from the agent and reference checking with a minimum two institutions they currently represent.</p> <p>The Regional Marketing Manager for the home region of the agent is responsible for requesting and assessing these.</p> <p>Education New Zealand’s approved agent list is also checked as a source of reference. In addition, agency appointment is unlikely unless a staff member has visited the agent’s office and met with the principal operator(s).</p> <p>Otago’s new CRM is now used to on-board agents.</p> |

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| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>We are rigorous in assessing applications and we are careful to work only with agents who will be able to provide a good level of care and service to prospective students. We like to ensure that agents have worked with similar institutions, to ensure they understand the level of care required and expectations of both the institution (Otago) and the student. Therefore we request evidence of background work with comparable institutions and references from these.</p> |
| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Where agents cannot provide references or background from working with similar institutions, we are unlikely to proceed with any agreement.</p> <p>Regarding those agents who do meet criteria, we will have received substantial references and clear evidence of their work in the field with comparable institutions.</p> <p>As the CRM continues to roll out, we will see increased functionality that will see us better able to support our agents in their activities.</p> |

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| <p>14(bb)</p> | <p>Each signatory must manage the agents by—</p> <p>(i) terminating contracts with an agent if there is evidence suggesting that the agent—</p> <p style="padding-left: 40px;">(A) has been involved in any serious, deliberate, or ongoing conduct that is false, misleading, deceptive, or in breach of the law; or</p> <p style="padding-left: 40px;">(B) has jeopardised the signatory’s compliance with this code; or</p> <p>(ii) taking appropriate action to address conduct or an omission by an agent in relation to the other matters described in subclause (ba);</p> |
| <p>How?</p> | <p><i>(What do we have in place to manage the conduct of contracted agents?)</i></p> <p>Managed by Regional Market Managers with approval from the Manager, International Marketing & Recruitment.</p> <p>Due to the arrival of the CRM, we have recently reviewed our agent management process. All new agency agreements are now placed on a one year trial. All renewed agency agreements are now valid for 10 years, but have a more rigorous performance management review every 2 years.</p> <p>The review process is managed via the CRM and requires RMMs to review the agents conversion data, seek feedback from Admissions, AskOtago and the University pathway provider (UOLCFY) on the quality of the applications and any issues that may have arisen with the agent. Training provided is also recorded, as is whether the agent is Education NZ approved, and any feedback from Immigration NZ that is available.</p> |
| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>The new process was designed to be thorough, transparent and enable us to identify where and how we can help agents improve in their partnership with us.</p> <p>Additionally, now that the COVID-19 situation has allowed us the time, we have revived the Agent Management Project in which we will continue to refine how we manage these key partnerships.</p> |

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| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>An agent summary must be completed by the Regional Market Manger and approved by the Manager, International Marketing & Recruitment as well as viewed by the Director International before any new or renewed agency agreements are signed.</p> <p>We will continue to improve in this area as the CRM rolls out. The next phase to go live will enable us to access much more detailed conversion data, as well as access to other interactions our colleagues are having with the student with whom we are dealing.</p> <p>In 2018, the international admissions team was moved from the International Office into a central Student Experience office. While this new team is still in a transitional period, we continue to work closely with them to ensure the student journey for prospective students is as seamless as possible. Due to COVID-19, we have had increased online offerings, which present obvious complications in terms of effective verification techniques and procedures. We continue to work with our colleagues to clarify and streamline our position in this area.</p> |
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Overall self-review - Outcome 2: Managing and monitoring agents

Clause 13:

Signatories must effectively manage and monitor their agents (that is, those agents that signatories have contracted to represent them) to ensure that those agents—

(c) do not breach the law or jeopardise the signatory's compliance with this code.

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| <p>How?</p> | <p><i>(What do we have in place to ensure our agents do not breach the law or jeopardise the signatories compliance with this code)</i></p> <p>We continue to refine our agent recruitment processes, with the functionality of the CRM, in order to ensure the Manager, International Marketing and Recruitment and Director, International have all pertinent information to hand when signing new/renewed agreement.</p> <p>We work closely with our international admissions staff, and discuss potential issues as soon as they arise. We also seek advice from admissions staff during the renewal process, and this is factored into whether an agreement is continued or not.</p> <p>All agents receive a thorough initial training session with a Regional Market Manager, followed refresher or advanced training on particular topics as required. Agent training is now managed within the CRM, so RMMs can easily track training delivered and identify any gaps.</p> <p>All agreements are stored in the new CRM, as well as agreement details maintained in the central university contracts database.</p> <p>Improving agent communications continues to be a focus for the international marketing team with continued work on the Agent Management Project.</p> <p>Additionally, we are continuing to refine our financial processes to ensure they remain rigorous.</p> |
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| | If agents are found to be demonstrating questionable behaviour, we move to address it quickly through direct conversations with said agent. |
| How well? | <p><i>(How effectively do we manage and monitor our agents?)</i></p> <p>We have primarily been acting on the premise of good faith, i.e. the agents have signed written agreement with the University which obliges them to act according to appropriate levels of integrity and professionalism.</p> <p>The Regional Marketing Managers are also regularly in contact with agencies via video conference and visiting in person and able to make assessments on agency conduct accordingly.</p> |
| How do we know? | <p><i>(How effective is our process?)</i></p> <p>We can see from agent performance in the form of subsequent enquiries to both the international marketing team and international admissions team. For those agencies who have not received training, the agent enquiries tend to be repetitious and create double-handling and additional staff resources to resolve.</p> |
| How could we improve? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>The new performance review processes have been an improvement on previous business practices by giving the international marketing team recognisable mechanisms to adhere to, ensure the correct processes are followed, and to ensure the process is transparent and fair.</p> <p>The on-going roll-out of the CRM will continue to assist us in the management of our agents.</p> |

Outcome 3: Offers, enrolment, contracts and insurance

Clause 15

Signatories must—

- (a) support international students (or the parents or legal guardians of international students under 18 years) to make well-informed enrolment decisions that are appropriate to the educational outcomes sought; and
- (b) ensure that international students (or the parents or legal guardians of international students under 18 years) have the information required to understand their interests and obligations before entering into a legally binding contract with a signatory; and
- (ba) ensure that each contract of enrolment is fair and reasonable; and
- (bb) ensure that any disciplinary action is taken in accordance with the principles of natural justice; and
- (bc) ensure that international students have the appropriate insurance coverage, including insurance covering travel costs, medical care, and costs associated with repatriation, expatriation, and funeral expenses; and
- (c) ensure that proper documentation is kept and, where appropriate, provided to international students (or the parents of legal guardians of international students under 18 years).

The intent of this outcome is to ensure you have good systems and documentation set up to manage the offer, enrolment, contract, and insurance for each new international student, and that international students and their families are clear on their likely educational outcomes and their rights and responsibilities as an international student at your organisation prior to entering the enrolment contract.

Possible evidence to support self-review of performance against Outcome 3:

- Suggested evidence as outlined in Outcome 1 above
- Enrolment form and/or application form and evidence of form in use
- Contract template (sometimes referred to as a tuition agreement) and/or actual current contracts
- Offer of place (template or actual)
- Written agreement from the parent(s) or legal guardian of any international student aged 10 to 17 years of age to decisions affecting the student
- Procedure/process for (and records of) testing and placement of an international student (including English language requirements)
- Records of insurance checks / reviews
- Staff responsible for processes / job descriptions
- Records of specific communications / parental approval statements
- Complaints register
- Student/parent/agent/staff surveys on programme fit with educational outcomes
- Information referencing ERO / EER / AQA reports
- Records of monitoring and review of success of student placements (i.e. offer to enrolment conversions, student retention and completion rates, graduate outcomes)

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

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| Clause 16 | Process: offer of educational instruction Each signatory must ensure that the educational instruction on offer is in accordance with the Act and is appropriate for international students' expectations, English language proficiency, and academic capability. |
| How? | All credentials are reviewed by Student Experience – Admissions (in relation to the programmes applied for) as part of the assessment process. The application process requires applicants to answer questions pertaining to the relevance of their programme in relation to their career aspirations (screenshot provided). This is checked as part of the assessment process and anomalies investigated. All applicants who answer 'no' to the question 'Is English your first or native language?' must provide a recognised English test result that meets requirements (published on website) or a sound rationale for not doing so. All test results are uploaded and verified online. |
| How well? | The University's 95% rate of graduates (including international) moving onto employment and further study represents excellent outcomes. In addition Otago ranks highly in the International Student Barometer survey in the areas of education outcomes and satisfaction |
| How do we know? | A significant amount of surveying (both internal and external) is undertaken in this area. We will always monitor feedback and will update information/processes as the need arises. |

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| Clause 16A (1) | Process: information to be provided before entering contract Each signatory must ensure that international students receive, as a minimum, information about the following before entering into a contract with the student: (a) the most recent results of their evaluations by education quality assurance agencies: (b) compliance notices and conditions imposed under the Act that the code administrator directs must be disclosed to prospective international students: (c) the education provided and its outcome, for example, whether a qualification is granted: (d) refund conditions that comply with the outcome and process in clauses 29 and 30: (e) staffing, facilities, and equipment: (f) available services and supports; and (g) insurance and visa requirements for receiving educational instruction from the signatory: (h) this code and the DRS rules: (i) full costs related to an offer of educational instruction. |
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| How? | <p>(a) This information is available on University website</p> <p>(b) website - http://www.otago.ac.nz/international/otago005420.html and http://www.otago.ac.nz/international/otago005566.html</p> <p>(c) All programmes except COP have qualifications granted. COP study abroad & exchange students are aware that COP does not lead to a qualification. For generic COP programmes, this clarified with each applicant (by their Admissions Co-ordinator).</p> <p>(d) Fees information is on the website - http://www.otago.ac.nz/international/intrefundspolicy.html</p> <p>(e) Each academic department has full information about staff, facilities & equipment</p> <p>(f) website - http://www.otago.ac.nz/international/studentsupport.html and - http://www.otago.ac.nz/services/</p> <p>(g) website - http://www.otago.ac.nz/international/internationalprearrivalinfo.html</p> <p>(h) see (b)</p> <p>(i) fees information is on the offer (example provided) & on website - https://www.otago.ac.nz/future-students/cost/tuition/index.html#international and living costs - https://www.otago.ac.nz/future-students/accommodation/living-costs/index.html</p> |
| How well? | The University is confident that we are providing students with the information required by the Code |
| How do we know? | <p>A range of internal and external surveys record high satisfaction with the amount of material, as well as the way in which we deliver it.</p> <p>We are always monitoring feedback and will update information, or the way in which it is delivered as the need arises.</p> |

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| 16A (2) | <p>Each signatory must ensure that, before entering into a contract of enrolment or enrolling with the signatory, each international student (or the student’s parent or legal guardian, if the student is under 18 years) is informed of the student’s rights and obligations in relation to receiving educational instruction from the signatory, including the rights under this Code.</p> |
| How? | <p>There are two sets of declarations included in the application and enrolment processes. There is an insert in offers to under-18 year old students –</p> <p><i>“Please note:</i></p> <p><i>The (Pastoral Care of International Students) Code of Practice requires that all students who will be under the age of 18 at the time of enrolment live in one of the following categories of accommodation: a homestay, an approved residential college, with a designated caregiver, or with your parents.</i></p> <p><i>A designated caregiver must be a relative or a close family friend. Selection of this type of accommodation is subject to approval from the University of Otago and requires an indemnity document signed by your parents. Accommodation arranged for students under</i></p> |

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| | <p><i>the age of 18 years is compliant with the Code of Practice for the Pastoral Care of International Students.</i></p> <p><i>While under the age of 18, students will be required to meet with an International Student Adviser quarterly to discuss accommodation, academic progress, general health and well-being and any concerns and complaints they may have.”</i></p> <p>A report can be generated from eVision to identify under 18 year-olds. International Student Advisers contact each student / their parents individually.</p> |
| How well? | All students receive the information as required. |
| How do we know? | <p>Each student in signing the declaration attest to having read and understood the statement relating to their rights and obligations.</p> <p>We are always monitoring feedback and will update information/processes as the need arises.</p> |

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| <p>16B</p> <p>(1)</p> <p>(2)</p> | <p>Process: contract of enrolment</p> <p>Each signatory must ensure that a contract of enrolment is entered into between the signatory and each international student (or the student’s parent or legal guardian, if the student is under 18 years) that includes the following information and terms:</p> <p>(a) clear information about the beginning and end dates of enrolment:</p> <p>(b) the conditions for terminating the contract of enrolment:</p> <p>(c) the circumstances under which the student’s conduct may be in breach of the contract of enrolment (including conduct that occurs while the student is not under the immediate supervision or control of the signatory):</p> <p>(d) the type of disciplinary action that may be taken by the signatory against the student (for example, suspension, exclusion, or the termination of enrolment):</p> <p>(e) the procedure that the signatory must follow when taking disciplinary action against the student.</p> <p>Each signatory must ensure that the contract of enrolment is fair and reasonable.</p> |
| How? | <p>There are two sets of declarations included in the application and enrolment processes. There is an insert in offers to under-18 year old students –</p> <p><i>“Please note:</i></p> <p><i>The (Pastoral Care of International Students) Code of Practice requires that all students who will be under the age of 18 at the time of enrolment live in one of the following categories of accommodation: a homestay, an approved residential college, with a designated caregiver, or with your parents.</i></p> <p><i>A designated caregiver must be a relative or a close family friend. Selection of this type of accommodation is subject to approval from the University of Otago and requires an indemnity document signed by your parents. Accommodation arranged for students under</i></p> |

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| | <p><i>the age of 18 years is compliant with the Code of Practice for the Pastoral Care of International Students.</i></p> <p><i>While under the age of 18, students will be required to meet with an International Student Adviser quarterly to discuss accommodation, academic progress, general health and well-being and any concerns and complaints they may have.”</i></p> <p>A report can be generated from eVision to identify under 18 year-olds. International Student Advisers contact each student / their parents individually.</p> <p>Beginning and end dates of enrolment are clearly stated in the letter of offer.</p> |
| How well? | Effective |
| How do we know? | Students are unable to enrol without completing the final declaration. |

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| 16C | <p>Process: disciplinary action</p> <p>Any disciplinary action process that is taken by a signatory must be in accordance with the principles of natural justice (which include those necessary to ensure the prompt, considered, and fair resolution of the matter that is the subject of the action).</p> |
| How? | <p><i>(What process do we have in place for disciplinary action?)</i></p> <p>Disciplinary matters relating to Code of Conduct are referred to and dealt with by the University of Otago Proctor’s office. Serious misconduct is escalated to the University’s Provost for assessment and action, in consultation with the Vice Chancellor and University lawyer.</p> <p>Academic misconduct is dealt with by departments and escalated as appropriate, in accordance with the University of Otago’s Academic Integrity Policy.</p> <p>Disciplinary action processes are comprehensively outlined in the following University policies:</p> <p>University of Otago Student Code of Conduct Policy</p> <p>University of Otago Academic Integrity Policy</p> <p>University of Otago Ethical Behaviour Policy</p> <p>University of Otago Sexual Misconduct Policy</p> |
| How well? | <p><i>(To what extent does our process align with the principles of natural justice?)</i></p> <p>Disciplinary matters are dealt with fairly and impartially. Students have the right to advocacy and support from appropriate internal and external services. It is the University’s aim to conclude disciplinary matters in an appropriate timeframe, as outlined in the Student Code of Conduct Policy.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>The intention of the University’s policies is to ensure a safe and equitable campus environment for all students and staff. University of Otago policies have been</p> |

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| | <p>developed to support and underpin our legislative obligations, including the Code. The University undertakes a regular review cycle of all policies and Departments, including participation from student representatives, to ensure that our policies and disciplinary processes remain fair and transparent.</p> <p>Disciplinary action and the mechanisms by which we undertake this are continuously reviewed and assessed as part of the University’s Policy and Compliance framework. Review dates are published in each policy and may be reviewed earlier as required.</p> |
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| <p>16D</p> | <p>Process: insurance</p> <p>(1) Each signatory must ensure that, as far as practicable, each international student who is enrolled with the signatory for educational instruction of 2 weeks’ duration or longer has appropriate insurance covering—</p> <p>(a) the student’s travel—</p> <p style="padding-left: 20px;">(i) to and from New Zealand; and</p> <p style="padding-left: 20px;">(ii) within New Zealand; and</p> <p style="padding-left: 20px;">(iii) if the travel is part of the educational instruction, outside New Zealand; and</p> <p>(b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and</p> <p>(c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and</p> <p>(d) death of the student, including cover of—</p> <p style="padding-left: 20px;">(i) travel costs of family members to and from New Zealand; and</p> <p style="padding-left: 20px;">(ii) costs of repatriation or expatriation of the body; and</p> <p style="padding-left: 20px;">(iii) funeral expenses.</p> <p>(2) Subclause (1)(a)(i) and (ii) includes the student’s travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period).</p> <p>(3) Subclause (1)(a)(i) does not include the student’s travel to other countries, unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand.</p> |
| <p>How?</p> | <p><i>(What do we have in place to ensure that each international student has appropriate insurance, as outlined in 1-3 above?)</i></p> <p>Managed by University of Otago International Office: Manager International Student Services, International Visa and Compliance, International Student Support.</p> <p>The University of Otago’s preferred insurer is Allianz Studentsafe Inbound Insurance. Sign-up for the insurance is operated on an ‘opt-out’ system. During the application process, a step is built in that informs the student they will automatically be insured by Studentsafe. If they wish to have an alternative policy considered, this needs to be approved by the Compliance Team 6 weeks prior to the student’s arrival in New Zealand to ensure that cover is sufficient. Student Safe insurance is Code compliant.</p> |

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| | Insurance is checked again when the student arrives during the orientation process. University of Otago Student Health has a direct billing system in place, which ensures that students have insurance. |
| How well? | <i>(How effective is our process?)</i> As insurance is managed in house by an international student-focused team, the University is able to maintain effective oversight of all international student insurance administration, maintain strong knowledge of student's policy inclusions and have an effective working relationship with the insurance provider which enables us to assist students with any issues that may arise. |
| How do we know? | <i>(What evidence do we have that tells us this?)</i> The International Visa and Compliance team checks all newly enrolled international students against the University's internal insurance lists and reports these to the insurance provider on a monthly basis to ensure all international students have insurance. Students' insurance status also appears on the internal student management database. In 2020 the COVID19 environment has changed some of the parameters for where insurance cover may be required, most notably in regards to travel and quarantine. The new Studentsafe insurance policy from 2021 has been designed to cover some of these new/changed circumstances and the University has already commenced informing students of the new policy changes and updated premiums. |
| 16E | Process: decisions requiring written agreement of parent or guardian Each signatory must ensure that, where appropriate, it obtains the written agreement of the parent or legal guardian of an international student under 18 years with respect to decisions affecting the student. |
| How? | <i>(What do we have in place to ensure that a written agreement of the parent or legal guardian of an international student under 18 years is obtained for decisions affecting the student?)</i> Managed by International Office, International Student Support Team, Homestay Office, U18-approved Residential Colleges. Parent contact details are obtained pre-arrival and checked upon student's arrival on campus in a one-on-one meeting between student and International Support Team, so that consent can be sought for decisions affecting the student. Each Residential College housing U18 international students also has parental contacts. Homestay students' parent details are held by the Homestay Office, which seeks parental permission for U18 students in homestay and communicates this information with the homestay families. |
| How well? | <i>(How effective is our process?)</i> At the beginning of each academic year the University of Otago generally has around 20 U18 international students enrolled. This is an extremely manageable number within our current processes, enabling a number of one-on-one contacts to occur with students throughout the time they are U18. |
| How do we know? | <i>(What evidence do we have that tells us this?)</i> |

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| | <p>The International Office holds list of U18 applicants and enrolled students and communicates with the Homestay Office and/or Colleges on matters concerning U18 students. Regular meetings with the student are held by International Student Support Team and these are documented electronically for referral by support staff.</p> <p>The University is still looking at implementing an U18 reference group to ensure greater consistency and regularity of communication between all areas of the University supporting U18 students and better address issues that arise in this space.</p> |
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Overall self-review - Outcome 3: Offers, enrolment, contracts and insurance

Clause 15

Signatories must—

(ba) ensure that each contract of enrolment is fair and reasonable; and

(bb) ensure that any disciplinary action is taken in accordance with the principles of natural justice; and

(bc) ensure that international students have the appropriate insurance coverage, including insurance covering travel costs, medical care, and costs associated with repatriation, expatriation, and funeral expenses; and

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| How well? | <p><i>(How well do we ensure that the enrolment contract is fair and reasonable?)</i></p> <ul style="list-style-type: none"> Processes are regularly monitored, reviewed and updated to ensure that enrolment contracts are fair and reasonable, and meet current environment parameters. <p><i>(How well do we ensure that any disciplinary action is taken in accordance with the principles of natural justice?)</i></p> <ul style="list-style-type: none"> this works effectively and in alignment with University policies <p><i>How effective are we in ensuring that international students have appropriate insurance as required?)</i></p> <ul style="list-style-type: none"> Very effective – our internal processes to manage oversight of students’ insurance policies and relationships with external insurance providers are working well. |
| How do we know? | <p><i>(What evidence do we have to support our findings?)</i></p> <p>Regular review of policies/procedures and supporting processes to ensure best practice.</p> <p>Closely managed student application and enrolment process including offer letters, enrolment contract, application declaration, enrolment declaration.</p> |
| How could we improve? | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>This a process that is being continuously improved and reviewed against current needs and the international environment, and in light of immigration, travel and changes</p> |

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| | brought about by COVID-19, the University will continue to review and update as required. |
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Outcome 4: Immigration matters

Clause 17:

Signatories must—

- (a) ensure that they do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and
- (b) take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

The intent of this outcome is to ensure that students have Immigration approval to undertake their course, and that they understand their rights and responsibilities around immigration matters.

Possible evidence to support self-review of performance against Outcome 4:

(NB: you do not need to attach the evidence to the report, but indicate if available)

- Procedures for monitoring immigration status, visa expiry and reporting termination of enrolment
- Records of procedures implemented
- Records of any identified breaches and actions taken
- Information from Immigration NZ external audits

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| Clause 18 | Each signatory must— (a) ensure that each international student who enrolls with the signatory has the necessary immigration status for study in New Zealand; and |
| How? | <p>Managed by International Visa and Compliance.</p> <p>Before a student studying onshore at the University is able to finalise their enrolment, the International Visa and Compliance team need to enter a passport and visa record into our Data Management System (eVision).</p> <p>The student is required to attend a compulsory Orientation Seminar is required to present their passport and visa. International Visa and Compliance take copies of these documents, check that the visa conditions match the student’s enrolment at the University, and then verify the visa and passport details in the student management system eVision. If the student’s visa conditions do not match their enrolment or if the student does not have a visa to allow them to study at Otago, this issue is investigated and resolved before they can enrol.</p> <p>Only after the passport and visa have been verified in eVision is the student able to complete the enrolment declaration to start their programme, have access to University services and resources and obtain a student ID card.</p> <ul style="list-style-type: none"> • If the student does not have a printed copy of the eVisa, we would use INZ VisaView to verify the student’s visa status. • Only a limited number of University staff with specific training have access to be able to verify or change a visa record in eVision. |

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| | <ul style="list-style-type: none"> When the student visa expires, the student’s access to University services and resources is automatically cancelled by the eVision system. Students who will be continuing their enrolment will be contacted by the International Visa and Compliance team prior to their visa expiring as a reminder to apply for a new visa and/or update their details with the University. This also applies to returning students. |
| How well? | <p>As the student is unable to start (or continue) their studies without a valid and verified visa in eVision, this shows that we are ensuring the student has the necessary immigration status.</p> <p>By having a small number of staff permitted to undertake this function means there is less chance of a student being able to enrol without the correct immigration status.</p> |
| How do we know? | <p>It is not possible for a student to autonomously enrol or maintain their own visa details. Therefore all enrolled students must have an appropriate visa for study by default. International Visa and Compliance also monitor all enrolled students’ visa status through running reports throughout the enrolment period.</p> |

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| Clause 18 | (b) report to Immigration New Zealand known or suspected breaches of visa conditions by international students; and |
| How? | <p>Managed by International Office: Manager International Student Services; International Visa and Compliance</p> <p>The main breach we would encounter is around non-attendance and progress.</p> <p>The University does not keep attendance records. Due to this, we rely on departments noticing reduced or limited engagement.</p> <p>We have a good working relationship with Immigration New Zealand to discuss any known or suspected breaches and will attempt work with the student when a known or suspected breach is brought to our attention.</p> <p>In relation to progress, the University has an Academic Progress Policy. This means that a students’ progress is monitored at the end of each year.</p> <p>There are number of ways known or suspected breaches are reported to International:</p> <ul style="list-style-type: none"> Business Object Reports – These reports identify students who change their programme, enrolment status (full-time to part-time) and defer. Student Experience, which sits in a different area than the International Office, process these changes in eVision. Staff have been trained to ensure students engage first with International Visa and Compliance before any enrolment changes can be made. Enquiries from Departments. Self-reporting from the student when they make an appointment with an International Student Adviser. |
| How well? | <p>As we are informed of known or suspected breaches in various ways, this means we are capturing students who would fall under Clause 18 (b)</p> |

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| How do we know? | <p>A student’s access to University resources and services will be removed and if necessary, a termination of enrolment is sent through to Immigration. Records of this is kept (see below, Clause 18 (c))</p> <p>If a student has changed from a full-time to part-time student or changing programmes, relevant information about applying for a new or different type of visa is given to the student.</p> |
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| Clause 18 | (c) notify Immigration New Zealand of terminations of enrolment. |
| How? | <p>Managed by International Visa and Compliance</p> <p>The International Visa and Compliance team are notified in a variety of ways if a student is withdrawing from University.</p> <ul style="list-style-type: none"> • Self-reporting from the student when they come into the International Office advising us of their intentions • Referral by the International Student Support team • Referral from the department, Ask Otago or other internal point of interface • From Business Objects report when the change has been processed through eVision. <p>We will also notify Immigration of a deferral that is more than 3 months in a 12-month period for a PhD or Masters by Research student.</p> |
| How well? | <p>As we are receiving this information via several avenues, it is not until the withdrawal or deferral is processed in eVision that we would notify Immigration New Zealand by submitting a ToE online.</p> <p>During our peak enrolment and visa expiry date period, there is a potential for TOE reporting to sometimes be minorly delayed – this is a resource issue that we continue to work to improve.</p> <p>We continue to educate colleagues and work groups in other areas of the University as to the importance of immigration matters in relation to an international student’s enrolment. We do this through facilitating training through the University’s staff education unit and through working directly with academic services leaders.</p> |
| How do we know? | <p>We use spreadsheets to keep a record of the students that we may need to report to INZ and a ToE. Once we have been able to confirm that ToE is required, this step is completed online and a copy of this is saved once submitted.</p> |

Overall self-review - Outcome 4: Immigration matters

Clause 17:

Signatories must—

- (a) ensure that they do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and
- (b) take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

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| <p>How well?</p> | <p>As per our feedback in relation to Clause 18 (a) (b) and (c) we have systems in place to ensure a student studying onshore in New Zealand is entitled to undertake study at the University of Otago.</p> <p>Our Data Management System (eVision) requires a visa record to be entered into the system so that the student is able to access University resources and services.</p> <p>There are several ways we ascertain that the student is entitlement to study at Otago:</p> <ul style="list-style-type: none"> - Sighting the eVisa or visa label - VisaView - Direct confirmation from Immigration New Zealand. <p>If a student makes changes to their enrolment e.g. withdraws, defers, reduces their workload to part-time or changes programmes, the University has steps in place so that the International Visa and Compliance team are notified of the change. We are then able to discuss with the student what the immigration implications are and the next step that they are required to take.</p> |
| <p>How do we know?</p> | <p>All onshore students are required to present a valid visa to the International Visa and Compliance team before they can complete enrolment.</p> <p>Students are unable to have access to University resources and services until the visa is entered into eVision and verified.</p> <p>Electronic records and scanned copies of visas are kept to support how we determined the student's entitlement to study at the University.</p> |
| <p>How could we improve?</p> | <p>Continue to educate across the University on Education (Pastoral Care Of International Students) Code Of Practice obligations and the conditions of a student visa in relation to enrolment changes.</p> |

Outcome 5: Orientation

Clause 19

Signatories must ensure that international students have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a student at the outset of their educational instruction.

The intent of this outcome is to ensure that international students, and where relevant their parent(s) or legal guardian(s), participate in a robust orientation programme developed to help them settle in to life and study in New Zealand.

Possible evidence to support self-review of performance against Outcome 5:

- Orientation information (and/or international student handbook)
- Records of orientation sessions held
- Records of student/parent attendance at orientation
- Orientation checklists
- Student support contacts
- International student guides
- Information in welcome packs / orientation bags
- Designated staff for under-18s
- Orientation evaluation results (i.e. from internal and external surveys and quizzes, including International Student Barometer)
- Procedures for and/or records of reviewing and updating orientation information
- Peer observation records

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

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| <p>Clause 20(1)</p> | <p>Each signatory must ensure that its orientation programme—</p> <p>(a) provides each international student with full information and advice on all relevant institutional policies; and</p> <p>(b) provides each international student with full information and advice on the services, support, and facilities that the signatory offers; and</p> <p>(c) provides the names and contact details of designated staff members responsible for international student support; and</p> <p>(d) provides appropriate information relating to health and safety of international students; and</p> <p>(e) provides information about grievance procedures for international students, both internal and external; and</p> <p>(f) provides information about the termination of enrolment; and</p> <p>(g) provides information about the student’s rights and entitlements, including any entitlement to a fee refund, if the student voluntarily withdraws from the educational instruction.</p> |
| <p>How?</p> | <p><i>(What do we have in place to ensure that each international student — and/or their parent(s), legal guardian(s) if younger than 18 years of age— is/are provided with information in 20 (a) through to (g) above?)</i></p> <p>Managed by International Student Support.</p> <p>Prior to arrival on campus, every international student is informed of the need to enrol in an Orientation seminar, which takes place during Orientation Week. Students cannot complete their enrolment unless they have attended a seminar. Seminars include information about the University’s dates for withdrawal and fees refunds, the</p> |

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| | <p>Code of Conduct and academic expectations, and the wide range of support services available to students at the University.</p> <p>In addition, withdrawal and refund dates are also widely published in the University's academic calendar, on the Blackboard platform for International Students, and on information given during course approval.</p> <p>As well as the general information Orientation seminars, additional special seminars are facilitated by the International Student Support team throughout Orientation week, covering Academic success, Health & Safety and cultural adjustment.</p> <p>Student feed-back is obtained through a survey and adjustments are made. After each Orientation week, a review takes place where stakeholders give feed-back, OUSA International Officers are asked for input, and adjustments are made for the next orientation.</p> <p>In addition, all required information to meet (a) to (g) above is reviewed and updated every year in the International Student Handbook, which is available as an on-line resource. https://www.otago.ac.nz/international/otago729696.pdf</p> <p>To meet additional Orientation needs driven by the COVID-19 situation, in Semester 2, 2020 International Student Support offered online Orientation seminars for students stranded offshore due to border closures. Orientation information was adapted to students' situations and sessions provided to meet a range of world time zones.</p> |
| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>This process is effective. As the current process is designed to prevent students from completing enrolment until they have attended an Orientation seminar, any late arrivals or other student who miss Orientation week or seminars must present at the International Office, and are provided with all Orientation information in person by a student support team member.</p> <p>Information exist online and is easily accessible throughout the year by students and their parents (where relevant).</p> <p>For offshore students, the process of presenting in person to complete enrolment has been adapted – students are still asked to watch a recording or attend a live Orientation streamed seminar, and also given links to the International Student Handbook.</p> <p>In 2021, there will be further emphasis on running student-centred online Orientation and Enrolment sessions to meet the needs of new international students who have been forced to commence offshore due to NZ border closures.</p> |
| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Students cannot enrol until they go through our Orientation process, therefore all enrolled students are captured in this process.</p> |

Overall self-review - Outcome 5: Orientation

Clause 19

Signatories must ensure that international students have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a student at the outset of their educational instruction.

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| How well? | <p><i>(How effective are we in ensuring our international student orientation provides the information and advice that students need?)</i></p> <p>Printed and online material, including pre-enrolment information and the International Student Handbook, which are targeted at new international students, highlight the opportunity and how to attend an international student Orientation seminar. We run the international student Orientation thrice yearly to capture students commencing in both Semester 1 and 2, as well as those who commence during Summer School. We run Orientation seminars over a number of days and in different time slots so that all students can have the opportunity to attend, and we will also hold one-on-one sessions for students who cannot make the seminars. In these ways we are effective in ensuring all new international students have the opportunity to attend an in person or online Orientation and can access necessary information to assist in studying at the University.</p> |
| How do we know? | <p><i>(What evidence do we have to support our findings?)</i></p> <p>As outlined above, students cannot complete final steps in the enrolment process without first presenting at an Orientation session. Students can also access relevant information and contact details for the International Student Support team at any time via the University website.</p> |
| How could we improve? | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>As previously mentioned, next steps in Orientation will be centred on refining and consolidating our online Orientation in acknowledgement that the COVID-19 situation means that we will continue to have an online international student cohort for sometime into the future.</p> |

Outcome 6: Safety and well being

Clause 21

Signatories must—

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students; and
- (c) as far as practicable, ensure that international students live in a safe environment.

The intent of this outcome is to ensure that international students are safe and well while living and studying in New Zealand.

Possible evidence to support self-review of performance against Outcome 6:

- Student behaviour expectations policies (including attendance and possible consequences of misbehaviour)
- Processes to manage your 24/7 contact for students
- Critical incident plan for international students, or emergency plan
- Template for student record keeping and communication with the parents, legal guardians, or residential caregivers
- Records of student/parent complaints
- Feedback from students/parents/residential caregivers/staff
- Documentation of response to actual issues and incidents arising
- Records of welfare monitoring / special needs /students at risk register
- Records of testing / support given
- Health and safety records
- Procedures for and records of when contact details and other key required information was last updated and by whom
- Records of relevant interaction with external agencies (i.e. police, NZQA, peak bodies)
- Records of student referrals to cross-campus or external support services
- Information provided to students
- Campaigns, workshops
- Designated services / staff

And if applicable:

- Group student visits including sample agreements between you and any third party involved in a group visit
- Residential caregiver agreements (e.g. homestay, designated caregiver agreement, temporary caregiver) – templates or actual
- Procedures for and records of monitoring and review of quality of residential care (including records of police-vetting)
- Templates for or actual written agreements from parents or legal guardians who wish to provide residential care for their child through a designated caregiver
- Procedures for or actual written records of each student's transfer of care, where applicable
- Records of communications with parents/agents/residential caregivers
- Accommodation policies/support/staff training

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

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| Clause 22(a) | Each signatory must— (a) respond fairly and effectively to instances of inappropriate behaviour by, or impacting on, an international student; |
| How? | <p><i>(What do we have in place to ensure that instances of inappropriate behaviour by, or impacting on, an international student are responded to fairly and effectively?)</i></p> <p>Disciplinary matters relating to Code of Conduct are referred to and dealt with by the University of Otago Proctor’s office. Serious misconduct is escalated to the University’s Provost for assessment and action, in consultation with the Vice Chancellor and University lawyer.</p> <p>Academic misconduct is dealt with by departments and escalated as appropriate, in accordance with the University of Otago’s Academic Integrity Policy.</p> <p>A copy of the Code of Conduct is provided to new international students in their Orientation Welcome packs, and the Proctor speaks to the Code of Conduct process at Orientation.</p> <p>If an international student is involved in an instance of inappropriate behaviour, the International Student Support Team Leader or International Student Services Manager is notified by the Proctor’s Office. A support strategy is agreed and roles are allocated within the International Student Support team to ensure ongoing support. Contact is made with the student and advocacy is offered to student(s) through Otago University Student Association, which is independent of the University and offers services from trained, professional advocates.</p> <p>Support from the University’s professional well-being team at Student Health Services is also offered. Depending on the nature of the complaint, other services, such as Te Whare Tāwharau, House of Shelter (Sexual Violence) are offered (NZ First). Steps are taken to ensure support for both the survivor and the respondent are adequately supported. Depending on the outcome and severity, student is supported by the allocated International Student Advisor to ensure that consequences are fully understood and that the student knows what is expected and how to move forward.</p> <p>Where appropriate the University will also work with community services, such as Police and DHB, to maintain an effective duty of care for our students.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>The University of Otago responds to complaints in a fair and impartial way. Students can access a range of support services at the University. The process is further enhanced by the availability of an independent advocacy service at the Otago University Student Association. By having a clear role division process in place, we can ensure that all students involved are supported and offered services according to their needs. Serious issues are escalated as required to key senior staff members to best manage needs of students.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Feedback from students who have gone through the process and/or accessed support from the University for behaviour that has impacted on their experience. The University of Otago has also consistently gained a high ranking in pastoral care and support from students in such independent student surveys as International</p> |

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| | Student Barometer. Feedback and an ongoing successful relationships with community services in the support of international students. |
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| 22(b) | Each signatory must— (b) develop and maintain policies for managing inappropriate behaviour that are communicated to staff and students and effectively implemented; |
| How? | <i>(What do we have in place to ensure that policy and procedure for managing inappropriate behaviour is developed, implemented, communicated to staff and students, and maintained?)</i> Information on all University policies can be found on the University’s website here: https://www.otago.ac.nz/administration/policies/index.html In addition, the Policy Framework specifically outlines the process for developing, implementing, communicating and maintaining policies at the University. https://www.otago.ac.nz/administration/policies/otago015490.html |
| How well? | <i>(How effective is our process?)</i> Very effective – policies underpin all aspects of decision making and governance at the University. |
| How do we know? | <i>(What evidence do we have that tells us this?)</i> Overwhelming year by year numbers of successful student experiences and qualification completion. |

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| 22(c) | Each signatory must advise international students on how to— (i) report and address health and safety issues (for both on campus and off campus activities); and (ii) respond to an emergency (for both on campus and off campus activities); and (iii) access health and counselling services; and (iv) engage with relevant government agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989; |
| How? | <i>(What do we have in place to ensure that international students are advised how to report and address health and safety issues, respond to emergencies, access health and counselling services, and engage with relevant government agencies?)</i> A number of teams and policies are used to managed health and safety issues and respond to emergencies involving international students, including: <ul style="list-style-type: none">- Health and Safety https://www.otago.ac.nz/health-safety/index.html- Proctor’s Office https://www.otago.ac.nz/proctor/index.html |

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| | <ul style="list-style-type: none"> - Emergency Management https://www.otago.ac.nz/risk/emergency/index.html - Student Health https://www.otago.ac.nz/studenthealth/index.html - Student Critical Incident Policy https://www.otago.ac.nz/administration/policies/otago045265.html - Sexual Misconduct Policy https://www.otago.ac.nz/administration/policies/otago711781.html <p>Information about services and policies is available on the University's website and updated regularly. International students are made aware of this information through the International Student Handbook at Orientation.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>Very effective</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Student issues, health and safety and emergency management are consistently managed according to the above governance frameworks. The University is continually working on reviewing health and safety and emergency management plans to meet changing student needs and in line with the changing environments as a result of COVID-19.</p> |

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| 22(d) | Each signatory must have up-to-date contact details for each international student and their next of kin; |
| How? | <p><i>(What do we have in place to ensure contact details for each international student and their next of kin are recorded, up-to-date and accessible to the staff responsible for international students?)</i></p> <p>Student home and semester contact details are held on eVision, the University's Student Management System, which is accessible by all student support staff. Students are also assigned a unique University email address which is generally used by the University for non-emergency contact. Next of kin details are also kept on eVision. If the student is U18, details and next of kin information is kept separately by International Student Support and checked/updated regularly.</p> |
| How well? | <p>The University continues to look for ways to keep students' personal contact details as up to date as possible, and in 2020 has been testing a new emergency contact system which is enabling further ways to audit and check student contact details.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Students remain contactable via provided contact details and their dedicated university student email address throughout their enrolment at the University.</p> |

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| 22(e) | <p>Each signatory must —</p> <p>Ensure that at all times (24 hours a day, 7 days a week) there is at least one staff member available to be contacted by an international student in an emergency.</p> |
| How? | <p><i>(What policy and/or procedure do we have in place to ensure the 24/7 availability of a staff member for enrolled international students in an emergency?)</i></p> <p>Campus Watch at the Proctor's Office is the University's 24/7 emergency service, and this team is available on campus and the surrounding residential area 24 hours a day. Campus Watch contact details are promoted on emergency cards handed out to each student at Orientation and are published on the University website and easily accessible. Campus Watch contact details are also promoted on International Office emails and auto response messages. The Proctor's Office maintains a register of emergency on-call International Office staff and will liaise with international student-facing staff in an emergency as required outside of regular business hours on-call phone number and has access to all student details.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>Extremely effective.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Emergency and critical incident management is consistent, efficient and effective in supporting international students, and working with external emergency services such as Police and DHB where relevant.</p> |

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| Clause 23 | <p>Process: international students under 18 years</p> <p>(1) (a-e) – see below</p> <p>(2) This clause applies in addition to the requirements in clause 22.</p> |
| Is Clause 23 applicable? | <p>Do you have international students under 18 years of age enrolled?</p> <p>If yes, respond below.</p> <p>If not, state this in your report so it is clear why Clause 23 is not applicable.</p> |
| Clause 23 | <p>1) In relation to international students under 18 years, each signatory must—</p> <p>(e) if the student is in the care of a residential caregiver —</p> <p>(i) ensure that a plan is in place for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian, or another person approved by the parent or legal guardian, for —</p> <p>(A) each transfer that occurs during the period of enrolment; and</p> <p>(B) the transfer that occurs at the end of enrolment; and</p> <p>(ii) ensure that the parent or legal guardian is notified of each transfer plan.</p> |

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| How? | <p><i>(What process(es) do we have to ensure that transfer of care plans are in place as and when required?)</i></p> <p>International Student Support are in close contact with U18 Residential Colleges and Homestays and will manage the transfer of care for U18 students as required using Transfer of Care forms. All transfer of care information is recorded and managed centrally by International Student Support.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>The current process is under review, in line with Code amendments. In future the International Student Support team will receive and hold copies of the transfer plans where applicable, to ensure that the approved plans are taking place. Currently, there is no additional check in place (aside from College Heads/Homestay Office) to ensure this.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>International Student Support Team continues to work on improving this process with College Heads/Homestay Office to ensure a compliant and robust process is in place to manage and monitor transfer plans.</p> |

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| Clause 26(1) | Process: accommodation |
| Is clause 26(1) applicable? | <p>Do you have international students under 18 years of age who are in the care of a residential caregiver?</p> <p>If yes, respond below.</p> <p>If not, state this in your report so it is clear why Clause 26 (1) is not applicable.</p> |
| Clause 26(1) | <p>(b) ensure that the safety check referred to in clause 26A(1) is completed and up to date; and</p> <p>(ba) ensure that an appropriate check is completed and is up to date for each person who is 18 years or over and who resides at the residential caregiver’s accommodation, for the purpose of ensuring the safety of the student; and</p> <p><i>*See Code 26A (1) for what must be included in the safety check of a residential caregiver.</i> http://www.legislation.govt.nz/regulation/public/2019/0064/latest/LMS163478.html</p> <p><i>See below Code 26 (1A) for clarification on who is included in “a person who is 18 years or over and who resides at the residential caregiver’s accommodation”.</i></p> <p><i>26 (1A) For the purposes of subclause (1)(ba), a person who is 18 years or over and who resides at the residential caregiver’s accommodation includes a person of that age who—</i></p> <p><i>(a) temporarily resides at that accommodation; or</i></p> |

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| | <i>(b) is or will be residing at that accommodation for 1 or more periods in any month (whether or not for valuable consideration), each period of which is 5 or more consecutive nights.</i> |
| How? | <p><i>(What process do we have in place to ensure that a safety check has been completed for each residential caregiver, and that an appropriate check has been completed for any person 18 years or over who resides at the residential caregiver's accommodation?)</i></p> <p>26(1)b – for Heads of Residential Colleges (residential caregivers) and staff who need police checks – University HR arranges police checks when needed and to keep staff information up to date. For Homestays, police checks for all members of the household over 18 must be undertaken at the time of the family signing up as Homestay, this process is managed by the Homestay Office.</p> <p>26(1) ba – Student resident selection process for Colleges is managed by Heads of College and their leadership teams, and appropriate checks and references are sought at time of bed allocation.</p> <p>26(1) ba – reference checks are held on the Accommodation Services application database.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>Very effective and utilises University HR and recruitment processes.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Comprehensive HR staff records, Homestay records, Accommodation Services database.</p> |
| Clause 26(1) | (bb) have a written agreement with the residential caregiver that specifies the role and responsibilities of each party in relation to the care of the student; and |
| How? | <p><i>(What process do we have in place to ensure that when our international students are accommodated with a residential caregiver, there is a written agreement that specifies roles and responsibilities?)</i></p> <p>Managed by Heads of Residential Colleges and International Office</p> <p>University of Otago Residential Colleges have an U18 Policy in place that ensures role clarity in relation to care and support of the students.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>It is effective, however, for the coming academic year, regular meetings between International Student Support and U18 College Heads are planned to ensure policy reviews and effectiveness.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Ongoing review and discussion around our processes takes place through regular contact and U18 student support staff meetings – these meetings will be further formalised and be more consistent in the future.</p> |

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| <p>Clause 26(1)</p> | <p>(e) if the student’s residential caregiver is a designated caregiver, ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory’s approval and that the signatory is not responsible for the student’s day-to-day care when the student is in the custody of the designated caregiver; and</p> <p>(ea) if the student’s residential caregiver is a supervisor described in clause 26A(2), ensure that the parent or legal guardian of the student has provided written agreement that the signatory is not responsible for the student’s day-to-day care when the student is in the custody of that supervisor; and</p> |
| <p>How?</p> | <p><i>(What do we have in place to ensure that the parent or legal guardian of the student has provided written agreement where required:</i></p> <p>Managed by International Student Support and Heads of Residential Colleges</p> <ul style="list-style-type: none"> • <i>for designated caregivers: that the designated caregiver will be subject to the signatory’s approval; and</i> Designated caregiver information, check-list for approval by International Student Support, including home-visits, and designated caregiver contracts signed by both designated caregiver and parents. • <i>for designated caregivers and supervisors: that the signatory is not responsible for the student’s day-to-day care when the student is in the custody of the designated caregiver or supervisor?)</i> As above for designated caregivers. For Residential Colleges, this is included in the College contracts that are signed by parents. |
| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>Designated caregiver information is held by the International Office where required. Residential Colleges hold their own contracts.</p> |
| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Documented evidence in the form of parent-signed contracts.</p> |
| <p>Clause 26(1)</p> | <p>(f) ensure that there is appropriate separation of international students from others of different ages in the accommodation;</p> |
| <p>How?</p> | <p><i>(What do we have in place to ensure there is appropriate separation of international students from others of different ages in the accommodation?)</i></p> <p>Managed by Heads of Residential Colleges</p> <p>All U18 students are closely monitored by designated U18 Residential Colleges and by the International Student Support team throughout the year. U18 students are housed in Undergraduate Residential Colleges with residents overwhelmingly in the 17-19 age group.</p> |
| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>Very effective</p> |

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| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Residential Colleges run annual student surveys; in addition the International Student Barometer Survey is run every 2 years - both of these record a high satisfaction rate.</p> |
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Overall self-review - Outcome 6: Safety and well being

Clause 21

Signatories must—

- (a) provide a safe study environment for international students; and**
- (b) provide adequate support for the well-being of their international students; and**
- (c) as far as practicable, ensure that international students live in a safe environment.**

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| How well? | <p><i>(How well do we provide a safe study environment for international students?)</i></p> <p><i>(How effective are we in ensuring that international student well-being needs are adequately supported?)</i></p> <p><i>(How effective are we in ensuring that international students have a safe living environment?)</i></p> <p>The University of Otago is extremely effective in providing a safe study environment for international students, beginning with a solid safety information package delivered to new students on the commencement of their enrolment at the University and maintained by a collaborative approach from a range of support services. With a team approach between International Student Support, Residential Colleges, Student Health, and the Proctor/Campus Watch, the University is able to address arising issues and support students in a range of ways. Through an excellent working relationship with Residential Colleges and Uni Flats accommodation, the International Office is satisfied that accommodation is safe and issues are addressed as early as practical. International students living in private tenancy arrangements can also get support through the OUSA student advocacy service as well as from International Student Support.</p> <p>During the 2020 COVID-19 lockdown periods, the University offered daily welfare check-ins via phone and email to try to ensure students remained safe and connected. International Student Support and Student Health continued to offer online and phone sessions with students, with a goal of maintaining a level of support equal to that provided during more normal times. As an essential service, Campus Watch continued to operate as usual throughout all Alert Levels, including maintaining 24 hour patrols, control room and emergency phone service.</p> |
| How do we know? | <p><i>(What evidence do we have to support our judgement(s)/conclusions/findings?)</i></p> <p>The University maintains robust policies that cover student and campus health and safety, and clearly articulate expected behaviour in all areas. This information is easily accessible via the University's website and provided to international students at Orientation. Through established internal groups and a collaborative approach the University is able to establish and maintain good data on students at risk and can provide relevant support. We frequently look to students themselves to give feedback on our support and policies, and review these on a regular schedule. The University gather very</p> |

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| | positive feedback from all students who accessed support and welfare check-ins during the Alert Level 4 lockdown. |
| How could we improve? | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>The University continues to adapt to meet students' changing needs and regularly reviews all supports and services with a goal of continuous improvement.</p> |

Outcome 7: Student support, advice, and services

Clause 27

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

The intent of this outcome is to ensure that international students have the information they need to access relevant advice and services, in order to successfully live and study in New Zealand.

Possible evidence to support self-review of performance against Outcome 7:

- Student/parent/homestay surveys
- Documentation of response to issues arising
- Other forms of feedback from students/parents/homestays/staff/the local community
- Documentation of academic and welfare monitoring
- Websites, international student guides and handbooks, orientation information, email communications with students/parents/agents
- Designated international student support staff
- Use of Customer Relationship Management (CRM) to monitor and report on student access of services
- Activities, programmes, workshops on e.g. intercultural communication, study and career development
- Training/support material for staff

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

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| Clause 28(a)-(e) | <p>Each signatory must—</p> <p>(a) ensure that information and advice provided by the signatory to international students is accurate, age-appropriate, and up to date;</p> <p>(b) provide its international students with information about their legal rights and obligations and, where possible, the possible risks when students receive or accept advice or services; and</p> <p>(c) provide its international students with information and advice on—</p> |
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| | <p>(i) how to effectively interact with persons from different cultural backgrounds; and</p> <p>(ii) the cultural and community support available to them; and</p> <p>(iii) how to adjust to a different cultural environment in New Zealand; and</p> <p>(d) ensure that its international students are provided with information and advice on pathways for further study or career development, where appropriate; and</p> <p>(e) ensure that, where applicable, its international students have access to information and advice on—</p> <p>(i) minimum wages and labour conditions in New Zealand; and</p> <p>(ii) maximum hours of work permitted under visa conditions.</p> |
| <p>How? 28(c)</p> | <p><i>What do we have in place to ensure that information and advice provided to international students meets the above requirements?)</i></p> <p>Managed collaboratively by a range of University support services, and facilitated by the International Office</p> <ul style="list-style-type: none"> - The International Student Handbook contains advice about living in New Zealand and Dunedin, including community services, accommodation, utilities, shopping, legal obligations and safety in the New Zealand environment, working on a Student Visa, employment rights and much more: https://www.otago.ac.nz/international/otago729696.pdf - For the last 2 years, we have delivered a cultural adjustment workshop, ‘Spot the Difference’, as a special seminar to new commencing students during Orientation. We also run outdoor and water safety seminars and have New Zealand Police speak to students at Orientation. - Students can also access support and peer communities to assist with their own cultural adjustment, both through International Student Support initiatives (past initiatives include Otago International Friends Network), Silverline and Social Impact Studio international student-centred activities, and through OUSA Advocacy and Cultural Clubs. https://www.otago.ac.nz/social-impact-studio/index.html https://www.otago.ac.nz/social-impact-studio/programmes/silverline/index.html - The University of Otago Career Development Centre is available as a “one-stop career stop” for all students on campus, and have a dedicated international student-facing career adviser: https://www.otago.ac.nz/careers/index.html - In 2020 the International Office has convened a group of currently enrolled international student ambassadors to provide guided peer advice to prospective students about living and studying at Otago. |
| <p>How well?</p> | <p><i>(How effective is our process?)</i></p> <p>The initiatives outlined above continue to gain good feedback from surveyed students.</p> |
| <p>How do we know?</p> | <p><i>(What evidence do we have that tells us this?)</i></p> |

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| | <p>Students are consistently demonstrating strong resilience and ability to adjust to the New Zealand community and lifestyle; data from internal and external (E.g. ISB) student surveys also show that students are largely satisfied with the information and support received in this area.</p> <p>Career Development Centre maintains data about international student engagement and outcomes. Training attendance lists are kept by both work-ready and staff training facilitators.</p> |
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Overall self-review - Outcome 7: Student support, advice, and services

Clause 27

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

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| How well? | International students are fully informed at Orientation and receive relevant information through the International Student Handbook and the University website. Referrals to appropriate services take place swiftly when students seek support from International Student Advisors. The University is very responsive to feed-back and adapting support and information to different situations. This has been demonstrated in 2020 through offering a range of online Orientation, information and support sessions to ensure students who could not study on campus due to COVID-19 remain informed and supported. |
| How do we know? | We know through surveying students that they have an understanding about support services that are available through the University. We know from working with students, auditing cases across the University and collaborating with internal colleagues that international students access and are referred to relevant services within the University. We have figures on international student engagement with the international Student Support team. |
| How could we improve? | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>The University continues to be responsive to changing student needs and the post-COVID international education environment.</p> |

Outcome 8: Managing withdrawal and closure

Clause 29

Signatories must ensure that the fees paid by international students for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of a signatory.

The intent of this outcome is to ensure good systems and processes are in place for students and their parents/guardians, so they are clear on what happens if a student withdraws from or does not attend a course, or if the organisation closes for any reason. This includes aspects such as student fee protection, along with hand-over of care after enrolment ends.

Possible evidence to support self-review of performance against Outcome 8:

(NB: you do not need to attach the evidence to the report, but indicate if available)

- Refund policies and withdrawals procedures
- Procedure or policy for protection of fees paid by students
- Evidence of funds safely held
- Procedure for notifying students/parents of requirements
- Information provided on websites, in offer letters, etc.
- Documentation of actual cases/refund applications
- Documentation showing review of refund policies
- External audit of income advance
- Student online services for students to access their tuition balance

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| Clause 30 | <p>(1) Each signatory must ensure that—</p> <p>(a) its refund policies are reasonable and in accordance with legal requirements; and</p> <p>(b) it provides its international students (or the parents or legal guardians of international students under 18 years) with sufficient information to understand their rights and obligations under those refund policies.</p> <p>(2) A refund policy must include refund conditions for the following situations:</p> <p>(a) failure by a student to obtain a study visa:</p> <p>(b) voluntary withdrawal by a student:</p> <p>(c) the signatory ceasing to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency:</p> <p>(d) the signatory ceasing to be a signatory:</p> <p>(e) the signatory ceasing to be a provider.</p> <p>(3) In the situation in subclause (2)(c) or (d), the signatory must deal with fees paid for services not delivered or the unused portion of fees paid as follows:</p> <p>(a) refund the amount in question to the student (or the student’s parent or legal guardian); or</p> |
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| | (b) if directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student’s parent or legal guardian). |
| How? 30(1)(a), 30(2), 30 (3) 30(1)(b) | <p><i>(What do we have in place to ensure that refund policies are reasonable and in accordance with legal requirements, and that student fees are protected in the event of a course cancellation or loss of Code signatory status?)</i></p> <p><i>(What do we have in place to ensure that sufficient information is available for students and where relevant, their parents or legal guardians to understand their rights and obligations under our refund policies?)</i></p> <p>Refund and Fee Protection policy is available on the University website: https://www.otago.ac.nz/study/fees/index.html https://www.otago.ac.nz/study/fees/index.html#international</p> <p>Process and support for students is managed by Student Experience and Student Finance, in consultation with International Student Services and other supports as required.</p> |
| How well? | Very effective. |
| How do we know? | The policy and process are robust and compliant. Fees and refund information is readily and publicly available. |

Overall self-review - Outcome 8: Managing withdrawal and closure

Clause 29

Signatories must ensure that the fees paid by international students for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of a signatory.

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| How well? | Exceptional. |
| How do we know? | Protection of student fees and the withdrawal and refund process is constantly audited and reviewed by the University as part of normal operations. |
| How could we improve? | Current process is adequate. |

Outcomes 9 and 10: Dealing with grievances and compliance with International Student Contract Dispute Resolution Scheme (DRS)

Clause 31

Signatories must ensure that all international students have access to proper and fair procedures for dealing with grievances.

Clause 33

Signatories must comply with the DRS rules.

The intent of these outcomes is to ensure a robust, transparent and accessible process is in place to resolve any grievances students may have.

Possible evidence to support self-review of performance against Outcomes 9+10:

(NB: you do not need to attach the evidence to the report, but indicate if available)

- Your grievance procedures/policies, showing inclusion of iStudent Complaints/DRS
- Student/parent/staff surveys demonstrating comprehension of procedures
- Actual cases / response to identified issues
- Staff meeting minutes / presentation notes re: professional development on DRS
- Information provided on websites, International Student Handbook, orientation material
- Requirements for staff to read and understand the Code and DRS Rules
- Processes for managing DRS complaints
- Informational poster displayed in key student areas
- Enrolment/offer forms and letters
- Student advocacy services

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| Clause 32 | <p>(1) Each signatory must ensure that —</p> <p style="padding-left: 20px;">(a) it has an effective internal process for addressing grievances by its international students; and</p> <p style="padding-left: 20px;">(b) its international students are informed about that process.</p> <p>(2) Each signatory must advise its international students—</p> <p style="padding-left: 20px;">(a) of the availability of recourse to the code administrator or DRS or any other relevant authority if a student cannot access the internal grievance process or is dissatisfied with the outcome or experience of using that process; and</p> <p style="padding-left: 20px;">(b) how to make a complaint to the code administrator or to seek resolution of a financial dispute under the DRS.</p> |
| How? | <p><i>(What process do we have in place to address international student grievances; and to ensure that international students and/or their parents or legal guardians are informed about how to seek resolution of a financial dispute under the DRS?)</i></p> <p>Information about grievances is readily and publicly available on the University's website, and includes referral to International Student Support and other support services for international students:</p> |

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| | <p>https://www.otago.ac.nz/study/student-grievances.html</p> <p>International students are informed of the University's grievance process and Code of Practice complaints procedure at Orientation, including being given hardcopy material in their Orientation Welcome packs.</p> <p>Student support for individual cases is offered by the International Student Support team who are skilled in presenting international students with University policy and process advice.</p> <p>Independent Advocacy from Otago University Students Association is available and recommended as an option to students.</p> |
| How well? | The University has a fair process addressing both informal and formal complaints as outlined in the policy. Through the availability of International Student advisors, complaints can be addressed and complainants supported in a timely manner. |
| How do we know? | The University holds records of formal complaints, informal complaints are recorded in the case management notes data base. |

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| Clause 33 | Signatories must comply with the DRS rules. |
| Clause 34 | <p>(1) Each signatory must ensure that it is familiar with the DRS rules and ensure compliance with those rules in a dispute to which it is a party.</p> <p>(2) Failure to comply with the DRS rules is a breach of this code and may trigger sanctions by the code administrator.</p> |
| How? | <p><i>(What do we have in place to ensure that all staff involved in the pastoral care of international students are familiar with the DRS rules, and will comply with them?)</i></p> <p>Information about how to make a complaint can be found on the International Office website and in all printed material made available to international students. Students are also informed about the Code of Practice, DRS and their individual right to complain to the University and/or NZQA at Orientation. The University website directs students to the NZQA website in the event that the University's internal processes fail to resolve the issue.</p> |
| How well? | <p><i>(How effective is our process?)</i></p> <p>We are effective in meeting our obligations and clearly informing students of the complaints processes available to them.</p> |
| How do we know? | <p><i>(What evidence do we have that tells us this?)</i></p> <p>Case studies and complaints are discussed and shared at regular team meetings and student feed-back from Orientation indicates that they are aware of the complaints process.</p> |

Overall self-review - Outcomes 9 and 10: Dealing with grievances and compliance with International Student Contract Dispute Resolution Scheme (DRS)

Clause 31

Signatories must ensure that all international students have access to proper and fair procedures for dealing with grievances.

Clause 33

Signatories must comply with the DRS rules.

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| <p>How well?</p> | <p><i>How effective are we in ensuring that all international students have access to proper and fair procedures for dealing with grievances?</i></p> <p>See above – having an independent advocacy service through OUSA supports a fair process and access to information.</p> <p><i>How well do we comply with Dispute Resolution Scheme (DRS) rules?</i></p> <p>We are effective in our compliance.</p> |
| <p>How do we know?</p> | <p><i>What evidence do we have to <u>support</u> our judgements/opinions/responses...?</i></p> <p>Student verbal feed-back, case studies and regular sharing of relevant information between internal student support groups as well as OUSA Advocacy.</p> |
| <p>How could we improve?</p> | <p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p>The processes we have in place currently are effective. The International Student Support team continues to work with OUSA on establishing a formal understanding of The Code of Practice and a clear understanding of each other’s roles when dealing with a range of student complaints. With the new integrated Code likely to be developed and implemented in the near future, continuing to work closely with internal and external student support and advocacy groups to meet best outcomes for students will be a key priority.</p> |

Education (Pastoral Care of International Students) Code of Practice 2016

Action Plan

December 2020 – November 2021

- Based on the above self-review of performance against the Code, is there anything we need to do differently in the coming year?
- If so, what?
- Who is responsible for implementing the planned next steps, and by when?

| | Project or task | Owner | Due date |
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| Outcome 1: marketing and promotion | CRM – this is an ongoing University-wide project. | University of Otago | Ongoing implementation and roll out in 2021. |
| Outcome 2: managing and monitoring agents | Continue to progress our Agent Management Project that was initiated in 2018. This includes providing a clear and defined process for the management and review of agent performance. Establish a CRM to ensure accurate and timely monitoring and recording of agent training, applications and conversion. Work more closely with the newly established university-wide admissions team to create mechanisms to verify academic supporting documentation. | International Office, Capital Projects Committee, Student Experience | 2020-2021 |
| Outcome 3: offers, enrolment, contracts and insurance | Work within changed parameters (border restrictions etc) due to COVID-19 to best meet needs of all international student cohorts, including those stranded temporarily offshore. | International Office, Student Experience – Admissions, Academic | Ongoing |

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| | | Divisions, Student Development | |
| Outcome 4: immigration matters | Continue to raise awareness about Visa implications, monitor how processes work within the new structure of the University. | International Visa and Compliance, Student Experience, Student Development, Ask Otago, Academic Divisions | Ongoing in 2021 |
| Outcome 5: orientation | Develop and implement new flexible approaches to Orientation to meet changed environment due to COVID-19 (e.g. online/virtual Orientation, Alert Level contingencies) to ensure students received all required information in an accurate and student-centred manner. | International Student Services | February 2021 |
| Outcome 6: safety and well-being | Establish a University pastoral support and Code reference group. | International Student Services; Student and Academic Services | 2021 |
| Outcome 7: student support, advice, and services | Include more staggered information and cultural adjustment sessions to international students at regular intervals throughout the year; investigate and implement ways to facilitate an online international student community to meet restrictions imposed by COVID-19 environment; Summer at Otago initiatives to support students stranded in NZ as a result of border restrictions. | International Student Support to coordinate | Ongoing |
| Outcome 8: managing withdrawal and closure | Continue to monitor the effectiveness of information distribution develop new distribution channels where appropriate. | University of Otago | Ongoing |
| Outcome 9: dealing with grievances | Continue working with internal (Student and Academic Services) and external (OUSA, NZISA) on best ways to inform and support students' | International Student Support | 2021 and ongoing |

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| | right to complain through robust channels and processes, especially in regards to new integrated Code. | | |
| Outcome 10: compliance with DRS | Continue to monitor the effectiveness of information distribution develop new distribution channels where appropriate. | University of Otago | Ongoing |