

International Safety and Wellbeing Procedures

International Safety and Wellbeing Procedures	1
1. Responsibility	1
2. Safety and Wellbeing Support	2
3. Monitoring	2
4. Responding to Concerns	2
5. Urgent or Serious Concerns	3
6. Accommodation Safety	3
7. Communication	3
8. Record Keeping	3
9. Review	4

Ruawai College is committed to supporting the safety, wellbeing, inclusion, and success of international students.

These procedures outline how the school identifies, monitors, and responds to safety and wellbeing needs.

1. Responsibility

The International Director has overall responsibility for monitoring international student safety and wellbeing.

Support may also be provided by:

- Principal
- Homestay Coordinator
- Deans
- Guidance staff
- Teachers
- Office staff
- Homestay or residential caregivers

2. Safety and Wellbeing Support

Ruawai College will support international students by:

- providing orientation and key school information
- maintaining current emergency contact details
- monitoring attendance, wellbeing, learning, and accommodation
- providing clear emergency and after-hours contacts
- responding promptly to concerns
- communicating with parents, caregivers, and agents where appropriate
- ensuring students know how to ask for help
- providing access to pastoral, guidance, health, and learning support

3. Monitoring

International students will be monitored through:

- regular student check-ins
- attendance records
- teacher and dean feedback
- academic progress information
- homestay or caregiver feedback
- parent or agent communication
- incident or concern reports

Any concerns must be recorded and followed up.

4. Responding to Concerns

If a safety or wellbeing concern is identified, staff will:

1. Ensure the student is safe.
2. Notify the International Director or delegated staff member.
3. Gather relevant information.
4. Speak with the student where appropriate.
5. Contact parents, caregivers, agents, or support services if needed.
6. Agree on actions and follow-up.
7. Record the concern, actions taken, and outcome.

5. Urgent or Serious Concerns

For urgent safety concerns, staff must contact emergency services by calling 111.

Serious concerns may include:

V1. MAY 2026

- student missing or uncontactable
- serious illness or injury
- mental health concern
- unsafe accommodation
- bullying, racism, harassment, or abuse
- family emergency
- police or emergency service involvement
- student at risk of harm

The Principal must be informed of serious concerns.

6. Accommodation Safety

For students in homestay or residential care, Ruawai College will monitor that accommodation remains safe and suitable.

Any accommodation concern must be reported to the International Director or Homestay Coordinator promptly.

Students must not live independently, flat, or change accommodation without school approval.

7. Communication

Ruawai College will maintain effective communication with international students, parents or legal guardians, caregivers, agents, and relevant staff about safety and wellbeing matters.

Important communication must be recorded.

8. Record Keeping

The school will keep secure records of:

- wellbeing checks
- attendance concerns
- incidents
- accommodation concerns
- communication
- actions taken
- follow-up and outcomes

RUAWAI COLLEGE
International Safety and Wellbeing
Procedures
V1. MAY 2026
9. Review



These procedures will be reviewed annually, after serious incidents, or when school or Code requirements change.