

International Safety and Wellbeing

This **International Safety and Wellbeing** section outlines how Ruawai College meets the requirements of Code Outcome 18.

International learner support

The Code requires that schools designate at least one staff member to proactively monitor and address any concerns about international school learners under 18 years. We consider how many support staff are needed based on the number of international learners enrolled.

At Ruawai College, the international director oversees the care of international learners and proactively monitors and addresses any concerns. International learners can also receive or seek help from other members of the international team.

We provide the names and contact details of designated staff members responsible for international learner support at **orientation**. We ensure back up support is available and that international learners and their families are made aware of the alternative support if needed.

Where possible we seek first language support for international learners, as needed.

Student safety

Ruawai College ensures, as far as practicable, that international learners study and **live** in a safe environment.

Our school has comprehensive **health, safety, and welfare** policies that also apply to international learners.

We inform international learners about health and safety issues, and how to access health and support services, through our **international orientation**.

Monitoring and addressing concerns

We keep up-to-date contact details for the learner, their next of kin, parents/legal guardians, and any residential caregivers. We maintain effective communications with parents/legal guardians, and any residential caregivers concerning the international learner's wellbeing and progress in study.

We encourage international school learners to address concerns early before they turn into bigger problems. We let them know they can ask a support person to help them talk about their problem and discuss their concerns with the teacher involved. If a learner doesn't want to talk to a particular teacher or is unhappy about the outcome of discussing the matter, we follow the school's international **concerns and complaints** procedures.

When concerns are raised about inappropriate behaviour by, or impacting on, an international school learner, we follow our general and international behaviour management policies.

Emergency school contact

As required under the Code, Ruawai College ensures that at all times there is at least one staff member available to be contacted by an international learner in an emergency. International learners and their families are given an emergency contact number for such situations and advised of what circumstances are appropriate for using the number. International learners are given a cellphone number in writing to use in emergencies.

Responding to emergencies

Our school has comprehensive **emergency planning policies and procedures** that also apply to international students. We have **crisis management** plans, and our international director is involved with the crisis management team as appropriate in order to convey the needs and circumstances of international learners during a crisis.

We inform international learners about what to do in various emergency situations through our **international orientation** (e.g. how to dial 111) and offer support during emergencies, as appropriate.

In the event of an accident, emergency, or crisis/critical incident, Ruawai College takes appropriate action and ensures the parents/guardians of the international learner are contacted as soon as possible by the most appropriate person (e.g. international support person, the principal, education agent, insurance company, or the police).

Related policies

- **Planning and Preparing for Emergencies, Disasters, and Crises**
- **Crisis Management**
- **Communicating with Parents of International Learners**
- **International Learner Concerns and Complaints**
- **International Orientation**
- **Health, Safety, and Welfare Policy**
- **Accommodation**

Resources

- NZQA | Mana Tohu Matauranga o Aotearoa: **Critical incidents and emergencies** 

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