

International Student Monitoring Procedures

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Ruawai College monitors international students to ensure their safety, wellbeing, attendance, academic progress, accommodation, and overall adjustment to school and life in New Zealand.

These procedures support early identification of concerns and ensure that appropriate follow-up and support are provided.

1. Scope

These procedures apply to all international students enrolled at Ruawai College.

They are used by staff involved in supporting international students, including:

- Principal

RUAWAI COLLEGE
International Student Monitoring Procedures
V1. MAY 2026



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- International Director
- International Operations
- Homestay Coordinator
- Deans
- Teachers
- Form teachers
- Guidance staff
- Office staff
- Homestay caregivers

2. Areas Monitored

Ruawai College monitors the following areas for each international student:

- Attendance
- Academic progress
- English language development
- Behaviour
- Wellbeing
- Social connection
- Participation in school life
- Accommodation and homestay placement
- Health and medical needs
- Communication with parents, caregivers, and agents
- Visa and insurance status
- Adjustment to New Zealand and school life

3. Student Monitoring Register

Ruawai College will maintain an International Student Monitoring Register.

The register may include:

- Student name
- Year level
- Nationality
- Date of birth
- Homestay or residential caregiver
- Parent or legal guardian contact details
- Agent contact details, if applicable



- Visa expiry date
- Insurance expiry date
- Attendance summary
- Academic progress notes
- Wellbeing check-in dates
- Homestay check-in dates
- Concerns raised
- Actions taken
- Staff member responsible
- Follow-up date
- Outcome or resolution

4. Initial Monitoring on Arrival

When a new international student arrives, the International Director or delegated staff member will check that:

- The student has completed orientation
- Emergency contact details are correct
- The student knows who to go to for help
- The student understands school routines and expectations
- The student has a timetable
- The student understands attendance requirements
- The student knows how to report illness or absence
- The student has safe accommodation
- The homestay or residential caregiver has correct school contact details
- The student has current insurance
- The student has a valid visa
- Any medical, dietary, language, or learning needs are recorded
- A follow-up check should occur within the first two weeks of enrollment.

5. Ongoing Wellbeing Monitoring

International students will be checked regularly to monitor their wellbeing and adjustment.

This may include:

- Informal conversations
- Scheduled student check-ins
- Attendance review



- Teacher feedback
- Dean feedback
- Homestay feedback
- Parent or agent feedback
- Observation of social connection and participation
- Student self-reflection or wellbeing survey
- Review of any concerns or incidents

The International Director or designated staff member should proactively monitor students and respond to any concerns.

6. Attendance Monitoring

Attendance will be monitored regularly.

The school will:

- Record attendance each lesson or school day
- Follow up unexplained absences promptly
- Notify the International Director of attendance concerns
- Contact the student, caregiver, or parent where appropriate
- Record actions taken
- Escalate concerns if absences continue

Unexplained or repeated absences must be treated as a safety and wellbeing concern.

7. Academic Monitoring

The academic progress of international students will be monitored through:

- Teacher feedback
- Assessment results
- Progress reports
- NCEA tracking, where applicable
- English language progress
- Classroom participation
- Homework completion
- Subject teacher concerns
- Student goal-setting conversations

Where a student is not making expected progress, the school may:

- Meet with the student
- Seek teacher feedback
- Contact parents or caregivers



- Adjust learning support
- Provide English language support
- Review subject choices
- Develop an academic support plan
- Monitor progress more closely

8. Accommodation and Homestay Monitoring

For students in homestay or residential care, the school will monitor accommodation arrangements to ensure they remain safe and suitable.

This may include:

- Regular contact with the homestay caregiver or residential caregiver
- Student check-ins about accommodation
- Homestay visits, where required
- Review of transport arrangements
- Monitoring of household changes
- Checking that the student is not living independently
- Checking that the student is not staying elsewhere without approval
- Following up any concerns raised by the student or caregiver

Any concern about accommodation safety, suitability, supervision, food, transport, or household relationships must be followed up promptly.

9. Behaviour and Safety Monitoring

Staff will monitor behaviour and safety through:

- Teacher observations
- Dean referrals
- Duty reports
- Incident reports
- Student conversations
- Caregiver feedback
- Peer concerns
- Digital safety concerns
- Bullying or harassment reports

Concerns must be referred to the International Director, Dean, Guidance Counsellor, or Principal as appropriate.



10. Visa and Insurance Monitoring

Ruawai College will keep a record of each international student's visa and insurance details.

The school will monitor:

- Visa expiry date
- Visa conditions
- Insurance expiry date
- Insurance provider
- Passport expiry date, where recorded

The school will remind students and parents before visa or insurance expiry where appropriate.

Students must not continue studying if they are not entitled to study in New Zealand.

11. Communication Monitoring

The school will maintain communication with:

- International students
- Parents or legal guardians
- Homestay or residential caregivers
- Agents, where applicable
- Relevant school staff

Communication may include:

- Progress updates
- Attendance concerns
- Wellbeing matters
- Homestay matters
- Behaviour concerns
- Academic progress
- Emergency matters
- Visa or insurance reminders

Important communication should be recorded.

12. Identifying Concerns

A concern may be identified by:

- The student
- Teacher



- Dean
- International Director
- Homestay caregiver
- Residential caregiver
- Parent or legal guardian
- Agent
- Friend or peer
- Office staff
- Guidance staff

Concerns may include:

- Low attendance
- Unexplained absence
- Academic decline
- Homesickness
- Isolation
- Bullying or racism
- Health concern
- Mental health concern
- Conflict at homestay
- Unsafe accommodation
- Student staying away from approved accommodation
- Behaviour concern
- Financial concern
- Visa or insurance issue
- Family concern overseas
- Student not engaging in school

13. Responding to Concerns

When a concern is identified, staff will:

1. Ensure the student is safe.
2. Notify the International Director or designated staff member.
3. Gather relevant information.
4. Speak with the student, where appropriate.
5. Contact the caregiver, parent, agent, Dean, Guidance Counsellor, or Principal as required.
6. Decide what support or action is needed.
7. Record the concern and actions taken.
8. Set a follow-up date.



9. Monitor whether the concern is resolved.

14. Escalation

Concerns should be escalated when:

- The student is at risk of harm
- The student is missing or uncontactable
- There is a serious wellbeing concern
- There is a medical emergency
- There are repeated attendance concerns
- Accommodation is unsafe or unsuitable
- The student is not entitled to study
- Parents or caregivers cannot be contacted
- The concern is not improving after support
- There is a complaint or serious incident

Escalation may involve:

- Principal
- Senior leadership team
- Guidance Counsellor
- Parents or legal guardians
- Homestay or residential caregiver
- Agent
- Police
- Oranga Tamariki
- Health services
- NZQA, where required
- Immigration New Zealand, where required

15. Record Keeping

The school will keep records of monitoring and follow-up.

- Records may include:
- Student check-in notes
- Attendance records
- Academic progress notes
- Wellbeing notes
- Homestay contact notes
- Parent or caregiver communication
- Agent communication
- Incident reports



- Support plans
- Meeting notes
- Actions taken
- Follow-up dates
- Outcomes

Records will be stored securely in the student's international file or approved school system.

16. Monitoring Frequency

Suggested minimum monitoring frequency:

- On arrival: orientation and initial check
First two weeks: settling-in check
- Each term: wellbeing and academic check
- Each term: attendance review
- Each term: homestay or accommodation check
- Each reporting cycle: academic progress review
- As needed: additional monitoring when concerns arise
- Annually: review of visa, insurance, contacts, and student records

Students with concerns may require more frequent monitoring.

17. Roles and Responsibilities

- The International Director is responsible for overseeing monitoring procedures for international students.
 - International Operations will support the Director in their position
- The Homestay Coordinator monitors accommodation and homestay matters.
- Teachers monitor classroom engagement, learning, behaviour, and attendance.
- Deans support pastoral and behaviour concerns.
- Guidance staff support wellbeing concerns.
- Office staff support attendance and emergency communication.

The Principal has overall responsibility for ensuring international students are appropriately supported and that Code obligations are met.

18. Review of Procedures

These procedures will be reviewed:

- Annually
- After any significant incident
- When Code requirements change



- When school systems or staffing change
- When monitoring identifies gaps in practice

19. Basic Monitoring Checklist

- Student name:
- Year level:
- Date of check-in:
- Staff member:
- Attendance reviewed: Yes / No
- Academic progress reviewed: Yes / No
- Wellbeing discussed: Yes / No
- Homestay/accommodation discussed: Yes / No
- Social connection discussed: Yes / No
- Health or medical needs discussed: Yes / No
- Visa status checked: Yes / No
- Insurance status checked: Yes / No
- Parent/caregiver communication required: Yes / No
- Any concerns identified: Yes / No
- Concern or notes:
- Action required:
- Person responsible:
- Follow-up date:
- Outcome: