

International Student Support Procedures

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To ensure international students are safe, well supported, and able to participate fully in school life.

1. Procedures

Ruawai College will:

1. Provide each international student with a named support person, usually the International Director.
2. Give students key contact details during orientation, including emergency contacts.
3. Check in with international students regularly about wellbeing, attendance, learning, accommodation, and adjustment to school.
4. Respond promptly to any concerns raised by the student, staff, parents, caregivers, agents, or homestay families.
5. Provide access to pastoral care, guidance counselling, learning support, health services, and emergency support when needed.
6. Communicate with parents, legal guardians, caregivers, and agents where appropriate.
7. Record support provided, concerns raised, follow-up actions, and outcomes.
8. Escalate serious wellbeing, safety, behaviour, attendance, accommodation, or learning concerns to the Principal or relevant external agencies where required.
9. Review support arrangements as part of ongoing monitoring and self-review.

2. Supporting records

- International student file
- Contact register
- Orientation checklist
- Monitoring notes
- Pastoral care records
- Homestay records
- Emergency contact information