

Procedure for Managing International Student Wellbeing

1. Responding to inappropriate behaviour impacting on an International student

(3) To ensure that incidents of this nature are appropriately handled, the Director of International Students will ensure that all teaching and pastoral care staff understand the school's Code responsibilities and the procedures for dealing with such incidents.

(4) In the event that a student reports, or the school becomes aware of, inappropriate behaviour impacting on an international student, if the allegation is of criminal behaviour, such as assault, or theft of property outside of school or the student's homestay, the school will report the matter to the Police for them to investigate. Allegations of physical or sexual assault will not be investigated by the school, including further interviewing of the student, but handed to the Police to investigate, as mishandling these situations may negatively affect later court proceedings. If the allegation is of theft at the school or in the homestay, or is of non-criminal behaviour, the school will follow a two-step process as follows:

A. Investigation

(5) The Director of International Students will interview separately the affected student and any witness. They will be asked to write down in detail what happened. If the international student has insufficient language skills to write this in detail and depth in English, they will be asked to do so in their mother tongue. The school will arrange for this to be translated by a staff member, community member, or authorised translator.

(6) The school will also provide a support person to accompany the international student during the interview/s. This may be a member of the International Centre, a caregiver (unless the allegation of inappropriate behaviour occurred in their home), or a support person associated with the student's agent.

(7) The school will reach conclusions on what happened, what led up to it, and the impact on the concerned student/s.

B. Response

(8) The school will respond to the incident appropriately.

(9) This response may include:

- a. Reporting the matter to the Police
- b. Arranging counselling to support the affected student

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- c. Disciplining the student/s responsible for the inappropriate behaviour
- d. Informing the international student/s of the action taken
- e. Restorative processes to enable ongoing safety of all students involved
- f. Seeking feedback from the affected students that they are satisfied the school has addressed the issue appropriately and that they feel safe at school
- g. Keeping records of student and other involved stakeholders' feedback as evidence for self review

(10) If the student is under 18, the school will contact the international student's parent or legal guardian and/or agent and inform them, possibly via their agent, of the incident and the measures the school has taken to address this behaviour and support the wellbeing of the student. In the event that the affected student resists their parents or legal guardian being informed, the school will explain that it has responsibility under the Code to report on the student's wellbeing to their parents and will obtain, if possible, the student's consent to and understanding of this action. If the student is over 18, the relevant New Zealand law will apply, and the school will respect the wishes of the student regarding informing their parents.

(11) The school will seek feedback from the parents or legal guardian, possibly via the agent, to ensure that they have understood the information and are satisfied with the school's support for their child's wellbeing. This feedback may be recorded as evidence for self review.

2. Advising students on health, safety and wellbeing

(12) International students will be informed of the following support services during orientation, and on an ongoing basis during interviews and Tutor Group:

- a. The availability at school of support for health and wellbeing, such as the First Aid Officer and/or School Dean of Pastoral Care
- b. The staff member available to talk to them about health and safety issues
- c. How to access medical services in the event no First Aid Officer is available
- d. The International Centre 24/7 emergency number
- e. Who to contact outside school hours in the event of health or safety problems
- f. The processes for seeing a doctor and claiming costs through their medical insurance
- g. How to contact Police, Fire and Ambulance services
- h. The school's values and standards for behaviour of all students to ensure that all members of the school community are respected and safe
- i. The staff members to talk to in the event of any inappropriate behaviour towards themselves or another student
- j. How to interact appropriately with people from different cultural backgrounds from their own
- k. Cultural support available to them at school and in the wider community
- l. Their legal rights and obligations and possible risks when they receive advice and services, for example joining the gym, signing a mobile phone contract, wages and labour conditions including visa conditions



3. Communicating with Parents or Legal Guardians

(13) If the student is under 18, the Director of International Students will maintain communication with parents or legal guardians, either directly or through their agent, throughout the student's enrolment at the school about the wellbeing of their child. This communication will include information on, for example:

- a. Concerns over the student's attendance
- b. Concerns over the student's progress in study
- c. Concerns over the student's physical, mental and emotional health
- d. Concerns over the student's welfare or happiness in their accommodation
- e. If the school believes the student is at risk

4. Handover of Care

(14) The Director of International Students will be responsible for ensuring that the school receives written confirmation from the parents or legal guardian of the handover of care arrangements for their child at the end of the enrolment, for students under 18. This requirement includes students who may be returning to the school for a new term of enrolment, but where there is an interval between the end of the first period of enrolment and the start of the subsequent period, and where the school will not remain responsible for the student during this interval.

(15) In the event that the Director of International Students feels that the arrangements for handover of care of a child under 18 are unsafe or place the student at risk, they will inform the parents or legal guardian of their concerns and encourage them to make arrangements that provide greater protection to the student.

5. Students at risk or with special needs

Students with special needs

(16) Where the school becomes aware that a student has special needs, which may be learning needs, behavioural needs, or medical needs, and there has been a contractual obligation for the parents or legal guardians to disclose these special needs that has not been fulfilled, the school will follow the following two-step process:

A. Investigation

(17) An international department staff member or appropriate translator will contact the parents or legal guardian either directly, or through their agents, and inform them that the school has noticed that the student has or may have special needs.

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(18) The school will ask the parents to provide further information relating to these needs. This information should include:

- a. Whether the student has had any prior testing, diagnosis, or treatment for the special needs, copies of medical or psychologist reports, and details of any treatment or medication, either past or ongoing
- b. The reason for the non-disclosure of these needs to the school during the enrolment process
- c. Any other information the parents or legal guardian would like to provide to the school

B. Response

(19) Once the school has evaluated the information provided by the parents or legal guardian, the school will decide whether to continue the student's enrolment and support their special needs, as required by the Code, or to terminate the Enrolment Contract for breach.

(20) In making this decision, the school may arrange for the student to be tested in New Zealand, if appropriate testing is available, taking into account the English language proficiency of the student. The parents or legal guardian will need to consent to this testing and fund it. If they are unwilling to consent or fund such tests, the school may be unable to make an appropriate determination of the student's needs and the support they require, and will have to make a decision on whether to continue enrolment based on the observable evidence available to school staff and host parents and any information provided by parents or legal guardian.

(21) If the special needs are medical, the school will contact the student's insurance provider to determine whether appropriate insurance is available to cover the special needs if these were not disclosed and covered by the provider when the policy was booked.

(22) The school will also consider the student's living situation, and whether the caregivers are able and willing to support the student's special needs if these are likely to affect their behaviour or wellbeing at home.

(23) If the decision is made to terminate, the school will follow the appropriate procedures and inform the parents or legal guardian of their decision.

(24) If the school decides to continue the student's enrolment, or if special needs arise during the period of enrolment, staff will arrange for the appropriate supports to be in place.

(25) The school should keep records of all communication and arrangements to support the student's special needs as evidence for self review.

Students at risk

(26) The school will monitor students through its usual processes for pastoral care. When issues arise, the school will assess them to determine if they are serious and place the student at risk.



(27) Where the school has reasonable grounds to believe that there is a serious issue relating to the student's health, safety, or wellbeing, staff will comply with the requirements of Outcome 6, Clause 25 of the Code to:

- a. Put in place appropriate measures to address the student's needs and issues
- b. Inform the parents or legal guardian of a student under 18, or the next of kin of a student over 18
- c. Inform the appropriate authorities

6. Accommodation

(28) The school will comply with the requirements of Outcome 6, Clause 26 of the Code by following its Accommodation Procedures and the International Student Accommodation Agreement.