

# Western Springs College Pastoral Care Policy for International Students



Western Springs College hosts international students and complies with the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code).

As a signatory to the Code, we strive to protect international students and provide them with a positive experience that supports their educational achievement. The pastoral care we provide includes:

- supporting students in a new cultural environment
- identifying and addressing the needs of students, including their safety and wellbeing
- helping international students participate in New Zealand culture by enabling them to develop relationships and networks
- supporting international students to achieve their goals.

In accordance with the Code of Practice, Western Springs College | Ngā Puna O Waiōrea:

- maintains high professional standards
- recruits international students ethically and responsibly
- provides students and their families with comprehensive, up-to-date, and accurate information
- provides students and their families with information before they enter into any commitments
- conducts contractual dealings ethically and responsibly
- recognises the particular needs of international students
- ensures that students are in safe accommodation
- has fair and equitable processes for addressing problems and grievances.

See our school's [International Students Policy](#).

## Safety & Wellbeing

### International student support

At Western Springs College | Ngā Puna O Waiōrea, the international director (Joanne Qiao) works with the Head of House and Academic Director to oversee the care of international students and proactively monitors and addresses any concerns. International students can also receive or seek help from other staff members such as the Service Administrator or Business Administrator at International Office, the ESOL department, the Form Teachers and teachers, and the SLT.

We provide the names and contact details of designated staff members responsible for international student support at the initial [orientation](#) and the on-going orientation

sessions, in their manual, at workshops, at the assemblies, and by regular emails and social media. Also see our [school website](#).

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

### **24/7 contact**

As required under the Code, there is at least one staff member available 24/7 to be contacted by an international student in an emergency. International students and their caregivers are given an emergency contact number for such situations. Students are given the 24-hour emergency contact numbers for the international director or a nominated staff at the initial and on-going orientation sessions, in their manual, at workshops, at the assemblies, or by regular emails and social media. This 24/7 emergency contact number and other support contact numbers are published on the school website: <https://westernsprings.school.nz/international-support-contacts/#em>.

### **Student safety**

Our school has comprehensive [health, safety, and welfare](#) policies that also apply to international students. We take great care to ensure that all our students study in a safe environment.

We inform international students about health and safety issues, and how to access health and support services, through our initial [international orientation](#), and the ongoing orientations during their enrolment time.

### **Monitoring and addressing student concerns**

We encourage students 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 student 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 [grievance](#) procedures.

### **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 student support person is involved with the crisis management team as appropriate in order to support any international student, if required.

We inform international students about what to do in various emergency situations through our students' [international orientation](#), and the on-going communications and trainings at the assemblies, as well as the regular emails and posts at the student group chats on some relevant social media. We inform and communicate with the caregivers regularly about the emergency procedures and school's 24/7 emergency contact number.

In the event of an accident or emergency, Western Springs College | Ngā Puna O Waiōrea takes appropriate action and ensures the international student's parents are contacted as soon as possible by the most appropriate person (e.g. the Director of International Students, the principal, the student's agent, or insurance company). See [Communicating with Parents of International Students](#) .

Western Springs College | Ngā Puna O Waiōrea has the robust procedures for managing international student wellbeing. See our **[Procedures for Managing International Student Wellbeing](#)**.

The procedures provides the detailed guidelines about the following:

1. *Ensuring a safe study environment and adequate support for students' wellbeing*
2. *Responding to inappropriate behaviour impacting on an international student*
3. *Advising students on health, safety and wellbeing*
4. *Communicating with Parents or Legal Guardians*
5. *Handover of Care*
6. *Students at risk or with special needs, and*
7. *Accommodation*

***Links to relevant pastoral care policies and procedures:***

On school website:

<https://westernsprings.school.nz/international-enrolment/>,

<https://westernsprings.school.nz/international-support-contacts/#em>

<https://westernsprings.school.nz/international-support-contacts/>

Or on <https://wsc.schooldocs.co.nz/index.htm?toc.htm?14826.htm>,  
and [International Students Resources](#) or [International Students](#)  
<https://wsc.schooldocs.co.nz/index.htm?toc.htm?30913.htm>