

# PROCEDURE FOR ANNUAL REVIEW OF INFORMATION PROVIDED TO INTERNATIONAL STUDENTS

## TARATAHI AGRICULTURAL TRAINING CENTRE QMS COMPONENT

|                |   |                        |                            |
|----------------|---|------------------------|----------------------------|
| Category:      | International   | Policy Number:         | QMS 24                     |
| Title:         | Procedure For Annual Review of Information Provided to International Students | Date of Approval:      | 12 October 2006            |
| Prepared by:   | Education Delivery Manager  | Date of Last Revision: | 30 <sup>th</sup> July 2010 |
| Authorised by: | Taratahi Board  | Next Review Date:      | June 2011                  |

### 1. PURPOSE

Taratahi Agricultural Training Centre undertakes to comply with the Ministry of Education Code of Practice for the Pastoral Care of International Students. As part of this code:

Section 9.1: Signatories must review all information provided to prospective international students at least annually to ensure its accuracy and relevance.

Section 9.2: The annual review of information must be recorded in a form that can be made available to the Administrator if requested.

### 2. ORGANISATIONAL SCOPE

This policy relates to all international students and accommodation related areas.

### 3. DEFINITIONS

### 4. RESPONSIBILITIES

The Education Delivery Manager has day to day responsibility for this policy.

### 5. THE PROCEDURE

#### 5.1 Code Requirements

The information given to International Students will be reviewed annually in December of each year International students are at Taratahi.

This will be completed by reviewing International student evaluation forms, formal exit review meetings with students and reviewing all documents as listed below.

Responsibility for overseeing the annual review of all information available to international students is as follows:

- o Education Delivery is responsible for approving any changes highlighted in the review.
- o Education Delivery is responsible for implementing these changes, both in hardcopy and on Website.
- o Education Delivery is responsible for ensuring annual review of information is recorded in a form that can be made available if requested.

## **5.2 Annual Review of Information Checklist**

### **Letter with Prospectus**

- Section 4.2.1: Tuition Fees and Other Course Costs
- Section 4.2.2: Application Requirements and Procedures
- Section 4.2.3: Conditions of Acceptance
- Section 4.2.4: Refund Conditions
- Section 4.2.5: English Language Proficiency
- Section 4.2.6: Information on Facilities, Equipment and Staffing
- Section 4.2.7: Information on Courses/Qualifications offered
- Section 4.2.8: Information on Medical and Travel Insurance
- Section 4.2.9: Information and advice on the types of Accommodation available to students
- Section 4.3.1: Availability and characteristics of accommodations options
- Section 4.3.2: Realistic estimates of the cost of accommodation on and off campus
- Section 4.3.3: Application process for securing accommodation
- Section 4.3.4: Whether or not the suitability of accommodation has been assessed and the results communicated to students
- Section 5.3: The Standard code, immigration, health and travel insurance, eligibility for health services, accident insurance and medical & travel insurance wording

### **Student Handbook**

- Section 7.2.1: Orientation Programme and Support Services
- Section 7.2.2: Grievance Procedures
- Section 7.2.3: Summary Code
- Section 7.2.4: Withdrawal and Non-Attendance Procedures
- Section 7.2.5: Circumstances in which Tuition may be Terminated
- Section 7.2.6: Fees Protection and Refund Policy
- Section 7.6: Notifying of Change of Address
- Section 15.1: Name and Designation of Pastoral Support Person or Unit
- Section 15.2: Support Services
- Section 15.3: Additional Support Services (as applicable)

### **Other Information given to International Students**

- Section 7: Offer of Place Letter/s
- Section 13: Refund Policy
- Section 13: Application for Enrolment Form
- Section 15: Support Services Information