

## **Code of Practice for the Pastoral Care of Domestic and International Tertiary Students**

Pathways College of Bible & Mission is a signatory of the Code of Practice for the Pastoral Care of International Students (2016, amended 2019). In 2020 an interim Code of Practice for the Pastoral Care of Domestic Students was released with a permanent Code to be established in 2021. The purpose of the two codes is to set out the minimum standards of care and support that are expected of tertiary education providers. Copies of the Codes are available on request from Pathways College or full details of these Codes of Practice can be viewed at:

Code of Practice for the Pastoral Care of Domestic Students -

<https://www.nzqa.govt.nz/providers-partners/domestic-code-of-practice/principles-outcomes/>

Code of Practice for the Pastoral Care of International Students -

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Pathways College is fully committed to supporting the wellbeing of our students and takes practical action towards this goal with a range of policies, processes and support services designed to ensure positive experiences and outcomes for all our students. Both codes contain ten outcomes relating to pastoral care as listed below.

### **Domestic**

The Code contains ten outcomes relating to pastoral care:

1. A safe and supportive learning environment
2. Assistance for students to meet their basic needs
3. Physical and mental health of students
4. Progress and personal development of students
5. Inclusive learning environment
6. Student voice
7. A positive and supportive environment in student accommodation

8. A supportive residential community
9. Accommodation plan, administration, and operation policies
10. Building facilities and services

## **International**

The Code contains ten outcomes relating to pastoral care:

1. Marketing and promotion
2. Managing and monitoring agents
3. Offer, enrolment, contract, and insurance
4. Immigration matters
5. Orientation
6. Safety and wellbeing
7. Student support, advice, and services
8. Managing withdrawal and closure
9. Dealing with grievances
10. Compliance with international students' Contract Dispute Resolution Scheme

Our desire is to create exceptional learning experiences for our students and to provide specialist support to enable students to develop socially, emotionally, spiritually, academically and culturally during their time at Pathways College. A comprehensive pastoral care programme for our students has been established to achieve this goal.

Pathways College is committed to undertaking self-review and continuous improvement throughout the year to adhere to the requirements of both the Codes of Practice for the Pastoral Care of Domestic and International Tertiary Students.

### **What to do if something goes wrong?**

If any student has a concern about their experience at Pathways College the procedure for resolving any complaints or issues is outlined in the Student Handbook issued at Orientation and available on Pathways Connect.