

# ENSURING INTERNATIONAL STUDENTS ARE WELCOME, SAFE AND WELL IN NEW ZEALAND

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# THE NEW ZEALAND CONTEXT

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- International students are often young, have different cultural backgrounds, and are living away from home. There are a number of issues that can have a negative impact on their experience.
- Student surveys show that 90% of international students have a positive experience in New Zealand.
- New Zealand has a reputation for being a safe and welcoming destination.
- New Zealand needs to understand what is important to international students and continue to deliver a high quality, authentic experience.
- New Zealand was the first country in the world to introduce pastoral care requirements to ensure providers supported and protected their international students.

# INTERNATIONAL STUDENT WELLBEING STRATEGY DEVELOPMENT

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- Recent growth in the number of international students has highlighted the importance of a quality student experience alongside a quality education.
- In July 2016 agencies agreed that better outcomes could be achieved through an international student-centred wellbeing strategy.
- 2 phases of engagement across New Zealand helped co-design the Strategy.
- Builds on the updated Education (Pastoral Care of International Students) Code of Practice and new International Student Contract Dispute Resolution Scheme.
- The Strategy was launched on 13 June 2017.

# CAPTURING AND INCORPORATING THE STUDENT VOICE

## Pre-arrival

- Focus on costs, accommodation and transport
- Students are at their most disempowered and vulnerable because of distance

## Early

- Shifts onto a focus on liveability issues such as transport, healthcare and friendships
- Key relationships are friends and institution staff

## Established

- Shifts further into concerns relating to a more permanent or semi-permanent stay in New Zealand
- Key relationships are work colleagues and other New Zealanders

# INTERNATIONAL STUDENT WELLBEING STRATEGY

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## Overarching strategy outcome

International students are welcome, safe and well, enjoy a high quality education and are valued for their contribution to New Zealand

ECONOMIC  
WELLBEING

EDUCATION

HEALTH AND  
WELLBEING

INCLUSION

## Outcomes are underpinned by the following:

Government provides trusted information for international students that underpins the delivery of services to support the outcomes of the strategy

Government ensures education providers meet their Code of Practice obligations for the pastoral care of international students to support the outcomes of the strategy

# INTERNATIONAL STUDENT WELLBEING STRATEGY INDICATORS

## ECONOMIC WELLBEING

International students are able to support themselves

International students:

- have accurate information about the costs of living and studying, including regional variations in costs
- understand their rights to work in New Zealand, their rights as employees and do not experience exploitation in the workplace
- know their rights relating to accommodation and how to access services to resolve accommodation disputes
- understand the pathways to employment and residency that are available to them
- can access services that provide financial advice.

# INTERNATIONAL STUDENT WELLBEING STRATEGY INDICATORS

## EDUCATION

International students achieve educational outcomes that support their future pathways and choices

International students:

- know that the providers and courses they enrol in are high quality
- have appropriate English language skills to undertake their planned study
- achieve good educational outcomes and can access services to support pathways to further study
- experience culturally responsive services from education providers.



# INTERNATIONAL STUDENT WELLBEING STRATEGY INDICATORS

## HEALTH AND WELLBEING International students are safe and well

International students:

- are aware of and can access effective healthcare that is culturally appropriate
- know how to keep safe in New Zealand
- understand New Zealand laws relating to crime and violence, their legal rights, rights to services and how to report crime
- can access safe and reliable transport.

# INTERNATIONAL STUDENT WELLBEING STRATEGY INDICATORS

## INCLUSION

**International students are welcome, valued and socially connected**

International students:

- feel welcomed in New Zealand and know that their contribution is valued
- voices are heard and considered when relevant government policies and strategies are developed
- have access to information about social, cultural and religious services available to them
- feel integrated into their communities and their diversity is celebrated.

# MONITORING AND MEASURING IMPACT

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## **Developing indicators of international student wellbeing from the Integrated Data Infrastructure**

Aligns with the four outcome areas of the International Student Wellbeing Strategy

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Will be used to monitor the International Student Wellbeing Strategy's impact on international students

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Help focus efforts to where they are needed and may have the biggest impact on international students

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## **Moving Places Research**

Looks at what young international graduates do and earn after they complete their tertiary education studies in the New Zealand education system

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Can be compared to the outcomes of young domestic students

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# PROGRESS AND INSIGHTS

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## CARING CLINIC DOCTORS

improving access to healthcare for international students

## RAISING AWARENESS ABOUT CASUAL RACISM

initiating social change to ensure international students feel welcome and included

## INTERNATIONAL STUDENT MENTAL HEALTH RESEARCH

informs efforts to identify and respond to international student mental health issues

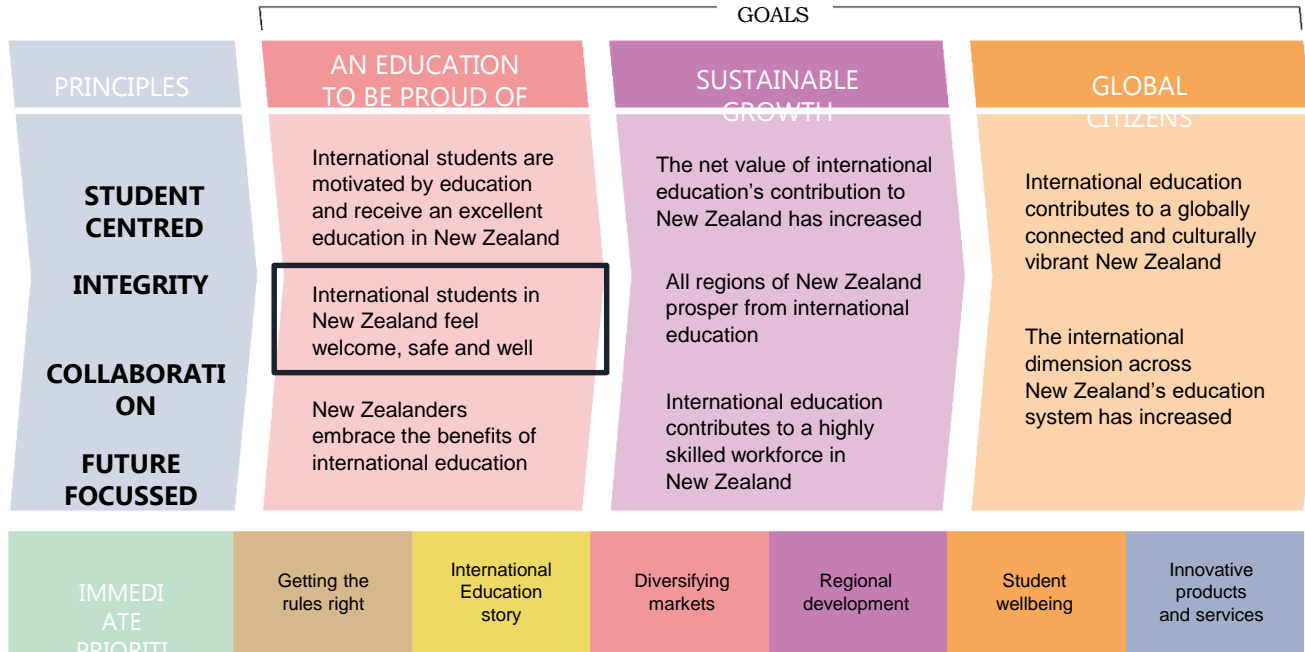
## SAFETY IN THE CITY

gives tips and advice on staying safe in New Zealand



# FIT WITHIN THE DRAFT INTERNATIONAL EDUCATION STRATEGY FOR NEW ZEALAND

International education provided at home and globally contributes to a vibrant and prosperous New Zealand.



# NEXT STEPS



Identify and allocate up to \$750k per year for new activities to strengthen international student wellbeing

Progress the implementation plan of the International Student Wellbeing Strategy

Finalise the International Education Strategy for New Zealand

Monitor the impact of the International Student Wellbeing Strategy

We shape an education system that  
delivers equitable and excellent outcomes



New Zealand Government

