

## **CODE OF PRACTICE**

Talent International Institute is committed to providing a high-quality education to all learners, including international learners. This policy outlines our commitment to the principles set forth by the New Zealand Qualification Authority's "The Tertiary and International Learners Code of Practice" and serves as a guide for ensuring the welfare, rights, and educational experiences of international learners within our school community.

### **1. Admission and Enrolment**

- 1.1. Talent International Institute welcomes international learners and ensures that the admission process is fair, transparent, and non-discriminatory.
- 1.2. Talent International Institute provides clear and accurate information regarding admission requirements, fees, and support services available to international learners.

### **2. Support Services**

- 2.1. Talent International Institute provides comprehensive support services to assist international learners in their transition to studying in New Zealand.
- 2.2. Support services may include academic support, pastoral care, accommodation assistance, and access to healthcare services.
- 2.3. Talent International Institute ensures that international learners have access to appropriate language support if needed.

### **3. Education Quality and Standards**

- 3.1. Talent International Institute maintains high educational standards and ensures that international learners receive quality education that is comparable to that provided to domestic learners.
- 3.2. Talent International Institute monitors and evaluates the academic progress of international learners and provides additional support if necessary to ensure their success.

### **4. Grievance Procedures**

- 4.1. Talent International Institute establishes clear procedures for addressing grievances and complaints from international learners.
- 4.2. International learners are informed of their rights and the process for lodging a complaint, and the school investigates and resolves grievances in a timely and fair manner.
- 4.3. International learners are also advised of how to lodge a complaint against the institution with iStudent Complaints if they are unsatisfied with the outcome of the internal complaints process.

## **5. Immigration and Visa Compliance**

5.1. Talent International Institute complies with all immigration and visa regulations governing the enrolment of international learners.

5.2. Talent International Institute provides appropriate guidance and support to international learners regarding visa applications, renewals, international travel and medical insurance; and other immigration-related matters and can refer learners to licenced immigration advisors if required.

## **6. Cultural Integration and Diversity**

6.1. Talent International Institute promotes cultural integration and celebrates diversity within its school community.

6.2. Talent International Institute fosters an inclusive environment where international learners feel valued, respected, and supported in their cultural identity.

## **7. Compliance and Review**

7.1. Talent International Institute regularly reviews and updates this policy to ensure compliance with the New Zealand Qualification Authority's Code of Practice and any relevant legislative changes. This is a compliance statement so suggest we link to our code review document.

7.2. Talent International Institute maintains records of its compliance with the Code of Practice and makes these records available for inspection upon request.

Talent International Institute is committed to upholding the principles of fairness, transparency, and excellence in the education of international learners. By adhering to this policy, we aim to provide a welcoming and supportive environment where all learners can thrive academically and personally.