**INTERNATIONAL STUDENT MONTHLY MEETING**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| CAMPUS NAME |       | **DATE** |       |
| PRESENT |       |
| ABSENT |       |

 *REMINDER: Absent students must have a monthly catchup.*

**VISA & INSURANCE COMPLIANCE DASHBOARD CHECKS**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| COMPLIANCE CHECK | **DATA** | **ACTION** |
| Number of international students on site  |       |       |
| Number of students attending meeting today  |       |       |
| Number of insurance policies held by Confirmed and Arrived Students  |       |       |
| Confirmed and Arrived Students With NO insurance policies |       |       |
| Insurance expiring in the next 60 days of Arrived and Confirmed Students  |       |       |
| Insurance expired in the last 6 months of Arrived and Confirmed students |       |       |
| Number of visas held by Arrived and Confirmed Students  |       |       |
| Number of interim visas |       |       |
| Number of incorrect visas |       |       |
| Visas expiring today and in next 60 days  |       |       |
| Visas expired in the last 6 months  |       |       |

**CLASSROOM ENVIRONMENT –** *continuum with comments*

**Is your classroom environment fun and engaging?***Record number of students and where they sit on the continuum–ask for some feedback as to why they feel this way. (tick relevant boxes)*

*Not Satisfied Highly Satisfied*

[ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]

Comments

**What subjects did you most enjoy?***(If over 20 students in attendance, suggest to specifically ask 4–5 students their favourite subject and ask if anyone else enjoyed)*

**What could have gone better this past month?**

**How do you find the pace of lessons?**

*Record number of students and where they sit on the continuum–ask for some feedback as to why they feel this way. (tick relevant boxes)*

*Too fast Too slow Good pace*

[ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]

Comments

**Do all international students understand they must complete their online sessions on Campus?**[ ]  Yes [ ]  No [ ]  N/A

* Explain your sign in process to ensure attendance
* Reiterate the trainer support available on campus during the online session

**How are you enjoying your online sessions on Campus?** Any feedback?

*(If over 20 students in attendance, suggest to specifically ask 4–5 students their favourite subject and ask if anyone else enjoyed)*

**When did you last receive an academic transcript from your programme Tutor/Trainer?**

**When was your last Q-Time with your programme Tutor/Trainer?**

**Overall, how are things going on the course?***Record number of students and where they sit on the continuum–ask for some feedback as to why they feel this way. (tick relevant boxes)*

*Not Satisfied Highly Satisfied*

[ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]

Comments

**ACCOMMODATION**

In order to ascertain that the accommodation is working well, ask different questions each meeting rather than just, “Is your accommodation ok?” *Examples of this could be:*

* *How is your living environment?*
* *What did you have for dinner last night?*
* *What did you do with your homestay family last weekend?*

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| --- | --- | --- |
|  |  |  |
| Questions asked | Response | Actions |
|       |  |  |

**ATTENDANCE & ACADEMIC OUTCOMES
Any concerns or information to share with students in general?***(Don’t single students out – if there is an issue with an entire cohort or all students in general, you can address here)*

##

**AGENT PERFORMANCE**

If this is the students first Code of Practice meeting, ask them to speak about their agent’s Performance.

Agent Name:

*Ask questions such as:*

*How was the agent process for them?*

*How was the quality of the service?*

*Explain what service they received before coming to NZ and now that they have started?*

*How accurate was the information they were given about the Programmes?*

**Are there any areas they are not happy with in relation to their agent’s performance**?

**Other comments**

*Comments about life in New Zealand or any other issues. Any change in student contact details?*

***Complaints Procedure reminder:***

*If you have a complaint, it should be taken to your Programme Tutor/Trainer, Team Lead or Campus Manager for discussion. It will be discussed with you and, if necessary, any other parties involved, in an attempt to solve it. If the grievance is unable to be resolved satisfactorily then it can be taken to:*

*Head of Operations
Yoobee Colleges Ltd*

*If the grievance can still not be resolved, it can be taken to:
New Zealand Qualifications Authority
The Terrace, PO Box 160, Wellington 6140
Ph: 0800 697 296*

*If your complaint is a financial dispute, you can contact
iStudent Complaints
Phone 0800 00 66 75*

***Contact Details reminder:****In an emergency 24 hours a day, 7 days a week**Pastoral Care Manger (CM) – (ask them to save your number in their phone for this purpose)
Sonder App*

**MEETING CHECKLIST**

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| --- | --- |
|  | DISCUSSED WITH STUDENTS |
| Classroom and online environment is supporting the international students’ needs | [ ]  YES [ ]  NO [ ]  N/A |
| Accommodation is meeting students’ expectations and COP requirements | [ ]  YES [ ]  NO [ ]  N/A |
| Any updated information on international students from pastoral care meetings is transferred into SELMA  | [ ]  YES [ ]  NO [ ]  N/A |
| Visa and insurance covers the student for entire course/s | [ ]  YES [ ]  NO [ ]  N/A |
| Complaints procedure, including who to contact for welfare/academic complaints is re-checked with the students | [ ]  YES [ ]  NO [ ]  N/A |
| Student registered with Sonder and using the app successfully | [ ]  YES [ ]  NO [ ]  N/A |

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| --- | --- |
|  |  |
| NEXT MEETING |       |
| CAMPUS MANAGER SIGNED |  |