




Kaitao Intermediate School

Compliance with International Student Contract Dispute Resolution Scheme

See the Code, Outcome 10, clauses 33–34.

Code signatories are required to be familiar with and comply with the  **International Student Contract Dispute Resolution Scheme Rules** (DRS rules). Failure to comply with the DRS rules is a breach of the Code of Practice and may result in sanctions. We inform students and their families about the Dispute Resolution Scheme in our **promotional material** and **international enrolment** information.

The DRS rules apply to contractual or financial disputes between an international student and an education provider. Should such a dispute arise, NZQA will refer it to the DRS operator, FairWay Resolution.

Release history: Term 4 2019, Term 2 2019

iStudent Complaints

iStudent Complaints is an independent dispute resolution scheme established by the New Zealand Government to encourage swift settlement of contractual and financial disputes between international students and their education providers in New Zealand.

The International Student Contract Dispute Resolution Scheme (DRS) is administered by FairWay Resolution Limited, the sole international student contract dispute resolution scheme operator appointed by the Minister for Tertiary Education.

Students should use their own internal **disputes/grievance procedures** before contacting iStudent Complaints.

Legislation

- International Student Contract Dispute Resolution Scheme Rules 2016

Resources

- FairWay Resolution: **iStudent Complaints** 
- NZQA: **Student complaints about providers' compliance with the Code of Practice** 

Release history: Term 2 2019

*Last **scheduled review***

*Last **internal review*** *Term 4 2019*

Topic type *Core Generic*
