



## INTERNATIONAL SCHOOL LEARNER DISPUTES RESOLUTION SCHEME PROCEDURE

### RATIONALE

An International School Learner is a person who is enrolled with Wesley College (education provider) and who is not a domestic student.

The New Zealand Qualifications Authority [NZQA] is a Government agency. NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes.

iStudent Complaints is the appointed operator of the International School Learner Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes.

The New Zealand Government's Education (Pastoral Care of International School Learners) Code of Practice clearly outlines the full legal requirements that education providers enrolling International School Learners must abide by – click to view a summary of the [Code of Practice](#)

### PROCEDURE

1. Initial contact should be made by contacting the International School Learners Coordinator for any complaint, including any complaint about any agents Wesley College may use.
2. When a complaint is received, the International School Learner Coordinator will advise the Director of International School Learners who will advise the Principal.
3. The Director of International School Learners will appropriately investigate the complaint and decide in consultation with the Principal as to any action which may be necessary.
4. The result of the investigation and subsequent action will be communicated to the parties involved.

Should the Director of International School Learners not resolve an issue to the satisfaction of the complainant, then the matter should be raised with the [New Zealand Qualifications Authority](#) [NZQA].

5. NZQA is a government organisation. NZQA can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.
6. You can submit your complaint query on the NZQA website, or send an email to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)  
If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact [iStudent Complaints](#)

7. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.
8. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 77 44 22.

This procedure was issued by the Principal November 2024.

This procedure will be reviewed on / before November 2027.