



When do you turn 18?

Wintec's Collaborative Approach to Keeping Young
Internationals Happy & Safe

By Sally McGill & Susan Ye



Setting the Scene

International education vital to NZ economy

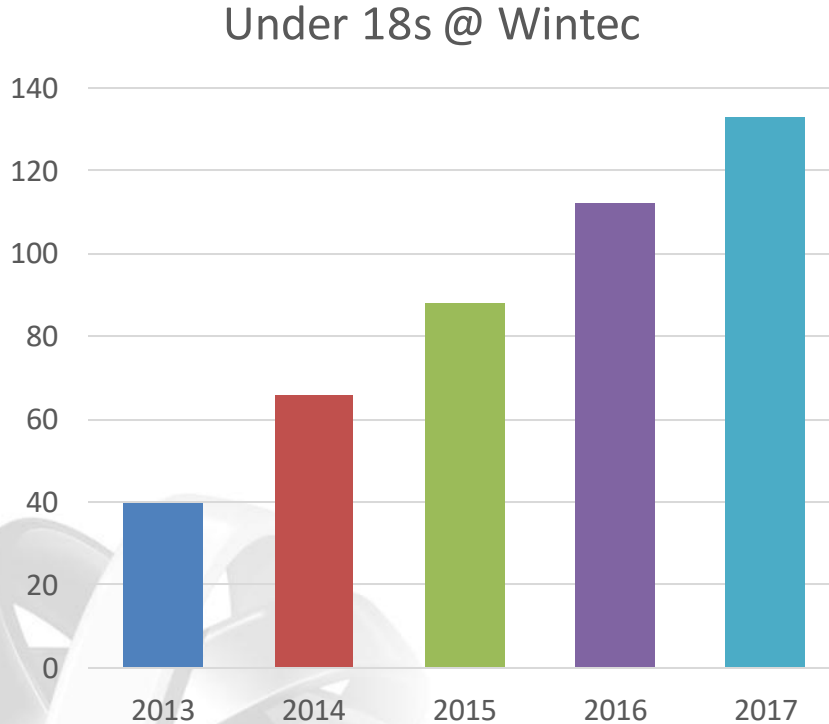
In 2017...

- **19,365** international students studied at NZ polytechnics
- **1,725** international students attended Wintec
- Our international students were from 60 different countries



Under 18s @ Wintec

2013-2017 = 439 students



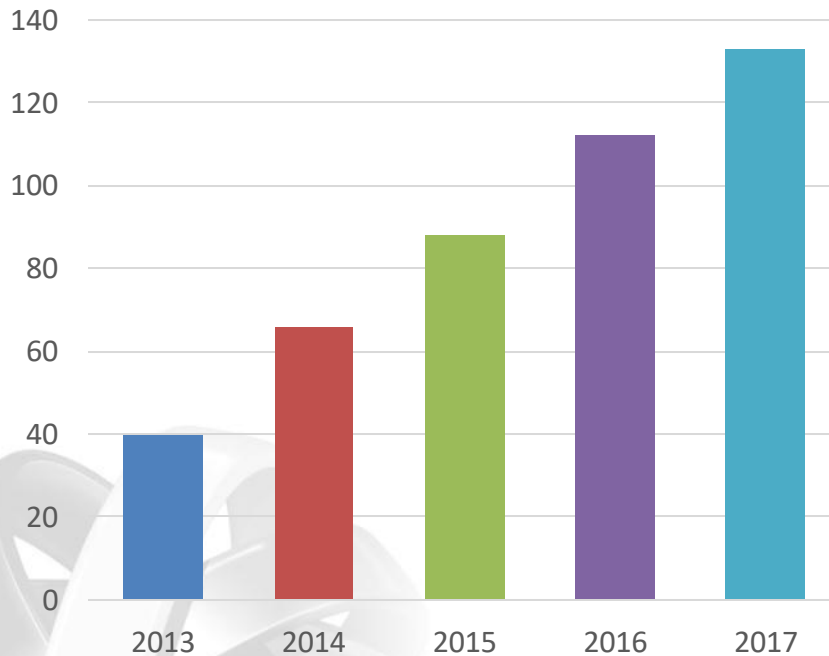
NATIONALITY	%
China	89.90%
India	3.69%
Korea	1.36%
Saudi Arabia	0.97%
Sri Lanka	0.78%
Rest of the World	3.30%

Rest of the World: Cambodia, German, Indonesia, Philippines, Russia, Taiwan, Hong Kong, Fiji, Kenya, USA and Chile

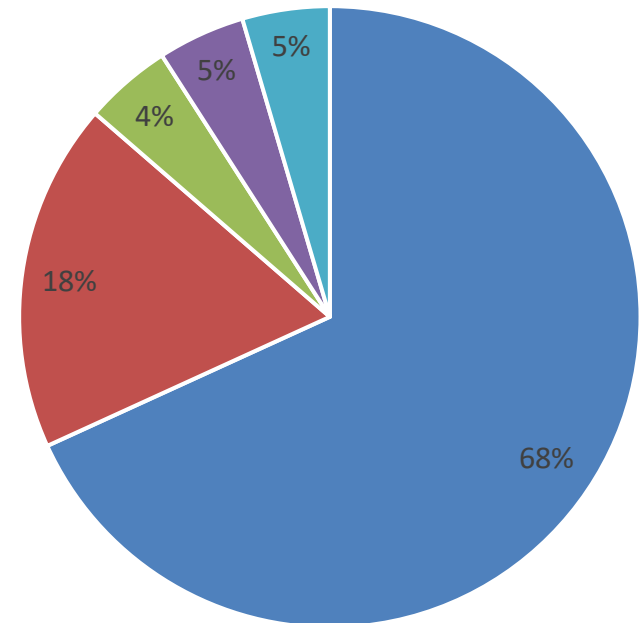
Under 18s @ Wintec

2013-2017 = 439 students

Under 18s @ Wintec



Programme of Study – u18s



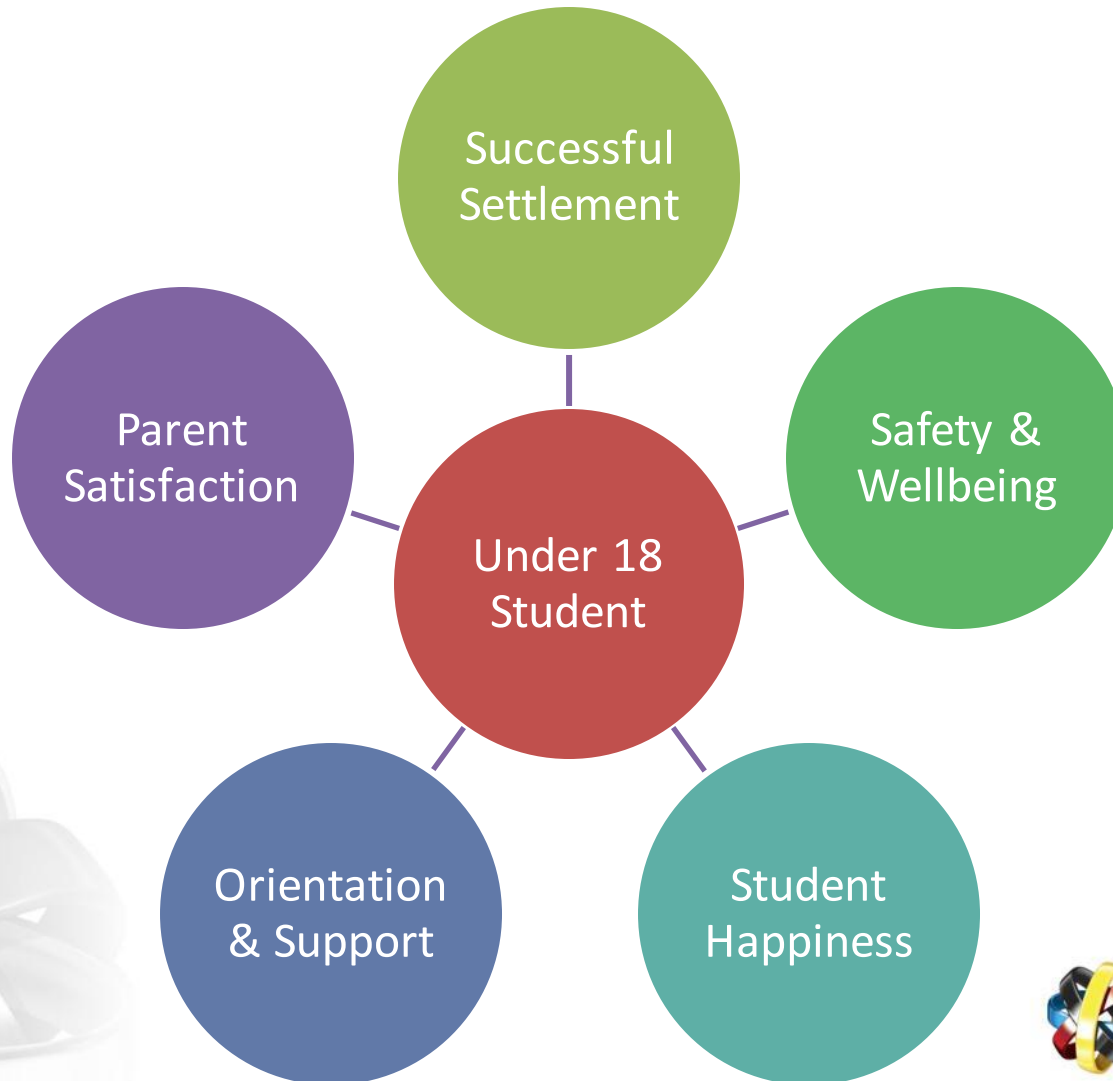
■ Language ■ Engineering ■ Health ■ IT ■ Business

Presentation Outline

- Support Model
 - Orientation & Support
 - Successful Settlement
 - Safety & Wellbeing
 - Student Happiness
 - Parent Satisfaction
- Outcome: Academic Success & Graduation



U18 Support



Successful Settlement

Accommodation options for students under 18:

- Homestay
- Student Village
- Designated Caregiver



Successful Settlement

Accommodation options for students under 18:

– Homestay

- Application, home visit, under 18 hosting criteria
- Compulsory training
- Semesterly visits & regular phone checks

– Student Village

– Caregiver



Successful Settlement

Accommodation options for students under 18:

- Homestay
- **Student Village**
 - On-site, city centre location
 - Fully catered, domestic & international students
 - Activity planner
 - Curfew checks, RA training & 24 hour onsite support
- Caregiver



Successful Settlement

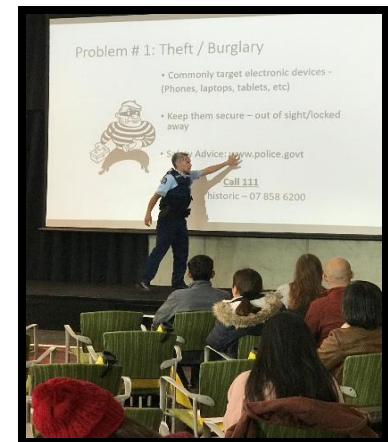
Accommodation options for students under 18:

- Homestay
- Student Village
- **Caregiver**
 - Must apply & be approved by management
 - Home visit & police checks conducted



Orientation & Support

- Orientation
 - Under 18s
 - School Induction
 - International Student Orientation
- Ongoing Study Support (Wintec wide)
- 1st language Pastoral Care Support
- 24 hour on call support
- Dedicated email account
- Health & Well-being sessions



Safety & Wellbeing

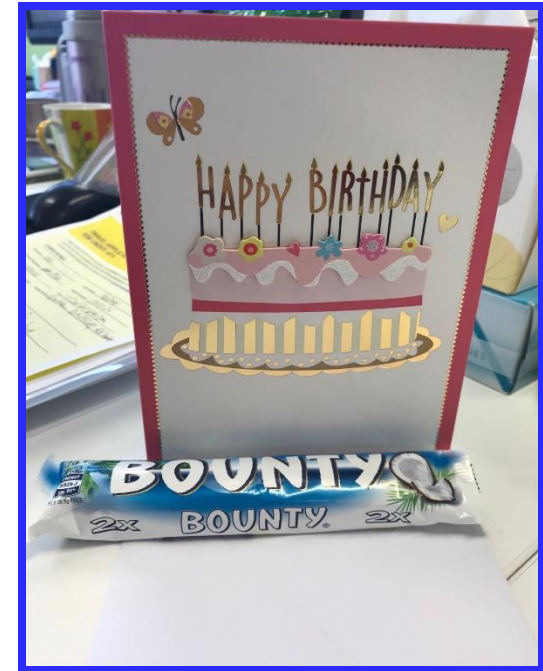
- Orientation & Health Talks
- Student Rules & Expectations
- Parent Contact
 - Pre-Arrival & long term
- Monitoring Student Issues & Attendance
- Student Support: Team Approach



Events & Activities



Student Happiness



Parent Satisfaction

- Parent Survey - July 2018
- 32 parents contacted, 23 completed survey (71.87%)
- Results are very positive:

How satisfied are you that your child is living/studying in a safe environment?

Extremely satisfied = 64%; Satisfied = 36%

How satisfied are you with your overall experience and the support services that you received from Wintec?

95.45% are satisfied



Meeting with Parents
visiting Wintec

Parent Satisfaction

Wintec can communicate with us effectively and feed issues back in a timely manner. Very good.

Pastoral care support services are great

Safety. Can provide support when needed. The staff is not only a friend of our child's but also ours.

Staff can communicate and provide feedback to us in a timely manner. Professional in dealing with issues/problems

Good customer services from staff. We have received a lot of help.

Result: Academic Success



Conclusion



Questions & Thank you



For additional questions or comments, please get in touch:

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