

# A long way from home – Taking good care of international students

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**EUDAIMONIA**

EDUCATIONAL WELLBEING

*(Eu-dai-mo-nia)*



INDEPENDENT SCHOOLS  
OF NEW ZEALAND

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## IN THE NEXT HOUR WE WILL:

- Define pastoral care and consider how it relates to international students
- Consider pastoral care in the context of marketing your international business
- Discuss pastoral care and the Code
- Identify effective elements of pastoral care
- Share strategies and approaches for pastoral care

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- WHAT IS PASTORAL CARE?

*policy and practices fully integrated throughout the teaching and learning and structural organization of a school to effectively meet the personal, social (wellbeing) and academic needs of students*

Donna Cross - Professor with the Faculty of Medicine, Dentistry and Health Sciences at the University of Western Australia

Leanne Lester - Associate Professor with the Health Promotion Evaluation Unit at The University of Western Australia,

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## WHAT MAKES INTERNATIONAL STUDENTS DIFFERENT TO OTHERS IN THE SCHOOL?

- Different culture
- Different beliefs
- Different language
- Different food
- Different ways of learning
- Parents are out of reach
- New levels of freedom independence

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## GREAT PASTORAL CARE – AN OPPORTUNITY FOR WORD OF MOUTH MARKETING

- Trust: 92% of customers trust recommendations
- Loyalty: Recommendations remain customers for longer
- Buzz: Social media spreads the word

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## PASTORAL CARE – A NEW APPROACH FROM THE CODE

- Emphasis is on what the school does rather than the student
- Information is seen as critical to pastoral care
- Increased accountability for quality care through related legislation
- Quality student experiences will come from quality processes and practices

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## EFFECTIVE AREAS OF PASTORAL CARE?

- Learning
- School life
- Social life
- Settling in
- Home life
- Support services
- Contact with parents

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## STRATEGIES AND APPROACHES FOR PASTORAL CARE

Quality pastoral care is the essence of a quality student experience