



Code of Ethics

This Code is binding on all members of Christchurch Educated. Adherence to the principles of this Code in relation to its students, members, staff and clients will be considered a formal condition of all applications for membership of the Association.

The purpose of this Code is to:

- Define standards of conduct expected of members of Christchurch Educated in their dealings with other members.
- Provide to students and clients a clear statement of the standards, which they can expect member organisations to adopt in their dealings with them, subject to equivalent provisions in any code or codes that the organisation has adopted to regulate dealings with its staff, students and other clients.
- Compliment any code of conduct requirements of New Zealand government agencies for accrediting and registering organisations under legislation and whom fund or regulate the provision of education and training courses, including courses for overseas students.
- Promote confidence and community trust in the services provided by all members whom make up Christchurch Educated and the staff whom support the Association.

Members will at all times support Christchurch Educated and its aims and will not malign the Association or its members when speaking to individuals outside the organization. If an issue arises where a member cannot support the Association, its activities or other members, this matter should be taken up verbally or in writing with Association staff or the Board for resolution.

Members will at all times exhibit ethical behaviour and conduct themselves with honesty and integrity on and off-shore.

Members will observe best practice in providing student learning support, pastoral care and accommodation services in line with the NZ Ministry of Education's Code of Practice for the Pastoral Care of International Students and all other relevant legislations and regulations.

Members will at all times adopt and maintain practices, which will ensure high professional standards in the general management, including financial management and the marketing and delivery of their training programmes, and which safeguard the interests and welfare of their students, clients and the public.

Members will provide high-quality education programmes that focus on meeting students' educational needs enhancing students' opportunities for long-term education success.

Members will adopt promotional and pricing practices to ensure that the goal of maintaining Christchurch Educated's image as a group of quality education providers, with a high level of student support services, is not compromised.

Members will contribute to the collaborative and honest marketing of the Canterbury region to international audiences both on and off-shore.

Members will not misrepresent their facilities, staff qualifications, course inclusions, standards or procedures.

Members will ensure that the behaviour of staff is of a professional standard at all times.

Members will not engage in misleading or deceptive conduct in the provision of services.

Members will not malign the services, quality of education and training provided by other members, entice learners from other members or encourage learners enrolled at another member's facility to change.



Members will conduct their affairs in such a way as to ensure the high standard of the Association and its members in New Zealand and overseas. Members will avoid activities, which may bring New Zealand, the Canterbury region and the Association into disrepute.

Members will promote the establishment of education pathways which enable students to progress as seamlessly as possible from one institution to another, preferably within the Christchurch Educated membership.

Members will undertake appropriate professional development in order to continuously improve knowledge and competence in the international education industry.

Members will publicise the fact that they adhere to this Code, which defines their obligations to students, the public and to other providers and will have copies of this Code available for inspection by students and other clients who ask to inspect it.

Members will cooperate with fellow members in upholding and enforcing this Code.

Complaints relating to an alleged breach of this Code may be made in writing to the Board of Christchurch Educated by a student, staff member or client of a member or by a member other than a member to whom the complaint relates. Please see the complaints policy and procedure.

Complaints to Christchurch Educated about a breach of this Code by a member will be managed by the Board of Christchurch Educated. Members in breach will be given two written warnings recognising that the failure to observe the provisions of this Code may result in their removal. The third written warning will result in official removal from the Register of members. If officially removed, such member will not be able to reapply for membership.

DECLARATION

I have read and understood this Code of Ethics, and accept the Rules and Bylaws of Christchurch Educated.

Signed: _____

Organisation: _____

Date: _____