

INSTRUCTION SHEET FOR INTERNATIONAL STUDENT 24-HOUR CONTACT PERSON

This instruction sheet should be completed and given to the 24-hour contact person for international students where the education provider has students in homestays and boarding establishments.

Education provider's responsibility

The education provider is responsible for all emergency procedures during school hours, and all emergency procedures 24/7 where the student is in a homestay or a boarding establishment.

Where the student is living with his/her parents or designated caregivers, the education provider should have emergency procedures to cover incidents within school hours, and also consider providing support to parents / designated caregivers outside school hours if they are newly arrived in New Zealand and may have difficulty communicating or knowing what to do.

If a student is in a critical condition or has been killed, contact with the parents should be made by Interpol. In other cases, contact should be by the Principal, Director, or International Student Manager.

Role of the 24-hour contact person

The role of the 24-hour contact person includes:

- Being available 24 hours a day, 7 days a week, to respond immediately to a crisis
- Being in the same town as the international student at all times, unless the student is away on holiday.

If you are called on the emergency phone number, you must be able to react immediately. If you are not able to react immediately then you must ensure that someone else has the emergency phone.

The role may be shared between several people, provided each person has all necessary information and understands the procedures.

Requirements

In order to carry out their role, the 24-hour contact person should have:

- A mobile phone that is carried with them at all times and never switched off
- A current first aid certificate
- A cool head in a crisis
- Medical information about international students, including allergies and health conditions and concerns
- Contact information for agencies and student agents, insurance companies, parents, and caregivers.

Contact information

Agency	Contact number	Agency	Contact number
Local police		Interpol	

Name of student	Agent	Insurance company	Parents	Designated caregivers