



Friends, Learners, Guardians
Whakahoahoa, Akonga, Kaitiaki

**INTERNATIONAL STUDENT
INFORMATION HANDBOOK**

CONTENTS

Code of Practice for the Pastoral Care of International Students	2
Prime Conditions of Enrolment	2
Student Fees and Associated Costs	3
Application Requirements and Procedures	3
Conditions of Acceptance	4
Refund Conditions for International Students	5
Curriculum Programme	6
Orientation Programme and Support Services	7
What do you do if you have a grievance?	8
Frequently asked Questions	9
School Rules	10
Code of Conduct	14
Procedures that Apply When a Student Withdraws or Is not Attending their Course	15
Circumstances in which Tuition may be Terminated	15
Summary Code	16

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Code

Stanhope Road School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available on request from the NZQA Website at www.nzqa.govt.nz

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed on their website at <http://www.immigration.govt.nz>

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at <http://www.moh.govt.nz>

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. N.B. Students must provide evidence of medical and travel insurance on enrolment. The insurance must cover the full length of time spent in New Zealand. New Zealand Insurance cover will be accepted only. The school will keep a record of the Insurance Policy number and the type of cover provided.

PRIME CONDITIONS OF ENROLMENT

- 1) Stanhope Road School will only enrol international fee paying students who are living **with their families**
- 2) Stanhope Road School will only enrol if the correct immigration papers are in order
 - child enrolling has a valid Student Visa
 - parents/guardians of child has a valid Visitors' Visa or Residency Visa
- 3) Students enrolling on a Visitors Visa must process a Student Visa if enrolling for longer than 3 months.

DESIGNATED CAREGIVERS

- 1) If the parent/s of an International Student under the age of 18 designates a relative to provide accommodation at any stage for the student/s, the school must be assured that the designated caregiver will provide a safe physical and emotional environment for the child. This may involve a home visit by the School to determine that the home is not a boarding establishment and establish communication with the designated caregiver/s.

STUDENT FEES AND ASSOCIATED COSTS - per individual student up to 2 in family

Application Administration Fee (non-refundable)	NZ \$ 500 GST excl
Government Levy Fee (non-refundable)	NZ \$ 500 GST excl
Tuition Fees (annual payable in advance) \$3000 per term	NZ \$ 12000 GST excl
Classroom Resource/Activity Fee \$200 per term	NZ \$ 800 GST excl

This covers: Classroom tuition and associated printed resources/textbooks/equipment

TOTAL Annual Costs	NZ \$13,800 gst exclusive NZ \$15,870 gst inclusive
---------------------------	---

FEES PROTECTION

Stanhope Road School has a Fee Protection policy to safeguard the fees paid by International Students, in the unlikely event that the school may not be able to commence or continue to deliver tuition to the international student. The School's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

APPLICATION REQUIREMENTS & PROCEDURES

The applicant must complete the International Student Application for Enrolment form and produce the following documents before the application can be processed:

- a. Passport
- b. Student visa/permit
- c. Copies of recent school report with verified English translation
- d. Evidence of Medical and Travel Insurance
- e. Information on any medical conditions or learning difficulties (if applicable)
- f. Administration fee: NZ \$500 (non-refundable each, to two children) NZ\$1000 (non-refundable family of 3)

PROCEDURES ONCE AN APPLICATION HAS BEEN RECEIVED

If Student is overseas:

1. Documents are checked and assessed
2. Offer of Place is made and Fees Invoice sent
(Fee payment to be made by Bank Transfer into School Account)
12 - 3109 - 0012738 - 00
Names of Child/Children
3. Fees received and evidence of Medical and Travel insurance sighted
4. Letter of Offer of place is sent.

If student is in New Zealand:

On receipt of a completed enrolment application, the parents will be informed of an interview.

This interview will involve:

- The prospective pupil and parents
- A translator (if required)
- The Principal or nominated Deputy
- The teacher responsible for International Students.

The interview will consist of:

- Tour of the school
- Explanation of the **Conditions of Acceptance** (see below)
- Classroom and daily programme explanation
- Initial assessment of the level of English of the student
- Ensuring the parents understand the Code

1. Parents will be informed in writing of the school's decision within 7 days of the interview.
2. If there are no current available places, the parents will be notified and will be given the option of being placed on a waiting list.
3. When a place becomes available, they will be notified and given 14 days to accept or decline the placement.
4. Placement in a particular Year or class is at the discretion of the Principal. This may be dependent upon class numbers, English language proficiency and any other school assessments.
5. If application is accepted parents have 14 days to accept the placement by paying the fees. Once the fees have been received and receipted by the school, an Offer of Place letter will be given to attend Stanhope Road School.

CONDITIONS OF ACCEPTANCE

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fees refund policy and other school policies also apply.

1. Although an elementary level of English is desirable no student will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at Stanhope Road School.
2. Students and parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
3. Students must observe the laws of New Zealand.
4. Students must observe the conditions of their Visa and Student Permit. If a student breaks the terms of the visa/permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
5. Because class placements are decided on the evidence of assessment after arrival in New Zealand, all information given before enrolment about placement on courses and in classes is provisional. The school reserves the right to adjust placements and individual programmes at any time, if it is in the student's interests to do so.
6. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
7. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
9. All additional costs (as outlined in the school prospectus) will be paid promptly, as required. This would include Uniform costs; Camp expenses and Technology expenses if in Year 7 and 8 classes.
10. The conditions of the Fee Refund Policy will be accepted
11. All students are required to have travel and medical insurance for the duration of their period of enrolment. The school can arrange insurance unless students choose to make their own arrangements, in which case proof must be provided that the insurance purchased is adequate. The school will keep a record of the policy number.
12. All international students must live in one of the following types of accommodation:
 - i. With their parents or legal guardians (proof of legal guardianship must be supplied)

13. All disputes will be dealt with in New Zealand law.

14. The school's complaints procedure for international students will be used to deal with grievances.

15. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.

CHANGE OF ADDRESS

16. Parents must inform the school of their address, telephone numbers, and e-mail address. The student and/or parents will advise the school of any change of type of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any change in the contact details of the student and/or parents supplied).

REFUND CONDITIONS FOR INTERNATIONAL STUDENTS

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. The following procedures and guidelines would apply:

To be eligible for any refund:

- The parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.

If the application is made before the start of the course:

Fees will be refunded in full less the administration charge of \$500 (\$1000 per family of 3). This includes if a student is not granted a student permit to attend Stanhope Road School.

If the application is made after the start of the course, but before the second half of a course:

Fees will be refunded less:

- An administration charge of **NZ\$500** (GST exclusive) or **NZ\$1000** per family of 3
- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees
- Appropriate proportions of salaries for teachers and support staff (if applicable)
- Costs already incurred for the use of facilities and resources
- Any other costs already incurred

If the application is made after the second half of a course:

- There will be no refund except under exceptional circumstances. (See also Compassionate Refunds below)

Compassionate Refunds

- In exceptional circumstances, refunds may be granted on compassionate grounds, (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Principal and the Board of Trustees,

If an international fee-paying student gains residency during the course:

- No further fees are to be paid and a refund may be made on the unused portion of the prepaid fees. The new resident will then abide by the school enrolment scheme if one is in place. Documentation of residency must be provided within 14 days of it being granted.

The Board of Trustees will make no refund:

- Where a student has been stood down, suspended or excluded
- Where a student returns home for any reason other than serious illness or death of a close family member.
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.

CURRICULUM PROGRAMME

Programmes at Stanhope Road School commonly feature the following:

- learning activities in which students investigate issues and solve problems of interest to them
- a balanced curriculum which emphasises inquiry, discovery and exploration and encourages higher order thinking as keys to successful learning
- opportunities to see the relevance of learning by applying it in a practical way to solve real problems
- learning activities and experiences (both in and outside school) which enable all students to succeed regardless of previous achievement
- learning programmes that are not so prescriptive that they stifle creativity and the opportunity to capture the teachable moment.

Teachers adapt the programme to the students to ensure the curriculum focus for each student is on personal development as well as on academic achievement.

1. We focus on educating the whole child, emotionally, intellectually, socially & personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and digital technology programmes.

Subjects Offered

Stanhope Road School is a public state school. It offers programmes in all areas of the New Zealand Curriculum. This includes:

English (Oral, written, reading, visual and listening)
Mathematics
Science
Social Science
Health and Physical Education

Technology (electronics, Food
Technology, Woods and Plastics Technology)
Media Studies
Music
Visual Arts and Performing Arts
Languages (e.g. English, French, German,
Te Reo Maori, Samoan, Sign Language)

Details of the curriculum can be found on the Ministry of Education's website <http://www.education.govt.nz>

Stanhope Road School adds a new range of learning opportunities to meet the broadening interest and development requirements of the pre-adolescent. www.stanhope.school.nz

Classroom Programmes

- English - Oral, Written, Visual
- Mathematics
- Science
- Social Sciences
- Health/Physical Education
- Technology and Digital Technology
- Library Information Skills

Cultural Programmes

- Instrumental Tuition
- Choir
- School Wide Electives
- Kapa Haka Group
- Arts Festival/School Production
- Festivals in Dance, Speech, Drama
- Nga Tikanga Maori

Technology /Arts Programmes

- Food Technology
- Electronics Technology
- Materials Technology
- Music
- Art
- Graphic Arts

Sports Programmes

- Recreational Sports Programme (Year 1-8)
- Lunchtime Inter-House Sports
- Inter-School Sports Events
- Sports Exchange
- Rugby and Sevens Rugby, Rugby League
- Festivals in Swimming, Athletics, Cross Country
- Basketball and Volleyball
- Kiwi Sports Coaching Programmes

Children with Special Abilities

- Mathex Competitions
- Language/Reading Extension
- Visual Arts/Performing Arts
- National/International English/
Mathematics/Science Competitions
- Science and Technology Challenges
- National Young Leaders Days

Learning Support Programmes

- Reciprocal Reading Programme
- Small Group 1:1 Tuition when required
- Teacher Aides working alongside children
in classrooms/learning centres
- Booster programmes in Numeracy and Literacy
- ESOL support programme
- Reading Recovery and Rainbow Reading Support

Second Language Learning

Level One course in Languages optional in...

- Te Reo Maori
- French
- Tongan
- German

Although the homeroom teacher teaches most of the subjects specialist teachers deliver Art, Music and Technology.

We also regroup according to ability for Mathematics. Students are placed in a Mathematics group with other students who are working at the same level. This means that they will never feel unsure about not being able to keep up with those that find maths easy and they will never be frustrated waiting for those who find maths difficult. It is likely that your child will have a different teacher for maths but you will always have others from his/her class in his/her maths group.

We like to make science fun and concentrate on “doing” more than “writing”. To make it easier to arrange this for half of the year classes take turns at attending science as a half class. Meantime the remainder of the class works on a special Thinking Skills programme with one of the Technology teachers.

Details of other programmes are contained in the prospectus.

ORIENTATION PROGRAMME AND SUPPORT SERVICES

Students will be provided with a proper orientation process. The Deputy Principal is primarily responsible for the orientation of the students and their continuing welfare within the school community. This will be done in close liaison with the classroom teacher and the Principal. Meetings for the progress and achievement of all students take place regularly within the strategic and structural organisation of the SRS Charter and Annual Plan.

The Orientation Programme will include

- On the student's first day, he/she will be met by the Teacher Responsible for International Students and shown their classroom. All students will be mainstreamed immediately upon arrival with a small group withdrawn for further orientation, English testing, and teaching if and as required. Assistance with academic planning is given, if and as required.
- The classroom teacher will be responsible for ensuring the new student has a buddy group consisting of two or more other students whose role is to help the new student with daily routines, timetables, and activities during the breaks. He/She will also ensure the student knows where to find the sick bay, toilets.
- Orientation will include school layout, rules and regulations, counselling, support systems and resources available.
- Information on banking, local travel systems, familiarisation with New Zealand laws, culture and learning will be provided.
- The Teacher Responsible for International Students will continue to monitor the student during the first few weeks while the student settles into the class and the school. The teacher will also be available for support of the students, the classroom teacher, and the parents/caregiver.
- Once the initial period is over, the Teacher Responsible for International Students will continue to

monitor the student and his/her progress through informal meetings, ESOL teaching times, and where necessary through formal meetings with the student, the classroom teacher, and/or the parents/caregiver.

- Translators will be made available where necessary. These may be another student or an adult, depending upon the situation and the requirements.
- Where a student is facing difficulties adjusting to the new cultural situation a meeting with the parents will be held (with translator if needed) and additional help provided such as closer buddy support, special sessions to explain and discuss the cultural issues, or contact with a local community group from the same culture.
- Parents/caregivers and students need to know that Stanhope Road School has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Teacher Responsible for International Students to discuss any queries or concerns.

STUDENT SUPPORT SERVICES

The following staff member is available for assistance and support:

Jenny Bristow 021 214 8552 or ring the school and ask for the Deputy Principal

School Phone no. (09) 579 6434

WHAT DO YOU DO IF YOU HAVE A GRIEVANCE?

We want you to be happy at Stanhope Road School. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

Problems with a teacher

1. Make a time to talk to your classroom teacher about your concern. If your concern is the classroom teacher, make a time to talk to the Teacher responsible for International Students who is Jenny Bristow (Deputy Principal)
2. After a few days, if you do not think the problem has been solved by your classroom teacher or by Jenny Bristow (Deputy Principal) talk to the Principal, Ms Corinne Hansell.

Problems with school friends

1. Take the time to talk to your teacher about your concerns or the Team Leader of the team
2. You can also talk with our Deputy Principal, Mrs Bristow. She is very helpful, especially with student's broken friendships.

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority
Tribunals Unit
Private Bag 32001
Featherston Street
Wellington 6011
Phone: (64 9) 374 5481
Auckland

New Zealand Email: info.ieaa@education.govt.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend to support you.

We hope your stay at Stanhope Road School is a happy one.

Frequently asked Questions

1. When is Stanhope Road School open?

- a. Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 8.55am and school closes for the day at 3.00pm. All children **MUST** be picked up by 3.00pm daily
- b. The school terms are given in the main school prospectus along with public holidays when the school is closed.

2. What do I need for the classes?

- a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need and digital tools are provided by the school
- b. For the specialist classes – wood and plastics technology, electronics, food technology and art - you need to wear your black covered shoes.
- c. When your class has PE you may need your PE shirt and shorts.

3. What if I am sick or cannot come to school?

- a. If you are sick and cannot come to school, make sure that your parents or caregivers contact the school by phoning (09) 579 6434 and leave their name, room number and the reason why they are away. When you return to school you will need to have a written note explaining your absence/email
- b. If you feel sick at school or if you hurt yourself at school, you need to go to the Office and tell the staff on duty who will look after you in the Sick Bay
- c. If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or caregiver needs to let the school know in advance through a written note and sign out at the Office

4. What if I change my address or phone number?

- a. If you change your address or phone number let the school know by giving a written note/email to the office staff who will change/update in our school management system.

5. What about breaks and meals?

- a. There is a break in the morning from 11:00 am to 11:30 am and a break for lunch and play from 1.00 pm to 1:45 pm each day.

6. What do I do if my lunch disappears?

- a. If your lunch disappears from your bag or desk, let your classroom teacher know as soon as you find out. He or she will do what they can to find your lunch. They will also make sure that you do not go hungry at lunch time.

7. What do I do if I am bullied?

- a. If you are teased or bullied at school, coming to school, or going home from school, you must let your classroom teacher or the Teacher Responsible for International Students know as soon as you can. We do not like bullies and will do everything we can to prevent you being bullied. The school has an active Social Curriculum which promotes the school values of "Friends, Learners, Guardians - in all we say and do". The school management ensures these values are visible.

8. May I use my e-mail at school?

- a. E-mail can only be used under supervision. This also applies to using the Internet. A teacher must be present to make sure that you do not hit an unsuitable site.

SCHOOL RULES

1. GENERAL

- Once at school, all children must stay at school and not leave the school grounds until the end of the school day except with written permission from their Deputy Principal, Assistant Principal or the Principal.
- Children remain on the front court until the 8.30am bell when they are to go to their classrooms
- The car parks and cycle racks are out of bounds for safety reasons
- Children are not to use the foyer except when going to the Office.
- Children are not allowed out of their classroom during lesson time without permission from a teacher.
- Children who have not finished their lunch at 1.00 p.m. are to eat it in the eating area.
- Children must keep to the paths. Running or playing with balls on the paths is not Allowed. Red painted lines signify 'out of bounds' areas near the car park for safety reasons
- Pupils causing damage must report breakages to a teacher on duty.
- Lost Property is kept in the Lost Property cupboard from where you may be claimed it.

2. UNIFORM

- Full uniform must be worn correctly, at all times.
- Black/Brown leather 'College' shoes must always be worn for Technology - no shoes, no Technology.
- Long hair must be tied back for Technology.
- Jerseys are only to be worn correctly, not around the waist
- The only jewellery allowed are watches and studs (1 per ear). Earrings or sleepers are not allowed. Any religious or cultural jewellery worn around the neck is to be kept out of sight.
- No nail polish or makeup.

3. AFTER SCHOOL

- While waiting to be picked up by parents, children must wait within the school grounds. All children are to be picked up by the 3.00pm end of school bell.
- While waiting for a school bus the children are to wait in bus lines until they are taken by the duty teacher to catch their bus.
- Children must look after younger children on the bus and help ensure that they can get off the bus quickly and safely.

In our school WE TAKE CARE OF EVERYTHING, remembering it is 'on loan' and a privilege, not a right.

I WILL:

- Take responsibility for the state of my desk, classroom furniture and equipment
- Take good care of all books supplied, which includes all library books and school texts
- Use sports and P.E. gear for the right purpose and look after it, returning after use at break times
- Do my share of keeping our classroom and grounds clean and tidy

In our school, every student has a RIGHT TO LEARN and every teacher has a RIGHT TO TEACH.

I WILL:

- Keep my voice soft to avoid disturbing others when I'm talking
- Be prepared by having what I need for each subject - pens, pencils, ruler, P.E. gear, and other equipment as required
- Avoid talking over others
- Find an appropriate time for talking to the teacher, especially when he/she is working with other students
- When I need to, move around the class in a quiet orderly manner
- Do my very best to stay on task
- Make every effort to complete all learning tasks, including homework

In our school every student has the right to a SAFE ENVIRONMENT in which to learn and play.

I WILL:

- Allow no physical or mental abuse, put downs or insulting language
- Participate only in positive interactions - there will be no threatening behaviour
- Stay in my classroom to eat my lunch and, if necessary, finish eating it in the seating areas
- Move around my classroom and around the school in a quiet and sensible manner so the learning and recreation of others will not be disturbed.

PROCEDURES THAT APPLY WHEN A STUDENT WITHDRAWS / IS NOT ATTENDING SCHOOL

If a student withdraws from school:

1. It must be in writing by the parents prior to the student's last day, giving the date of the final day of attendance and the reason for leaving and the Immigration Service will be Notified. Knowing this up to a month in advance is the expected timeline if possible.
2. The Refund Policy for International Students shall apply.

If a student is not attending their course:

1. In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and following this up with a written note on the first day of the student's return to school. If the absence can be foretold – e.g. an appointment - then the school is to be informed in writing the day prior to the appointment or earlier.
2. Where the student is absent with no reason then the parents will initially be contacted by the school for an explanation. Where a student is being truant from school, the school Truancy Officer will have a meeting with the parents to rectify the situation. If the Truancy continues then a family meeting will be held and contingencies put in place. If this does not rectify the situation then the enrolment will be terminated and the Immigration Service notified.
3. If the student does not attend for more than twenty consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Service notified. However if the parents have previously notified the school in writing that the student will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.
4. If the student is withdrawn from or ceases to attend the school the Board of Trustees will notify the New Zealand Immigration Service.

CIRCUMSTANCES IN WHICH TUITION MAY BE TERMINATED

1. Where a student is absent or consistently truanting from school (see above) then the signatory will terminate the enrolment.
2. If a student's behaviour is of an unacceptable level, then a meeting with the student, the parents/caregiver, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. There will be no refund of fees paid if this occurs.
3. An 'acceptable level of behaviour' would be seen as following the school rules and

the school 'Code of Conduct' as provided to each student through the school's Social Curriculum and as agreed to by the individual class 'treaty' or 'agreement' set out at the beginning of each year.

4. If an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion.
5. Upon termination of enrolment, the Immigration Service will be notified as required.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

When does the Code apply?

The Code commences in January 2018. Educational providers then have six months to sign the Code. You will need to check with the Ministry of Education if your provider is a signatory to the Code.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from www.nzqa.govt.nz

How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.education.govt.nz/goto/international. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Principal, the International Student Director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational providers to ensure that high professional standards are maintained

- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice for the Pastoral Care of International Students



Checklist for Students Enrolling as International Students

Student's First Name:.....Surname/Family.....

Other Names Known As.....Date of Birth.....

Date of Enrolment:

Date of Orientation:.....

When enrolling, principal, executive officer or designated school liaison person will discuss each of the requirements below. Please check that these are completed and understood:

Enrolment form completed and handed into school office.....

Immunisation form completed

Parent contacted through phone or email if not at enrolment

Tuition agreement signed and handed into office

Met with Principal to discuss enrolment procedures.....

Student Permit.

Awareness of uniform purchase and school activity fee

Awareness of stationery requirements

Grievance procedures discussed

Medical advice given (insurance required – covered for accidents (ACC) but not dental or medical care)

School programme outlined by Principal and orientation complete

Fees paid and receipted

Stationery issued

Staff informed

Signed: (Student).....(Parent)

Signed: (Principal or authorised delegate)

Date:

