



**Rotorua Boys' High School**

# **International Student Handbook**





# ROTORUA BOYS' HIGH SCHOOL

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# WELCOME



A warm welcome from Rotorua Boys' High School to all our International Students.

Our school provides leadership in many aspects of education and enjoys national and international recognition for our academic and sporting excellence and the quality of our cultural endeavours.

International Students are an important part of our school community and their contribution is valued. International awareness and understanding is so important for all our students in today's world.

We are proud of our International Students as they develop their English language skills and gain the necessary qualifications to gain entry to the Tertiary Institutions in New Zealand. Our students have the opportunities to visit Universities and plan their future pathways. School reports will be sent to the International Student's agents.

We give you an assurance that we will support you and care for you in all aspects of your school life and academic achievements while with us at Rotorua Boys' High School.

Best wishes to all our International Students.

*Mrs T Grinter*  
*Director of International Students*  
+64 7 3486169 x 837  
0211533362



# HEALTH & TRAVEL INSURANCE

Most students are **not** entitled to publicly funded health services while in New Zealand unless they are:

- A resident or citizen of Australia; or
- A national of the United Kingdom in New Zealand; or
- The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment. We require that you have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay. We also require that you obtain insurance to cover your travel to and from New Zealand. Our school-approved insurer provides the insurance cover that is best for you. The fee for this cover is included on our schedule of fees.

# IMMIGRATION

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>. We will help you through this student visa application process.



# ENROLMENT PROCESS & CONDITIONS

Read about **Rotorua Boys' High School**.  
Decide if you want to apply for a place for your son.

Complete and send an **International Student Enrolment Form**.  
You must fill in all sections of the form. We must have your address, telephone number and e-mail address so that we can contact you at any time. Together with the enrolment form, **you must also send us copies of:**

- your son's most recent school report
- your son's Passport
- Medical Report

If Rotorua Boys' High School has a place for your son **we will send you:**

- A letter of **Offer of Place to attend Rotorua Boys' High School**.  
This means that your child will be accepted into Rotorua Boys' High School provided that the rest of the application procedure is completed satisfactorily.

You should now make arrangements to:

- **Send us International Student fees for the year**, as per our letter of Offer.
- These must be paid in full before your child arrives in New Zealand.
- Your son must have comprehensive insurance cover for medical and travel protection. The school arranges this insurance cover and the fee is reflected on the "Offer of Place" form.

As soon as we have received payment of International Student fees as per Letter of Offer:

- We will send you a letter of **Confirmation of Place** to attend Rotorua Boys' High School, which is also your **receipt**. These are the official documents you require to process your son's visa application.

You then need to advise us of your son's **Arrival date and time:**

- We will then send you details of the accommodation where your son will live.
- If required, we will arrange for your son to be collected from Auckland International Airport and delivered directly to the School.
- We will look forward to **welcoming** your son to Rotorua Boys' High School.

Please contact us at any time if you have any **questions** that you would like us to answer.

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

1. 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.
2. Students must observe the laws of New Zealand.
3. Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
4. Because placements are decided on the evidence of assessment after arrival in New Zealand, all information given before enrolment about placement on courses 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.
5. The student will attend the School on all occasions when it is open unless prevented by illness or other urgent cause.
6. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
7. Accommodation fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
8. All additional costs (as outlined in the School Prospectus) will be paid promptly, as required.
9. The conditions of the Fee Refund Policy will be accepted.
10. All students are required to have a comprehensive travel and medical insurance that includes an adequate fees protection clause for the duration of their period of enrolment. The School will arrange medical insurance.
11. All disputes will be dealt with in New Zealand law.
12. The School's complaints procedure for International students will be used to deal with grievances.
13. Parents must inform the School of their address, telephone number, fax number and e-mail address (whichever applies). The student and /or parents will advise the School of any change in contact details of the student or parents.
14. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.



# ENGLISH LANGUAGE REQUIREMENTS

There are no English language proficiency requirements for admission to Rotorua Boys' High School.

Students whose English is not good enough to join the main School programme may be placed on an intensive English programme. They join mainstream classes gradually as their level of English improves.



## Courses and qualifications

Details of the wide range of courses and qualifications available at Rotorua Boys' High School can be found on the School's website. <http://www.rbhs.school.nz>

ESOL courses may replace part of the mainstream programme for International students. The amount of time spent on ESOL will depend on the ability of individual students.



# ACCOMMODATION POLICY

## Students aged 18 and under

Students aged 18 and under must live in one of the following types of accommodation:

- In the Rotorua Boys' High School boarding establishment – Tai Mitchell Hostel
- With their parents or legal guardians (proof of legal guardianship must be supplied).
- With a designated caregiver chosen by their parents / legal guardians. All designated caregivers and the accommodation they offer must be approved by Rotorua Boys' High School, as required by the Code of Practice for the Pastoral Care of International Students.
- Or placed by the school in an approved homestay.

## Students aged 19 and over

Students aged 19 and over, are allowed to make their own accommodation arrangements, but they must be approved by the Director of International Students.

If a student's attendance or academic performance declines after he moves into accommodation that he has arranged, he may be required to move into the RBHS Hostel.





# FEES REFUND POLICY

## Introduction

The International Student Fees Refund Policy seeks to define:

- The circumstances in which International students will receive a refund of fees in the event of early withdrawal from the school.
- The proportion of fees that will be refunded.
- It also seeks to ensure that Rotorua Boys' High School meets the legal requirements of relevant legislation: The Education Act 1989; The Fair Trading Act 1986; The Consumer Guarantees Act 1993; The Human Rights Act 1993; and The Code of Practice for the Pastoral Care of International Students.

## Guidelines for parents and students

### Request for a refund of international student fees

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. A request for a refund should be made in writing and provide the following information to the School:
  - a) The name of the student
  - b) The circumstances of the request
  - c) The amount of refund requested
  - d) The name of the person requesting the refund
  - e) The name of the person who paid the fees
  - f) The bank account details to receive any eligible refund
  - g) Any relevant supporting documentation such as receipts or invoice.

### Non-refundable fees

3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
  - a) Administration Fee: An Administration fee of \$500.00 is applied to meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
  - b) Insurance: Once insurance as arranged by the School is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
  - c) Homestay Placement Fee: A Homestay placement fee of \$500.00 is applied to meet the cost of processing a request for homestay accommodation by the

- Student. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
- d) Used Homestay Fees: Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
  - e) Hostel Placement Fee: A Hostel placement fee of \$1,000.00 is applied to meet the cost of processing a request and confirming a place for hostel accommodation for the Student. Costs incurred in arranging hostel accommodation for the Student prior to the refund request, cannot be refunded.
  - f) Portion of Unused Tuition Fees: The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

#### **Request for a refund for failure to obtain a study visa or for reasons relating to Covid-19**

- 4.
  - a) If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less the Administration Fee of \$500.00.
  - b) If the student withdraws before the start of their enrolment, owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees less any relevant non-refundable fees set out in this policy.

#### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal before enrolment**

- 5.
  - a) If the Student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided less the Administration Fee of \$500.00 and any relevant non-refundable fees set out in this policy.
  - b) If the Student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided less a minimum of ten weeks tuition fees and any relevant non-refundable fees set out in this policy.

#### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment**

- 6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.
- 7. If your request for a refund is made after the second half of the course, you will not receive a refund except in exceptional circumstances.

## **Requests for a refund for enrolment of one term or less**

8. Where the student is enrolled for one term or less and withdraws early, or where the school terminates the student's enrolment, any unused portion of International student fees will not be refunded.

## **Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider**

9. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to either:
  - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
  - b) Transfer the amount of any eligible refund to another provider or
  - c) Make other arrangements agreed to by the student or their family and the school.

## **Request for a refund where the Student's enrolment is ended by the School**

10. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:
  - a) Any non-refundable fees set out in this policy
  - b) A minimum of ten weeks tuition fee from the date of termination
  - c) Any other reasonable costs that the school has incurred in ending the student's enrolment

## **Request for a refund where the Student changes to a domestic student during the period of enrolment**

11. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status.



### **Request for a refund where a student voluntarily requests to transfer to another signatory**

12. If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

### **Request for a refund of homestay fees**

13. If for any reason, the Student withdraws after the start of their stay in a school homestay, any unused homestay fees will be refunded, less the Homestay Placement Fee of \$500.00 and an early Withdrawal Fee of \$1,000.00.
14. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less the Homestay Placement Fee of \$500.00 and an early Withdrawal Fee of \$1,000.00.

### **Requests for a refund of hostel fee**

15. If for any reason, the student withdraws after the start of their stay in the school hostel, any unused hostel fees will be refunded, less the Hostel Placement Fee of \$1,000.00 and an early Withdrawal Fee of \$1,000.00.
16. Where a student moves from the school hostel and requests a refund of any unused hostel fee, these will be refunded less the Hostel Placement Fee of \$1,000.00 and an early withdrawal Fee of \$1,000.00.

### **Requests for a refund of fees unused at the end of enrolment**

17. Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the Student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

### **Outstanding activity fees or other owed to school**

18. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

## Refunds to be made to the country of receipt

19. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

## Rights of families after a decision regarding a refund has been made by the School

20. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or family in writing and will set out the following information:
- a) Factors considered when making the refund decision
  - b) The total amount to be refunded
  - c) Details of non-refundable fees
21. In the event of the Student or their parent is dissatisfied with a refund decision made by the School or are dissatisfied with the process the school followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the code Administrator.





# STUDENT CODE OF CONDUCT

**R**espect others by displaying courtesy and understanding.

**A**lways display honesty and integrity in both words and actions.

**U**phold the School Culture, Traditions and Values

**K**ee school tidy and damage free.

**U**phold the School Uniform.

**R**eport to school and class on time everyday.

**A**lways choose healthy options.





# RAUKURA VALUES

At Raukura, our students are expected to:

- **Pūmau - Be strong of character**

Being strong of character means you show respect for both yourself and others, have personal integrity, take responsibility for the consequences of your actions and be a good citizen. Be a good man.

- **Whakātu ngārahutanga - Demonstrate leadership**

Leadership can be taught and learned. You will have many opportunities to demonstrate leadership and be a good role model as well as encouraging appropriate behavior in others. Be a good leader.

- **Ūpoko pakaru - Display commitment**

Commitment means never giving up just because something is difficult. It encompasses a work ethic, time management and sacrifice in achieving your goals. Be a good worker.

- **Kapo huanga - Take opportunities**

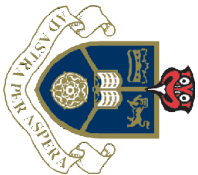
Taking opportunities is about embracing new challenges. You will be presented with a myriad of opportunities in your time at Rotorua Boys' High School. Enjoy the challenge.

- **Hirangatanga - Strive for excellence**

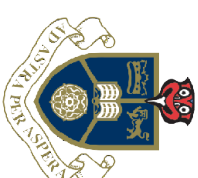
Striving for excellence means you will always do your best, learn from your mistakes and seek continual improvement. Reach for the stars.

- **Whakaute - Show respect**

Show respect to family, school, friends, team mates and especially yourself.



# Te Honoa Toi and Referrals Pathway



The above whakatauki is a Ngāi Whakaue proverb from Rangiahō, and from that comes the foundation to the name given to our Kaupapa & Homework Centre.

'Honoa' from the above whakatauki means 'link', and 'Toi' means the uppermost heaven in Māori cosmology, where the baskets of knowledge reside.

Combined this essentially captures and means that

our Kaupapa & Homework Centre is the link which will bring together the threads or work required to complete year level qualifications.

| Dean   |  |  |
|--|--|--|
| Academic/Attendance  | Guidance Pastoral  | Managing Student Behaviour (MSB) Behaviour   |
| <p><b>Teacher</b></p> <p>Teacher conducts a classroom based discussion which is aimed at changing learning behaviour within the classroom.</p> <p>Eg: Completing set tasks, engagement in learning, meeting deadlines</p> <p>↓<br/><b>Faculty</b></p> <p>Where a student fails to meet the obligations of that classroom based discussion, that student will be referred to the Head of Faculty. Faculty based intervention is aimed at further teaching and learning support.</p> <p><b>Non-submission of assessments should be dealt with at this level</b></p> <p>↓<br/><b>Dean</b></p> <p>Where a student fails to meet the obligations of a Faculty requested discussion, that student will be referred to the Dean. A Dean will be available after school for one day each week to facilitate "Te Honoa Toi" for Attendance and/or Academic referrals. This is <b>not</b> for non submission of assessments.</p> | <p><b>Teacher</b></p> <p>If a student shares information or requests support with a sensitive matter, refer to the guidance team.</p> <p>↓<br/><b>Guidance Team</b></p> <p>Email: <a href="mailto:guidance@rbhs.school.nz">guidance@rbhs.school.nz</a></p> | <p><b>Teacher</b></p> <p>Teacher conducts a classroom based discussion which is aimed at changing behaviour. Teacher can move student to withdrawal room.</p> <p>↓<br/><b>Faculty Withdrawal Room</b></p> <p>Failure to attend withdrawal room or continuous disruptive behaviour is referred to MSB Team</p> <p>↓<br/><b>MSB Team</b></p> <p>MSB Team will utilise school MSB Step System, which can involve a Saturday detention.</p> <p>Email: <a href="mailto:msb@rbhs.school.nz">msb@rbhs.school.nz</a></p> |

**NB** Students should receive 24 hours notice for 'Te Honoa Toi' to prepare travel and other prior family arrangements. If a student cannot complete 'Te Honoa Toi' on the afternoon of the referral then he is required to complete it the following afternoon.



# MANAGING STUDENT BEHAVIOUR

We use a “Managing Student Behaviour (MSB) System” in order to create an environment that allows students to learn and teachers to teach. The MSB system forms part of the Te Honoa Toi and Referrals Pathway.

## **THE MSB STEP SYSTEM**

Behaviour which is preventing teaching and learning from taking place will result in a MSB restorative process, with the following stepsequence:

| <b><u>Step Number</u></b> | <b><u>Action</u></b>                           |
|---------------------------|--|
| 1. MSB Team               | Te Honoa Toi<br>(3pm - 4pm Monday to Thursday) |
| 2. MSB Team               | Te Honoa Toi<br>(3pm - 4pm Monday to Thursday) |
| 3. MSB Team               | Home Contact                                   |
| 4. MSB Team               | Whānau Hui                                     |
| 5. MSB Team               | Whānau Hui                                     |
| 6. MSB Team               | Whānau Hui                                     |
| 7. Principal's Action     |  |

Positive behaviour is recognised and affirmed by a student being able to move down a Step if they have no further incidents over two school weeks.



# GENERAL INFORMATION

## Introduction

All new students from another country find that things are very different and you may be a little bit nervous. You may find that you feel tired, and want to sleep a lot and you may be homesick. All these feelings are normal, but you will not feel like this for long, and you will soon feel happy and confident again.

To help yourself get over these feelings, spend some of your spare time with friends from your own country, but not all of it. Talk to teachers or to the Dean of International Students, join a sports team or club, but above all, be patient, things will improve with time.

## Hostel Life

Remember that, at first, your hostel room-mate or host family might feel shy with you. Things you might find different are:

- Accommodation in Rotorua is not usually heavily secured – for example, we do not have bars or grilles on windows. However, it is important to make sure that your room/house is locked whenever you leave.
- You may want to spend a lot of time in your room however, it is good to spend a little time each evening with your hostel family or your hosts. When you do go to your bedroom, remember to say “good night” to your friends or your hosts – don’t just disappear.
- Join in with your hostel’s weekend activities or host family’s activities if they ask you to – you will make new friends and practice your English. Offer to pay for yourself if you are doing anything that involves expense.
- Do not use the kitchen to cook anything at 9.30pm in the homestays, and ask permission to do so at any other time. If you are longing for food from your country, offer to cook a meal for your host family.
- Sniffing loudly is offensive in New Zealand – use a handkerchief or tissues to blow your nose quietly. If you cannot manage a knife and fork easily, ask if you can use chopsticks or a spoon. Do not eat or drink noisily – you may talk during the meal, but not while there is food in your mouth.

The following suggestions and facts may help you to settle in:

### Daily Routine

#### Hostel

- You will collect a packed lunch for school.
- Make sure you know what time you are expected to be back at the hostel after school and at the weekend.

#### Homestays

- You may be expected to make your own lunch for school. (please ask your host mother if you are not sure what is expected of you, or if you are unsure of what food you should use).

- Make sure you know what time your hosts expect you home from school and what time the family usually has dinner.

If you are feeling homesick, and you feel that you do not like your teachers or host family. These feelings will not last. Your Dean of International Students, your teachers and the school guidance counsellor will help you with any problems.

## Visitors

- Your House Master or your hosts will usually be happy for you to invite friends to the Hostel or homestay but be polite and ask first. Make sure your visitors don't stay too late.

## Laundry

- Generally, this will be done for you. If you have something special that you wish to wash for yourself, ask the House Master or your hosts when it is convenient for you to do this. Heavier garments should be dry cleaned, which you will be expected to pay for yourself.

## Things to Bring

### Electronic Equipment

Items such as smart phones and laptops are expensive to buy in New Zealand, but if you bring one from home you will need an adaptor in order to use it here. Internet is available in the hostel.

### Linen

The Hostel will provide your bedding and bath towels, but it is a good idea for you to bring two or three extra to use for swimming.

## Some Other Homestay Hints

- Keep your telephone conversations brief – no more than ten minutes. Never make toll calls without permission, and pay for them as soon as the phone bill arrives. It is better if you ring home collect or use your own mobile phone.
- Do not stay up studying into the early hours of the morning as this will worry your hosts.
- Let your hosts know in advance if you are going to miss a meal, or you are going to be late home. They feel responsible for your safety and welfare and will worry if they don't know where you are.
- Remember to say "please" and "thank you" when speaking to New Zealanders.



## HOLIDAYS

If you are planning to leave Rotorua for the school holiday period, you must give your Hostel Master and the Dean of International Students at least two weeks notice of this. If you are leaving the hostel during any of the other 2 week breaks during the school year, you must leave your room tidy with all of your possessions put away.

If you are returning to the hostel or your homestay after the six-week summer holiday, you will need to discuss what you should do with your possessions with the Dean of International Students.

## HEALTH

Rotorua Boys' High School requires that all International students take our Medical Insurance, organised by the school, on arrival in New Zealand.

If you are unwell, we can arrange to visit the school doctor (on-site). New Zealand has no dangerous stinging insects or snakes - it is really a very safe place. Most medical costs are covered by your insurance policy.

## BANK ACCOUNT

The Dean of International Students will help you to open a bank account - you are welcome to choose your own bank. Opening deposits can vary with different banks usually the minimum opening deposit is \$50.00. Parents may wish to send extra money with their son's school fees for pocket money to be administered each week from our school office.

## CONCLUSION

You are facing a challenge when coming to a new country and you may feel homesick. This feeling will not last. Your Dean, your teachers, the school nurse and the school guidance counsellors are all there to help you, so ask to talk to one of these people if you have problems you need help with. Try to get involved in school activities and speak English as much as you can.

You will soon find that you are enjoying a new and valuable experience at the same time as you are improving your English.

# 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 Appendix 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.

Rotorua Boys' High School is a signatory to the Code of Practice for the Pastoral Care of International Students developed by the Minister of Education. Copies of the Code are available on request or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

## 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 for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe and properly cared for. The Code applies to pastoral care and provision of information only, and not to academic standards.

## Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

## What is an "international student"?

An "international student" is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

## 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 <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

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

The New Zealand Qualification Authority will maintain a register of all signatories to the Code. This list will be available from <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>. 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 can you expect of an education provider?

### Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints)

*Full details can be found in the Code itself.*

### 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

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts).

### What can NZQA do?

- As the Code administrator NZQA has legal authority to investigate potential breaches of the Code. It has a process for finding out if concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concerns or complaints and the education provider.
- For information about how to make a complaint see the NZQA website <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

### What can iStudent Complaints do?

- iStudent Complaints is an independence service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

# How can I contact iStudent Complaints?

## Website

<http://www.istudent.org.nz/>

## Email

[complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

## International phone number

64 4 918 4975

## Free phone (within New Zealand)

0800 00 66-75

## Fax

64 4 918 4901

## On social media:

Facebook

[www.facebook.com/istudent.complaints](http://www.facebook.com/istudent.complaints)

WeChat

(search for 'NZ iStudent Complaints' Chinese language only)

## Post:

iStudent Complaints  
PO Box 2272,  
Wellington 6014,  
New Zealand.

