



Rotorua Boys' High School

International Student Handbook



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WELCOME

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

Our school provides leadership in many areas of education and enjoys national and international recognition for its academic and sporting excellence, as well as the quality of its cultural endeavours.

International students are an important part of our school community, and their contributions are highly valued. Fostering international awareness and understanding is essential 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 qualifications necessary for entry into tertiary institutions in New Zealand. Our students have opportunities to visit universities and plan their future pathways. School reports will be sent to the international students' agents.

We assure you of our full support and care in all aspects of your school life and academic journey during your time at Rotorua Boys' High School.



Mrs T Grinter
Dean of International Students
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tgrinter@rbhs.school.nz

HEALTH AND TRAVEL INSURANCE

Most students are not entitled to publicly funded health services while in New Zealand unless they are one of the following:

A resident or citizen of Australia

A national of the United Kingdom currently in New Zealand

The holder of a temporary visa that is valid for two years or more

If you do not belong to one of these special categories and receive medical treatment during your visit, you will be responsible for the full cost of that treatment.

We require all students to have insurance that covers medical expenses in New Zealand for the entire duration of their stay. You must also have insurance that covers your travel to and from New Zealand.

Our school-approved insurer offers a policy that provides comprehensive cover. The cost of this insurance is included in our schedule of fees.

IMMIGRATION

Full details about visa and permit requirements, advice on employment rights while studying in New Zealand, and information on reporting obligations are available from the New Zealand Immigration Service.

You can view these on their website at www.immigration.govt.nz. We will assist you with the student visa application process.



ENROLMENT PROCESS

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 terms outlined in the contract with parents, the homestay or hostel agreement, the fees refund policy, and other school policies also apply.

- Students and their parents/legal guardians must accept and abide by the rules of behaviour and conduct that apply to all students. Serious or repeated breaches of these rules may result in the termination of tuition.
- Students must comply with the laws of New Zealand.
- Students must observe the conditions of their visa. If a student breaches the terms of their visa, the school will report this to the New Zealand Immigration Service, which may result in the student being required to leave New Zealand.
- The student must attend school on all days it is open, unless prevented by illness or another urgent cause.
- Tuition and accommodation fees must be paid in full before enrolment or the renewal of enrolment, whichever applies.
- All additional costs (as outlined in the School Prospectus) must be paid promptly as required.
- The conditions of the Fee Refund Policy will be accepted.
- All students are required to have comprehensive travel and medical insurance, including an adequate fees protection clause, for the duration of their enrolment.
- All disputes will be dealt with in New Zealand law.
- The School's complaints procedure for International students will be used to deal with grievances.
- Parents must inform the School of their address, telephone number, fax number, and e-mail address, as applicable. The student and/or parents must notify the School of any changes to their contact details.

ENGLISH LANGUAGE REQUIREMENTS

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

Students whose English skills are insufficient to join the main school programme may be placed in an intensive English programme. They will gradually join mainstream classes as their 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 individual student's ability.

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 or legal guardians. All designated caregivers and the accommodation they provide 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 these must be approved by the Dean of International Students.

If a student's attendance or academic performance declines after moving into self-arranged accommodation, he may be required to move into the Tai Mitchell Hostel.



FEES REFUND POLICY

Introduction

The International Student Fees Refund Policy aims to define:

- The circumstances under which international students are eligible for a refund of fees in the event of early withdrawal from the school.
- The proportion of fees that will be refunded.

Additionally, the policy ensures that Rotorua Boys' High School complies with the legal requirements set out in relevant legislation, including:

- The Education Act 1989
- The Fair Trading Act 1986
- The Consumer Guarantees Act 1993
- The Human Rights Act 1993
- The Code of Practice for the Pastoral Care of International Students

Guidelines for Parents and Students

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 the request arise.

A refund request must include the following information:

- The name of the student
- The circumstances surrounding the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- Bank account details for receiving any eligible refund
- Any relevant supporting documentation, such as receipts or invoices

Non-refundable fees

The School is unable to refund certain fees. The following fees relate to expenses the School may have paid or will incur as a result of receiving an enrolment application and therefore cannot be refunded:

- **Administration Fee:** An administration fee of \$500.00 is charged to cover the cost of processing an international student application. This fee applies regardless of whether the application is accepted or whether the student remains enrolled after acceptance.
- **Insurance:** Once insurance arranged by the School is purchased, the School cannot refund the insurance premiums paid on behalf of the student. Students and families may apply directly to the insurance company for a refund of any premiums paid.

- Homestay Placement Fee: A homestay placement fee of \$500.00 is charged to cover the cost of processing a request for homestay accommodation. Costs incurred in arranging homestay accommodation prior to the refund request cannot be refunded.
- Used Homestay Fees: Homestay fees paid for time the student has already spent in homestay accommodation cannot be refunded. These fees may also include a notice period of two weeks.
- Hostel Placement Fee: A hostel placement fee of \$1,000.00 is charged to cover the cost of processing and confirming a place in hostel accommodation. Costs incurred in arranging hostel accommodation prior to the refund request cannot be refunded.
- Portion of Unused Tuition Fees: The School may retain a portion of unused tuition fees. The amount retained will relate to costs the School has incurred or committed to, and may vary accordingly.

Requests for a refund due to failure to obtain a study visa or reasons related to COVID-19

- 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.
- If the student withdraws before the start of their enrolment due to medical or travel conditions arising from COVID-19, the School will provide a full refund of fees, less any relevant non-refundable fees outlined in this policy.

Requests for a refund for voluntary withdrawal before enrolment

- 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 an Administration Fee of \$500.00 and any relevant non-refundable fees outlined 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 charge equivalent to ten weeks' tuition fees and any relevant non-refundable fees outlined in this policy.

Requests for a refund for voluntary withdrawal after enrolment

If the Student withdraws on or after the start date of their enrolment, the School requires reasonable written notice of withdrawal. Unless otherwise agreed by the School, a refund will be provided less a minimum charge equivalent to ten weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy. The ten-week notice period will begin the day after the School receives written notice of the Student's intention to withdraw.

If a refund request is made after the halfway point of the course, no refund will be issued except in exceptional circumstances.

Requests for a refund for enrolment of one term or less

If a student is enrolled for one term or less and withdraws early, or if the school terminates the student's enrolment, any unused portion of international student fees will not be refunded.

Refund requests when the school fails to provide a course, ceases to be a signatory, or stops operating as a provider

If the School fails to provide the agreed course of education, 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:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered; or
- Transfer the amount of any eligible refund to another provider; or
- Make other arrangements agreed upon by the student (or their family) and the School.

Requests for a refund where the student's enrolment is ended by the school

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:

- Any non-refundable fees set out in this policy;
- A minimum of ten weeks' tuition fee from the date of termination; and
- Any other reasonable costs the School has incurred in ending the Student's enrolment.

Requests for a refund where the student changes to a domestic during the enrolment

If the Student changes to domestic student status after the start date of their enrolment, the School requires reasonable written notice of the change. Unless otherwise agreed by the School, a refund will be provided, less a minimum of ten weeks' tuition fees and any other relevant non-refundable fees outlined in this policy.

The ten-week period will begin the day after the School receives written evidence of the Student's domestic student status.

Requests for a refund where the student voluntarily requests to change to another signatory

If the Student requests to transfer to another signatory after the start date of their enrolment, the School requires reasonable written notice of the transfer. Unless otherwise agreed by the School, a refund will be provided, less a minimum of ten weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy.

The ten-week period will begin the day after the School receives written notice of the Student's intended withdrawal.

Request for a refund of homestay fees

If the Student withdraws from a school homestay after the start of their stay, or moves from a school homestay and requests a refund of any unused homestay fees, the refund will be provided less the Homestay Placement Fee of \$500.00 and an Early Withdrawal Fee of \$1,000.00.

Request for a refund of hostel fees

If, for any reason, the student withdraws from the school hostel after the start of their stay, or moves from the school hostel and requests a refund of any unused hostel fees, the refund will be provided less the Hostel Placement Fee of \$1,000.00 and an Early Withdrawal Fee of \$1,000.00.

Request for a refund of fees unused at the end of enrolment

When a written request is submitted, any unused prepaid fees remaining at the end of the enrolment will be refunded into your nominated bank account.

Outstanding Activity Fees or Other Amounts Owed to the School

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 Processed to the Country of Receipt

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

Families' Rights After a School Refund Decision

A decision by the School relating to a request for a refund of international student fees will be provided in writing to the Student or their family. The decision will include the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees
-

If the Student or their parent is dissatisfied with the refund decision or the process the School followed in making the decision, they have the right to request a review of the decision 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.

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.

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.

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.

Whakaute - Show respect

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



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 step sequence.

<u>Step</u>	<u>Action</u>
• MSB Team	• Te Honoa Toi
• MSB Team	• Te Honoa Toi
• MSB Team	• Home Contact
• MSB Team	• Whānau Hui
• MSB Team	• Whānau Hui
• MSB Team	• Whānau Hui
• Principal's Action	



GENERAL INFORMATION

Introduction

All new students from another country may find that things feel very different, and it's normal to feel a little nervous. You might feel tired, want to sleep more than usual, or even feel homesick. These feelings are completely normal, but they won't last forever—you'll soon start to feel happy and confident again.

To help yourself adjust, try spending some of your free time with friends from your home country, but not all of it. Talk to your teachers or the Dean of International Students, and consider joining a sports team or club. Most importantly, be patient—things will get better with time.

Hostel life

Remember that at first, your hostel roommate or host family may feel a little shy around you. This is normal, and you'll both become more comfortable over time.

There may be things you find different. For example, accommodation in Rotorua is not usually heavily secured – we don't have bars or grills on windows. However, it's important to always lock your room or house when you leave. While it's natural to want to spend a lot of time in your room, it's a good idea to spend a little time each evening with your hostel family or hosts. When going to your bedroom, remember to say “good night” – don't just disappear without saying anything.

If your hostel or host family invites you to join their weekend activities, say yes if you can – it's a great way to make new friends and practice your English. If an activity involves extra costs, it's polite to offer to pay for yourself.

In homestays, please don't use the kitchen to cook anything late at night (such as around 9:30 p.m.), and always ask for permission before cooking at other times. If you're missing food from your home country, consider offering to cook a meal for your host family – they'll likely enjoy learning about your culture.

Also, keep in mind some cultural manners. In New Zealand, sniffing loudly is considered rude. Use a handkerchief or tissues to blow your nose quietly. If you find using a knife and fork difficult, it's fine to ask if you can use chopsticks or a spoon instead. During meals, avoid eating or drinking noisily. You can talk during the meal, but not while you have food in your mouth.

The following suggestions may help you settle in

Hostel

You will need to collect a packed lunch for school. Make sure you know what time you are expected to return to the hostel after school and on weekends.

Homestay

You may be expected to make your own lunch for school. If you are unsure about what is expected of you or what food to use, please ask your host mother. Make sure you know what time your hosts expect you to be home from school and when the family usually has dinner.

If you are feeling homesick or having difficulties with your teachers or host family, remember that these feelings won't last. Your Dean of International Students, your teachers, and the school guidance counsellor are here to help you with any problems.

Visitors

Your House Master or hosts will usually be happy for you to invite friends to the hostel or homestay, but please be polite and ask for permission first. Also, make sure your visitors don't stay too late.

Laundry

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

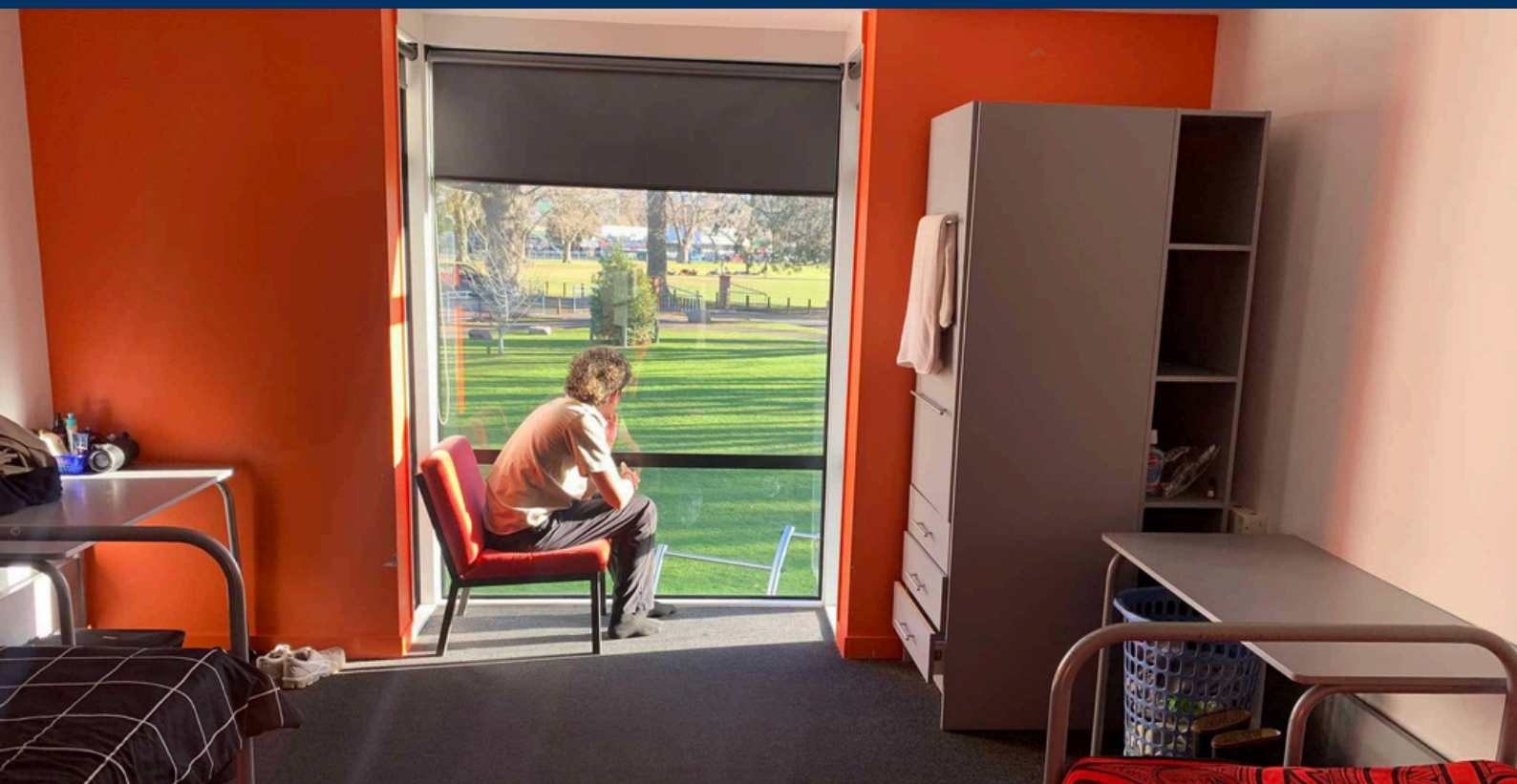
Things to bring

Electronic Equipment

Items such as smartphones and laptops are expensive to buy in New Zealand. If you bring one from home, you will need an adaptor 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.



HOLIDAYS

If you plan 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.

If you leave the hostel during any of the other two-week breaks during the school year, you must leave your room tidy and ensure all your possessions are put away.

When returning to the hostel or your homestay after the six-week summer holiday, you will need to discuss the handling of your possessions with the Dean of International Students.

HEALTH

Rotorua Boys' High School requires all international students to take the medical insurance organized by the school upon their arrival in New Zealand.

If you feel unwell, we can arrange a visit to the school doctor, who is available on-site. New Zealand has no dangerous stinging insects or snakes, so it is generally a very safe place. Most medical costs will be covered by your insurance policy.

BANK ACCOUNT

The Dean of International Students will assist you with opening a bank account, and you are welcome to choose the bank you prefer. Minimum opening deposits vary between banks, but usually start at around \$50.00.

Parents may also choose to send extra money along with their son's school fees for pocket money, which can be managed and distributed weekly by the Dean of International Students.

CONCLUSION

You may face challenges when coming to a new country and might feel homesick. Remember, this feeling won't last.

Your Dean, teachers, the school nurse, and guidance counsellors are all here to support you—don't hesitate to talk to any of them if you need help.

Try to get involved in school activities and speak English as much as possible. You will soon find yourself enjoying a new and valuable experience while improving your English at the same time.



CODE OF PRACTICE

Introduction

When students from other countries come to study in New Zealand, it is important that they are well informed, safe, and properly cared for. New Zealand educational providers have a significant responsibility for the welfare of international students.

This appendix provides an overview of the “Code of Practice for the Pastoral Care of International Students” (the Code) and outlines a procedure students can follow if they have concerns about their treatment by a New Zealand educational provider or an agent of the 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 online 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 that provides a framework for service delivery by educational providers and their agents to international students.

It sets out the minimum standards of advice and care expected from educational providers to ensure that students coming to New Zealand from other countries are well informed, safe, and properly cared for.

The Code applies only to pastoral care and the provision of information, not to academic standards.

Who does the code apply to

All education providers in New Zealand who enrol international students must be signatories 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 issued by 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. It is also available online at <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 Qualifications Authority maintains a register of all signatories to the Code. This list is available at <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>. If the educational provider you wish to enrol with is not a signatory to the Code, you will not be granted a permit by the New Zealand Immigration Service, and you will be unable to study at that institution.

What can you expect from 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 the 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 policies and processes in place to safeguard students' fees paid and 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).

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 step is to contact the principal, the international student director, or another designated person at your institution who handles complaints.

The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you must go through these procedures before taking your complaint any further.

If your concerns are not resolved through the internal grievance process, you can contact NZQA (for concerns about a provider breaching the Code) or iStudent Complaints (for concerns about money or contracts).

What can NZQA do

As the Code administrator, NZQA has the legal authority to investigate potential breaches of the Code. It follows a process to determine whether a concern or complaint is valid and if a provider has breached the Code.

This process includes gathering information from both the student who raised the concern or complaint and the education provider. For information on how to make a complaint, please visit the NZQA website:
<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>.

How can I contact iStudent complaints

Website

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

Email

complaints@istudent.org.nz

International Phone Number

+64 4 918 4975

Free Phone (Within NZ)

0800 006 675

Post

PO Box 2272, Wellington 6014, New Zealand.

