



6.1 International Students Policy

CONTENTS:

- * International Education
- * Financial Undertakings
- * Tuition Agreement
- * Visas
- * Student Travel and Holidays
- * Fee Protection Policy
- * Termination and Withdrawal Policy
- * Medical and Travel Insurance
- * Emergency Action Plan

The school also has separate policies on:

- * Accommodation for International Students
- * Group Students

INTERNATIONAL EDUCATION

1. The number of international students at Parnell District School is to be reported monthly to the Board of Trustees who have a limit of 20 International students as a maximum at any one time
2. The Board of Trustees will ensure that student fees income is separately identified and accounted for and not spent in the year they are paid to the school to ensure that sufficient funds available to meet legitimate refund requests.
3. The revenue stream from international students will fund teaching and learning services, buildings and resources for all members of the school student community.
4. Parnell District School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the code are available on request from the Ministry of Education website at www.minedu.govt.nz/goto/international.
5. Parnell School reserves the right to refuse applications. This will usually be because the school has no vacancies in a particular year group.
6. Parnell School also hosts group students. The conditions for this are outlined in a separate document.

FINANCIAL UNDERTAKINGS

1. **The cost of tuition** and administration shall be annual fees determined and advised by the Board of Trustees prior to the commencement of each school year. The fees shall cover all costs of attendance, tuition and administration, but shall not include the cost of:
 - class materials
 - travel to, from and within New Zealand
 - extra- curricular activities
 - uniform and other clothing
 - home-stay costs

- personal expenses and costs
 - the cost of any extra services the student requires due to additional need
2. **The minimum tuition period is one term and must be paid in advance.**
 3. **Payment of tuition and administration fees** for longer stays shall be for twelve months in advance, except where agreed otherwise between the parties.
 4. **In return for the payment** in advance of all fees, Parnell District School will:-
 - grant the student an offer of place for a place at the school; and
 - issue receipts and complete any other documentation required by the New Zealand Immigration Service in order for them to issue and/or renewal of a student visa, and
 - provide pastoral care which will include regular contact with families
 - throughout the period of enrolment provide the international student with the same educational opportunities as those available to domestic students.

The School reserves the right to cancel this offer of place and refund fees paid hereunder in the event it ascertains any adverse comment from the previous school of an applicant or any of the applicant's referees.

MEDICAL AND TRAVEL INSURANCE

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 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 www.acc.co.nz

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while staying in New Zealand.

At enrolment, applicants will be required to present evidence of travel and medical insurance in English. This insurance must meet the New Zealand Code of Practice criteria.

VISAS

Full details **of visa and permit requirements**, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed, and can be viewed on their website at www.immigration.govt.nz

Changing Status to Regular Student due to Visa Status Changing

If a student changes status from being an international student to a domestic student all normal conditions of enrolment must be met, including living in zone. Documents verifying the change in status to a regular student will be required.

Proof of regular student eligibility must be forwarded to Parnell District School, including copies of all relevant visas, passport details, and all relevant dates and conditions. A student with regular student status who loses that status must then re-apply immediately for an International Student place and follow all normal procedures.

Failure to do so will mean that the New Zealand Immigration Service will be informed, and the student may have no place at the School.

TUITION AGREEMENT

5. Upon enrolment at the School, the student will:

- abide by the same conditions as regards behaviour and absence as apply to the domestic students
- abide by the conditions in the International Student Application and Tuition Agreement Form
- Ensure that regular phone contact is made (as per requirements in the code) with the family home (calling cards, reverse charges, email)

and the school will

- Provide for first language support and pastoral care
- Support the student's culture in the classroom.

FEE PROTECTION POLICY

The Parnell District School Board of Trustees guarantees a refund of unspent fees for International Students if the school becomes unable to continue to deliver their programme.

All Tuition Fees for International Students will be held in a designated bank account. Funds in this account will not be drawn on until the end of the term they cover.

TERMINATION and WITHDRAWAL POLICY FOR INTERNATIONAL STUDENTS

Enrolment as an International Student at the School can be terminated at any time by mutual agreement between the parties.

-

1. **Students intending to withdraw** from the school must:

- a) Advise the school at least two weeks in advance in writing.
- b) The school will advise the New Zealand Immigration Service, and
- c) The school will refund unused fees less administration fees.

2. **School determines to terminate an enrolment**

- a) Will determine whether any refund is applicable
- b) advise the parents in writing and give time for other arrangements to be made
- c) Notify the New Zealand Immigration Service

Termination may occur in the event of:

- **Continued and / or unexplained absenteeism:** Students must attend at least 85% of their classes. In the event that attendance falls below this level the school may terminate their enrolment.
- **Disruptive behaviour:** This includes failure to follow school staff instructions, inappropriate behaviour towards other students and disruption in class. In the event of ongoing disruptive behaviour, the school may terminate enrolment.
- **Criminal behaviour:** This includes damaging or stealing school property, or the property of other students. In the event of criminal behaviour by a student, the school may terminate enrolment.
- **Failure to pay fees:** If the student fails to pay Tuition Fees in advance, or fails to abide by the same conditions as for domestic students, or fails to abide by the conditions of the International Student Tuition Agreement; for instance, if the student ceases to hold, or **ceases to be eligible to hold, a valid student visa** issued by the New Zealand Immigration Service.

REFUNDS OF SCHOOL TUITION FEES

Any International student withdrawing from his / her course of study before the course completion date may, under exceptional circumstances be eligible for a partial refund of school Tuition Fees.

This policy recognises the provisions as set out in

- The Education act 1989 (Section 43(2))
- The Fair Trading Act 1986
- The Consumer Guarantees Act 1993
- The conditions as outlined in the application process

This applies to Tuition Fees only. No additional costs paid will be refundable (including but not limited to Administration fees, English language tuition and activity fees)

“Exceptional Circumstances” will include

- If the school has breached the provisions of the Consumer Guarantees Act or Fair Trading Act (refer attached section).
- If unavoidable family circumstances mean the student is unable to continue study e.g. serious illness or disability of a parent / caregiver.
- Serious illness or disability of the student means they are unable to continue study.

- Other “exceptional circumstances” may be granted on a case by case basis at the discretion of the Principal.

Procedure for applying for refund

1. An application for refund of school Tuition Fees must be made in writing. The parents or caregivers must write to the Principal explaining
 - why he / she is withdrawing from the course; and
 - the reasons for seeking a refund.
2. If the application is made before the start of the course, school Tuition Fees will be refunded less the administration charge to cover costs incurred by the school.
3. If the application is made after the pupil has attended the school, no refund of Tuition Fees paid will be given except in exceptional circumstances as detailed above. If a refund is granted reasonable costs will be deducted, these will include
 - an administration charge
 - costs the school has already incurred in delivering tuition.
 - components of the Tuition Fee already committed for the duration of the course including proportions of salaries for teachers and support staff.
 - Costs already incurred for use of facilities and resources.
 - The proportion of the Government Levy the school is required to pay.
4. No refund will be made to a student who is excluded (expelled) from the school by the Board of Trustees.
5. No refunds will be made for portions of the course missed in the case of a student stood down or suspended.
6. No refund will be made to a student who has breached the terms of their contract with the school.
7. Any student who becomes a permanent resident during their courses of study will have their school tuition fees refunded from the end of the term in which they become resident.

Note: They will need to re-enrol as a resident student under the terms of the school’s Enrolment Policy.

STUDENT TRAVEL AND HOLIDAYS

1. International students living with their parents are encouraged to travel within New Zealand during holiday times. However, group students may only travel after completing their visit to the school unless they have obtained specific permission and Health and Safety clearance from the school.

2. International students are not allowed to travel independently while they are studying at Parnell District School. This is a condition of enrolment.
3. A breach of any of these guidelines will place a student's visa and/or study permit at risk and/or will lead to disciplinary action by the school.

SCHOOL GRIEVANCE POLICY FOR INTERNATIONAL STUDENTS

All grievances should be treated seriously, even if they appear trivial. Any staff member who is approached by an international student or parent who has a complaint about the school must:

1. Record in writing what the grievance is about. The written record must include:
 - The date of the grievance.
 - The name of the student involved.
 - The name of the person advising the school about the grievance.
 - The nature of the grievance.
2. Refer the grievance to the teacher with responsibility for International Students or, if appropriate, the Principal.
3. Give the written record of the grievance to the Principal and Teacher with responsibility for International Students.
4. File a copy of the written record of the grievance on the International student's file.
5. Students will be informed of the process of making a complaint by the person responsible for their pastoral care.
6. Parents and/ or student, if not satisfied with the school's processes to resolve complaints or considers the matter to be serious may contact the Disputes Resolution Service or the NZ Police.

Reviewed August 2016

Signed _____ (Chairperson) Date _____

Review Date _____