

Enrolment Conditions

Conditions of Accommodation

All International Students must be accommodated in a homestay that is approved by the school. All International Students must be living under adequate adult supervision. Where the student is over the age of 20 he or she may board or flat subject to the School approving living arrangements. Where, in the school's opinion, the living arrangements are unsatisfactory, the School has a right to require an alternative homestay.

As per the Code, upon or before enrolment the School will determine and verify which category of accommodation the student will live in regardless of age. Namely with a parent, designated caregiver, or in a homestay.

- No International Student of Takapuna Grammar School can live independently, in a boarding establishment or in temporary accommodation.
- Police vetting will be required of all caregivers and all residents of a homestay or designated caregiver aged 18 or over.
- The parents and the student agree that the student shall remain in the arranged accommodation approved by the School. Any accommodation changes need prior approval from the School.

Failure to comply with these requirements may lead to a cancellation of the student's place.

Accommodation in a Homestay

All homestays are carefully selected and monitored to ensure that appropriate standards are maintained. Breakfast, lunch, dinner and snacks are provided by the host family. Students with special dietary requirements will be charged from \$20 per week extra to cover this.

Homestay payment is payable in advance to Takapuna Grammar School (a minimum of 2 terms is required, or in full for shorter term students). Takapuna Grammar School can only guarantee accommodation for visa purposes for the number of weeks homestay fees have been paid for. The School will pay the homestay caregiver each fortnight and account for all monies received and payments made from homestay money.

The first two weeks homestay money is not refundable if the student no longer requires a homestay after one has been allocated for him/her.

The homestay fees invoiced may be an estimate cost only. Exact costs will be determined when final departure date is confirmed. If students change homestay unnecessarily, a fee of \$350.00 can be charged.

On written request Takapuna Grammar School will refund any balance left over at the end of the student's placement. Two week's notice must be given by either party (homestay or student) prior to a student being placed in another homestay.

Accommodation with a Designated Caregiver (DCG)

The parents of the student must fill out and personally sign the Designated Caregiver Agreement and include all details

of the DCG on the form when submitting the application. The School will decide if the caregiver will be verified as a Designated Caregiver and will ask for a police vet, further supporting information and/or evidence of the nature of the close relationship or friendship.

The home of the proposed DCG will be visited and assessed the same as for a homestay caregiver. The home will be visited subsequently to substantiate and verify the DCG's living situation.

At no time can a DCG leave the student unsupervised overnight or for any length of time without firstly informing the School and seeking approval for a temporary caregiver to take their place. This will probably necessitate a new DCG being appointed for the period as per all DCG regulations.

The DCG arrangement cannot change until Takapuna Grammar School is informed and agrees to the change. The parents take full responsibility and accept the decisions made by their DCG about the day-to-day requirements of their child and understand that Takapuna Grammar School will make every endeavour to provide care and welfare of their child while studying in their school. Should you have any concerns regarding the welfare of your child Takapuna Grammar School may refer your child to the relevant welfare authorities or any other appropriate agency in New Zealand.

Living with a Parent

Students living with parents must still be monitored by the School. Birth Certificates and copies of passports and visas are required to verify parent status.

At no time can a parent leave the student unsupervised overnight or for any length of time without first informing the School and seeking approval for a temporary adult caregiver to take their place. If a parent leaves a student unsupervised in New Zealand that student will lose their place at the School and New Zealand Immigration will be informed.

If students are living with a parent, the parent has full responsibility for the pastoral care of the student outside tuition hours and may be called up to the school at short notice on school matters. Parents must follow all the policies of the School at all times.

Application & Placement

All applications must be made on the official application forms.

Applicants may be interviewed by a Takapuna Grammar School staff member or a contracted agent to assess whether the proficiencies and career intentions of the prospective International Student are matched by the educational opportunities offered by Takapuna Grammar School.

Students may not begin their course of study until fees are paid and all required documentation has been supplied including visa, signed Application Form, homestay and guardianship names and addresses and proof of insurance.

Offer of Place

The School will issue an Offer of Place to selected students. Students will be tested upon arrival and the School has the right to place students in appropriate subjects and year levels, generally students are placed with their age group level. Students entering the School as International Students must have sufficient prior learning and the intellectual and emotional capacity to cope with study in New Zealand in English at the level enrolled in.

The School may also require testing in a student's own home country before selection.

If a student isn't coping with learning at Takapuna Grammar School they will be asked to undertake intensive language tuition at another institution for a period of time. Selection is made by the Director of International Students. Students from a wide range of countries are recruited so that many cultures are represented.

- The School reserves the right to cancel an Offer of Place and refund fees paid hereunder in the event it ascertains any adverse comment from the previous schooling of the applicant or any of the applicant's recommendation letters.
- The School reserves the right to cancel an Offer of Place and refund fees hereunder in the event the level of English and/or prior learning in the subject area is not verified in testing at enrolment.

Failure to disclose relevant information or the provision of false information may result in termination of enrolment.

Fees & Refunds (International Student Policy A12/1: Fees Refund Policy)

Signing the International Student Application form evidences parents understand and accept the Fee Refund Policy.

- 1) In the event that the student wishes to leave the School, the agent or parent must give a written explanation as to why the student wishes to leave and give one term's written notice of the withdrawal of the student from the School.
- 2) Where the Applicant gives notice of withdrawal of the student during the term the next term's tuition fee will be forfeited. For example where written notice is given in term 1, tuition fees for term 2 will be forfeited and the tuition fees paid for terms 3 and 4 may be refunded.
- 3) If a student fails to secure a Student Visa prior to the commencement of study, any tuition fees paid will be fully refunded.
- 4) If an enrolled student at the School fails to secure a Student Visa renewal, fees will be forfeited for the term the student is currently in. Tuition fees paid for future terms will be refunded. For example if a student's visa is not renewed during term 2, fees for term 2 will be forfeited but fees for term's 3 and 4 will be refunded.
- 5) If the student wishes to transfer to another school no refund will be given. Students make a

commitment to enrol at Takapuna Grammar School for the school year.

- 6) Any student who is granted domestic status during the School Year must give one term's notice of their gaining domestic status as for section 1 above and apply to be re-enrolled at the School under the conditions of a resident student.
- 7) Where a student is required to leave the school for criminal behaviour, disciplinary or non-attendance reasons no refunds will be given.
- 8) IB Diploma Programme – Students who enrol and are accepted into the IB programme will pay a non-refundable IB Delivery fee, IB Managebac & Examination fee. Students are expected to make a commitment to enrol in the IB programme for two academic years. Where a student is identified by the school, at the commencement of the programme, to not be at the academic level of the IB programme then the IB Delivery fee, Managebac and Examination fee will be refunded.
- 9) If Takapuna Grammar School is unable to continue to deliver a programme or a student is found on beginning at the school to lack the academic level to enter a programme that they have enrolled in, then an attempt will be made with the parents' permission to transfer that student to another school. If the school cannot transfer the student, the unused portion of fees will be refunded.
- 10) If Takapuna School ceases to be a signatory to the code or a provider of international education, then the unused portion of any fees will be refunded.
- 11) The Principal reserves the right to refund fees beyond those required under the policy.

Fees Protection Policy

To protect International Students' tuition fees, the school draws down the fees paid retrospectively each term.

Liability

In any event, the School's liability in relation to the supply of tuition services to the student is limited to the amount of fees paid by the student for the provision of the services in respect of which liability arises. Nothing in this agreement limits any rights the parents and/or the student may have under the Consumer Guarantees Act 1993.

Insurance Requirements

It is a requirement of the Code that all International Students carry a comprehensive medical and travel insurance policy while enrolled at Takapuna Grammar School.

Takapuna Grammar School can arrange insurance or students can take out their own policy. If the insurer is an overseas company, the School requires students to provide policy details in English so that it may ensure that all necessary requirements are met.

If, prior to enrolment, it is decided that a student does not have adequate insurance, the student will be required to take out additional cover to meet the standards set down by the School.

This policy should:

- a) Commence the minute the student leaves home for the airport on their way to New Zealand.
- b) Apply while in transit.
- c) Apply while the student is in New Zealand.
- d) Cover the student for any trips to other countries during the period of study.
- e) Cover the student for any holidays back to their home country during the period of study.

Recommended minimal cover of insurance

1. Health cover while in NZ

- a) Medical expenses incurred for the treatment of illness and/or injury (in excess of ACC cover) that requires surgery and/or hospitalisation – unlimited sum insured.
- b) Medical evacuation related to serious illness and injuries – unlimited sum insured
- c) Emergency dental treatment
- d) Cost's for family members' travel in the event that the student suffers a serious illness or injury

2. Repatriation, search and rescue

- a) Repatriation and expatriation in the event a student has to return home following an injury or illness which interrupts their study plans
- b) Return of mortal remains/funeral expenses – including travel costs for family members, repatriation of remains and funeral costs
- c) Search and rescue operation to locate the insured

3. Travel into and out of New Zealand

- a) Missed flights or delays for travel into and out of New Zealand
- b) Medical expenses incurred for the treatment of an illness and injury incurred during the travel

4. Personal liability

- a) Negligence causing bodily injury (including death) of another person or loss of or damage to property
- b) False arrest and wrongful detention

Eligibility for Health Services

Most International students are not entitled to publicly funded health services whilst in New Zealand. If you receive medical treatment during your visit you will likely be liable for the full costs of that treatment. Full details on entitlement to publicly funded health services are available through the Ministry of Health, and can be viewed on their website 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 www.acc.co.nz

Orientation & Support

The School will provide a comprehensive orientation programme before classes begin to help students adjust to school life. Attendance at orientation is compulsory. Many staff provide support and help for International Students. Counsellors and Careers Advisors help students with personal and career issues, choices and applications. The International Faculty has a fulltime Director, Manager, Accommodation Co-ordinator, Office Administrator, and an International Dean. First language counsellors are on staff for Korean and Chinese students.

School Requirements:

Attendance

- Takapuna Grammar School requires 100% student attendance. Unexplained absences may result in the termination of the contract with Takapuna Grammar School. If this occurs the New Zealand Immigration Department will be informed using the standard form and the student's visa may be revoked.
- Students must abide by the rules and regulations that cover all students whilst at the school.

Additional Needs

If at any time it is believed that an International Student is at risk the matter will be referred immediately to Student Services where all appropriate policies and procedures will be followed.

Contact Information

The School requires up to date information on all students. Please inform the international office when email addresses, physical addresses or telephone numbers change. We wish to avoid embarrassment by sending incorrectly addressed mail so would also appreciate being informed in cases where marital status change.

Driving

International Students are not allowed to drive a motor vehicle in New Zealand at any time.

Education Outside the Classroom

As part of the education system in New Zealand, students will often go on supervised class trips outside of school to places of interest for topics they are studying. Before a class trip can take place permission must be granted by senior management of Takapuna Grammar School and Risk Analysis Management forms completed.

As part of this process we must obtain signed permission from the parents of each International Student before they can participate in a school trip.

Internet Access

Students are provided with Internet access through parental consent as part of the enrolment process. The Internet is only to be used for educational purposes and whilst the School has taken precautions to eliminate controversial material, it is not possible to restrict access to all such material and hence access remains the individual student's responsibility. Internet use and sites visited are monitored closely.

Leave

Students should not be applying for leave for personal travel during school time unless there is a compelling reason to do so.

The International Manager or Director of International Students will make the final decision regarding any leave application according to the Code.

Work

Takapuna Grammar School will give written permission for part-time work (a maximum of 20 hours per week) for Year 12 and Year 13 students only. A Variation of Conditions to a student permit will need to be applied for. Go to www.immigration.govt.nz to view the detailed requirements of the New Zealand Immigration Service. Students will need to show they are making and maintaining excellent academic progress, have excellent

attendance and have made satisfactory transport arrangements to and from work. Takapuna Grammar School requires written confirmation from parents prior to applying.

Takapuna Grammar School staff may visit the workplace. 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.

Communication, Complaints and Concerns

The School welcomes direct communication from parents via phone, email, letter or visits. The School will communicate with parents via email, letters, newsletters and the website.

Students and parents may experience a range of problems and difficulties. This is normal. Any problem should firstly be taken to the International Dean or to Guidance staff. Serious problems should be taken to the Director, Mr Grant Simpkins g.simpkins@tgs.school.nz. The School adheres to the New Zealand Code of Practice for International Students. <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>

An appeal authority operates through NZQA and any complaints and /or disputes will be dealt with under the new Code of Practice and/or the International Student Contract Dispute Resolution Scheme. Students are advised of this at orientation and a 'How to Make a Complaint' poster is displayed in the International Office and the International Common Room.

COMPLAINTS PROCEDURES FOR INTERNATIONAL STUDENTS

Complaints Procedure

Takapuna Grammar School complies with the Code of Practice for International Students by providing a complaints procedure process.

You might want to:

1. Take a friend or adult with you
2. Talk to your agent and involve him or her in the discussion
3. Inform your parents or guardians that you have a concern or complaint

You need to follow the following process :

Concerns about:

- Courses or teaching
- Personal issues
- Bullying or harassment

**See Ms Baker, the Dean of
International Faculty**

Concerns about:

- homestays
- visas or administration
- fees and charges

**See Mrs McGowan, Business Manager
or Ms Jones, Community &
Communications Manager**

Available in the International Common Room

IF NOT RESOLVED

Available in the International Office

IF NOT RESOLVED

See
Director of International Faculty,
Mr Simpkins

CONSULT

- Deans
- Heads of Department
- Counsellors
- Support Agencies

If not resolved

PRINCIPAL

Mrs Nixon

If not resolved contact NZQA



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

INTERNATIONAL STUDENTS - HOW TO MAKE A COMPLAINT

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

Fairway Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

Takapuna Grammar School 11/2017

