



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

# **OTAMATEA CHRISTIAN SCHOOL**

## **INTERNATIONAL STUDENT POLICIES**

## **Outcome 1: Marketing and Promotion Policy and Procedure**

Signatories must ensure that the marketing and promotion to prospective international students of services provided by signatories includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided.

### **12 Process**

Each signatory must—

- (a) proactively seek to understand the information needs of international students; and
- (b) develop and provide information to international students and review the information to ensure it is kept up to date; and
- (c) ensure that international students receive, as a minimum, information about the following:
  - (i) the signatory's quality assurance results; and
  - (ii) the educational instruction, staffing, facilities, and equipment available to international students; and
  - (iii) the DRS; and
  - (iv) potential learning outcomes for international students, including pathways for further study and employment, where applicable; and
  - (v) estimated study and living costs for international students; and
  - (vi) accommodation and transport, or ways to obtain such information.

## **Marketing and Promotion Policy and Procedures (Outcome 1)**

### **Rational:**

As Signatories to the Code (2016) Otamatea Christian School needs to ensure that the marketing and promotion to prospective international students of services provided includes clear, sufficient and accurate information enabling those students to make informed choices about the services we provide.

As a minimum International Students will receive information about the following:

- i. Otamatea Christian Schools quality assurance results as they become available by the governing bodies of Education Review Office (E.R.O), Southern Cross Educational Enterprises quality assurance audits (S.C.E.E), and N.Z.Q.A audits.

**Procedure:** Results will be available on the school website and links to these as appropriate or upon request made to the school office. An office file is kept for all quality assurance results.

- ii. A. Information on the method Otamatea Christian School uses for instruction of International Students.

- B. Information on the staffing, facilities and equipment available to international students.

**Procedure:** Information on the instruction program for International Students is available in the Otamatea Christian School International Student Prospectus. Information on the staffing, facilities and equipment available to international students are available in the Otamatea Christian School International Student Prospectus.

- iii. Information on the International Student Contract Dispute Resolution Scheme established by section 238J of the Act.

- iv. **Procedure:** Information on the International Student Contract Dispute Resolution Scheme established by section 238J of the Act is available in the International Student Handbook.



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

- v. Information on potential learning outcomes for international students, including pathways for further study and employment, where applicable.

**Procedure:** Information on the potential learning outcomes for international students, including pathways for further study and employment is available in the International Student Prospectus.

- vi. Information on estimated study and living cost for International Students.

**Procedure:** Information on the estimated study and living cost for International Students is available in the International Student Prospectus and includes the cost of leisure activities outside of school hours.

- vii. Information on accommodation and transport, or ways to obtain such information.

**Procedure:** Information on the accommodation and transport available to International student is available in the International Student Handbook.

In the interest of Best Practice for marketing and promotion Otamatea Christian School will endeavour to understand the information needs of the student by:

- Interviewing existing and potential students (Refer Interview Form) both for Academic placement and homestays. This may be done by means of an interview form, face to face interview or a skype interview.
- Providing questionnaires for parents
- Carrying out Surveys of partner agents, parents and students
- Reviewing international marketing information annually. Evidence of the review will be kept on file.

Otamatea Christian School will strive to provide marketing material that represents the school in an accurate and professional manner and will be offered to students and families through: the Otamatea Christian School Website, the Otamatea Christian School International Student Prospectus, the Otamatea Christian School Brochure. Photos and Videos will be used on the school website and in Hard Copy promotional material.

**This policy and its procedures will be reviewed annually in the first term of each year.**

**Reviewed by Director of International Studies: Lynette Bell 10<sup>th</sup> March, 2018**

Principal: \_\_\_\_\_

Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_

Date signed: \_\_\_\_\_



98 Hurndall Street  
Maungaturoto  
Phone: 09 431 8487  
[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)  
<https://www.otamateachristianschool.com>

## **Managing and Monitoring Agents Policies and Procedures: Outcome 2**

### **Rational:**

Otamatea Christian School must effectively manage and monitor any agents that we contract to represent us. This is to ensure that the 'Agents'

- a. Provide international students with reliable information and advice about studying, working and living in New Zealand; and
- b. Act with integrity and professionalism towards prospective international students.

### **Process: (a)**

As a signatory Otamatea Christian School will carry out and record reference checks on potential agents to ensure as far as possible that they have not been involved in any conduct that is false, misleading, deceptive, or in breach of the law.

### **Procedure: (a)**

This will be done via police checks within New Zealand and overseas as much as possible.

### **Process: (b)**

As a signatory Otamatea Christian School will enter into written contracts with each of its agents.

### **Procedure: (b)**

Refer Recruitment Agent Agreement (13) and Recruitment Agent Application (13 A)

### **Process and Procedure: (c)**

Otamatea Christian School will terminate contracts with agents if there is evidence suggesting that those agents or their subcontracted agents-

- (i) Have been involved in any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; or
- (ii) Have jeopardised the signatory's compliance with the 'Code (2016)'

### **Process: (d)**

Otamatea Christian School will ensure that its agents have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts with the signatory.

**This policy and its procedures will be reviewed annually in the first term of each year**

**Reviewed by Director of International Studies: Lynette Bell 12<sup>th</sup> March, 2018**

Principal: \_\_\_\_\_

Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_

Date signed: \_\_\_\_\_

### **Outcome 3: Offers, Enrolment, and Contract Policies and Procedures**

As Signatories of the Code Otamatea Christian School will-

- (a) Support international students (or the parents or legal guardians of international students under 18 years) to make well-informed enrolment decisions that are appropriate to the educational outcomes sought; and
- (b) Ensure that international students (or the parents or legal guardians of international students under 18 years) have the information required to understand their interests and obligations before entering into a legally binding contract with a signatory; and
- (c) Ensure that proper documentation is kept and, where appropriate, provided to international students (or the parents or legal guardians of international students under 18 years).

#### **Process**

(1) Otamatea Christian School will ensure that international students receive, as minimum, information about the following:

- (a) the most recent results of evaluations by quality assurance agencies

**Procedure:** Make available on the website NZQA Accreditation Status, SCEE Accreditation status and links to ERO Reports. Ensure that International Students/Guardians (if student is under 18) are made aware of these verbally or by referring them to the Website.

- (b) Compliance notices and conditions imposed under the Act that the code administrator directs, must be disclosed to prospective international students.

**Procedure:** Compliance notices and Conditions imposed under the Act will be disclosed to prospective international students as soon as possible this may be in written form or when meeting with the students.

- (c) The education provided and its outcome, for example, whether a qualification is granted:

**Procedure:** This information will be made available on the International Student Brochure briefly and with more comprehensive information being available in the Student Prospectus

- (d) refund conditions that comply with the outcome and process in clause 29 and 30:

**Procedure:** Refer Refunds Policy

This Policy will be made available to International Students through the school website and outlined in the International Student Handbook and the International Student Prospectus.

- (e) staffing, facilities, and equipment:

**Procedure:** Information on these things will be made available in the International Student Handbook and International Student Prospectus.

- (f) available services and supports:

**Procedure:** Information on these things will be made available in the International Student Handbook.

- (g) Insurance and visa requirements for receiving educational instruction from the signatory:

**Procedure:** Information on these things will be made available in the International Student Handbook and International Student Prospectus.

- (h) This code and the DRS rules:

**Procedure:** Each student/guardian is to be given a hard copy or a link to the NZQA website so that they can access the Code. Where possible the Code will be made available in English and their own language. Main parts of the Code will be highlighted especially in relation to Refunds Policy, Termination of Tuition, Grievances and the DRS rules. Where necessary an interpreter in

their native language will be consulted or made available to clarify anything not clearly understood.

(i) Full costs related to an offer of educational instruction.

**Procedure:** According to the length of tuition the basic costs are available on our website and in the International Student Prospectus. Please refer to Fees Protection Policy. The student/guardian needs to be made aware at the time of the Refund Policy and Fees Protection Policy so they are fully informed of what happens should Tuition be terminated earlier than expected.

(2) Each signatory must ensure that the educational instruction on offer is in accordance with the Act and is appropriate for students' expectations, English language proficiency, and academic capability.

**Procedure:** Each student is to be assessed for English Proficiency, Literacy and Numeracy. This may be in the form of an interview and observation if the child is young and with no English skills or by using the ACE Diagnostic tools/ Speaking English with ACE and Christi Tests can also be used as diagnostics. All students will be run through an English Phonics Program if necessary. An individualized learning program will be made specific for each student and their needs.

(3) Each signatory must ensure that, before entering into a contract with the signatory or enrolling with the signatory, each international student (or the student's parent or legal guardian, if the student is under 18 years) is informed of the student's rights and obligations in relation to receiving educational instruction from the signatory, including the rights under this code.

**Procedure:** Each student or their legal guardian will be given access to the code and will attend an interview in which they will be informed of their rights and obligations in relation to receiving educational instruction and their rights under the code. Where possible the code will be given in their primary language. Access to an interpreter when needed will be made available as required.

(4) Each signatory must ensure that there is a written contract entered into between the signatory and each international student (or the student's parent or legal guardian, if the student is under 18 years) which includes clear information about the beginning and end dates of enrolment, the conditions for terminating enrolment, and the conditions for terminating the contract.

**Procedure:** Enrolment forms upon acceptance are to become the legal binding contract and will include beginning and end dates of enrolment and the conditions for terminating the enrolment and the conditions for terminating the contract.

(5) Each signatory: must ensure that, as far as practicable, while an international student is enrolled with the signatory for educational instruction of 2 weeks' duration or longer, the student has appropriate insurance covering—

(a) The student's travel—

(i) To and from New Zealand; and

(ii) Within New Zealand; and

(iii) If the travel is part of the course, outside New Zealand; and

(b) Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalization; and

(c) Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and

(d) Death of the student, including cover of—

(i) Travel costs of family members to and from New Zealand; and

(ii) Costs of repatriation or expatriation of the body; and

(iii) Funeral expenses.



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

**Procedure:**

Each student will be required to have insurance through Southern Cross Travel Insurance (SCTI) that covers the above criteria prior to final acceptance into the school. This will be arranged by the school and paid for by the student/legal guardian. If any student wants to supply their own insurance agency these things need to be covered in their policy and the policy available in an English translation. The preference for the school is that the insurance is through SCTI.

(6) Each signatory must ensure that, where appropriate, the signatory obtains the written agreement of the parent or legal guardian of an international student under 18 years to decisions affecting the student.

**Procedure:** Where possible or appropriate Otamatea Christian School will obtain written agreement from the parent or legal guardian to decisions affecting the student.

**This policy and its procedures will be reviewed by December each year.**

**Reviewed by Director of International Studies: Lynette Bell 18<sup>th</sup> March, 2018**

Principal: \_\_\_\_\_

Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_

Date signed: \_\_\_\_\_





98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

## **Policy and Procedures on Immigration Matters (Outcome 4)**

Otamatea Christian School will –

- (a) Ensure that **we** do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction.
- (b) Take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

### **Process**

Otamatea Christian School will in the interests of best practice –

- (a) Ensure that each international student who enrolls with the school has the necessary immigration status for study in New Zealand. <http://immigration.govt.nz/VisaView>
- (b) Report to Immigration New Zealand known or suspected breaches of visa conditions by international students; and
- (c) Notify Immigration New Zealand of terminations of enrolment.
- (d) Site the student's visa, checking that the name of the school is on the visa and that dates on the visa are current.
- (e) Will keep accurate records of the following:
  - i. Photocopy of the title page and the visa page of the student's passport and keep this information on file **or**
  - ii. Print the Visa View enquiry results page and
  - iii. Record the commencement and expiry dates of the visa
  - iv. Keep a copy of the student's insurance policy.
- (f) Require and inform the students that they need to meet attendance requirements and also make satisfactory progress.
- (g) Ensure that processes are in place to monitor the academic progress and attendance of students.
- (h) Notify Immigration New Zealand if a **student's** enrolment is terminated.  
<https://www.immigration.govt.nz/assist-migrants-and-students/assist-students/student-enrolment-termination>
- (i) Ensure that parents accompanying a student for the sole purpose of education in New Zealand visa states the name of the dependent that they are responsible for while living in New Zealand.
- (j) Ensure that parents are living with the student and complete routine visits to ensure that the parents are still looking after the student. If a parent or legal guardian has returned to their home country then Otamatea Christian School will inform Immigration New Zealand.

**This policy and its procedures will be reviewed each year. Reviewed by Director of International Studies: Lynette Bell.**

Principal: \_\_\_\_\_ Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_\_

Reviewed: 24<sup>th</sup> March, 2016. Reviewed: 14<sup>th</sup> November, 2017. Reviewed: 22<sup>nd</sup> March, 2018  
Reviewed: 13<sup>th</sup> June, 2019





## **Orientation Policy and Procedure (Outcome 5)**

### **Purpose**

Otamatea Christian School as a signatory to the Code 2016 must ensure that international students have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a student at the outset of **their** educational instruction.

### **20. Procedure**

- (1) Otamatea Christian school will ensure that its orientation programme –
  - (a) Provides each international student with full information and advice on all relevant institutional policies. [www.otamateachristianschool.com](http://www.otamateachristianschool.com)
  - (b) Provides each international student with full information and advice on the services, support, and facilities that Otamatea Christian school offers.
  - (c) Provides the names and contact details of designated staff members responsible for international student support
  - (d) Provides appropriate information relating to health and safety of international students
  - (e) Provides information about grievance procedures for international students, both internal and external
  - (f) Provides information about the termination of enrolment
  - (g) Provides information about the student's rights and entitlements, including any entitlement to a fee refund, if the student voluntarily withdraws from the educational instruction.**
- (2) Otamatea Christian School will ensure that if an international student is under 18 the parent/guardian will have full access to the orientation information and program provided by the school for each student.

**This policy and its procedures will be reviewed by December each year.**

**Reviewed by Director of International Studies: Lynette Bell 13<sup>th</sup> June, 2019**

Principal: \_\_\_\_\_ Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_\_

## **Outcome 6: Safety and Well-Being Policy and Procedures**

The intent of this outcome is to ensure students are as well supported as possible to have a safe, happy and successful time living and studying in New Zealand.

Otamatea Christian School must:

- (a) Provide a safe study environment for international students; and
- (b) Provide adequate support for the well-being of their international students;
- (c) as far as practicable, ensure that international students live in a safe environment.
- (d) Look out for signs of distress and inform students about support services that are available in the school or community and how the student can best deal with stress. (Refer to Signs of Stress in International Students Reading)
- (e) Give International students the contact details for staff who can help them with health and safety issues. This includes details of a 24/7 contact person who can help them deal with issues that occur outside of school hours.

### **21. Student Health and Wellbeing**

Process: To support student health and well-being, students will need information on where to find support within Otamatea Christian School and staff will need Cross Cultural Training.

Procedures:

- i. These are the services that will be offered at Otamatea Christian School - Counselling Services Boys Dean: Mr. Mark Bell, Girls Dean: Mrs. Lynette Bell, Pastoral Care: Pastor Paul Chambers; First Aide: Mrs. Bell, Peer Support: Student Buddy, Director of International Studies: Lynette Bell will arrange first language support as required. This may be in the form of a parent, a person in the local community, or outside the Maungaturoto community, accessed by skype. (Community Law has access to Language Line: telephone interpreting services provided by the Office of Ethnic Affairs. Language Line operates Monday to Friday: 8am 6 pm.) Contact details for these services are included in the student handbook.
- ii. Otamatea Christian School will also provide students with information on how to access health and counselling services in the general community this can be found in the student handbook.
- iii. Information will be made available to international students through orientation processes and at appropriate times during their enrolment so they have this as early as possible.
- iv. Cross cultural training for staff is an important counselling strategy to develop competency and understanding of other cultures. Cross cultural training is provided in a handbook of information about the relevant cultures of those students attending our School. At present these handbooks include information on the Language and Customs of Chinese, Japanese, Pacific Island and Maori Cultures and associated professional Cross Cultural Readings that apply to the classroom situation. (This will be added to as we encounter other cultures that wish to attend our school.

**22. Process: general**

Otamatea Christian School must—

- (a) Respond fairly and effectively to instances of inappropriate behaviour by, or impacting on, an international student. Appropriate guidelines to responses need to encompass the smaller demeanour to a major display of inappropriate behaviour.
- (b) Develop and maintain policies for managing inappropriate behaviour that are communicated to staff and students and effectively implemented.
- (c) Give advice to international students on how to—
  - i. Report and address health and safety issues (at school and out of school).
  - ii. Respond to an emergency (for both on campus and off campus activities).
  - iii. Access health and counselling services and engage with relevant government agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989.
- (d) Have up-to-date contact details for each international student(s) and their next of kin.
- (e) At all times (24 hours a day, 7 days a week) the primary point of contact will be available to the student.

**Procedures:**

- i. In the Learning Centre where there is inappropriate behaviour or failure to follow daily procedures the guidelines laid down in the ***A.C.E Procedures Manual One*** will apply.
- ii. In the case of major displays of misbehaviour the school will offer counselling to the student where appropriate and will if needed provide the necessary language support for understanding what changes need to be put in place by the student to remain at the school. Parents/Caregivers and Homestay providers will be informed of the behaviour, counselling and follow up necessary. If the behaviour does not change then the matter will go before the Board of Governors and the schools Stand Down and Expulsion Procedures may be applied as they would to Domestic Students. The student may have their enrolment withdrawn in these circumstances. Should this be the case then immigration will be notified and a report will be sent to the Code Administrator.
- iii. In all cases of inappropriate contact the Otamatea Christian School Health and Safety Policy will apply. This policy will apply to the teacher, the students and those that are in contact with the student on a day to day basis.
- iv. The Dealing with Grievances Policy Procedures will need to be made available to the student so that they can follow the internal or external complaints process if they have a complaint to be laid.
- v. The student must have support throughout the process.
- vi. In all cases where a student is withdrawn or does withdraw the Managing Withdrawal and Closure Fees Protection and Refund Policy will apply.
- vii. Policies and Procedures around Health and Safety will be communicated via meetings to both board and staff and emails and basic procedures for staff dealing with behaviours can be found in the Staff Handbook.
- viii. Ensure that how to report and address health and safety issues at school and out of school are in the International Student Information Handbook and covered during Orientation. (Orientation Handbook)
- ix. Ensure that students are taken through routines that enable them to respond to emergencies in and out of School. The students will follow Domestic Students drills: School Fire, Lock Down and Earthquake Drills and be taken through responses to emergencies as part of the whole school program. (Reference to these emergencies will be found in the Student Orientation Handbook.)
- x. Ensure that students and staff have access information to agencies that can assist them with health issues, counselling, other support or in case of emergencies the New Zealand

- Police or Oranga Tamariki. For staff this will be in the form of a support list found in the school staff room and the school office. Copy to be held by School Office in individual files for access by School Principal and in the Director of International Studies Files. For students this will be available in the International Student Information Handbook or the International Student Orientation Handbook.
- xi. The Director of International Studies will be the primary point of contact (Lynette Bell – Cell: 0224088153, Home Phone: 094318768, School Phone: 094318487, email: [lynettebellteach@gmail.com](mailto:lynettebellteach@gmail.com)) or the School Principal if for some reason contact cannot be made (Mark Bell – Cell: 0211809813, Home Phone: 094318768, School Phone: 094318487, email: [ocsprincipal87@gmail.com](mailto:ocsprincipal87@gmail.com)). While on leave the point of contact will be the Board Chair Person (Paul Chambers Cell: 0274713889, Home Phone: 094319042, Work Phone: 094318173, email: [pastor@goodnews.org.nz](mailto:pastor@goodnews.org.nz)).

### 23. Process: International students under 18 years

(1) In relation to international students under 18 years, each signatory must—

(a) Not enroll an international student 10 years or older but under 18 years who does not live with a parent or legal guardian unless—

(i) The student is in a properly supervised group of students whose educational instruction is not for more than 3 months; or

(ii) The student is in the care of a residential caregiver; and

(b) Have up-to-date contact details for the students' parents, legal guardians, and residential caregivers; and

(c) Maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study; and

(d) Ensure that at least 1 staff member is designated to proactively monitor and address any concerns about international students under 18 years; and

(e) If the student is in the care of a residential caregiver,—

(i) Ensure that a plan is in place for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian, or another person approved by the parent or legal guardian, for—

(A) Each transfer that occurs during the period of enrolment; and

(B) The transfer that occurs at the end of enrolment; and

(ii) Ensure that the parent or legal guardian is notified of each transfer plan.

(2)

The requirements in clause 22 apply, in addition to this clause, to international students who are 10 years or older but under 18 years.

### 24. Process: International students under 10 years

Otamatea Christian School must:

(1) Must ensure that its international students under 10 years live with a parent or legal guardian, unless they are accommodated in a school hostel.

(2) The requirements in clauses 22 and 23 apply, in addition to this clause, to international students who are under 10 years.

### Procedure

- i. Up to date details will be kept on record by the office staff. Parents will be given the opportunity to use Google Docs to update details.
- ii. The Director of International Studies will be responsible for proactively monitoring students and addressing any concerns for students under 18 years of age.
- iii. If care of a student over 10 and under 18 is to be handed over to a residential caregiver in the form of a Homestay then the parent or legal guardian needs to put the details regarding the handing over and the care of the international student when that student's enrolment finishes on the International Student Enrolment form.
- iv. Effective communication will be in the form of School Reports, parent/caregiver meetings, skype meetings if parents are overseas, emails and newsletters as well as the school Homework Notebook. For students under 10 whose parents are active in the school then day to day conversation and engagement will be a means of building relationship and communicating.

### 25. Process: International students at risk or with special needs

(1) Otamatea Christian School must ensure that—

(a) Appropriate measures are put in place to address the needs and issues of international students at risk or with special needs.

(b) The parent or legal guardian of a student under 18 years or the next of kin of a student 18 years or over is aware of any situation where the student is at risk or has special needs.

Where appropriate, issues will be referred to the relevant agencies and the code administrator.

(2) A student is at risk if the signatory has reasonable grounds to believe that there is a serious issue relating to the student's health, safety, or well-being, including, for example, —

(a) The student(s) are unable to adequately protect themselves against significant harm or exploitation.

(b) The student(s) are unable to adequately safeguard their personal welfare.

(3) A student with special needs includes a student who—

(a) experiences a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect the student's ability to participate, learn, and achieve; or

(b) Requires the provision of adapted programmes or learning environments, or specialised equipment or materials to support the student to access the curriculum, participate, learn, and achieve.

### Procedure:

- i. The student will be assessed upon entry by the Director of International Studies as to whether the school can meet the student's needs and these details will be recorded on the I.E.P form including any measures that will be put in place should the student be enrolled for education at the school. If the student is of average or above average ability and has a reasonable level of English and understanding then they will be taken through the diagnostics and prescribed curriculum accordingly.
- ii. Any remediation will be taken on a case by case basis and an I.E.P will be updated and used throughout the student's time at the school as a working document.
- iii. The director of International studies will consult with the Parent/Legal guardian in regard to the student and his/her special needs or risk factors.
- iv. **Where appropriate** and in compliance with the principles of the Privacy Act 1993, issues relating to the students will be reported to relevant agencies such as the New





98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989, and to the code administrator.

### **17 Clause 26 (Process: Accommodation)**

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the Homestay Caregiver in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

In relation to an international student under 18 years who is in the care of a residential caregiver, Otamatea Christian School must—

(1).

(a) Ensure that the student's accommodation is safe, is in an acceptable condition, and meets all regulatory and legislative requirements.

(b) Ensure that an appropriate safety check referred to in clause 26A(1) is completed and is up to date; and

(b, a) ensure that an appropriate check is completed and is up to date for each person who is 18 years or over and who resides at the residential caregiver's accommodation, for the purpose of ensuring the safety of the student; and

(b, b) have a written agreement with the residential caregiver that specifies the role and responsibilities of each party in relation to the care of the student: and

(c) maintain effective communication with the student's and the student's parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation.

(d) Conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors.

(e) If the student's residential caregiver is a designated caregiver ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's day to day care when the student is in the custody of the designated caregiver.

(e, a) If the student's residential care giver is a supervisor described in clause 26 A (2), ensure that the parent or legal guardian of the student has provided written agreement that the signatory is not responsible for the student's day-to-day care when the student is in the custody of that supervisor.

(f) Ensure that there is appropriate separation of international students from others of different ages in the accommodation.

(g) Ensure that the student is appropriately supervised in the accommodation.

(1A).

For the purposes of sub clause (1)(b, a), a person who is 18 years or over and who resides at the residential caregiver's accommodation includes a person of age who-

(a) temporarily resides at that accommodation; or

(b) (b) Is or will be residing at the accommodation for 1 or more periods in any month (whether or not for valuable consideration) each period of which is 5 or more consecutive nights.

(2).

In relation to an international student 18 years or over who lives in accommodation

Provided or arranged by Otamatea Christian School, Otamatea Christian School must -

(a) Ensure that the student's accommodation is safe, is in an acceptable condition, and meets all regulatory and legislative requirements.

(b) Maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.

(3)

In relation to international students 18 years or over who arrange accommodation for themselves, the signatory must ensure that the students are directed to relevant advice and information that will enable the students to understand their rights and obligations as a tenant in New Zealand.

(3A)

To avoid doubt, if the residential caregiver is a supervisor described in clause 26A(2) or a designated caregiver, the signatory must meet the requirements of this clause and ensure the safety, health, and well-being of the student.

(4)

In this clause, **accommodation issues** include issues of health and well-being arising from a student's accommodation or connected with it.

(3A)

26A Process: safety checks and appropriate checks

(1) The safety check for the residential caregiver referred to in clause 26(1)(b)-

(a) Must include-

(i) A confirmation of identity; and

(ii) A reference check that includes contacting at least 1 of the following persons or bodies for the purpose of obtaining information that the signatory considers relevant to a risk assessment:

(A) The residential caregiver's current or previous employer, professional body, or registration authority;

(B) The licensing authority that is relevant to the residential caregiver's business or professional activities;

(C) A person who is not related to the residential caregiver; and

(iii) A police vet, to obtain information that is relevant to a risk assessment; and

(iv) an interview with the residential caregiver, to obtain information that the signatory considers

Relevant to a risk assessment; and

(v) a risk assessment that takes into account all of the information that was obtained under subparagraphs (i) to (iv), to determine whether the residential caregiver poses a risk to the safety of the student; and

(b) Is up to date if it is completed within 3 years after the date of the latest safety check.

(2) Sub clause (1)(a)(ii) to (v) does not apply to residential caregiver who-

(a) Is a supervisor referred to in paragraph (e) of the definition of residential caregiver in clause 7(1);

And

(b) Is not a resident of New Zealand; and

(c) Is travelling with, and accompanying, the international student for the purpose of supervising them during the student's educational instruction.

(2) An appropriate check referred to in clause 26 (1)(ba) is up to date if it is completed within 3 years after the date of the latest check.



*Procedure:*

The categories of accommodation that will be accepted by Otamatea Christian School are:

- i. Living with a Parent
- ii. Living with a Designated Caregiver designated by the Parent
- iii. Living with a Designated Caregiver in a Homestay.

(4) Monitoring Accommodation:

- i. The Director for International Studies will carry out a regular home visit and inspection and complete a declaration that in all cases stated above.
- ii. All caregivers will be informed of Home Visits
- iii. A home visit inspection will offer evidence of living conditions in relation to:
  - Location
  - Standard of bathrooms and other facilities
  - Level of safety and security
  - Standard of cleanliness
  - Temperature and heating
  - Appropriate bedroom furniture
  - Appropriate linen and bedding
  - study facilities
  - Provisions for emergencies, e.g. first aid supplies, smoke alarms
  - Whether the physical and emotional environment is safe for the student
  - Number and age of students and other residents living in the house.
- iv. Otamatea Christian School is required to complete an 'appropriate safety check for a residential caregiver'. This will include a police vet or criminal history check for all adults residing in a Homestay who are 18 years of age and over.
- v. As well as a police vet or criminal check, the following checks will be included to ensure an appropriate safety check is undertaken:
  - Confirmation of identity, e.g. sighting passport or driver's license
  - Home visit
  - Character references
  - Interviews with host family members.
- vi. All information obtained during the safety checking process will need to remain confidential. This means that the staff of Otamatea Christian School handling this information (School Secretary, Director of International Studies, School Principal and Board of Governors are required to be discreet and not share the information with others outside of those that need to handle the information. Any information obtained through the criminal history check or police vetting process that discredits the individual needs to be kept under lock and in the File for Sensitive Information.
- vii. Student interviews and Home Visits
  - I. The Director for International Studies will undertake student interviews to gather information about the well-being and care of international students.
  - II. All interviews will be documented and records kept. Problems discovered during an interview will be referred to the School Principal.
  - III. Serious concerns will be followed up immediately and the School Board of Governors Chair Person informed.



98 Hurndall Street  
Maungaturoto  
Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

- IV. Otamatea Christian School will provide an agreement to be signed by parents or legal guardians who wish their child to stay with a designated caregiver or in a Homestay at the time of Enrolment.

#### Designated Caregivers

- i. Will be approved by Otamatea Christian School with the Director of International Studies on behalf of the school board performing safety checking prior to approval. Once approved however, designated caregivers agree that Otamatea Christian School is not responsible for the student whilst in their care.
- ii. Otamatea Christian School is committed to the ongoing relationship between the student's family and the designated care giver.
- iii. Otamatea Christian School expects students under the age of 14 should not be left in the home alone at any time.
- iv. Homestay parents need to notify the school if they will be away overnight if the international student will not accompany them. Alternative arrangements should be made.
- v. Otamatea Christian School requires any international students who are 18 years of age or over to agree to terms of their enrolment that are consistent with those under 18 years.

#### Changing Home Stay/Change of Circumstances

- I. If a student needs to change home stay for good reasons there is no extra charge for this. However if a student has to change home stay more than once because of his/her unreasonable demands or misbehaviour a further placement charge will be made.
- II. If Otamatea Christian School changes the students accommodation, notification will be given to the student and the homestay carer prior to the change. Reasons for the change should be communicated clearly to both parties and to the student's parents.
- III. All transfers and the reasons for these will be kept of this and filed in the International Student files or in the Case Sensitive Files if the circumstance requires this.

#### A change of circumstance may include:

- . A change of health relating to a member of the homestay family.
- . A new criminal charge relating to a member of the homestay family.
- . A change in the composition of the homestay household (if a new household member is aged 18 years or older a police vet must be undertaken).
- . A move to a different physical address
- . A change in household family structure, including a change of address or of household make-up.
- . Unresolvable issues between the student and the Host family.
- . Misbehaviour or misconduct on the part of the student.
- . Misconduct on the part of the Host family.

#### **Responding to emergencies**

##### Process

Schools must have procedures for critical incidents and emergencies that provide for the needs of international students.

##### Procedure

- i. Otamatea Christian School has a critical incident plan to respond to emergencies.
- ii. The Schools Critical Incident Team includes the Director of International Studies, The School Principal and the Board Chairman and its associated members.
- iii. An emergency pocket card may be given to international students to ensure they have instant access to emergency contact information and phone numbers. (\*to be worked on)

- iv. The Principal will contact the MOE 24/7 crisis team in the case of a critical incident. The MOE crisis team will advise the school on the steps to be taken.
- v. Otamatea Christian School will use the guidelines for dealing with traumatic incidents see <http://www.education.govt.nz/school/student-support/emergencies>
- vi. Otamatea Christian School is responsible for international students who are not living with parents, at all times. Therefore if an international student is involved in an accident or emergency situation at any time, the International Student Director (who is also in charge of pastoral care) will be available 24 hours per day, 7 days per week, to deal with the situation.
- vii. The school will endeavour to ensure that activities supervisors and/or “activities organisations” are properly trained or certified.
- viii. In the event of a death or other traumatic event, the Board of Governors will contact the relevant embassy or police and they will make contact with the parents. (Not the school)
- ix. The school will endeavour to provide a first language speaker to communicate to students and parents, and where possible, first language health staff to ensure accuracy of information.
- x. The school board will make all possible endeavours to assist the parents to come to New Zealand and meet their wishes regarding arrangements for the students.
- xi. The school board will make all endeavours to provide support for friends and caregivers of the student.
- xii. Reference to the Ministry of Educations Emergency Management Documents will be made in the case of the following emergencies:
  - . Preventing and Responding to Suicide
  - . Abuse
  - . Earthquake
- xiii. All parents will be required to fill out a Health Declaration. Staff will seek to ensure that the International Student/Parents give all health information, including mental and physical, on the Health Declaration, provided to the school at enrolment, as this may be relied upon in the event of
- xiv. All students are required to have Medical and Travel insurance as described below.
- xv. The school Board of Governors is legally responsible for the safety of all students on these experiences/trips regardless of whether any incident is caused by the actions or omissions of a teacher, outside helper, student or commercial operator contracted by the board. Student conduct

### **Process: Contact information for government agencies**

Schools are required to ensure international students know how to contact government agencies such as Police or Child, Youth and Family.

*Procedure: Otamatea Christian School will*

- i. Ensure that contact numbers for government agencies are in the student handbook
- ii. Where it fits into the program, have a presentation by the local community constable or an Oranga Tamariki representative to provide valuable information for new international students on New Zealand laws and key agencies.

### **Process: Monitoring and addressing student concerns**

*Procedure:*

- i. Otamatea Christian School has designated Lynette Bell as Director of International studies to monitor international students under 18 years and to address any concerns.
- ii. Otamatea Christian School will take into consideration the following factors when assigning staff members to monitor the needs of international students, could be:



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

- Number of international students in the school
- English ability and first language
- Frequency of intakes per year and orientations required
- Age of students
- Type of accommodation.
- TESOL Qualifications (Teaching English to Speakers of other languages)

### **Contact details**

#### Process:

Otamatea Christian School is required to keep up-to-date detailed contact information for all international students and their next of kin.

#### *Procedure*

Otamatea Christian School will ensure that –

- i. Information needs to include: names, addresses, phone numbers, email addresses, passport number, national ID number and insurance and visa information.
- ii. Paper copies of this information will be found in the student files in the school office, on Google Drive and also in the International Student Files.

### **Process: Effective communication**

Schools need to ensure that communication with students' parents is maintained on a regular basis.

#### *Procedure*

Otamatea Christian School will communicate in the following situation and in the following ways with parents –

- i. General progress – school reports, newsletters/emails of the school's events.  
Reports will be sent to parents directly and to the agent and homestay parent where appropriate.

N.B School reports will need to state the student's name as shown in their passport. All school reports will also contain a statement on the following information:

- ii. success of the accommodation placement and any changes to the placement
- iii. how the student is settling in to the New Zealand environment
- iv. student holiday and travel arrangements
- v. illness and emergency situations
- vi. Concerns and complaints – including absences and non-completion of work.

### **Process: Identification**

Appropriate measures and programs need to be put in place for the student at risk or that has special needs. Reporting issues, where appropriate to Government agencies. Disclosure from parents and legal guardians relating to risk factors and special learning needs for students is important when collecting enrolment information. It is important that parents and legal guardians are aware of their responsibility to accurately disclose health and learning information relating to risk factors.

#### *Procedure:*

- i. When enrolling international students, the Director of International Studies is responsible for diagnosing, observing and discussing with parents appropriate measure and programs that need to be put in place for the student at risk or that has special needs.

- ii. The Director of International Studies will keep parents and legal guardians informed of situations relating to risk factors or special needs.
- iii. Where appropriate the school principal will report any issues to relevant government agencies.
- iv. Otamatea Christian School will formulate and adjust policies and procedures that address domestic students at risk and with special needs. These policies will also cover the particular needs of the International students.
- v. When parents are filling out the enrolment form and at an initial interview parents will be encouraged to make disclosure of the following about the student being enrolled -
  - a. mental illness
  - b. health concerns
  - c. medication
  - d. existing conditions
  - e. Special learning or behavioural needs.

**Process: Access to services**

International students with special needs are not usually eligible for MoE Special Needs Funding.

*Procedure*

Otamatea Christian School will –

- i. Communicate with the parents that there is no government funding for Special Needs and that the costs associated with placing their child in the school, including specialists, and additional equipment and resources needed, will be a cost to them.
- ii. Will review the health information of the student relating to risk factors and special needs and will take these into account before entering a contract for school-aged international students.
- iii. At the time of enrolling, will clearly outline the consequences of non-disclosure, including termination of contract if appropriate.
- iv. Include observations and diagnostic tools that are used for domestic and apply these to assessing international students.
- v. Will attempt to mediate and resolve any issues as they arise and keep families informed of progress.

**Useful links**

Police vetting service: <http://www.police.govt.nz/advice/businesses-and-organisations/vetting>

Vulnerable Children Act 2014.

<http://www.legislation.govt.nz/act/public/2014/0040/latest/DLM5501618.html?src=qs>

Children's worker safety checklist, as part of the supporting material provided under the Vulnerable Children's Act 2014: <http://www.childrensactionplan.govt.nz/childrens-workforce/safety-checking-and-the-workforce-restriction/>

Tenancy Services: <http://www.tenancy.govt.nz>

Trade me: <http://www.trademe.co.nz> and Real-estate: <http://www.realestate.co.nz>

Disputes Tribunal: <http://www.justice.govt.nz/tribunals/disputes-tribunal>

This policy will be reviewed annually before December of each year.

Principal: \_\_\_\_\_ Date signed: \_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_

Reviewed: 14<sup>th</sup> March, 2016. Reviewed: 14<sup>th</sup> November, 2017. Reviewed: 25<sup>th</sup> April 2018.

Reviewed: 13<sup>th</sup> June, 2019



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

## **Outcome 7: Student Support, Advice, and Services Policy and Procedures**

Otamatea Christian School must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

### **28 Processes**

Otamatea Christian School must—

(a) Ensure that information and advice provided by the signatory to international students is accurate, age-appropriate, and up to date.

#### **Procedure:**

1. Information provided to international students will be regularly reviewed by the Code Administrator and any changes reported to the Board of Governors. Where students are below 18 years of age and if they have a low English fluency level then the students' parents/guardians will be the receivers of such information of advice in conjunction with the student.
2. If a student is over 10 and has reasonable fluency then information and advice will need to be given with the student as an active participant in the process.
3. As changes are made via NZQA these will be implemented by the Director of International Studies and the changes will be made as soon as possible.

(b) Provide its international students with information about their legal rights and obligations and, where possible, the possible risks when students receive or accept advice or services; and

(c) Provide its international students with information and advice on—

- (i) How to effectively interact with persons from different cultural backgrounds. Including those with Christian Belief Systems, New Zealanders and New Zealand Maori. (International Student Orientation Booklet)
- (ii) The cultural and community support available to them. (International Student Orientation Booklet)
- (iii) **How to adjust to a different cultural environment in New Zealand.**

(d) Ensure that its international students are provided with information and advice on pathways for further study or career development, where appropriate;

(e) Ensure that, where applicable, its international students have access to information and advice on—

(f) Minimum wages and labor conditions in New Zealand (International Student Handbook)

(ii) Maximum hours of work permitted under visa conditions (International Student Handbook).

**This policy will be reviewed annually before December of each year.**

Principal: \_\_\_\_\_ Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_\_

**Reviewed: 8<sup>th</sup> March, 2016**

**Reviewed: 29<sup>th</sup> October, 2017**

**Reviewed: 25<sup>th</sup> March, 2018**

**Reviewed: 13<sup>th</sup> June, 2019**



## **Outcome 8: Managing Withdrawal and Closure**

### **Fees Protection and Refund Policy**

*Otamatea Christian School must ensure that the fees paid by international students for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the closure of a course of educational instruction or a signatory.*

#### **The intent of this outcome**

The intent of this outcome is to ensure systems are in place for students, and their parents or legal guardians, to understand refund processes where a student withdraws from a course, does not attend the course, or Otamatea Christian School removes a course or closes.

#### **Good Practice:**

##### **Fee protection**

Otamatea Christian School must ensure that the fees paid by international students are secure and protected in the event the school closes or the course of educational instruction is not provided. As part of good practice we will endeavor to document and share student fee protection systems with families prior to entering a student contract.

Our obligations as a school to protect fees paid in advance are set out in the Consumer Guarantees Act 1993.

Fees received in advance should only be used by the school as the fees are earned during the course. A portion of advance fees will be transferred to the school's main bank account in instalments. Remaining fees paid in advance are available to be refunded if necessary.

#### **Refund**

Otamatea Christian School is required to inform students and families when a refund of fees paid may be made. As a school we must ensure that students and families understand their rights and obligations under refund policies.

When making policies the Board of Governors of Otamatea Christian School needs to refer to the following: The Education Act 1989, The Fair Trading Act 1986, The Consumer Guarantees Act 1993, The Human Rights Act 1993.

If Otamatea Christian School is no longer a signatory to the code or ceases to be a provider of education for international students, we have a duty to refund the unused portion of fees to the family. This information will be provided to students and parents as part of the refund policy.

Parents will be required to evidence their understanding and acceptance of refund policies through agreements that are signed and dated.

#### **Process**

##### **1. Otamatea Christian School must ensure that:**

- (a) Its refund policies are reasonable and in accordance with legal requirements.
- (b) It provides its international students (or the parents or legal guardians of international students under 18 years) with sufficient information to understand their rights and obligations under those refund policies.

##### **2. A refund policy must include refund conditions for the following situations:**

- (a) Failure by a student to obtain a study visa
- (b) Voluntary withdrawal by a student
- (c) The signatory ceasing to provide a course of educational instruction as contracted with a





98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

student, whether it stops of its own accord or as required by an education quality assurance agency.

(d) The signatory ceasing to be a signatory

(e) The signatory ceasing to be a provider

3. **In the situation in sub-clause (2) (c) or (d), the signatory must deal with fees paid for services not delivered or the unused portion of fees paid as follows:**

(a) Refund the amount in question to the student (or the student's parent or legal guardian); or

(b) If directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian).

## **OTAMATEA CHRISTIAN SCHOOL FEES PROTECTION AND REFUND POLICY AND PROCEDURES FOR INTERNATIONAL STUDENTS**

### **Rationale**

Otamatea Christian School has developed a fees protection and refund policy to be provided to international students in accordance with clause 16 (1) d and clause 29 and 30 of the 2016 Code.

To ensure that international student fees are handled consistently with normal accounting practices. This means that those funds are secure from misappropriation and are only made available to the School in accordance with the School's Refund Policy or in the event that the School is not able to continue tuition.

### **Purpose**

1. To ensure that these fees are not spent in advance.
2. To ensure in the event that the school is unable to continue to provide tuition, the unspent portion of the fees is available to be returned to the student.
3. To ensure that funds from international students are accounted for separately from other School accounts and in such a way that individual student contributions can be protected and monitored.
4. To ensure that international students' payment may be drawn down in accordance with the School's Refund Policy.

### **FEES PROTECTION**

#### **Accounting Procedures:**

- i) Otamatea Christian School Board of Governors undertakes to hold sufficient financial reserves and maintain sufficient bank credit to repay any international student's fees for which a refund is deemed appropriate by the Board of Governors or by the Principal as the Board's agent.
- ii) International fees shall be paid into the school's separate coded account ANZ 06 0365 00133730 03 'International Account' for Foreign Fees.
- iii) These monies will be audited on an annual basis.



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

- iv) These monies will be available for approved refunds resulting from withdrawal from the School or in the event of the School not being able to provide tuition.
- v) Fees will be set annually by the Board of Trustees

*Note:* (The above also applies if the School is utilised by an International Parent as fund holder and distributor of any international student's home-stay accommodation fees.)

### **Evidence**

1. Accounting records
2. General School Accounts
3. Bank Records

**Evaluation** Accounting records, International Student Account and General School Account.

### **Fees Protection Procedures:**

- a) All International Students will be required to take insurance which protects the payment of fees so that if they default for any reason their remaining tuition time and costs will be covered including:
  - i) Illness, injury or death in New Zealand resulting in the course not being completed.
  - ii) Travel delay occurring on route to New Zealand that causes delay to when the student starts attending the school.
  - iii) A relative becomes critically ill, injured, or dies in a student's home country and they need to return home to attend to these matters leaving the course uncompleted.

### **Process for depositing fees within required time:**

1. Fees are to be deposited into the 'International Account' for foreign fees that is registered with the ANZ, bank account number: 06 0365 0013373 03.
2. Otamatea Christian School will invoice the Parents of individual students. Fees are inclusive of GST. The fees will include all costs for the student whilst on the homestay, except for personal spending money. Accommodation fees will be itemised separately and will be held in an account to be paid to the Homestay provider. An administration cost will be incurred for this.
3. To secure a place 25% of the fees must be paid to Otamatea Christian School at least two months before arrival with the balance being paid two weeks before arrival.

### **REFUNDS**

#### **Rationale**

If a student withdraws from his/her course of study before the completion date due to a voluntary withdrawal, or the school ceasing to provide a course of education contracted with a student, or the school ceases to be a signatory or a provider then he/she may be eligible for a refund of tuition fees. If a refund is requested, the following procedures and guidelines will apply.

**To be eligible for a Refund: (Please refer to Table of Refund Information in this document)**

- To be eligible for a refund, parents must complete a Refund Application form and give it to the Board of Governors setting out the special circumstances of the claim within one month of the last day of attendance. Otamatea Christian School must also complete the official leaving process and attach the leaving certificate.
- In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.
- When Otamatea Christian School is unable to continue to deliver a program, the student and parent may agree to transfer to another school. Every attempt will be made to place the student in a school where the curriculum is similar and the student is given credit for work completed. If the student cannot be transferred, they will receive a refund of the unused portion of fees.

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

- Fees will be refunded in full, less the Administration Fee paid for each Term/Year. This includes if a student is not granted a study visa or permit to attend Otamatea Christian School.
- If the application is made after the start of the course (*i.e. in Terms 1 or 2*), but before the second half of the course (*i.e. Terms 3 & 4*):

**Fees will be refunded less:**

- The Administration Fee paid
- Costs to the school already incurred for tuition (Paces, tuition books and equipment)
- Components of the fee already committed for the duration of the course
- Specialist fees (*if applicable*)
- Appropriate proportions of salaries for teachers and support staff (*if applicable*)
- Costs already incurred for the use of facilities and resources
- The proportion of the Government Levy the school is required to pay
- Any other costs already incurred.

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

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

**Compassionate Refunds:**

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

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

- No further fees are to be paid
- The new resident will then abide by the school enrolment scheme. Documentation of residency must be provided within 14 days of it being granted.

**The Board of Trustees will make no refund:**

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a student has been stood-down, suspended or excluded
- Where a student returns home for any reason other than serious illness, accident or death of a close family member
- If the enrolment application is found to be inaccurate in any way and the contract is terminated

**Homestay Fees**

If a student moves out of your Homestay before the end of your Contract:

- The Homestay Placement Fee will **not** be refunded.
- All other unused Homestay Fees will be refunded, provided the Homestay has been given two weeks' notice that the student is leaving
- If the student does not give two weeks' notice, then two weeks' Homestay fees will be deducted from any refund.

#### Payment of Refunds:

- a) In accordance with the Code of Practice, 2016 clause 30 (2) c and d where the school ceases to be a signatory or to provide a course of educational instruction as contracted then
  - i. The unused portion of fees (less administration costs) paid will be refunded to the student (if 18 or over) or the student's parent or legal guardian of if directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian).
  - ii. All other forms of refunds will be paid to either the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.

**NOTE: The New Zealand Immigration Service will be notified if any student ceases to attend OTAMATEA CHRISTIAN SCHOOL for whatever reason.**

#### **REFUND APPLICATION PROCEDURE AND OFFICIAL LEAVING PROCESS FOR INTERNATIONAL STUDENTS**

1. If a student withdraws from your course of study before the course completion date they may be eligible for a refund of school fees.
2. An application for refund of fees must be made **in writing**. The student or guardian must write to the Board of Trustees explaining why they have withdrawn from the course and their reasons for seeking a refund.
3. If the student's application is made before the start of their course, their fees will be refunded in full less an **administration charge of \$575.00** to cover costs incurred by the school.
4. If the refund application is made after the start of their course, but before the second half of their course, their fees will be refunded less:
  - **An administration charge of \$575.00**
  - Costs to the school already incurred for tuition and materials supplied.
  - Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff (if applicable).
  - Specialist fees if applicable
  - Costs already incurred for the use of facilities and resources.
  - The proportion of the Government Levy the school is required to pay.

- Any other costs already incurred.
5. If the refund application is made after the second half of the course, A refund will not be given except in exceptional circumstances.
  6. No refund will be made to a student who is expelled from the school by the Board of Governor.
  7. The school will notify enroll and Immigration of the Students withdrawal from the school.
  8. All school property used by the student needs to be returned to the school.

### Table of Refund Information

Reason for Refund Application	Information to be provided by student	When to submit the application	Refund Amount
NZIS refuse a visa	Official letter from NZIS explaining the Visa refusal	At any time	Total tuition fee minus any bank charges and administration fee.
NZIS refuse a visa extension	Official letter from NZIS explaining the Visa refusal	At any time	Total tuition fee minus any bank charges and administration fee.
Transferring to another school	Evidence of an unconditional Offer of Place from another school.	Two weeks before the programme starts.  Less than two weeks before the programme starts and thereafter:	75% less administration fee and any costs already incurred.  No refund or up to the boards discretion.
Otamatea Christian School is unable to offer a program of study at all or transfer student to another school with a similar curriculum  Otamatea Christian School is temporarily closed.			Total tuition fee refund including administration fee. Or if transferred part way a refund of fees not used less administration fee.  Total tuition fee less costs of Paces or Books supplied if the student is going to continue working at home during the temporary closure
Permanent Residence in New Zealand has been granted	Passport and Visa with changed status	At any time	International Fee for the term applies and then Domestic Fees will be applied with a refund on the difference less the administration fee.



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

Student no longer wants to study at Otamatea Christian School or in New Zealand	Certain conditions must be met (e.g. Student Visa cancelled and student has returned home)	Two weeks before the programme starts.	75% of tuition fee refund less administration fee.
		Less than two weeks before the programme starts and thereafter:	No refund
Exceptional circumstances (e.g. serious personal illness)	Notarized documentation proving the situation	At any time	At discretion of O.C.S Board

### **Refund of Homestay Fees**

1. If you move out of your homestay before the end of your contract the portion of your homestay fees not already used will be returned to you less two weeks. The Homestay Arrangement Fee of \$200 cannot be refunded.
2. To have your homestay fees returned, you must write to the Board of Trustees giving two weeks' notice, or pay two weeks' fees in lieu of notice.
3. If you cancel your homestay contract more than 4 weeks before you move into the homestay.

### **Reimbursement of Refunds:**

All refunds will be paid in New Zealand Dollars. Refunds will be sent to the following as appropriate:

- In the first instance. The bank account from where the original payment was received. This only on evidence the student has returned to their home country.
- The student's registered home address in country of origin. This only on evidence the student has returned to their home country.
- The recruitment agent who referred the student. This only upon evidence the student has returned to their home country and where the student has authorized this transfer.
- Another institution. This if the Application for Refund Form is supported by evidence of an official unconditional Offer of Place by the other institution and Student Visa for that institution.
- Refunds will not be paid directly to a student or transferred to a student's bank account in New Zealand.

### **Parental and student agreement with refund conditions in policy above:**

'We agree with these refund conditions'

Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Parent's Full Name: \_\_\_\_\_

Print Student's Full Name: \_\_\_\_\_



98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

**This policy will be reviewed annually before December of each year.**

Principal: \_\_\_\_\_ Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_\_

**Reviewed:** 8<sup>th</sup> March, 2016

**Reviewed:** 29<sup>th</sup> October, 2017

**Reviewed:** 25<sup>th</sup> March,

2018. **Reviewed:** 13<sup>th</sup> June, 2019

## **Outcome 9: Dealing with Grievances Policy and Procedures**

Otamatea Christian School must ensure that all international students have access to proper and fair procedures for dealing with grievances.

### **32 Process**

(1) Otamatea Christian School must ensure that—

(a) It has an effective internal process for addressing grievances by its international students; and

(b) Its international students are informed about that process.

### **Procedures**

(2) Each signatory must advise its international students—

(a) Of the availability of recourse to the code administrator or DRS or any other relevant authority if a student cannot access the internal grievance process or is dissatisfied with the outcome or experience of using that process; and

(b) How to make a complaint to the code administrator or to seek resolution of a financial dispute under the DRS. (International Student Handbook)

## **Internal Grievance Procedures for International Students**

### **Concerns and Complaints Policy**

#### **Rationale**

Self-managing schools have a direct responsibility for the quality of teaching, learning, and pastoral care and for the promotion of a positive school climate. It is important to have an agreed process that is seen to be fair by students, parents, authorized agents and teachers, and to implement the process in accordance with being a good employer and the requirements of the employment contracts and the International Code of Practice.

The policy is designed to instill confidence in students, parents, teachers, and authorized agents that all parties will be dealt with fairly.





98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

## Definitions

**Internal Process:** For the purposes of this policy, a **concern** is anything a person wishes to raise with the school. This can be done in an informal and confidential way. The matter may just require clarification, or some modification of school procedures.

**External Process:** If the matter cannot be resolved at this level, the person with the concern may make a formal complaint to **NZQA** or via **istudent complaints**.

## Policy Statement

1. Each concern or complaint will be dealt with as close to its source as possible.
2. The Board of Governors is responsible for dealing with concerns and complaints about the Principal, the International Student Director, or teachers and with complaints that the Principal has investigated and deems serious.
3. The principles of natural justice will be followed; that is, the person about whom a formal complaint is made must have the opportunity to:
  - Hear the details of the complaint
  - Respond to the complaint.In addition, the person(s) making a decision on dealing with a complaint must pay due regard to all parties without bias.
4. All perspectives will be heard before decisions are made.
5. The interests of all people will be taken into account.
6. People who raise a concern that needs an answer, or who make a formal complaint, will be informed of any outcomes.
7. Records will be kept of all formal complaints received, detailing the process followed and any outcomes that result. These will be filed in the International Student file under each student's name.
8. The complaint will be dealt with immediately or within two weeks if a special board meeting needs to be arranged.

## OBJECTIVES:

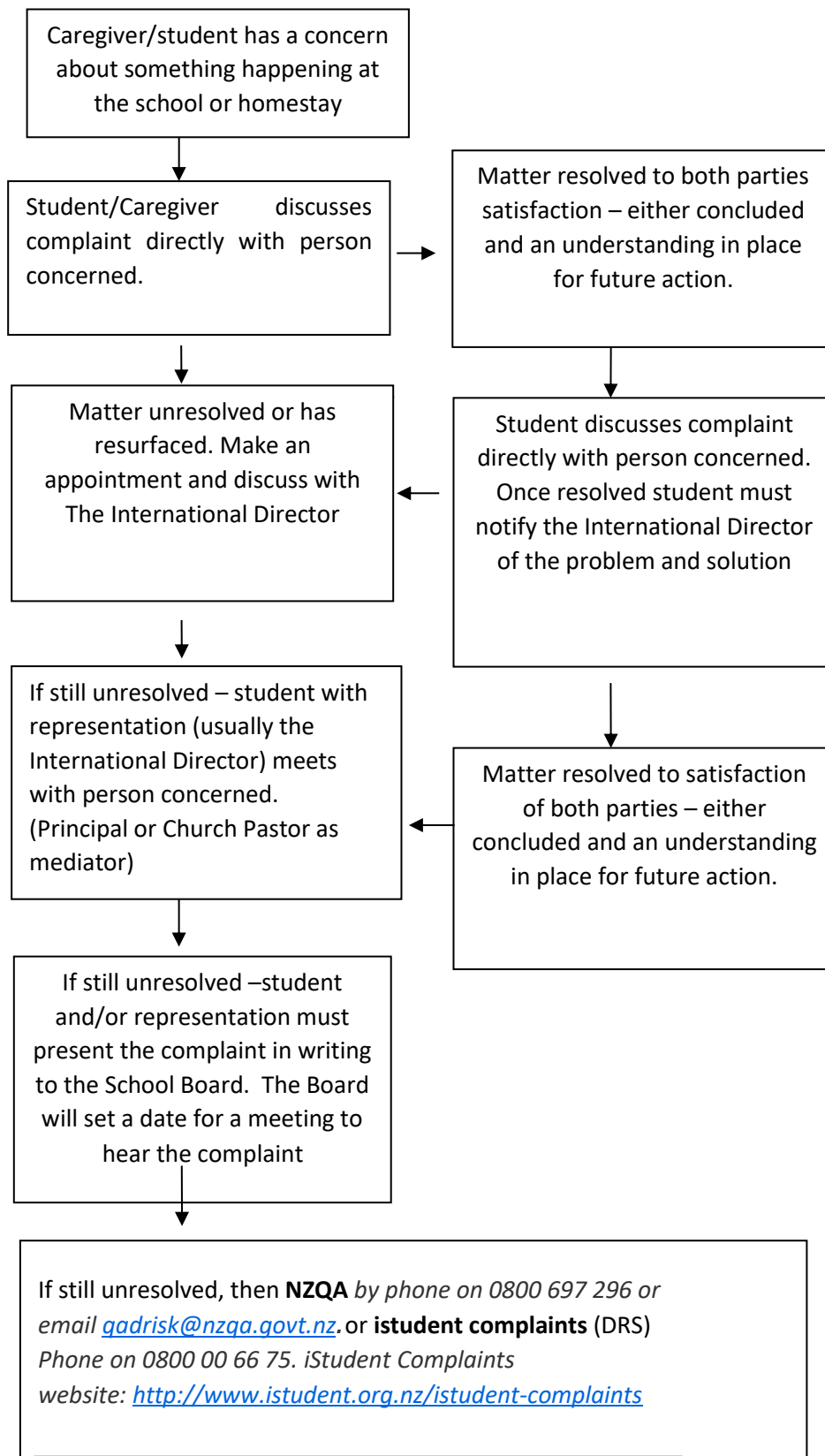
1. All concerns and complaints whether they are verbal or written need to be addressed at the earliest opportunity.

All International students are to be given the NZQA brochure for international students about the complaints process or directed to the NZQA website

<https://www.nzqa.govt.nz/assets/Providers.../int-students-make-a-complaint-updated.pdf>

2. Complaints are to be stated in specific terms.
3. Complaints will be dealt with in accordance to provisions in the policy.

## ***Flowchart of Internal Procedures Relating to Complaints***





98 Hurndall Street

Maungaturoto

Phone: 09 431 8487

[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)

<https://www.otamateachristianschool.com>

## *Internal Procedure*

### External Grievance Procedures for International Students

#### Concerns and Complaints Policy

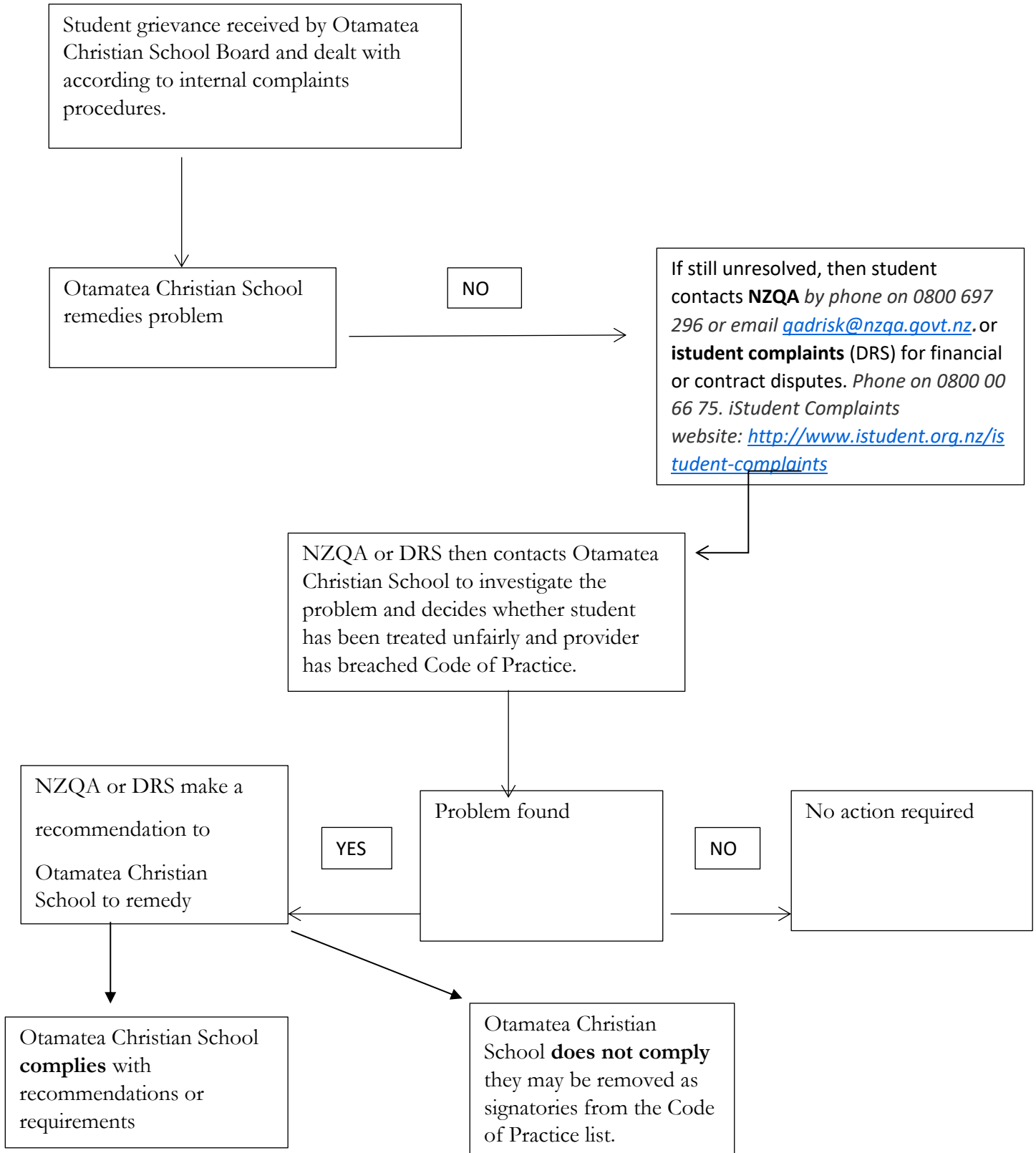
1. If an international student has a complaint about Otamatea Christian School's compliance with the Code of Practice, they should try and resolve it by using the Internal process for the first instance.
2. If their complaint is not resolved, they can take their complaint to one of the following Agencies:

---

  - a. **NZQA** which handles all complaints alleged non-compliance with the Code of Practice, other than financial and contractual disputes. *New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz).*
  - b. **istudent complaints** which is the appointed operator of the International Student contract, Dispute Resolution Scheme (DRS) which was set up to resolve financial and contract disputes. *Phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>*

---

## **Flowchart of Procedures Relating to Complaints *External Procedure***





98 Hurndall Street  
Maungaturoto  
Phone: 09 431 8487  
[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)  
<https://www.otamateachristianschool.com>

## **Otamatea Christian School Board of Governors: Procedures For Dealing with A Formal Complaint**

1. A meeting should be convened to discuss the complaint as soon as possible and no later than two weeks from when complaint was received.
2. All grievances should be documented and a copy sent to the student for verification, along with details of who the student should contact if they do not agree with any part of the information.
3. Documents should identify (if appropriate) how the grievance could have been avoided/how the student could have been supported better/if there needs to be any changes to the process.
4. Complaints should be resolved at the earliest opportunity.

Principal: \_\_\_\_\_ Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_ Date signed: \_\_\_\_\_

**This policy and its procedures will be reviewed annually in the first term of each year.**

**Reviewed by Director of International Studies: Lynette Bell**

**Reviewed: 8<sup>th</sup> March, 2018      Reviewed: 13<sup>th</sup> June, 2019**



98 Hurndall Street  
Maungaturoto  
Phone: 09 431 8487  
[otamateachristianschool@gmail.com](mailto:otamateachristianschool@gmail.com)  
<https://www.otamateachristianschool.com>

## **Outcome 10: Compliance with International Student Contract Dispute Resolution Scheme Policy**

Otamatea Christian School will comply with the DRS rules.

### **Process**

(1) Otamatea Christian School will ensure that it is familiar with the DRS rules and ensure compliance with those rules in a dispute to which it is a party.

(2) Otamatea Christian School recognizes that failure to comply with the DRS rules is a breach of this code and may trigger sanctions by the code administrator.

### **Procedures**

1. A hard copy of the DRS rules is available in the School Office.
2. The School Board will be given a digital copy of the DRS rules to familiarize themselves with – website:  
<http://legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748715>
3. The Director for International Studies will keep a digital copy of the DRS rules.
4. All International Students or their guardians/parents (for students under 18 years of age) will be given contact information on the authorities that they need to be in contact with should they have a dispute with the school.
5. The school will have a graphic organizer that displays the process for the complaints process with appropriate contacts displayed.
6. Information about the Disputes Resolution Scheme will be displayed in the Student Handbook.
7. Should the Code Administrator be contacted by the DRS operator they will supply all information that is required in a reasonable time frame so that a resolution can be reached.

Principal: \_\_\_\_\_

Date signed: \_\_\_\_\_

Chairman: \_\_\_\_\_

Date signed: \_\_\_\_\_

**This policy and its procedures will be reviewed annually in the first term of each year.**

**Reviewed by Director of International Studies: Lynette Bell**

**Reviewed: 8th March, 2018      Reviewed: 13th June, 2019**