

ACCOMMODATION

As per the Code of Practice and Guidelines (revised 2016), upon or before enrolment the International Students Office of the College will determine and verify which category of accommodation the student will live in, regardless of age, ie

- Homestay
- Designated Caregiver
- Parent

No International student of Pakuranga College can live independently, in a boarding establishment or in temporary accommodation.

Police vetting will be required of all caregivers and all residents of a household aged 18 or over excluding International Students (excluding parents). The College will provide guidelines to the caregivers and the students and outline the divisions of responsibility between the College and the caregiver.

The parents and the student agree that the student shall remain in accommodation arrangements either organised by the College for the term of this agreement, or are approved by the College according to The Code of Practice guidelines on accommodation. Any changes must be negotiated with the Accommodation Co-ordinator beforehand. Failure to comply with this requirement may lead to a cancellation of the student permit. All caregivers who are not New Zealand citizens must provide copies of their passports and valid visas.

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.

Homestay payment is payable in advance to Pakuranga College (a minimum of 1 term is required). Pakuranga College can only guarantee accommodation for visa purposes for the number of weeks homestay fees have been paid for. The College will pay the homestay caregiver each fortnight, account for all money received and payments made from homestay money.

The homestay fees invoiced may be an estimate cost only. Exact costs will be determined when final departure date is confirmed. On written request Pakuranga College will refund any balance left over at the end of the student's placement. If this refund is to be made to a student's bank account, written permission from the overseas parents will be required.

One week's notice must be given by either party (homestay or student) prior to a student being placed in another homestay.

Designated Caregiver (DCG)

The parents of the student must fill out and personally sign the International Student Application and include all details of the DCG on the application form when submitting the application. The College 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 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 first informing the College 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 Pakuranga College 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 Pakuranga College will make every endeavour to provide care and welfare for their child while studying in their school. Should you have any concerns regarding the welfare of your child, Pakuranga College may refer your child to the relevant welfare authorities or any other appropriate agency in New Zealand.

Parent

Students living with parents must still be monitored by the College. 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 College 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 College and New Zealand Immigration will be informed.

If students are living with a parent, then 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 College at all times.

APPLICATION INFORMATION

To apply to study at Pakuranga College, we need to receive the following documents by email : tmccrindle@pakuranga.school.nz

1. Completed application form including subjects the student would like to study and an introduction letter to the host families (additional photos are welcomed)
2. Copy of the student's passport
3. Translated copy of student's school report / academic transcript

Selection

Selection will be made by the Director of International Students. Students from as wide a range of countries as possible will be recruited so that many cultures are represented. Offers are based on an assessment of the extent to which Pakuranga College can meet the needs of the prospective student.

The College 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 College 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.

Placement

The College will issue an Offer of Place to a selected student but the level of study offered is an indicator only. The College has the right to place the student in appropriate subjects and year levels; selection and placement are conditional upon the College being able to meet the needs of the student. Students entering the College as International Students must have the prior learning necessary and the intellectual and emotional capacity to cope with study in New Zealand in English at the level enrolled in.

The College may ask a student to undertake intensive language tuition at another institution for a period of time if it is ascertained the student cannot cope at Pakuranga College at an appropriate English level. Generally students are placed with their age group level.

Testing

The College will test International Students on arrival at the College to help determine placement. The College may also require testing in a student's own home country before selection. The College will provide its own testing material.

ARRIVAL AND ORIENTATION

New students must give the school their flight arrival details so we can arrange their free airport pickup. Students are met at the airport by either a member of the international staff or their host family.

We recommend students arrive three days before school starts to give them time to settle in to their new home.

The College will provide a comprehensive programme to help students adjust to College life. All students must attend an orientation at enrolment – this happens over the first one or two days of school. Refusal to participate in an orientation will lead to cancellation of enrolment.

ENROLMENT CONDITIONS

Upon enrolment at the College, the student will abide by the same conditions as regards behaviour and absence as apply to domestic students.

Enrolment as an International Student at the College shall be terminated:

- a) At any time by agreement between the parties; or
- b) By Pakuranga College if the student fails to pay fees in advance, or fails to abide by the same conditions as for domestic students, or fails to abide by the conditions of the International Student Tuition Agreement; or
- c) If the student ceases to hold, or ceases to be eligible to hold, a valid student visa issued by the New Zealand Immigration Service. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz.

Change of Status

International Students are able to change to domestic status while enrolled at Pakuranga College. If students change to domestic status, all normal conditions of enrolment must be met, including living permanently in zone. To make the change from International to Domestic status, students will need to complete a domestic enrolment application which is either available from the main school reception.

Documentation verifying details for regular student status will be required and proof of regular student eligibility must be forwarded to the College, including copies of all relevant visas, passport details, and all relevant dates and conditions.

A student with domestic status who loses that status must then apply immediately for an International Student place and follow all normal procedures. Failure to do so will mean the New Zealand Immigration Service will be informed, and the student may have no place at the College.

REFUND POLICY

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

Non-refundable fees

3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
 - a) **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the Student. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
 - d) **Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
 - e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment

5. If the Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

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

6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

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

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

Where the Student's enrolment is ended by the School

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

Where the Student changes to a domestic student during the period of enrolment

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

Where a student voluntarily requests to transfer to another signatory

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

Request for a refund of homestay fees

11. If for any reason, the Student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Outstanding activity fees or other fees

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

Refunds to be made to the country of receipt

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

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

14. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or family in writing and will set out the following information:
 - a) Factors considered when making the refund decision
 - b) The total amount to be refunded
 - c) Details of non-refundable fees

15. The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.

Agreement

- a) It is acknowledged that all relevant provisions of the Education Act 1989 shall apply to the student in New Zealand. Any decision under these provisions to standdown, exclude or suspend the student for a specified period shall terminate this agreement and the no refund policy shall apply. The parents shall have no claim in damages or for any compensation if this agreement is terminated in these circumstances.

- b) Neither party is liable to the other for failing to meet its obligations under this agreement to the extent that the failure was caused by an act of God or other force of major circumstances beyond its reasonable control.
- c) This agreement shall be construed and take effect as a contract made in New Zealand and will be governed by New Zealand law, and the student and parents submit to the exclusive jurisdiction of the New Zealand courts.
- d) Notices given under this agreement must be in writing and given to the addresses set out in the application forms. Those sent by post shall be deemed to have been received five working days after posting.
- e) This document contains all of the terms, representations and warranties made between the parties and supersedes all prior discussions and agreements covering the subject matter of this agreement.

Authority and Information

The parents of the student authorise staff of the College to:

- a) Receive information from any person, authority or corporate body concerning the student including, but not limited to, medical, educational and welfare information;
- b) Receive financial information relating to the student including bank account details.
- c) Provide consents in respect of any activity carried out and authorised by the College
- d) Provide necessary consents on the student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the parents.
- e) The parents irrevocably authorise the Director of International Students to advise the student's caregiver of all matters and information required to be provided to parents of any student under the laws of New Zealand. The parents irrevocably authorise the College to obtain information regarding the student from the homestay or caregiver. The parents agree to appoint the homestay or caregiver as their representative in New Zealand to receive and provide such information in substitution for the parents where it is not possible or practical for the parents to receive and provide such information.
- f) The parents agree to provide the College with academic, medical or other information relating to the wellbeing of the student as may be requested from time to time by the College.

Privacy and Information

The parents and the student acknowledge that:

- a) Personal information disclosed in the International Student Application will be held by the International Office and will be used for communication to the parents. If any information i.e addresses change, please notify the International Office accordingly.
- b) All personal information provided to the College is collected and will be held by the College at Pigeon Mountain Road, Half Moon Bay, Auckland, New Zealand.
- c) If the student/parents fail to provide any information requested in the International Student Application, the College will be unable to process the application.
- d) The student/parents have the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the College concerning them.

INSURANCE REQUIREMENTS

Most International students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

Accident Compensation Corporation

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. This is a requirement under The Code of Practice for the Pastoral Care of International Students. The College offers a Student Safe Insurance policy through Allianz at a cost of approximately NZ \$480 per twelve months.

If International students wish to purchase their own insurance elsewhere, the College needs to be provided with a copy of the insurance certificate and policy wordings so we may determine whether the insurance provides sufficient cover for the student's medical, travel and potential repatriation needs.

It should be noted that costs such as medical treatment in New Zealand and medical evacuation or repatriation can be prohibitive. It is therefore imperative that sums insured for these benefits should be set at an appropriately high figure – ideally, this figure should be unlimited although the College will allow figures that it deems to be sufficiently high. Below is the suggested minimum content for appropriate insurance policies according to the Code of Practice for Pastoral Care of International Students. The 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.

High Sums Insured and Medical Benefits

"Sums insured" is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from \$600,000 to "unlimited cover". In order to "futureproof" policies, sums insured of one million dollars plus are recommended.

Emergency Evacuation / Repatriation

Repatriation represents the costs of getting the student home. The benefit works two ways:

1. If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals, these costs are met by the insurance.
2. If members of the student's immediate* family living overseas become critically ill or die, the policy will fly the student home, and then back to New Zealand to complete their studies. (*immediate family is the mother, father, brother or sister).

Ideally, the policy should have "unlimited cover" as very large sums can be incurred in these situations. Insurance policies for International students should be obtained from companies with a credit rating no lower than A from Standard and Poors, or B+ from AM Best. If the insurer is an overseas company, the College requires students to provide policy details in English so that it may ensure that all the 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 College.

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