

Pakuranga College International Students Policy



Date Reviewed: August 2019
Next Review Date: September 2020

By enrolling international students, the school aims to promote internationalization, providing opportunities for students and staff from different cultures to work alongside each other in teaching and learning, providing different perspectives in order to develop each individual's understanding of other cultures.

Our goal is for all our students to become connected global citizens, ready to live and work in the diverse and connected modern world.

Pakuranga College sees significant potential benefits in enrolling foreign fee-paying students and as such will actively promote this operation.

All enrolled foreign fee payers will be given the benefits and services applicable to New Zealand students in addition to the expectations and requirements laid down in the Education (Pastoral Care of International Students) Code of Practice, 2016.

Foreign fee-paying students are expected to adhere to all Pakuranga College's policies and rules.

Pakuranga College will be compliant with all aspects of the Education (Pastoral Care of International Students) Code of Practice, 2016.

International Students will be enrolled at Pakuranga College under a Contract of Enrolment in accordance with Section 2 of the Education Act 1989.

Appropriate staff and resources will be allocated by the school for the recruitment, administration and pastoral care requirements of international students.

To ensure compliance with the Education (Pastoral Care of International Students) Code of Practice, 2016 the college will have robust procedures covering:

- Student Visa Checking
- Insurance
- Accommodation
- Attendance
- Discipline
- Fee Protection
- Refunds
- Recruitment Agencies
- Annual Review

Signed: _____
Board of Trustees Chairperson

Date: 26 August 2019

International Student Procedures



MANAGING STUDENTS VISA STATUS PROCEDURE

To ensure that all students who study at Pakuranga College (the College) have the necessary immigration status for study in New Zealand.

Relevant visas should be applied for offshore prior to studying in New Zealand.

On arrival at the College, student visas will be checked to ensure the student has the appropriate visa to study as a foreign fee payer for their intended length of stay. *Students who are studying for less than three months do not need a student visa but should have a visitor visa.

In the event that students arrive at College without a required student visa, the College will provide guidance on how to apply for the student visa.

Details of student visa expiry dates will be recorded. Students will be informed in advance of expiring visas, and support given to students to renew their visas prior to expiry.

In the event that a student breaches, or is suspected of breaching, the conditions of their visa, this breach will be reported to Immigration New Zealand, as is required by the Education (Pastoral Care of International Students) Code of Practice 2016 [The Code] clause 18.

In the event that the College terminates the enrolment of a student, Immigration New Zealand will be notified by the College.

MEDICAL AND TRAVEL INSURANCE PROCEDURE

All students are required to have appropriate Medical and Travel Insurance as specified in The Code of Practice.

The College shall advise all prospective students about Medical and Travel Insurance requirements in the standard wording in the Offer of Place. The College's Insurance coverage expectations will be sent to the student's representative or legal guardian together with a policy recommended by the College.

Students purchasing insurance via the College through a New Zealand insurer will have their policy purchased at the time of fee payment to commence before they are due to depart their home country and to expire after they return to their home country.

Where insurance is provided via the College through a New Zealand company policy details will be provided to students on request.

In the case of overseas policy providers, students must provide the College with the policy details in English before the student is issued with an unconditional offer.

VERIFICATION OF POLICIES

The College must verify students are in receipt of an acceptable Medical and Travel Insurance policy.

Verification of policies will be undertaken by the Director to ensure that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than an A from Standard & Poor's (S&P), or B+ from A M Best.
- The Insurer is able to provide emergency 24-hour, 7 days per week cover.
- Students have a "certificate of currency" and policy wording from the Insurance Company, stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.
- A schedule of Benefits equal or greater to:
 - Medical & Evacuation including Repatriation: unlimited or greater than one million New Zealand Dollars
 - Parent travel to New Zealand fifteen thousand New Zealand Dollars
 - Return of Mortal Remains twenty-five thousand New Zealand Dollars Page

Where a student is not in possession of an appropriate and current medical and travel insurance policy the College undertakes to:

- Advise the student of the medical and travel insurance requirement.
- Provide the student with a default policy which meets the requirements of the Code of Practice Guidelines. The cost of the insurance will be met by the student.

RECORDING OF POLICY DETAILS

For each student the College shall record the:

- a) Name of the Insurer
- b) Policy number
- c) Policy start and end dates.

POLICY RENEWALS

For each student, prior to the expiry of their medical and travel insurance policy, the College shall issue a written reminder to the student advising that policy renewal must be completed.

ACCOMMODATION PROCEDURE

APPROVED ACCOMMODATION

All international students must live with parents or residential caregivers that have been approved by the College. The following categories of residential care may be approved by the College:

- Designated caregiver
- Homestay carer
- Approved temporary accommodation

The College will not approve accommodation for students over 18 years of age not living with parents other than with a residential caregiver.

RESIDENTIAL CAREGIVERS

1. Onsite Assessment

Residential care accommodation for international students will undergo an on-site assessment to determine that the accommodation is appropriate and meets the College's minimum requirements, is not a boarding establishment and the residential caregiver provides a safe physical and emotional living environment.

2. Ongoing Monitoring

All residential care accommodation for international students will be monitored on a regular basis including visits to the accommodation and student interviews to ensure that the accommodation continues to meet required standards.

3. Resolving Difficulties

Where difficulties arise in residential care, the College will liaise with residential caregivers, contracted agents, students and parents as appropriate to resolve such difficulties.

SAFETY CHECKING

- Safety checks, including Police vetting as appropriate, will be carried out for residential caregivers.
- Other adults aged 18 years and over living in the accommodation will undergo an appropriate safety check.

DESIGNATED CAREGIVERS

- The College will have Designated Caregiver Agreements with all designated caregivers.
- The monitoring of students living in designated care will be managed in accordance with this policy and the Designated Caregiver Agreement

HOMESTAY

- The College will have written Residential Caregiver Agreements with all homestays.
- The College will have written Homestay Accommodation Agreements with all students and their families.
- The monitoring of students living in homestays will be managed in accordance with this policy and the Homestay Accommodation Agreement.
- Homestay fees paid to the College will be held by the College on behalf of students and paid to host families in regular payments. Remaining homestay fees at the end of enrolment will be refunded according to the Colleges' refund policy.

TEMPORARY ACCOMMODATION

- The College will assess the suitability of the accommodation considering the age and gender of the students.
- The College will ensure adequate supervision is in place for all students.
- The College will ensure all pastoral needs of the students are met including meals and laundry.
- The College will ensure that supervisors in temporary accommodation undergo an appropriate safety check.
- The College will monitor and manage risks to students.

ATTENDANCE PROCEDURE

Monitoring of International Students' attendance will be as per the normal procedures applied by Pakuranga College. If a student is absent without explanation, this will be followed up by the Attendance Officer and, if necessary, referred to the appropriate Dean for follow - up or disciplinary consequences

ON ENROLMENT OF A STUDENT, PARENTS SIGN THEIR AGREEMENT TO THE FOLLOWING CLAUSES IN OUR TERMS AND CONDITIONS OF ENROLMENT, AND GENERAL INFORMATION DOCUMENTS.

Pakuranga College expects the student to maintain 100% attendance unless they are ill. The Education Act does not allow for students to miss College for holidays or travel during College terms. We would appreciate parents' support in ensuring that students attend College at all times and limit their holidays to the College holiday periods. Failing to do so may jeopardise the student's achievement at the College.

It is a condition of enrolment that the Student comply with the conditions of their Visa. This includes the requirement to maintain 100% attendance unless the Student is ill. If a Student breaks the terms of their visa, tuition may be terminated, and the New Zealand Immigration Service informed, which may result in the Student's having to leave New Zealand. Full details of visa requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>

REFERRAL IN THE EVENT OF HIGH ABSENTEEISM

In the event that an International Student is repeatedly absent, the Attendance Officer or Dean will inform the Director of International Students. The Director may take one or more of the following actions:

1. Inform the student of his/her responsibility to maintain excellent attendance as a condition of their student visa. The Director should discuss the reasons for the poor attendance with the student, and if necessary, seek help or support for the student to address any underlying problems which may be impacting on the student's ability or motivation to attend College.
2. Contact the Caregiver and inform them of the College's concerns. The Director may arrange a meeting with the Caregiver and the Student to discuss the reasons for non-attendance and to agree a plan going forward.
3. Inform the student (and caregiver) of the possibility of New Zealand Immigration being notified if the student continues to demonstrate poor attendance.
4. Draw up a contract whereby the Student agrees to maintain high rates of attendance and demonstrates their awareness of the possible consequences should they not do this. This contract must be signed by the Student.
5. Place the student on Daily Report for the purposes of monitoring the Student's attendance and holding him/her accountable for maintaining excellent attendance.
6. Write to the Student's parents and inform them of their child's poor attendance, and that in the event that the poor attendance continues, that New Zealand Immigration will be notified their enrolment at Pakuranga College could be in jeopardy. Unless the parents are reasonably proficient in English, this letter should be translated into the parents' first language or conveyed to them by the student's Agent.

IMMIGRATION REQUIREMENTS

Immigration New Zealand (INZ) requires schools to monitor attendance to verify that students are absent for genuine reasons. If Pakuranga College has concerns over a student's attendance, and our other methods of getting the student to attend regularly, have not succeeded, we may inform INZ and request that they send a warning letter to the student that their low attendance may place in jeopardy their ability to obtain a visa renewal for further terms of study. When a student applies for a subsequent visa, INZ requires providers to attest to the full attendance the previous year, or to explain the student's low attendance. Pakuranga College complies with these requirements of INZ.

RE-ENROLMENT

In the event that the College year has come to an end, and the student's attendance in that College year has not been satisfactory, the College may decide not to offer the student a place the following year. In this event, the parents will be informed of the College's decision and NZ Immigration informed. The College, if requested to provide evidence of good attendance to another education provider, or for subsequent visa applications by the student, should inform the provider, or the Immigration Service of the student's poor attendance record.

FEE PROTECTION PROCEDURE

1. The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
2. The school will ensure that generally accepted accounting procedures are applied to international student fees paid in advance
3. The school will ensure that only those staff with appropriate authority will have access to international student funds paid in advance
4. The school will ensure that all International fees paid in advance shall be paid into the school's operating account or other account authorized by the Principal
5. The school will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student.
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.

REFUND PROCEDURE

REQUEST FOR A REFUND OF INTERNATIONAL STUDENT FEES.

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.

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

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

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

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 document.

REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL FROM ENROLMENT - WITHDRAWAL AFTER ENROLMENT

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 document.

REQUESTS FOR A REFUND WHERE THE SCHOOL FAILS TO PROVIDE A COURSE, CEASES AS A SIGNATORY OR CEASES TO BE A PROVIDER

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

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

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 document.

WHERE A STUDENT VOLUNTARILY REQUESTS TO TRANSFER TO ANOTHER SIGNATORY

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 document.

REQUEST FOR A REFUND OF HOMESTAY FEES

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 document.

OUTSTANDING ACTIVITY FEES OR OTHER FEES

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

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

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

The Student and their family have 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.

MANAGING RECRUITMENT AGENCIES PROCEDURE

MANAGING RECRUITMENT AGENCIES

CONTRACTS

The school will sign agreements with all education agencies who recruit students for the school.

REFERENCE CHECKS

The school will enter into working relationships with reputable agencies, once a reference check has been carried out and all supporting documentation has been submitted by the agency, i.e. an Agency Application Form, and other supporting documentation the school deems necessary. Results of reference checks will be recorded by international staff.

ETHICAL CONDUCT

New Zealand is a signatory to the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (To be known as the London Statement of Principles) and operates under the Education (Pastoral Care of International Students) Code of Practice 2016. Recruitment agencies will be informed about, and will comply with, the requirements of the Code and the London Statement of Principles.

ACTION FOR BREACH

Where agencies are found to contravene the Code and/or the London Statement of Principles, the school will apply the appropriate sanctions as detailed in the Agency Agreement.

COMMISSIONS

The school will pay commission to the agency as set out in the Agency Agreement.

AGENCY MONITORING AND REVIEW

The school will review the conduct and performance of its agencies as a part an annual self-review. The school will collect and record appropriate evidence of agency reviews.

DISCIPLINARY PROCEDURE

All International Students are required to comply with the college's rules and the college disciplinary processes apply to all international students.

For serious breaches of school rules and unacceptable behaviour this could result in formal stand downs and suspensions.

International students are also required to abide by the terms and conditions of their enrolment and student agreement.

A serious breach of the agreement could result in the immediate termination of the agreement and New Zealand Immigration being informed of the termination of the agreement.

In the investigation of any alleged breach of the agreement or school rules the principles of natural justice will be followed, this would include:

- Informing the student, their parents, caregiver and agent of the allegation.
- Provide an opportunity for the student to respond to the allegation.
- The opportunity to have parents/agent/support person/interpreter present at any meetings. Provided this causes an unreasonable delay having regard for the seriousness of the allegation, the college will consider all relevant information before making a decision.
- The student/parent/agent will have the opportunity to respond to any proposed action resulting from the disciplinary complainant.
- The college will advise the student/parent/agent in writing of the decision regarding any disciplinary action.



ANNUAL SELF REVIEW PROCEDURE

The Director of International Students will review the International Students Policies and Procedures annually (by 1 September). This review will form part of the annual self-review process required by NZQA.

- The Director will report any changes to policy or procedures that is required to either meet the College's obligations under the Code of Practice or to improve current practice.
- The Director will have a detailed schedule of evidence gathering; i.e. who will be surveyed, when, how and about what?
- The Director will submit to the Principal the NZQA Code of Compliance Self-Review documents by 1 September each year.