



WESLEY COLLEGE

International School Learner Handbook

| | | | |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <p>Family</p> <p>Whanaungatanga Famili Aiga Matavuvale Magafaoa</p> | <p>Respect</p> <p>Whakaute Faka'apa'apa Fa'aaloalo Vakarokoroko Fakalilifu</p> | <p>Responsibility</p> <p>Haepapa Fai-Fatongia Fa'amaoni Itavi Kavega</p> | <p>Excellence</p> <p>Rawe Lelei Taha Silisili ona Lelei Vakasakiti Homo ue atu</p> |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|





Kia Ora, Talofa Lava, Malo e lelei, Kia Orana, Bula Vinaka, Fakalofa Lahi atu and Greetings in the name of our Lord and Saviour Jesus Christ.

I extend a warm greeting from Wesley College to all International School Learners.

Wesley College provides leadership in many aspects of education and enjoys national and international recognition for academic excellence, sporting achievement and the quality of our church and cultural endeavours.

International School Learners are an important part of the Wesley College community, and their contribution is valued. International awareness and understanding are so important for all our students in today's world.

International School Learners are provided Pastoral Care by the following staff members:

| | |
|--------------------------------------------|----------------------------|
| Director of International School Learners: | Mr Brian Evans (Principal) |
| Director of Boarding: | Mr Chris Field |
| International School Learner Coordinator: | Mr Siasosi 'Uhila |
| Superintending Chaplain: | Rev Aliitasi Salesa |
| Guidance Counsellor: | Mrs Janice Evans |

In welcoming students from all over the world Wesley College give's an assurance to support you and care for you in all aspects of your school life and life generally in New Zealand.

Best wishes.

A handwritten signature in black ink, appearing to read 'B. Evans'.

Dr Brian Evans
PRINCIPAL/DIRECTOR OF INTERNATIONAL SCHOOL LEARNERS

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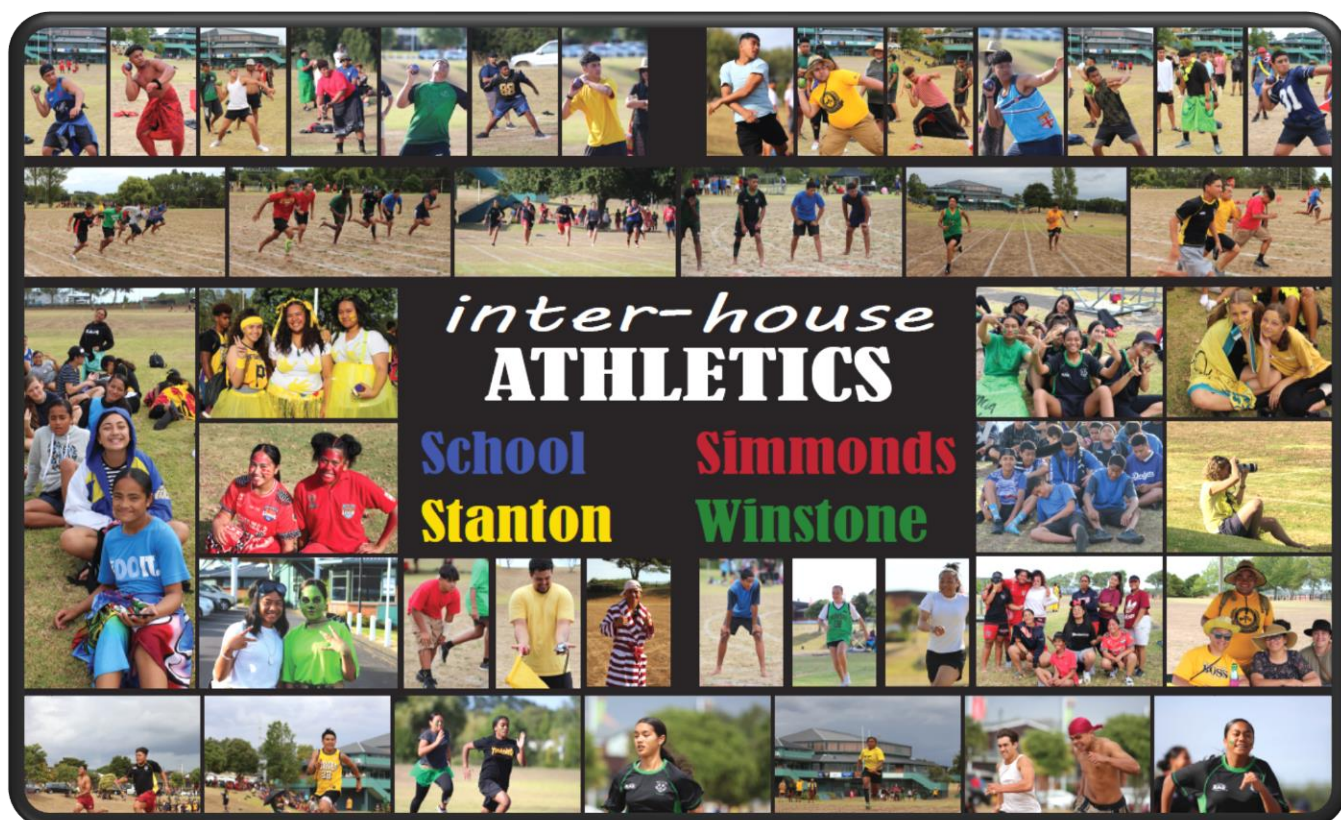
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CONTACT DETAILS

POSTAL ADDRESS:

Wesley College
PO Box 58
Pukekohe 2340

PHYSICAL ADDRESS:

Wesley College
801 Paerata Road
State Highway 22
Pukekohe 2676

Phone: (00649) 2370224 (school office)
Fax: (00649) 2383582
School website: www.wesley.school.nz

International School Learner Team

The Principal/Director of International School Learners: Dr Brian Evans

Phone: (09) 2370224

Director of Boarding: Mr Chris Field

Phone: 09 2370224 846
Mobile: 021 517720
Email: directorb@wesley.school.nz

International School Learner Coordinator: Mr Siasoi 'Uhila

Phone: 09 2370224
Mobile: 0275252140
Email: suhila@wesley.school.nz

Chaplain: Rev Aliitasi Salesa

Phone: 09 2370224 852

Guidance Counsellor: Mrs Janice Collins-Evans

Phone: (09) 2370224 880

House Parents

| HOSTEL PARENTS | | EXT. NO | EMAIL |
|------------------|---------------------------------------------------------------------------------|---------|------------------------------------------------------------------------|
| Te Whare Taina: | Mr Murray & Mrs Cheryl Cudby, Mr Lawrence Lawrence, Mr Anthony Lourdes | 850 | taina@wesley.school.nz |
| Te Whare Maia: | Mrs Aileen Nelson, Mr Paul So'oula, Ms Litia Mara, Mr Lawrence | 851 | maia@wesley.school.nz |
| Denton: | Ms Fa'amanatuina Aoina, Mr Tim Fangupo, Mr Kenny Groenewald, Mr Anthony Lourdes | 832 | denton@wesley.school.nz |
| Harding: | Miss Litia Mara / Mr Dameon Chaney | 842 | harding@wesley.school.nz |
| Te Whare Pakeke: | Mr Mike Raos, Mr Loma Uhila, Mrs Nellie Kaitani | 861 | pakeke@wesley.school.nz |
| Te Paea: | Miss Dejoles Pereira, Mrs Trish Leaupepetele, Ms Sharon Ledua | 836 | tepaea@wesley.school.nz |

Health Clinic

Mrs T Thompson, Registered Nurse 811
Mr J Toea'ana, Registered Nurse
Mrs S Fryer, Registered Nurse

INTERNATIONAL SCHOOL LEARNER COORDINATOR

The International School Learner Coordinator is responsible for the day-to-day administrative, pastoral care, including recruitment and NZ caregivers of International School Learners. If you have any concerns in the classroom, hostel or with your NZ caregivers please contact the International School Learner Coordinator

INTERNATIONAL SCHOOL LEARNER TEAM:

The International School Learner team is also there to support you at any time to discuss and assist with any concerns you may have within the classroom, hostel, or NZ caregiver.

INTERNATIONAL SCHOOL LEARNER WELLBEING INTERVIEWS:

At the end of term one and at the beginning of term three the International School Learner Coordinator will schedule a meeting to discuss how you are coping in the classroom, hostel, and NZ caregiver. You will complete a small survey to be filed on your student file. You can also meet with the International School Learner Coordinator at any time you feel you need to speak with him.

CAREGIVERS/GUARDIANS

During term one the International School Learner Coordinator will visit your caregiver/guardian's address in accordance with the requirements of the New Zealand Ministry of Education Code of Practice.

VETTING

NZ caregivers are visited and vetted by the International School Learner Coordinator in accordance with the requirements of the New Zealand Ministry of Education Code of Practice. All persons aged 18 years and over who reside at the address are required to complete a Police Vet.

FEES SUMMARY

The following is a summary of the costs for an overseas student to attend Wesley College:

| | |
|------------------------------------------------|-------------|
| International School Learner Tuition Fee | NZ\$8,690 |
| Wesley College Boarding Fee | NZ\$7,320 |
| Stationery / Personal Expenses (approximately) | NZ\$1,000 |
| Uniform (approximately) | NZ\$1,000 |
| NCEA (examination fees) Year 11 - 13 | NZ\$ 500 |
| Medical Insurance | NZ\$ 577.60 |





NEW ZEALAND GOVERNMENT REQUIREMENTS

The New Zealand Government requires students who do not hold New Zealand Citizenship or New Zealand Residency to have:

1. a current student visa;
2. a current student permit with Wesley College named as the education provider;
3. paid the International School Learner tuition fee;
4. Uni-Care medical and travel insurance; and
5. a nominated New Zealand Caregiver.

INTERNATIONAL SCHOOL LEARNER VISA

International School Learners must have a valid student visa to attend Wesley College.

The cost of obtaining a student visa to study in New Zealand is the responsibility of the student's family. Medical screening and a Police Clearance are required.

Contact NZ Immigration for further information about student visas.

RETURNING STUDENTS

Most student visas expire at the end of March each year. An application to renew a student visa must be made prior to its expiry date. Wesley College does not process the renewal of a student visa. Should a student return with a visa that is due to expire his/her passport will be returned to the family for processing.

The International Tuition fee must be paid in full by the 1st of January to enable a receipt to be produced for your family to make an application to renew the student visa.

INTERNATIONAL SCHOOL LEARNER WORK PERMIT

The Principal may grant approval to a senior International School Learner to make application to NZ Immigration for a work permit to seek employment while studying at Wesley College. Students must prove that any employment opportunity does not impede their studies and commitment to education.

INTERNATIONAL SCHOOL LEARNER NZ BANK ACCOUNT

The International School Learner Coordinator can assist students wishing to open a Bank Account.



INTERNATIONAL SCHOOL LEARNER MEDICAL AND TRAVEL INSURANCE

The New Zealand Government requires all International School Learners to have up-to-date medical and travel insurance. It is the responsibility of the family to ensure that their son/daughter is registered with a recognised medical insurance scheme. This insurance must be a comprehensive scheme, covering general medical expenses, hospital expenses and specialist fees, dental expenses and physiotherapy.

The provider Wesley College uses is Uni-Care. We can provide information about a medical insurance. The Wesley College Health Clinic has a registered nurse and first aid qualified staff available to assist you should you require medical assistance. The staff can also advise and assist you to attend any other medical appointments during the school term should it be required.

COVID 19/PANDEMICS

Wesley College will comply with all New Zealand Government / Ministry of Education advice during a Pandemic. Further pandemic information can be sourced by clicking the following links [Ministry of Health](#) or the [Ministry of Education](#)

BOARDING COSTS

The Wesley College annual boarding cost is NZ\$7,320.

[The full cost of a student boarding at Wesley College is NZ\$16,472.00. The Wesley College Trust Board subsidizes this by NZ\$9,152.00 per student.]

Boarders live in the College Hostels. Each hostel has a House Parent who is responsible for the day-to-day care of a boarder outside of the school day. Your house parent is there to help you. Should you feel unhappy or unsafe speak to your house parent in the first instance or alternatively you can raise any concerns you may have with any member of the International School Learner team.



SCHOOL TERMS

| 2022 | School Term Begins | Boarders Return | Day Students Return | School Term Ends |
|------|--------------------|-----------------|---------------------|------------------|
| 1 | 3 February | | | 14 April |
| 2 | 2 May | 1 May | 2 May | 8 July |
| 3 | 25 July | 24 July | 25 July | 30 September |
| 4 | 17 October | 16 October | 17 October | 9 Dec |

NEW ZEALAND QUALIFICATIONS FRAMEWORK (NZQF) UNDERSTANDING NCEA

NCEA stands for National Certificate of Educational Achievement.

NCEA is the national qualification system for New Zealand's senior secondary school students. It is made up of three certificates at Levels 1, 2 and 3 and usually studied in Years 11, 12 and 13. NCEA qualifications are part of the New Zealand Qualifications Framework (NZQF).

- NCEA Level 1 is usually studied in Year 11.
- NCEA Level 2 is usually studied in Year 12.
- NCEA Level 3 is usually studied in Year 13.

- To gain NCEA Level 1:
 - Achieve 80 credits at any level (Level 1, 2 or 3).
 - This must include a minimum of 10 credits in literacy and 10 in numeracy.
- To gain NCEA Level 2:
 - Achieve a minimum of 60 credits at Level 2 or above; and
 - 20 credits at any level.
- To gain NCEA Level 3:
 - Achieve a minimum of 60 credits at Level 3 or above; and 20 credits at Level 2 or above.



UNIFORMS

The Wesley College uniform is sold by SAS Sport, 28 Wood St, Papakura.
Mon-Fri, 9am – 4.30pm, Phone (09) 2998412

School Uniform/ Dress Standard

- Students are to be in the correct school uniform at morning roll calls on weekdays.
- The school uniform will be always worn correctly during the school day.
- The correct No. 1 uniform is to be worn to special occasions.
- No caps/hats or beanies are to be worn with the No. 1 uniform.
- Neat and tidy non-uniform clothes may be worn after school and during the weekends.
- Ripped and dirty clothing is NOT permitted.
- All clothing and footwear must be labelled with the boarder's code name.
- T-shirts are not to be visible underneath school uniforms.
- Boarders may not change out of uniform when travelling by public or private transport.
- The uniform identifies the boarder for his / her own protection.
- Changing into / out of uniform in the carpark is not permitted.
- Boarders are reminded that when in uniform they are representing the school.

Uniform Notes

Students not in the correct uniform are required to have a note from home explaining the reason and, when the student will have the correct uniform.

The note is to be handed to the Deputy Principal for approval.

Grooming

- Hair must be kept tidy throughout the normal activities of a school day.
- Unnatural hair colours, or extreme colouring, streaks and patches of colour are not permitted.
- Girls' hair must not hang below the shoulders and must be clear of the face and eyes.
- Girls' long hair tied up or back.
- Plain hair ties/bands and clips in the colour of the student's natural hair colour may be worn by girls to contain the hair.
- Boys' hair must be clear of the face and not below the top edge of the collar.
- Boys' may not wear their hair tied up or back in a ponytail (with the exception of traditional, cultural or religious reasons as approved by the Principal)
- Shaved or extreme styles not permitted.
- Boys' must be clean-shaven at all times.
- Students may not wear makeup of any kind.
- Nail polish, if worn, must be colourless.
- The use of sunblock is encouraged, especially for summer outdoor activities. Sunblock is available at the Health Clinic.

PERSONAL EXPENSES

The following are examples of personal expenses that are the responsibility of the student:

- air fares to and from New Zealand (and within New Zealand if applicable)
- living expenses during the holidays
- major sporting gear, e.g. rugby boots
- toilet gear (toothpaste, toothbrushes, hair gel)
- hair cuts



AGENCY LINKS

[International Learners Code of Practice](#)

Wesley College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International School Learners published by the New Zealand Qualifications Authority (NZQA).

[NZ Immigration](#)

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.

[Ministry of Health](#)

Most International School Learners 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 services are available through the Ministry of Health.

[ACC](#)

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.

[NZ Student UniCare Plan](#)

International School Learners must have appropriate and current medical and travel insurance while studying in New Zealand. UniCare is the provider for medical insurance to Wesley College.

Other Useful Links:

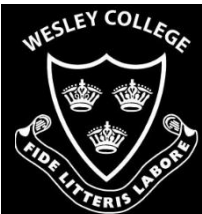
[NZQA International Learner Complaints](#)

[Study in New Zealand](#)

[New Zealand Now](#)

[Tourism New Zealand](#)

[Education New Zealand](#)



INTERNATIONAL SCHOOL LEARNER ADMINISTRATION STRUCTURE PROCEDURE

RATIONALE:

Wesley College is a signatory to the “Code of Practice” and is committed to providing administrative and pastoral care facilities to a high standard where students are supported ensuring a safe, happy and successful time while living and studying in New Zealand.

International School Learners are an important part of the Wesley College community and their contribution is valued. International awareness and understanding is important for all our students in today’s world.

INTERNATIONAL SCHOOL LEARNER TEAM

| | |
|--------------------------------------------|----------------------------|
| Director of International School Learners: | Dr Brian Evans (Principal) |
| International School Learner Coordinator: | Mr Siao Si Uhila |
| Director of Boarding: | Mr Chris Field |
| DP Boarding and Wellbeing | Mrs Christine Pereira |
| The Superintending Chaplain: | Rev Aliitasi Salesa |
| The Guidance Counsellor: | Mrs Janice-Collins |

STRUCTURE:

1. The Director of International School Learners has overall responsibility for the educational and pastoral care of International School Learners.
2. The Coordinator of International School Learners has the day-to-day responsibility for the administrative, pastoral care, advocacy, recruitment and home stay if required by International School Learners.
3. The International School Learner team has the combined day-to-day responsibility of supporting the educational, pastoral care and over all welfare of International School Learners.
4. The International School Learner team works closely to monitor the progress and welfare of each International School Learner providing support and assistance to ensure that each student can realise the potential he or she is capable of while at Wesley College.

INFORMATION/DATA COLLECTION

- The Coordinator of International School Learners will conduct/record all vetting of caregivers, home visits and student interviews, monitoring of student VISAs, Health Insurance, communication with parents, homestay records, attendance and pastoral care.
- The Coordinator of International School Learners will ensure the school database records all personal information regarding International School Learners. Confidential records will be kept secure and made available on request by the Pastoral team. In addition a physical paper based file on each student is maintained.
- The Coordinator of International School Learners will ensure that students and caregivers are provided with up-to-date school and boarding information.

MANAGEMENT AND CONTROL:

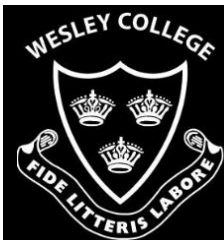
1. The International School Learner Coordinator/team will report any serious matters of concern to the Director of International School Learners immediately.
2. The Director of International School Learners will notify/meet with the team accordingly to advise response to serious matters of concern.
3. The Director of International School Learners will notify the Board of Trustees Chairperson of any serious matters of concern and the response as soon as practical.

The Wesley College Board of Trustees approved this procedure May 2021.
This procedure will be reviewed on /before the May meeting 2024.



PRINCIPAL

DATE: 27 May 2021



INTERNATIONAL SCHOOL LEARNER ATTENDANCE PROCEDURE

RATIONALE

To ensure the regular, daily attendance of all enrolled students other than when sick, injured or on school-approved leave.

To adopt practices that actively encourage attendance and discourage truancy.

STRATEGIES

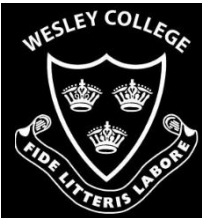
1. Student attendance recorded at each period and at morning Chapel. Class roll books/student management system (SMS) will be marked at these times to show presence, absence or lateness. Roll returns completed for the attendance officer.
2. Students seeking absence for part of a day must gain approval for such absences in advance. Requests supported by a note from a parent.
3. Names of absentees, latecomers and part-day absentees will be entered daily when students sign in or out through the school office.
4. Strategies to encourage attendance (such as rewards or involvement in teams) used where appropriate.
5. Teachers will be responsible for checking general classroom attendance.
6. At all times, staff responsible for a student's absence from a general class for interviews, field or sport trips must advise the student's teachers of this eventuality.
7. Class teachers concerned about the legitimacy of a student's absence will check absence and report to the appropriate HOD or Learning Coach.
8. Following an absence from school, students will bring on their first day back a note from a parent explaining the absence. Notes to be handed to the school office or Learning Coach.
9. Junior and Senior Deans will monitor weekly printouts to check patterns of attendance and follow up where necessary.
10. Parents, caregivers or guardians notified if a student has been truant from school for all or part of a school day.
11. The Dean and the International School Learner Coordinator, if applicable, will monitor attendance.
12. Where the school encounters regular truancy appropriate external agencies contacted to encourage attendance.
13. In cases of severe truancy, where student or parental co-operation is unachievable, the appropriate legal steps are initiated.
14. Students who are over the legal school-leaving age and who have not attended 20 consecutive days are removed from the roll accordingly, under the Education Act.
15. Where an International School Learner is removed from the roll the parent, caregiver or authorized guardian will be notified of the reason and will be advised that they can no longer attend/live in the College hostel unless there is a good reason approved by the Principal.
16. NZ Immigration is notified of any student whose enrolment is terminated.

The Wesley College Board of Trustees approved this procedure May 2021.

This procedure will be reviewed on /before the May meeting 2024.

PRINCIPAL

DATE: 27 May 2021



INTERNATIONAL SCHOOL LEARNER IN-SCHOOL COMMUNICATION & COMPLAINTS PROCEDURE

RATIONALE

The Board recognises the importance of maintaining communication with all students, parents & caregivers, and the wider community.

PURPOSE

The purpose of this policy is:

- To provide a clear procedure for communication.
- To provide the Board with a clear process to follow.

INTERNATIONAL SCHOOL LEARNER SUPPORT:

The International School Learner Coordinator provides the day-to-day pastoral support and advocacy for International School Learners. An International School Learner may also request support from any other member of the International School Learner team.

The International School Learner Coordinator on request may advocate on behalf of the student and/or family when communicating or seeking clarification relating to a concern or a complaint.

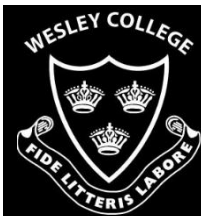
PROCEDURE

1. Contact the school office in the first instance to make an appointment to speak directly to the staff member concerned. this process. The International School Learner Coordinator can assist.
2. The school will return calls within 24 hours of initial contact.
3. If the parent, caregiver or authorized guardian wishes to speak to someone about a student's general well-being or progress, contact should be to the appropriate Dean.
4. If the communication is regarding a subject, the first point of contact should be the teacher or HOD of that subject area.
5. If the communication is to convey a concern/complaint contact the appropriate Dean or the HOD
6. If contact with a Dean or HOD has not resulted in a satisfactory outcome then contact the Deputy Principal or the Principal.
7. If the concern/complaint is considered to be serious contact the Deputy Principal or the Principal.
8. If contact with the Principal does not resolve the concern/complaint to the satisfaction of the complainant, then the matter should be raised with the Board of Trustees through the Chairperson.
9. When a concern/complaint is received it will be appropriately investigated, a decision made as to any action, and the result of the investigation and subsequent action communicated to the parties involved.
10. If the concern/complaint is regarding an employee of the Board, then the procedures stipulated in that person's employment contract may take effect.

The Wesley College Board of Trustees approved this procedure May 2021.
This procedure will be reviewed on /before the May meeting 2024.

PRINCIPAL

DATE: 27 May 2021



INTERNATIONAL SCHOOL LEARNER

DISPUTES RESOLUTION SCHEME PROCEDURE

INTRODUCTION

An International School Learner is a person who is enrolled with Wesley College (education provider) and who is not a domestic student.

The New Zealand Qualifications Authority [NZQA] is a Government agency. NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes.

iStudent Complaints is the appointed operator of the International School Learner Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes.

The New Zealand Government's Education (Pastoral Care of International School Learners) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling International School Learners must abide by – a copy of this can be requested from the Wesley College Director of International School Learners or alternatively from www.nzqa.govt.nz

PROCEDURE

1. Initial contact should be made by contacting the International School Learners Coordinator for any complaint, including any complaint about any agents Wesley College may use.
2. When a complaint is received, the International School Learner Coordinator will advise the Director of International School Learners who will advise the Principal.
3. The Director of International School Learners will appropriately investigate the complaint and decide in consultation with the Principal as to any action which may be necessary.
4. The result of the investigation and subsequent action will be communicated to the parties involved.

Should the Director of International School Learners not resolve an issue to the satisfaction of the complainant, then the matter should be raised with the New Zealand Qualifications Authority [NZQA].

5. NZQA is a government organisation. NZQA can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.
6. You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz
If you need more information on the complaints process, contact NZQA on 0800 697 296.

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

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

This procedure was issued by the Principal November 2021.

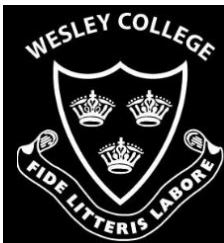
This procedure will be reviewed on / before the November meeting 2024.

Signed:



ACTING PRINCIPAL

Date: 11 November 2021



**SCHOOL FEES PROTECTION FOR INTERNATIONAL SCHOOL LEARNERS
POLICY [Nag 4]**

RATIONALE

The Wesley College fees protection policy for International School Learners is written to meet the requirements of the Rules made under section 253 of the Education Act 1989.

The Board will ensure that International School Learner fees are handled according to 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.

AIMS

1. To ensure that in the event that the school is unable to provide tuition the unspent proportion is returned to the payee. This may be the student's parents, a charitable trust or the Wesley College Trust Board, dependent upon the source of the International School Learner Tuition Fee.
2. To ensure that funds received for International School Learners are accounted for separately from other School accounts and in such a way that individual student contributions are protected and monitored.
3. To ensure that International School Learners' payments may be drawn down in accordance with the School's Refund Policy.

GUIDELINES

1. Accounting procedures are in place to ensure that monies are available for release.
2. International School Learners Tuition Fees are placed into a separate coded account for International School Learner Tuition Fees and drawn down at intervals of one term in arrears throughout the academic year.
3. These monies will be audited separately on an annual basis.
4. 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.

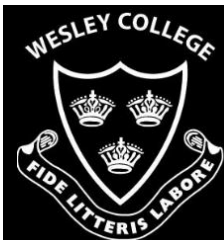
The Wesley College Board of Trustees approved this Policy November 2021.

This policy will be reviewed on / before the November meeting 2024.



CHAIRPERSON

11 November 2021
DATE



**REFUND FOR INTERNATIONAL SCHOOL LEARNER TUITION FEES
POLICY [Nag 4]**

RATIONALE

Wesley College has a refund policy for International School Learner Tuition Fees to meet the requirements of the Ministry of Education Code of Practice for the Pastoral Care of International School Learners.

AIM

The aim of this policy is to ensure that refunds of International School Learner Tuition Fees are made in an appropriate manner

GUIDELINES

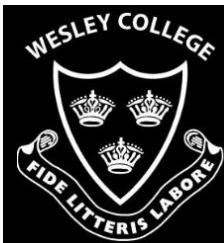
1. Students who have paid full fees but withdraw before the start of their yearly programme will be entitled to a refund of all tuition fees paid, less a cancellation fee of NZ\$500.00.
2. Students who withdraw within one calendar week (7 days) after the start of their yearly programme will be entitled to a refund of all fees paid, less a cancellation fee of 10% of tuition fees paid.
3. A student who withdraws after the first calendar week but during terms one and two will be entitled to a refund of 50% of the tuition fees. No refund will be payable for withdrawal in terms three and four of any given year.
4. Students who gain Permanent Residency within four calendar weeks (28 days) of the commencement of their yearly programme may re-enrol as a domestic student and receive a refund of the International School Learner Fee paid less NZ\$500.00.
5. Students who gain Permanent Residency after four calendar weeks (28 days) of the commencement of the yearly programme may re-enrol as a domestic student and receive a refund of the International School Learner Fee paid less one term's fees.
6. Refunds will be made to the payee(s) of the International School Learner Fee, viz. the student / students' family, or a charitable trust or the Wesley College Trust Board or such other organisation that may have paid the fee.
7. There will be no refund to a student / student's family when the student is sent home following disciplinary action by the Board of Trustees.

The Wesley College Board of Trustees approved this Policy November 2021.
This policy will be reviewed on / before the November meeting 2024.



CHAIRPERSON

11 November 2021
DATE



RATIONALE

Wesley College undertakes to comply with the accommodation provisions set out in Outcome 6 of the New Zealand Qualifications Code of Practice for the Pastoral Care of International School Learners.

The categories of accommodation that will be accepted by Wesley College are:

- Living in the Proprietor's Hostel
 - The Proprietor is the Wesley College Trust Board
- Living with a designated caregiver
- Living with a parent
- Living with a homestay (see below)

AIMS

4. To provide a suitable living environment conducive to study and a safe and supportive home life.
5. To involve the residential caregiver in the welfare of a student away from the student's family and home country.
6. To assist the student to successfully integrate into the New Zealand lifestyle.
7. To provide the International School Learners' parents with confidence and assurance that their child is well cared for and happy in New Zealand.

PROVISION OF ACCOMMODATION

- i. Wesley College will not arrange alternative accommodation for International School Learners for periods when the Proprietor's hostel is open.
- ii. Where the student is not living with a parent or designated caregiver, Wesley College will, at the request of parents, endeavour to arrange homestay accommodation for periods when the Proprietor's hostels are closed.

USE OF ACCOMMODATION AGENTS

Wesley College will not make use of accommodation agents to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International School Learners.

ADMINISTRATIVE REQUIREMENTS AND UNDERSTANDINGS

Wesley College has a Director and a Coordinator of International School Learners.

- The Director of International School Learners has the overall responsibility of ensuring compliance with the Code of Practice.
- The Coordinator of International School Learners has the responsibility of the day-to-day care of International School Learners.

General

1. All accommodation queries and issues will initially be referred to the Coordinator of International School Learners.
2. A file will be maintained listing the full name, address, contact phone numbers, occupation and relationship of the residential caregiver to the student.

3. Any serious concerns relating to accommodation will be reported to the Code Administrator.

Students not living with a parent

The Proprietor's Hostel is licensed under the terms of the Education (hostels) Regulations 2005. This accommodation meets the requirements of the Code.

1. Any other accommodation to be used by International School Learners will have:
 - An onsite assessment to determine that living conditions are of an acceptable standard.
 - An assessment to determine that the accommodation type is not a boarding establishment.
 - An assessment of the residential caregivers suitability and whether they will provide a safe physical and emotional environment.
2. Students will be interviewed at least quarterly to ensure that their accommodation is suitable.
3. All accommodation organised by Wesley College will be visited at least twice yearly to ensure that the accommodation remains suitable.
4. Accommodation provided by designated caregivers will be visited at least annually to ensure that they remain suitable.
5. Police vetting will be carried out on all adults aged 18 years and over living in homestay or designated caregiver accommodation used by a student.
6. Wesley College will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Homestay Caregivers

Where Wesley College organises homestay at the request of parents for those periods when the Proprietor's hostel is closed:

- students are required to exhibit appropriate behaviour.
 - Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, the homestay host must notify Wesley College immediately. The homestay service may be discontinued and the student may be sent home.
- Homestay caregivers will be interviewed at least quarterly to ensure that their accommodation is suitable.
- Where a student wishes to withdraw from a homestay arrangement the request is to be placed with the Coordinator International School Learners with at least two weeks notice prior to the next time that the Proprietor's hostel will be closed.
- The Coordinator International School Learners will provide advice and a support infrastructure for homestay caregivers.

Designated Caregivers

- a. Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close friend and that the parents have selected the accommodation for their child, subject to Wesley College approving the accommodation.
- b. On or before enrolment, Wesley College will meet and establish communication with the designated caregiver.
- c. Designated caregivers will be interviewed at least quarterly to ensure that their accommodation is suitable.
- d. The relationship between the designated caregiver and the student's parents will be reviewed to confirm that the designated caregiver is a genuine relative or friend of the parent.

DIVISIONS OF RESPONSIBILITY

Wesley College

Wesley College will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Monitoring and approving all accommodation
- On parental request selecting homestay hosts for periods when the Proprietor's Hostel is closed
- Providing a support infrastructure for homestay caregivers.
- Recording the results of all accommodation assessments
- Recording the results of all quarterly student interviews

Homestay Caregivers

Wesley College will expect all residential caregivers to:

- Provide a safe and friendly living (and studying) environment
- Provide day-to-day care including:
 - 3 meals a day and access to snacks
 - own room
 - bed and bedding
 - adequate bedroom furniture to store clothing, books etc
 - lamp and adequate lighting
 - adequate heating
 - bathing / showering / bathroom access
 - laundry

Homestay Caregivers will not be expected to:

- provide an internet connection for the student
- pay for toll or mobile phone calls
- cook special food
- ensure the student's goods or pay for property the student damages or loses
- offer accommodation to visiting friends or relatives
- comply with unreasonable requests.

POLICE VETTING

All staff employed by Wesley College are Police Vetted.

All homestay, designated caregivers and any other persons over the age of 18 living at a residence where an International School Learner will reside or stay during school holidays will be vetted as per the Code of Practise.

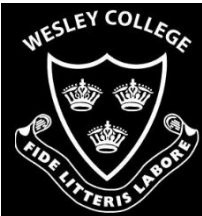
The Wesley College Board of Trustees approved this Policy November 2021.

This policy will be reviewed on / before the November meeting 2024.



CHAIRPERSON

11 November 2021
DATE

**INTERNATIONAL SCHOOL LEARNER CRITICAL INCIDENT RESPONSE
PLAN PROCEDURE [Nag 5]****INTRODUCTION**

An International School Learner critical incident is an unplanned or unforeseen traumatic event affecting an International School Learner/s which has an impact on the institution the International School Learner attends; its staff, its students and the wider community.

Wesley College has a responsibility to be prepared for and to respond quickly, effectively and sensitively to any International School Learner critical incident.

Impact of International School Learner critical incidents

International School Learner critical incidents may have a negative impact on a number of people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced.

Where there are negative effects there is a need to be aware not only of the effect on people not directly affected, but also of the unpredictability or spread and impact of this effect.

Effects can impact:

- secondary victims, such as students, staff and family members
- an institution through negative media or public response
- the wider community

The need for an International School Learner critical incident plan

Wesley College has a duty of care to staff and students to ensure staff dealing with the situation are thinking clearly, acting efficiently, communicating responsibly and working as a team to:

- save the life of anyone at risk
- inform those with the need and right to know
- protect others from the effects of the event
- minimise any long term impact on the provider and the industry reputation
- restore normality
- mitigate the potential for a reoccurrence or resulting events where possible

The critical incident response team

In the event of an emergency, a response team may need to be established to provide the necessary support for people immediately affected by the incident and to plan for active monitoring and longer term care of those concerned. The school International Director and Pastoral Care Team are to be part of this group.

PROCEDURE**Role of**

As soon as notification is made of an International School Learner critical incident the Principal will:

- verify that the student(s) is enrolled at Wesley College
- call the International School Learner critical incident Response Team to meet
- ensure there is a clear understanding of the facts
- select a person from the team to lead and manage the response
- select someone to manage media if required
- plan and approve the immediate response
- plan and approve ongoing strategies
- appoint a manager to be point of contact for feedback and questions
- appoint a manager to maintain group communications, records and documentation
- appoint a manager to allocate individuals roles / responsibilities for ongoing tasks
- deal with any other issues as they arise

- ensure appropriate support for staff/students during a critical incident
- address legal requirements
- address media requirements
- Pastoral team to meet and review the incident, to assess and make changes to actions if required

INTERNATIONAL SCHOOL LEARNER CRITICAL INCIDENT RESPONSE TEAM CONTACT LIST

| ROLE | NAME | DDI / MOBILE | EMAIL |
|------------------------------------|-----------------------|-------------------------------------|--------------------------------------------------------------------------------------|
| Principal/Director of Int Students | Mr Brian Evans | (09) 2370224 (027) 2975399 | bdevans@wesley.school.nz |
| Int Student Coordinator | Mr Siao Si Uhila | (027) 5252140 | suhila@wesley.school.nz |
| DP | Mr Chris Bean | (09) 2370224 x 817 (021) 2458887 | chrisb@wesley.school.nz |
| DP Wellbeing and Hostel | Mrs Christine Pereira | (09) 2370224 x 844 (027) 3222573 | christinep@wesley.school.nz |
| DP | Mr Chris Wood | (09) 2370224 x 809 (021) 0714354 | cwood@wesley.school.nz |
| Director Boarding | Mr Chris Field | (09) 2370224 x 846 (021) 517720 | directorb@wesley.school.nz |
| Chairperson | Mr David McGeorge | (09) 5355092 | gmsupport@tamahere.co.nz |
| Counsellor | Mrs Janice Evans | (09) 2370224 x 880 | jcollins-evans@wesley.school.nz |
| Chaplain | Rev. Aliitasi Salesa | (09) 2370224 (027) 4971952 | aliitasis@wesley.school.nz |

External agencies to contact:

| Agency | Contact Name | Phone | Web address | Email |
|-----------------|--------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| NZ Police | | (09) 2371700 | http://www.police.govt.nz | |
| MFAT | | (04) 4398000 | http://www.mfat.govt.nz/ | |
| NZQA Code Staff | | (04) 4633000 | https://www.nzqa.govt.nz/about-us/contact-us/contact-us-about-the-code/ | |

Embassy / consulate

| | | |
|----------------------|--------------|-----------------------------------------------------------------------------------------------------------|
| Samoa House | (09) 3031012 | http://www.samoa.org.nz/ |
| Atalanga Tonga | (09) 6246303 | https://tonga.visahq.com/embassy/new-zealand/ |
| Solomon Islands | | http://www.mfat.govt.nz/ |
| Fiji High Commission | | http://www.fiji.org.nz/ |

Insurance provider

| | | |
|-------------|--------------|-------------------------------------------------------------------------------|
| UniCare | (09) 3092119 | https://www.uni-care.org/ |
| Immigration | (09) 9144100 | http://www.immigration.govt.nz/ |

Funeral Director

| | | |
|----------------------------|--------------|---------------------------------------------------------------------------------|
| Fountains Funeral Director | (09) 2982975 | https://fountainsfunerals.co.nz/ |
|----------------------------|--------------|---------------------------------------------------------------------------------|

The Wesley College Board of Trustees approved this Procedure 27 February 2020.

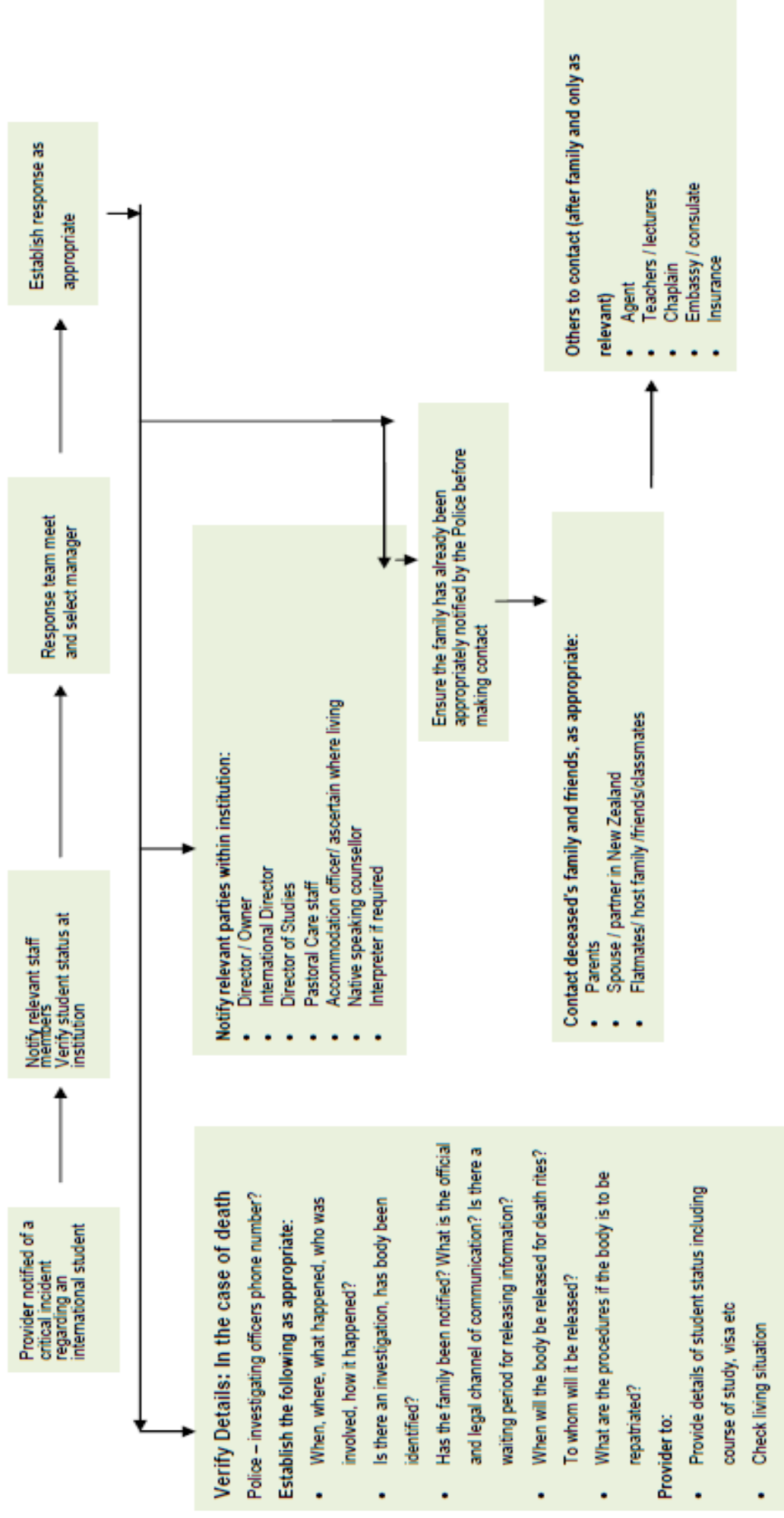
This policy will be reviewed on / before the February meeting 2023.



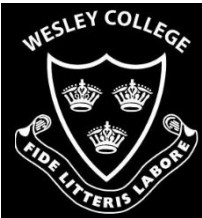
PRINCIPAL

Procedure flow chart- International Student Critical Incident

Information / communication flow chart



Review: After each incident the Critical Incident Response Team should meet to review the incident, to assess the plan and make changes as required

**INTERNATIONAL SCHOOL LEARNER DISCIPLINE POLICY****RATIONALE**

International School Learners are no longer covered by the sections of the Education Act 1989 relating to disciplinary action. Instead, disciplinary action in relation to International School Learners is now a matter for the parties to the contract of enrolment. This means that schools can specify in the contract of enrolment the grounds and procedure for disciplinary action, including the right to take appropriate disciplinary action for conduct that occurs while the student is outside the direct supervision of the school. Disciplinary action will be in accordance with the principles of natural justice.

GUIDELINE

1. The Principal may take appropriate disciplinary action in response to the conduct or behaviour of the International School Learner.
2. Appropriate disciplinary action includes standing down, suspending or excluding the International School Learner and terminating the contract of enrolment.
3. The Principal of the school may take appropriate disciplinary action, whether or not the conduct or behaviour occurred while the International School Learner was under the supervision or control of the school, if satisfied on reasonable grounds that:
 - (a) the International School Learner's gross misconduct or continual disobedience is a harmful or dangerous example to other students at the school;
 - (b) because of the International School Learner's conduct or behaviour, it is likely that the student, or other students at the school, will be seriously harmed if the International School Learner is not stood-down or suspended or excluded as the case may require;
 - (c) the student's conduct or behaviour is in breach of the school rules (including the school's code of student conduct), the accommodation agreement or designated caregiver agreement, or this contract of enrolment, and one or more of the following applies:
 - (i) the breach or breaches would constitute an ongoing risk to the International School Learner's education, health, safety, well-being or personal welfare for which the school is responsible under the Education (Pastoral Care of International School Learners) Code of Practice 2016;
 - (ii) the breach or breaches would constitute an ongoing risk to another person's education, health, safety, well-being or personal welfare.
4. The provisions in the International Discipline Stand-down and Suspensions procedure will apply if the International School Learner has been stood down or suspended, as the case may be.
5. A Principal who wants an International School Learner to absent himself or herself from school for disciplinary reasons, or who wants a parent to remove a student from school for disciplinary reasons, may bring about the absence or the removal only by stand-down or

suspension of the student under this contract.

6. In making decisions on appropriate disciplinary action the Principal and the board will as far as practicable ensure that any such disciplinary action:-
 - (a) is proportionate to the seriousness of the behaviour of the student; and
 - (b) minimises the disruption to an International School Learner's attendance at school and facilitates the return of the student to school when that is appropriate; and
 - (c) is dealt with in accordance with the principles of natural justice.
7. If the International School Learner is stood-down or suspended, the Principal will take all reasonable steps to ensure that the International School Learner has the guidance and counselling that are reasonable and practicable in all the circumstances of the stand-down or suspension.
8. If an International School Learner's suspension is subject to conditions, the Principal will take all reasonable steps to ensure that an appropriate educational programme is provided to the student.
9. The programme referred to in clause 6 will as far as practicable be designed to facilitate the student's return to school and to minimise the educational disadvantages that occur from absence from school.

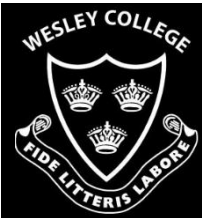
The Wesley College Board of Trustees approved this Policy November 2021.
This policy will be reviewed on / before the November meeting 2024.

Signed:



CHAIRPERSON

Date: 11 November 2021



**INTERNATIONAL SCHOOL LEARNER DISCIPLINE
STAND-DOWN AND SUSPENSION PROCEDURES**

RATIONALE

To provide the Principal, the Board and the parent or legal guardian with clear stand-down and suspensions procedures for International School Learners.

The International School Learner Coordinator is available to support the International School Learner if any of the following provisions are implemented.

Schedule 1 – Provisions for stand-down

Notice requirements for standing down an International School Learner

1. Immediately after an International School Learner is stood-down, the Principal will advise a parent or legal guardian and the residential caregiver of the International School Learner:
 - (a) that the International School Learner has been stood-down; and
 - (b) the reasons for the Principal's decision; and
 - (c) the period for which the International School Learner has been stood-down.

Stand-down period

2. A stand-down may be for one or more specified periods, and the Principal may lift the stand-down at any time before it is due to expire.

An International School Learners attendance while the International School Learner is on stand-down

3. If an International School Learner has been stood-down, then the International School Learner does not have to, and is not permitted to, attend the school while stood-down, however--
 - (a) the Principal may require the International School Learner to attend the school if the Principal reasonably considers the International School Learner's attendance is appropriate:
 - (b) the Principal may allow the International School Learner to attend the school if the International School Learner's parents request that the International School Learner be permitted to attend the school and the Principal considers the request is reasonable:

Board meeting concerning stand-down

4. A Principal who has stood-down an International School Learner may arrange a stand-down meeting.
5. A Principal who, having stood-down an International School Learner, is asked by the International School Learner or a parent or legal guardian of the International School Learner for a stand-down meeting
 - (a) will arrange a meeting; and

- (b) be available for the meeting as soon as is practicable for the International School Learner, the parent or legal guardian, and the Principal.
6. As a consequence of a stand-down meeting, if the Principal is satisfied that there are no reasonable grounds for the stand-down the Principal will—
- (a) ensure that the stand-down is withdrawn; and
 - (b) ensure that the International School Learner, and anyone told of the stand-down under paragraph 1, is told that the stand-down has been withdrawn.

Schedule 2 – Provisions for suspension

Notice requirements for suspending a International School Learner

1. If the International School Learner has been suspended then the Principal will, immediately after the International School Learner is suspended, advise the board, a parent or legal guardian and the residential caregiver (if any) of the International School Learner—
- (a) that the International School Learner has been suspended; and
 - (b) the reasons for the Principal's decision.

An International School Learners attendance while on suspension

2. If the International School Learner has been suspended, then the International School Learner does not have to, and is not permitted to, attend the school while suspended, however -
- (a) the Principal may allow the International School Learner to attend the school if the Principal reasonably considers the International School Learner's attendance is appropriate;
 - (b) the Principal may allow the International School Learner to attend the school if the International School Learner's parents request that the International School Learner be permitted to attend the school and the Principal considers the request is reasonable.

Board meeting concerning suspension

3. The board will ensure the discipline meeting is held in accordance with the principles of natural justice.
4. If the International School Learner has been suspended, the International School Learner, the International School Learner's parents or legal guardian, and their representatives are entitled to attend a meeting of the board and speak at that meeting, and to have their views considered by the board before it decides whether to lift or extend the suspension or exclude the International School Learner and terminate the contract of enrolment.
5. The board will ensure that an International School Learner who has been suspended, and the International School Learner's parents or legal guardians are given the following as soon as practicable after the suspension:
- (a) written notice of the time and place of the suspension meeting; and
 - (b) written information about the options available to the board under paragraph 3 to deal with the suspension at the suspension meeting.
6. The board will ensure that the following material is given (in writing) to the International School Learner and the International School Learner's parents or legal guardian within the

time specified in paragraph 6:

- (a) information on the procedures the board follows at suspension meetings; and
 - (b) advice that the International School Learner and the International School Learner's parents, legal guardians or representative may attend the meeting and speak at it about the suspension; and
 - (c) information contained in the following material that, in the board's opinion, it would have no ground to withhold if the International School Learner made a request under the Privacy Act 1993 for:
 - (i) the Principal's report to the board on the suspension; and
 - (ii) any other material about the suspension to be presented by the Principal or the board at the meeting.
7. The material referred to in paragraph 5 must be given to the International School Learner and the International School Learner's parents, legal guardian or representatives in time to reach them at least 48 hours before the meeting (or within a shorter time agreed by all the parties).

Adjournments to consider new information

8. The board will adjourn a suspension meeting if the International School Learner, a parent or legal guardian of the International School Learner, or any member of the board asks the board to do so if the person making the request needs time to consider new information, being any information—
- (a) that is referred to at the suspension meeting; and
 - (b) that is either—
 - (i) information that was not given, under paragraph 5, to the person making the request; or
 - (ii) information that is new to the person making the request for some other reason.
9. In deciding on the period of the adjournment, the board must have regard to the amount of time that the person making the request needs, in that person's particular circumstances, to consider the information.

Board's decision at suspension meeting

10. Before deciding at a suspension meeting whether to lift or extend the suspension or exclude the International School Learner and terminate the contract of enrolment, the board must—
- (a) have due regard for all of the circumstance relevant to the suspension; and
 - (b) consider each option available to it.
11. The board may—
- (a) require the Principal, the International School Learner, the International School Learner's parents or legal guardian, any representative of the International School Learner, and any representative of the parents or legal guardian to withdraw from the meeting while the board makes its decision; or
 - (b) ask the Principal, the International School Learner, the International School Learner's parents or legal guardian, and any representatives of the School Learner and the parents or legal guardian to stay at the meeting while the board makes its decision.
12. Before making its decision, the board may try to get all the parties at the meeting to agree on what the decision should be.

13. The board must record its decision, and the reasons for it, in writing.

Board's powers when International School Learner suspended

14. If a International School Learner has been suspended, the board may—
- (a) lift the suspension at any time before it expires, either unconditionally or subject to any reasonable conditions the board wants to make:
 - (b) extend the suspension conditionally for a reasonable period determined by the board when extending the suspension, in which case paragraph 14 applies:
 - (c) if the circumstances of the case justify the most serious response, exclude the School Learner from the school and terminate the contract of enrolment.
15. If the board extends a suspension conditionally, the board may impose reasonable conditions aimed at facilitating the return of the International School Learner to school and will take appropriate steps to facilitate the return of the International School Learner to school.
16. If a International School Learner fails to comply with any condition imposed under this paragraph in respect of the lifting or extension of the suspension, the Principal may request the board to reconsider the matter and the board may confirm or reverse its earlier decisions or may modify its earlier decisions by taking any action specified in paragraph 13 (a) to (c).
17. If the board has not sooner lifted or extended the suspension or excluded the International School Learner under paragraph 13(c) and terminated the contract of enrolment, the suspension ceases to have effect—
- (a) at the close of the 7th school day after the day of the suspension; or
 - (b) if the suspension occurs within 7 school days before the end of a term, at the close of the 10th calendar day after the day of the suspension.

Extended suspension

18. The board will monitor the progress of the suspended International School Learner by ensuring that it receives, at each regular board meeting after the suspension, a written report on whether the International School Learner is meeting the conditions imposed and progressing with any educational programme provided.
19. The Principal must ensure that the International School Learner and a parent of the International School Learner are given a copy of any such report as soon as practicable.

International School Learner failing to comply with conditions

20. If the board agrees to a request made by the Principal under paragraph 15, the board must hold a reconsideration meeting about the International School Learner's case.
21. The meeting must be held—
- (a) within 7 school days of the request; or
 - (b) if the request is made within 7 school days of the end of term, within 10 calendar days of the request.

Information about reconsideration meeting

22. If the Principal makes a request under paragraph 15 that the board reconsider the suspension then the board will ensure that the School Learner, and a parent or legal guardian of the School Learner is given written notice of the time and place of the reconsideration meeting as soon as practicable after the board decides to hold the meeting.
23. The board will ensure that the following material is given, in writing, to the International School Learner and the parent within the time described in paragraph 23:
- (a) information on the procedures the board follows at reconsideration meetings; and
 - (b) advice that the School Learner, a parent or guardian or representative may attend the meeting and speak at it about the reconsideration of the suspension; and
 - (c) information that, in the board's opinion, it would have no ground to withhold if the School Learner made a request under the Privacy Act 1993 for:
 - (i) the Principal's report to the board on the reconsideration of the suspension; and
 - (ii) any other material about the reconsideration of the suspension to be presented by the Principal or the board at the meeting.
24. The material must be given to the International School Learner and the parent at a time that enables it to reach them at least 48 hours before the meeting (or within a shorter time agreed by all the parties).

This procedure was issued by the Principal November 2021.

This procedure will be reviewed on / before the November meeting 2024.

Signed:



ACTING PRINCIPAL

Date: 11 November 2021



**INTERNATIONAL SCHOOL LEARNER TRANSFER
OF CARE PROCEDURE**

RATIONALE

Transfer of care is defined as the safe and effective handover of an International School Learner providing continuity of care while minimising risk. This can include getting a student to the international airport, other travel arrangements or the hand over to a parent approved person.

AIM

To facilitate the safe transfer of International School Learners.

GUIDELINES

- The International School Learner Coordinator will be responsible for the transfer of International School Learners.
- Requests for transfer must be in writing to the International School Learner Coordinator.

PROCEDURE

The International School Learner Coordinator will:

- check the parent's request for transfer of care meets the contract of enrolment
- ensure a Police Vet for all persons over the age of 18 who reside at the homestay residence has been completed
- ensure the agreed person is known to the student and the parent/legal guardian
- ensure the agreed person takes responsibility for day-to-day pastoral care during agreed stay period
- provide a copy of the transfer plan to the parents
- arrange for the safe transport of the International School Learners
- communicate regularly with the residential caregiver and/or parent during the agreed period.

PROCEDURE FOR PARENTAL COMMUNICATION

- alert parents if there are concerns that the named approved person does not meet agreed criteria or any other areas for transfer of care
- keep a dated, written record of communications

This procedure was issued by the Principal November 2021.

This procedure will be reviewed on / before the November meeting 2024.

Signed:



ACTING PRINCIPAL

Date: 11 November 2021

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any international students. Only the IEAA can refer complaints to the Review Panel.

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- ▲ high professional standards are maintained
- ▲ the recruitment of international students is undertaken in an ethical and responsible manner
- ▲ information supplied to international students is comprehensive, accurate, and up-to-date
- ▲ students are provided with information prior to entering into any commitments
- ▲ contractual dealings with international students are conducted in an ethical and responsible manner
- ▲ the particular needs of international students are recognised
- ▲ international students are in safe accommodation
- ▲ all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

code of practice

For the Pastoral Care of International Students

Important information about the Code

New Zealand Government

NZQA

NEW ZEALAND QUALITY ASSURANCE
FOR TERTIARY EDUCATION

codeofpractice

For the Pastoral Care of International Students
Important information about the Code

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can download a copy of the Code from the NZQA website at www.nzqa.govt.nz

How do I know if an education provider has signed the Code?

NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz. If the education provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

What if I have questions about the Code?

NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or email code.enquiries@nzqa.govt.nz.

What if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the IEAA?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:
International Education Appeal Authority
Tribunals Unit
Private Bag 32-001
Panama Street
Wellington 6146

International Education Appeal Authority
Tribunals Unit
Level 1, 86 Customhouse Quay
Wellington 6011

P 64 4 462 6660

F 64 4 462 6686

E ieaa@justice.govt.nz

W www.justice.govt.nz/tribunals/international-education-appeal-authority

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the International Education Review Panel (the Review Panel).

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

