

Information and Rules for International Students

The following information is provided as a summary of the responsibilities and obligations of St Andrew's College, the parents and the international students. More detailed information and supporting policies are available on request.

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Part A : Information for International Student Enrolment at St Andrew's College

1. Process for Application and Enrolment

- 1.1 Submit application form
- 1.2 Receive confirmation, and advice about timing of assessment and interview
- 1.3 Assessment and Interview
- 1.4 Receive acceptance, and request for payment of fees
- 1.5 On payment of fees, will be issued with 'fees receipt' and 'offer of place' which are required to obtain a student permit.
- 1.6 Receive information about orientation
- 1.7 Orientation and commencement of the school year

2. Accommodation

- 2.1 International students must live in suitable accommodation that is approved by the college.
- 2.2 International students enrolled in Years 1 to 8 must live with parents or legal guardian.
- 2.3 During the School year, International Students enrolled in Year 9 and above must live with either:
 - a) a parent; or
 - b) in the School's Boarding House; or
 - c) in homestay accommodation approved by the School; or
 - d) with designated caregiver (a relative or close family friend) chosen by the parents
- 2.4 If the student is to stay in homestay accommodation, the Homestay Application Form must be completed.
- 2.5 If the student is to stay with a relative or close family friend, the 'Indemnity Document for Designated Caregiver Arrangements' must be completed.
- 2.6 The Head of International Department must be advised prior to any change to student's accommodation, as the school must approve new accommodation arrangements.

3. Care Providers / 'Guardians'

- 3.1 St Andrew's College requires that all students irrespective of age who do not reside with their family, must have a Care Provider / 'Guardian' who must be an adult at least 25 years of age and must reside in Christchurch.
- 3.2 This person takes responsibility for the welfare of the student and provides practical assistance as required. They must comply with the Ministry of Education's Code of Practice for the Pastoral Care of International Students.
- 3.3 The 'Terms of Care Provision / Guardianship' which outline the responsibilities are available on request.

4. English Language Requirements

- 4.1 All International students at St Andrew's College must have an acceptable level of English to gain entry. As a guide : Years 7 – 8 low intermediate ,Years 9, 10 and 11 intermediate, Years 12 and 13 upper intermediate.
- 4.1 All international student applicants are required to have a Pre-selection English Test and interview to determine their level of English and suitability before acceptance.
- 4.2 Intending students must be aware that all instruction is in English. Therefore, students wanting to gain qualifications must have a very good level of written and spoken English (at least Intermediate level). To gain New Zealand qualifications at the end of Years 11, 12 and 13, a student must attend the School for that whole year.
- If a student, after testing has clearly not reached an acceptable level of English, St Andrew's College will recommend the student attend an approved Language School for intensive full-time English language tuition

5. Refunds of Tuition Fees

- 5.1 All tuition fees paid by international students are non-refundable. However, if students are required to return home because of circumstances beyond their control (e.g. serious illness or a death in the family) a partial or full refund may be given. This is at the discretion of the Rector.
- 5.2 Students wishing to apply for a refund must make an application in writing to the Rector setting out the special circumstances of the claim. In making his decision the Rector will judge each case on its merits.
- 5.3 If a decision is made to refund the fees and the withdrawal is prior to the student coming to New Zealand the fees paid will be refunded in full minus a \$250 administration fee. The Acceptance of Place fee will not be refunded.
- 5.4 If the student withdraws after commencing the programme, no refund will be made, unless the Rector, at his discretion, decides to allow a refund.
- 5.5 Where the Rector has decided to allow a refund, the Board may refund to the person who paid the fees in respect of the programme, any amount of the fees it thinks appropriate. Generally, deductions from fees paid, will be made for :
- Administration fee of \$500
 - The Board's best estimate of the cost of providing tuition up to the time of withdrawal.
 - The Board's best estimate of the cost incurred for the use of resources and facilities up to the time of withdrawal.
 - Other costs already incurred, including agent's fee.

No refunds will be made:

- where students are asked to leave the College because of misbehaviour, poor attendance or violation of the College rules.

- where students wish to transfer to another school for whatever reason.
- where students return home for any reason other than the student's serious illness or the death or serious illness of a close member of the family.
- where students acquire permanent residence status after having enrolled at the College.

6. Circumstances School May Terminate Tuition

- 6.1 Information provided is false or misleading
- 6.2 If parents living in New Zealand return home without notifying the school that suitable caregiving arrangements have been put in place. These arrangements must have been approved by the school.
- 6.3 Serious health (emotional or physical) concerns when it is considered the student should return to the care of their parents.
- 6.4 Unacceptable behaviour in School, in the homestay or in the School boarding house.
- 6.5 Unacceptable School attendance. In situations where an international student ceases to attend or complete their course of study before the course is completed, St Andrew's College is required to advise the New Zealand Immigration Service immediately.
- 6.6 Unpaid fees, including tuition, boarding fees or disbursements.

7. Regulations and Rules

- 7.1 Parents enrolling an International Student at the School must promise that their student will obey:
- a) the School's Regulations and Rules, including specific rules for International Students. (The School reserves the right to vary the Regulations and Rules from time to time);
 - b) the School's uniform regulations.
 - c) the parent or parents must sign the St Andrew's College Tuition Agreement before a student is accepted to the College.
- 7.2 If a student breaks these Rules and Regulations, normal school disciplinary procedures will occur. In serious cases, a written warning will be given. If continued disobedience occurs, the student may be asked to leave St. Andrew's College.

8. Attendance and Behaviour

- 8.1 All international students must maintain satisfactory attendance and comply with School rules on behaviour, including specific rules for international students. Students in the boarding house and homestay accommodation must also behave in a satisfactory manner. If a student's behaviour or school attendance is unsatisfactory, the following process will be followed:
- a) Student will be counselled by the Head of International Department or the International Student Co-ordinator, Director of Boarding or Homestay Co-ordinator. Normal school procedure will be followed.
 - b) If the student's behaviour or attendance does not improve, the student will be put on formal attendance check and given a written warning. The student's parents and/or guardians will be informed.

- c) If improvement still does not occur, the School reserves the right to withdraw the student's Offer of Place. Immigration and the parents will then be informed.
- 8.2 If a student's behaviour in the Boarding House or homestay is so unacceptable that suitable new accommodation cannot be found, St. Andrew's College reserves the right to send the student back to their home country and to the care of their parents.
- 8.3 Regular attendance is a requirement of the NZ Ministry of Immigration's Student Permit. A condition of the Student Permit is that the student must attend school every day unless he/she is ill. We are required to notify Immigration if this condition is not fulfilled and the enrolment at St Andrew's College may be withdrawn.

9. Health & Travel Insurance

- 9.1 International students must have appropriate and current health and travel insurance arranged before studying in New Zealand. The parents or guardians will arrange this insurance on behalf of the student. It will cost approximately NZ\$500 per annum. The insurance cover may be arranged through Uni-Care Educational Travel Insurance Service or Southern Cross.
- 9.2 The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz> .
- 9.3 Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz> .

10. Driving and Car Ownership

- 10.1 Some international students want to drive and/or buy a car while they are studying at High School in New Zealand. We strongly recommend that parents do NOT allow their child to drive or buy a car, for the following reasons :
- A car is not necessary as public transport is available
 - Young drivers have a high risk of being involved in an accident, particularly as the driving and road conditions in New Zealand are often very different to those the student may be used to
- 10.2 If a parent permits the student to drive and/or own a car, this decision is the responsibility of the parents, and parents will be required to give written permission.
- 10.3 The student must obey all New Zealand driving laws, and also driving regulations set down by the school.
- 10.4 The school requires the student to obtain a New Zealand drivers licence, and will not accept driving licences issued in the student's home country.

11. Student Visa / Permit Requirements

- 11.1 Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz
- 11.2 Requirements for obtaining a student permit, and the 'Application to Study in New Zealand' are also available on the NZ Immigration website www.immigration.govt.nz
- 11.3 The completed application should be sent to the nearest New Zealand Immigration Service Branch, or New Zealand Embassy or High Commission
- 11.4 In summary, the following documents will be required to be submitted with the application :
 - a) Receipt for tuition fees
 - b) 'Offer of Place' from the school
 - c) Completed "Financial Undertaking for a Student" form, or other evidence of financial support
 - d) Completed "Medical and X-ray Certificate" if intend studying in New Zealand for more than 12 months, or an "X-ray Certificate" if intend studying for more than six months and from a country listed as a TB risk country
 - e) Police certificate if aged over 17 years

12. Grievance Procedures

- 12.1 If an International Student or parent of an International Student wishes to make a complaint related to their treatment by the College, they should first contact the Head of International Department. If the problem cannot be resolved, the parent or student should contact the Principal of the Secondary School. If the problem is still unresolved, they should write to the Chairman of the Board of Governors, fully explaining their complaint.
- 12.2 If the dispute is not resolved within 28 days of the Chairman receiving such a complaint, the complainant may write to the New Zealand International Education Appeal Authority (IEAA), Private Bag 32001, Panama Street, Wellington 6146, seeking their assistance in resolving the dispute.
- 12.3 St Andrew's College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>.

13. Liability

- 13.1 The School will not be liable for any loss or damage to property or persons, however caused, except where such liability is imposed by New Zealand law.

14. Privacy Act

- 14.1 All information in the Application Form is collected to maintain St Andrew's College records. This information and any other information collected about the student will be used to provide for the educational and general advancement of the student and for the purpose of carrying out the activities of the School.
- 14.2 Any information collected by the School may be provided to education authorities (under Section 7(4) of the Privacy Act 1993).
- 14.3 International Students and parents may at any time view their own personal information and request correction.

15. Contact Details

- 15.1 It is vital that St Andrew's College has correct contact address, phone and fax numbers for International students and their parents at all times. If students or parents contact details change, the School must be notified immediately.

16. Dedicated Staffing and Resources

- 16.1 A specialist ESOL (English for Speakers of Other Languages) programme ensures that key language skills are developed for both academic and social purposes. Senior students may elect ESOL as a subject option to gain credits towards NCEA (National Certificate of Educational Achievement). ESOL is taught by specialist teachers who are qualified to deliver English as a second language and mainstream English.
- 16.2 For students with sufficient grasp of English, mainstream English may be elected, and this will be delivered in the ESOL environment to ensure language support is available.
- 16.3 Staff in the International Department ensure the welfare of students by providing ongoing support, and ensuring any issues, which may be academic or personal, are dealt with in the appropriate way.
- 16.4 The Homestay Co-ordinator looks after all the accommodation needs of students in both homestay and the school boarding hostel.
- 16.5 In addition to specialist subject teaching, St Andrew's also provides enhanced learning programmes. Specialist tutoring is also available.
- 16.6 St Andrew's is proud of its facilities and the use of technology in the delivery of teaching programmes. Facilities include 5 computer and multimedia suites, 2 library resource centres, 2 gymnasiums, a swimming pool, a dance studio, a theatre, a chapel and 13 hectares of playing fields. The College also has an outdoor education centre, and a farm.

17. Courses and Qualifications

- 17.1 The courses and curriculum offered by St Andrew's College are detailed on the website www.stac.school.nz
- 17.2 In Years 11 – 13 students work towards the national qualification for secondary students which is a mixture of internal assessments and external examinations. The qualification is called the National Certificate in Educational Achievement (NCEA). A brief guide to NCEA is available in a range of languages on the New Zealand Qualifications Authority website www.nzqa.govt.nz/ncea/about/international.html

18. Accident and Emergency Procedures

- 18.1 The College is responsible for international students who are not living with parents, at all times. Therefore if an international student is involved in an accident or emergency situation at any time, a nominated College staff member will be available 24 hours per day, 7 days per week, to deal with the situation.
- 18.2 In the event of a death or other traumatic event, the College Crisis Team will deal with all aspects of the incident.
- 18.3 It is essential that all health information, including mental and physical, is disclosed on the Health Declaration, provided to the College, as this may be relied upon in the event of an accident or emergency situation.
- 18.4 Communication with parents will occur as soon as possible, and all communications will be made directly by the school. It is essential that the College has current contact details of parents, and it is the responsibility of parents to inform the College of any changes to contact details.

19. Communications With Parents

- 19.1 Parents are required to have regular communication with their children, and should provide calling cards so they can call home whenever they feel they need to.
- 19.2 The student should have a minimum of weekly contact with their parents, and must keep a log book which records when communication is made.
- 19.3 Parents are encouraged to interact with the school and are invited to visit at convenient times during visits to New Zealand.
- 19.4 Parents can expect to receive 3 academic reports per year, and a newsletter from the Head of School each term.

- 19.5 Parents should contact the tutor, Dean, Head of the International Department or Head of School regarding any concerns or issues they have about their child.
- 19.6 If an issue arises regarding the welfare or progress of an international student, parents will be contacted, and will be informed in writing of outcomes. If the issue is not able to be resolved, the Principal will communicate with parents, and take appropriate action.

Part B : Rules for International Students Attending St Andrew's College

1. Students must abide by the laws of New Zealand.
2. Students must comply with classroom rules as displayed in every classroom.
3. All International Students must have a school approved Care Provider / 'Guardian'.
4. Students must be at School punctually by 8.20 am every day, attend all classes on his/her timetable and complete all assignments and homework. Frequent absenteeism without explanation may result in the student's dismissal from school. A Doctor's Certificate is required for any absences longer than three days. Students must ask permission if they are going to be absent for any reason.
5. In addition to classes, students must attend tutor group meetings or form class meetings and assemblies.
6. Students are to comply with all school rules as outlined in the Student's Year Book and also on the School internal computer communication system (First Class system).
7. In accordance with New Zealand law and in the interests of students' safety all road rules must be obeyed, including the wearing of helmets while riding bicycles and the wearing of seat belts in cars.
8. Students must have "Parents/Guardians" written permission to drive to school and must also gain permission from the College. Students can only drive with a valid New Zealand licence.
9. Sums of money should not be left in lockers or in the boarding house but should be left at the school office. It is strongly recommended for the student to open a bank account. The Care Provider / Guardian can help with this process.
10. The School is a smoke-free zone. Smoking is not permitted on the school premises at any time. Smoking at any time in school uniform is not permitted.

11. No alcoholic liquor is permitted on the school premises at any time. Students are also not permitted to consume alcohol prior to coming to school functions such as dinners, dances, or any organised functions following school events.
12. No illegal drugs are permitted on the school premises at any time. The school authorities will take a very serious view of students being involved with drugs outside the school. Immediate expulsion from the school will result if the student is caught in possession of illegal drugs.
13. Regulation uniform is to be worn as required.
14. Students in the boarding house must comply with boarding house rules as specified in Boarder's Handbook.
15. Students in homestay must behave in an acceptable manner as specified in homestay guidelines.
16. Students must respect term dates. All holiday travel must be within school holiday time only. **Students must obtain written permission from parents for any travel out of Christchurch.** The College reserves the right to deny permission to travel if it has concerns about the arrangement.
17. Students are required to live (a) with parents, (b) in the boarding house or (c) in a homestay situation (d) with a designated caregiver. Flatting is not permitted.
18. The "Parents/Guardian" acknowledge that "The School" may from time to time amend or add to these Rules in the interest of the school and the student, and the "Parents/Guardian" is bound by such amendments.

Part C : Summary of the Code of Practice for the Pastoral Care of International Students

Introduction

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 page 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 request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do 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 International Education Appeal Authority (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
C/- Ministry of Education
Private Bag 47-911
Ponsonby
Auckland

Fax: (09) 374 5403
Phone: (09) 374 5481
Email: info.ieaa@minedu.govt.nz

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 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.

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 more 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