



International Student

Policy Handbook

Whakatane High School

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Revoking International Student Enrolments.

International students can have their enrolment at Whakatane High School revoked if:

1. The Laws of New Zealand are broken.
2. Tuition fees are not fully paid.
3. Behaviour is such that school rules/regulations are broken – uniform non compliance, truancies from school or classes, health and safety regulations are examples.
4. Homestay arrangements cannot be continued due to student's behaviour.
5. Other circumstances which, in the opinion of the Principal or his/her appointees, would harm the school and/or its students.

In the majority of cases, the student would proceed through the normal school behaviour management system. The school will fully communicate with students, agents and parents— an exception would be the breaking of New Zealand laws where it would be possible for the student to be sent home immediately to his/her country of origin.

If a student has to be sent home:

1. The costs are to be met by the parents/legal guardians.
2. Refunds would only be considered in terms of the Board of Trustees Refund Policy.
3. The Immigration Department and High Commission in the country of origin would be informed in writing of the circumstances, and the student's passport number given.
4. Students would not be allowed to transfer to another school prior to them leaving New Zealand.
5. Grievance procedures are set out in the Code of Practice for International Students. See <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> and <https://www.istudent.org.nz/>

Whakatane High School
Procedures for International Students who
cease attendance before course completion

Attendance

Students are expected to be punctual and attend all timetabled classes. If they are absent or are going to be late, the student must notify their form teacher. In cases of sickness, a medical certificate is required if the absence is going to extend beyond three days.

If a student has an appointment in school time, for example with the Doctor or the Dentist, they are to bring their appointment card or a letter from the host family to the Student Office and a leave pass will be issued. Students returning to school must sign in at the Student Office as well.

Those who do not maintain at least an 90% attendance record, or whose work habits are poor may not be eligible for qualifications. Such students will have written warnings sent to them and their referral agencies/families and New Zealand Immigration Service will be notified.

Students have course assessments spread throughout the year. For this reason, they should not ask for leave to go home during term time. Students ignoring this regulation will not be protected from losing grades in assignments or tests and their absence will be included in any New Zealand Immigration attendance checks. Students or their parents should contact the Director of International Students if there are special reasons for leave during the school year.

If a student is absent from the school for more than 20 consecutive school days without a good reason, then he/she will be taken off the roll and the New Zealand Immigration Service will be notified. 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 <http://www.immigration.govt.nz>

Students wishing to leave school before the end of their scheduled time, are to bring a letter from their family/referral agent to the Student Office. Students will be given a Leaving Form to take to their teachers for clearance signatures. Everything they have borrowed from the school must be returned: textbooks, library books, etc. The Leaving Form is given to the Student Office so that final documentation can be released.

Whakatane High School
Procedures to ensure International Students
are maintaining course requirements

1. For International Students studying subjects at Years 11, 12 and 13 the school's policies and procedures relating to NCEA Level 1, 2 and 3 will apply.
2. International Students studying ESOL will be bound by the requirements stipulated by the providers of the programmes and/or the Director of International Students.
3. All students are issued with a course outline and course assessment requirements at the start of each year or when they are enrolled in a particular class. The Director of International Students will ensure that the students and their homestay family understand the requirements of each subject and course of instruction.
4. Subject teachers will liaise with the students' form teachers regarding the satisfactory (or otherwise) completion of course requirements. The first report time will be at the end of week 6, term 1 each year. Following this the form teacher will inform the student and their homestay family of any problems that have arisen concerning course requirements. The Director of International Students will also be informed by the form teacher and will ensure the student and family know what is required for satisfactory course completion.
5. In consultation with subject teachers and the Homestay family, the Director of International Students will assist the student to remedy any problems that have arisen.
6. Form teachers will monitor students' academic mentoring reports produced on two occasions during the year and act on any recommendations from teachers or address areas of academic concern.
7. Before an International Student leaves, a formal report will be issued.

Whakatane High School

Fee Protection for International Students

Rationale

The Board of Trustees must ensure that income generated from International Students is prudently managed to ensure the continued viability of teaching programmes and the availability of funds in the event of a refund being required for a students(s).

Purposes

1. To ensure the Board of Trustees manages the fees of International Students prudently to ensure course continuation according to the contract between the Board and the student.
2. To ensure the Board has prudent fiscal controls in place to meet any financial commitments to students and parents in the event that the school can no longer offer tuition according to the contract.
3. To protect the monetary investment made by International Students and/or their parents/caregivers on enrolment for tuition at Whakatane High School.

Procedures

1. The fees collected from International Students will be separately coded in the school's financial accounting system and subject to annual audit.
2. The fees paid by International Students will not be spent in advance of the tuition provided on the premise that future students will attend the school.
3. The Board of Trustees will always ensure that it has sufficient financial reserves to be able to return to students their fees in the event of a student refund being required or because the school is unable to provide or continue a course or programme.
4. All International Students will be required to have personal insurance for health, travel, repatriation, loss of deposit etc as outlined in the Uni-Care or policy provided by the school. Students can use other insurance providers if they cover the same contingencies. However, it is easier to process claims if the student used the insurance provider stipulated by Whakatane High School.

Whakatane High School Refund of Fees Paid by International Students

1. If a student changes their mind before arriving in New Zealand the full fees are refunded, minus a \$300.00 administration fee.
2. If the student wishes to withdraw after arriving in New Zealand no refund will be made except in the case of:
 - return home because of the student's serious illness
 - return home because of the death or serious illness of a close family member of the student's family
3. In the case of illness (above) under New Zealand law, the High School must retain amounts to cover costs already incurred. The balance will be returned. Medical evidence must be provided.
4. All refunds will be made to the person who paid the fees in the country of origin, either the parents/guardian of student or an agent/representative of the student.
5. **NO** refunds will be made where students are asked to leave the High School because of misbehaviour, poor attendance or violation of the rules regarding motor vehicles.
6. **NO** refunds will be made where the students wish to transfer to another New Zealand school for whatever reason.
7. **NO** refunds will be made where students who return home for any reason other than the student's serious illness or death or serious illness of a close member of the family.
8. **NO** refunds will be made where students acquire Permanent Residence after having enrolled here.
9. The board may grant a refund in exceptional circumstances.

This policy is based on Section 4B [7] of the Education Amendment [No 4] Act 1991.

[7] Where at any time a foreign student withdraws from a subject, course, or programme at a state school, the Board may refund to the person who paid (in respect of the student's enrolment in the subject, course or programme) the amount of fees referred in subsection (1) of this section (or the sum of any instalments paid in respect of those fees) any amount it thinks appropriate not exceeding the extent (if any) by which the amount paid exceeds the sum of the following amounts:

[a] The Board's best estimate of the cost to the Board (including the appropriate proportion of the Board's administrative and other general costs and the appropriate proportion of any initial or start-up costs of the subject, course or programme for 1 student up to that time:

[b] An amount that is in the Board's opinion an appropriate reflection of the use made by student receiving tuition in the subject, course or programme of the Board's capital facilities:

[c] The appropriate proportion of the amount (if any) prescribed under section 4D of this Act for a student receiving tuition at a state school in the subject, course or programme:

[d] All other fees (if any) prescribed by the Board."

In order to be eligible for any refund the parent/legal guardian must apply in writing to the Board of Trustees, setting out the special circumstances of the claim. In arriving at their decision the Board of Trustees will take into consideration the special circumstances of the withdrawing student and:

[a] costs already incurred by the Board

[b] the salaries of the teachers and support staff and any other components of the fee already committed for the duration of the course

[c] an amount which covers use of the facilities and resources to date of withdrawal

[d] any refund of the foreign student's fee, from the government

Except in exceptional circumstances, no refund is payable to a student who withdraws in the second half of the course. In the case of a full year student, the second half of the course commences on the first day of Term three.

Whakatane High School

Grievance Procedures for International Students

If you are having problems at school, you must make sure you speak to somebody about them. Your homestay family are usually the first people you should make aware of the problems you are having. The following are the people to see if you are having problems:

- Problems with subjects or teachers: If you feel you are able to approach the teacher(s) directly about the problem then do that. If not, make an appointment to see your Head of House. You can ask Mrs Sue Whale, the Director of International Students for advice. You can also see the Head of House. If you have seen the Head of House and you still think you have a serious problem you could ask to see the principal. Make an appointment with the Principal's PA in the Administration Block.
- Problems with schools friends: see one of the Guidance Counsellors, Ms Judith Graham or Mrs Titihuia Rewita.
- Homestay problems: see Mrs Wendy Smith, the Homestay Co-ordinator.

If you are still not satisfied, you or your parents can write to the Principal.

If you still feel your problems have not been solved, you may contact NZQA (The New Zealand Qualifications Authority) at this address:

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> and specifically:

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-complaints/>

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

Whakatane High School
Distribution of Information to International Students

Code Ref. Number	Information	Given When	Located
5.2.1	Orientation/support	Prior to arrival/on enrolment/on arrival	International Student Information folder Assemblies
5.2.2	Grievance procedures	On arrival	IS Information folder
5.2.3	Summary of Code	Prior to arrival on enrolment on arrival	IS Information folder
5.2.4	Withdrawal procedures	Prior to arrival on enrolment on arrival	IS Information folder
5.2.5	Termination circumstances	Prior to arrival on enrolment on arrival	IS Information folder
5.2.6	Fee protection and refunds policy	Prior to arrival and on enrolment	IS Information folder Application form Uni-care student insurance policies
5.3.1	Courses available	Prior to arrival and on enrolment	IS Information folder Course Information Sheet