

## **Welcome to International Students!**

Welcome to your time of study at Whakatane High School in the Bay of Plenty, New Zealand. We trust that your year with us will be very successful in everything you choose to get involved in.

The information in the folder outlines the enrolment policies and procedures, including fees and other costs, details of home stay arrangements and general information about Whakatane.

Please ensure that you and your family understand the content of this folder as this forms the basis of the legal contract for your education at Whakatane High School.

### ***For your information, the following are included:***

1. International Student Handbook which includes copies of some of the forms to be completed, (application forms and statement of account are not included here).
2. Whakatane High School International Student book of Policies and Procedures

If you have any questions or concerns regarding being an International Student at Whakatane High School please contact one of the following staff members:

#### **Mr Chris Nielsen**

Principal

Telephone 00 64 7 308 8251 extension 826

e-mail: [admin@whakatanehigh.school](mailto:admin@whakatanehigh.school).

#### **Mrs Anne Nillesen**

Principal's PA

Telephone: 00 64 7 308 8251 extension 826

e-mail: [admin@whakatanehigh.school.nz](mailto:admin@whakatanehigh.school.nz)

#### **Mrs Sue Whale**

Director of International Students

Telephone 00 64 7 277799447

e-mail: [sue.whale@staff.whs.co.nz](mailto:sue.whale@staff.whs.co.nz)

#### **Mrs Wendy Smith**

Homestay Coordinator / Manager of International Students

Telephone: 00 64 7 308 8251 extension 863

e-mail: [wendy.smith@staff.whs.co.nz](mailto:wendy.smith@staff.whs.co.nz)

#### **Mr Phil Barnett**

Business Administrator

Telephone 00 64 7 308 8251 extension 821

e-mail: [accounts@whakatanehigh.school.nz](mailto:accounts@whakatanehigh.school.nz)

We look forward to hosting you for the year and feel sure that you will gain an excellent academic education at Whakatane High School and enjoy the various sporting, cultural and recreational opportunities we have to offer.

Chris Nielsen

**PRINCIPAL**



## **INTERNATIONAL STUDENT ENROLMENT PACK**

## SUMMARY 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 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 Education (Pastoral Care of International Students Code of Practice) ?

The Code is a document which 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. NZQA, the New Zealand Qualifications Authority, administers the Code.

### When does the Code apply?

The old Code commenced on 31 March 2002 and was updated in March 2016 and implemented in July 2016. Educational providers must be signatory to the Code in order for them to enrol International Students.

### Who does the code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 on a student permit from the New Zealand Immigration Service.

### How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from

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

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

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from

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

If the educational 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 educational 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 all 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 make a formal complaint. This is explained here:

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

The Code sets standards for educational 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 any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognized
- International students under the age of 18 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

## **International students - How to make a complaint**

### **What to do if you have a complaint**

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

### **Ask your education provider to resolve your complaint**

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

### **If your complaint is not resolved – contact NZQA**

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email

to

[qadrisk@nzqa.govt.nz](mailto: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 iStudent Complaints**

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.



### **New Zealand's quality standards**



All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.



This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.



The education system is regulated with strong quality assurance systems across the board.



In general, as an international student you can expect that:

 the quality of teaching and learning you receive will meet high educational standards 

 the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you 

 education providers' agents give you reliable information and act with integrity and professionalism 

 you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation 

 you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand 

 your study environment is safe, and that you have a safe place to live **About the Education (Pastoral Care of**

**International Students) Code of Practice** The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website. **About NZQA** NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice. [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

### How to complete the Enrolment Form

1. ALL sections must be completed. If any questions are not answered, the form will be returned to you for completion.
2. The application forms must be signed by a parent, or court appointed legal guardian or parent-approved agent.
3. If the application is successful, the student will be offered a place at Whakatane High School. Enrolment acceptance forms will be sent together with an "Offer of Place" form for immigration purposes.
4. **Health and Travel Insurance:** Most students are not entitled to publicly funded health services while in New Zealand unless they are:
  - A resident or citizen of Australia
  - A national of the United Kingdom in New Zealand; or
  - The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full cost of that treatment. It is a requirement that you have insurance to cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand.

Health and Travel Insurance needs to be arranged before the student arrives in New Zealand. This will be done through Whakatane High School automatically on receipt of your application form, but if you choose to arrange this yourself, evidence of cover needs to be given to the school.

6. **Immigration:** Full details of visa and permit requirements, advice on the 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>.
7. Parent/Legal guardian must return the signed acceptance form together with payment of tuition fees.
8. Whakatane High School will issue an official receipt.
9. Student visas can then be obtained from the nearest New Zealand Immigration Service Office.

10. Students who have been given permission by the High School not to take part in our supervised homestay, must provide:
- The name, address and telephone number of the person with whom they will stay
  - A letter from parent(s) stating they consent to this arrangement.
  - A letter including name, address and phone number from a New Zealand citizen or permanent resident living in Whakatane stating that that person will accept full responsibility for the student's welfare for the whole of the time that the student is enrolled at Whakatane High School.
11. We strongly advise the parent/legal guardian to seek the help of an approved local Education Consultant or agent for help in completing the applications and for translations/explanations of the legal contract which is being entered into with us.



## INTERNATIONAL STUDENT ENROLMENT AGREEMENT

(To accompany the International Student Application for Tuition)

If **Whakatane High School** accepts the student named **["Student"]** in the application for tuition in New Zealand, the following terms and conditions shall apply:

- 1 The School shall provide tuition in accordance with the New Zealand Ministry of Education Code of Practice for the recruitment, welfare and support international students.
- 2 The School shall arrange Homestay in accordance with the Homestay Agreement. This shall not apply if the Student has made other arrangements in New Zealand for Homestay in which case it is agreed that the School has no responsibility for the Student outside of school hours.
- 3 The parents or legal guardians of the Student who have signed the application for tuition on behalf of the Student **["Parents"]** irrevocably appoint and authorise the Principal of the School [or such other person as may be appointed by the School to carry out the Principal's duties] to:
  - 3.1 Receive information from any person, authority or corporate body concerning the student including, but not limited to, medical, educational or welfare information.
  - 3.2 Provide consents in respect of any activity carried out and authorised by the School.
  - 3.3 Receive financial information relating to the Student including bank accounts, debts or income of the Student while in New Zealand.
  - 3.4 Provide consents that may be necessary to be given on the Student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the Parents.
- 4 The Parents irrevocably authorise the Principal of the School to advise the Student's Homestay hosts [whether or not arranged through the School] of all matters and information required to be provided to parents of any student under the Education Act 1989 and agree to appoint the Homestay hosts as their agents in New Zealand to receive such information in substitution for the Parents.
- 5 The Parents agree to provide the School with academic, medical or other information relating to the wellbeing of the Student as may be requested from time to time by the School.
- 6 The School shall use its best endeavours to ensure the safety, health and wellbeing of the Student but shall not be liable for:



- 6.1 Any damage or harm caused to the Student or the Student's property arising out of the Student's Homestay [whether or not such a Homestay was arranged by or through the School];
- 6.2 Any damage or harm caused to the Student or Student's property while attending the School unless the harm was as a result of gross negligence on the part of the School;
- 6.3 Any damage or harm caused to the Student or the Student's property outside normal school hours and in the case of Student's property, shall not be responsible for any damage to such property that may occur outside the School's premises.
- 7 Without restricting clause 6 but subject to clause 8, the School's liability in relation to the supply of services to the Parent is limited to the amount of fees paid by the Parent for the provision of the services in respect of which liability arises.
- 8 Nothing in this Agreement limits any rights the Parents and/or Student may have under the Consumer Guarantees Act 1993.
- 9 Either party may terminate this agreement at any time upon 3 weeks written notice. If the agreement is terminated the Refunds Policy for international students as outlined in Schedule 1 shall apply ("Refund Policy").
- 10 It is acknowledged that the stand down, suspension of students provision as set out in Part 11 of the Education Act 1989 shall apply to the Student in New Zealand. Any decision under these provisions to exclude or expel the student shall terminate this agreement and the refunds policy shall apply. The Parents shall have no claim in damages or for any compensation to this agreement is terminated in these circumstances.
- 11 Neither party shall be in default or in breach of their obligations under this agreement to the extent that the performance of those obligations is prevented by an event of *force majeure*. *Force majeure* means an event beyond the reasonable control of the party seeking to rely on force majeure.
- 12 This agreement shall be construed and take effect in accordance with the domestic laws of New Zealand. In relation to any legal action or proceedings arising out of or in connection with this agreement the Parents irrevocably submit to the jurisdiction of the courts of New Zealand, agree that proceedings may be brought before any court including any forum constituted under the Arbitration Act 1908 within New Zealand and waive any objection to proceedings in any such court or forum on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.
- 13 The Parents agree that the Student will comply with all school rules and policies including the school rules for international students set out in the International Student Handbook, IS 21.
- 14 If application for Homestay has been made by or on behalf of the Student then this shall be subject to the undertakings and agreements set out in the International Student Handbook, IS 21.

- 15 Notices given under this agreement must be in writing and given to the addresses set out in the application forms. Those sent by post shall be deemed to have been received 5 days after posting.
- 16 This agreement shall consist of the application for tuition, application for homestay (if required) and this tuition agreement including the attached Schedules 1, 2 and 3. This agreement contains the entire understanding of the parties and overrides any prior promises, representations, understandings or agreements. The terms of the agreement may be changed by the School in writing to the Parents and shall continue in force while the Student is enrolled with the School.
- 17 The Parents acknowledge that:
- 17.1 Personal information of the Parents and/or Student collected or held by the School is provided and may be held, used and disclosed to enable the School to process the application for tuition, provide tuition and homestay services to the Student, provide to the Student and/or Parents advice or information concerning products and services the School believes may be of interest to the Student and/or Parents and to enable the School to communicate with the Student and/or Parents for any purpose;
- 17.2 All personal information provided to the School is collected and will be held by the School at Goulstone Road, Whakatane, New Zealand.  
Phone: (07) 308 8251 Fax: (07) 308 6372
- 17.3 If the Student/Parents fail to provide any information requested in the application for tuition, the School may be unable to process the application.
- 17.4 The Student/Parents have the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the School concerning them.

The Student/Parents authorise the School to obtain at any time from any person or entity any information it requires to process and/or accept the application for tuition or to perform or complete any of the other purposes under this Agreement the Student/Parents authorise any such person to release to the School any personal information that person holds concerning the Student/Parents.

## **EXECUTION**

I have read and understood the terms set out in this agreement and agree to them.

Signed:

Date:

**Full Name:**

## Relationship to Student:

(where signed by person other than Student)



## WHAKATANE HIGH SCHOOL Choosing Subjects Y11, 12 and 13

Students who attend Whakatane High School may work towards the following awards:

Year 11      **National Certificate of Educational Achievement Level 1** (6 subjects: English, Mathematics and Science are compulsory)

Year 12      **National Certificate of Educational Achievement Level 2**  
(6 subjects – English compulsory)  
**National Certificate of Early Childhood Education and Care**  
**National Certificate in Tourism and Travel (Level 2)**

Year 13      **National Certificate of Educational Achievement Level 3**  
**National Certificate of Early Childhood Education and Care**  
**National Certificate in Tourism and Travel (Level 3)**

The Senior Tutors will help with choosing a suitable course and subject structure. The Senior Curriculum Guide outlines the subjects offered at the senior levels.

- Students will qualify for entrance to a university in New Zealand if they obtain:
- a minimum of 42 credits at level 3 or higher on the National Qualifications Framework, including a minimum of 14 credits at level 3 or higher in each of two subjects from an approved subject list, with a further 14 credits at level 3 or higher taken from no more than two additional domains on the National Qualifications Framework or approved subjects
- a minimum of 14 credits at level 1 or higher in Mathematics or Pangarau on the National Qualifications Framework
- a minimum of 8 credits at level 2 or higher in English or Te Reo Māori; 4 credits must be in Reading and 4 credits must be in Writing. The literacy credits will be selected from a schedule of approved achievement standards and unit standards.

The Approved Subject list is available on the school website, in the prospectus:  
[www.whakatanehigh.school.nz](http://www.whakatanehigh.school.nz)



## **WHAKATANE HIGH SCHOOL**

### **Homestay and Pastoral Care of International Students**

Homestay is usually organised by the school. We inspect prospective homestay accommodation, interview hosts and check their references. We meet students at Whakatane High School or Whakatane Airport and introduce them to their homestay families.

All students, their parents and their homestay hosts have the home telephone numbers of two staff so that help is available in an emergency at all times.

The Homestay Co-ordinator is available at school for students who have homestay matters they wish to discuss. Regular checks on homestays are made and every effort is made to ensure students are as settled and happy as possible.

Homestay fees are specified in the schedule of fees. These fees are paid in advance, by way of automatic bank transfer to the school. The school retains a portion of this to cover the costs of the Homestay Co-ordinator. The school has the responsibility for paying the homestay hosts. Late cancellations will mean some deductions may be made to recompense homestay hosts for inconvenience and expenses incurred. Students must not change their homestay without prior permission of the school. A minimum of two weeks notice is required.

Parents who wish to retain their son's/daughter's room at their homestay while they are absent during holiday periods, must pay a retaining fee.

In every homestay, students are entitled to a fully furnished room complete with study table and lamp, all meals provided and laundry facilities available. They also have access to help at all times and their care in homestay is closely supervised. Students are expected to join in the family activities of the household.

Students are reminded that it is a condition of their acceptance at Whakatane High School that they may not own or drive a motor vehicle while they are enrolled.

According to New Zealand law students under the age of 18 are only allowed to drink alcohol in the presence of host parents. However, we strongly advise that students do not drink alcohol or consume any recreational drugs. Most agencies of International Students have the student and their parents sign a declaration to abstain from drinking alcohol and from consuming recreational drugs.

Parents who have concerns about their children's welfare can contact the Director of International Students,  
Mrs Sue Whale on 0277799447 or sue.whale@staff.whs.co.nz.

#### INSURANCE

It is essential to the well-being of the students, and the peace of mind of their parents that students have adequate insurance to cover both medical and property. ***The school will automatically arrange this as we process your application form, unless covered by your agent if applicable.***



## WHAKATANE HIGH SCHOOL Homestay Contract

To be signed by a parent of student under 20 years of age, or by student if over 20

In return for Whakatane High School finding and supervising a homestay:

1. I guarantee the good behaviour of the student in New Zealand. I understand that unacceptable behaviour on the part of the student in homestay may lead to termination of the student's enrolment at Whakatane High School.
2. I undertake to pay fees, as specified below, to Whakatane High School in advance. Whakatane High School will make payments to the homestay. I understand that the weekly payment includes a levy to cover the cost of administration and salary of the Homestay Supervisor.
3. I undertake that the student will not leave the homestay for another permanent address without the permission of the School homestay supervisor.
5. I understand that, in the event of the student's not coming to New Zealand, Whakatane High School may deduct a sum for administration and to compensate homestay for inconvenience experienced or expenses incurred in anticipation of the student's arrival.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

Relationship to student: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax : \_\_\_\_\_



**WHAKATANE HIGH SCHOOL**  
**International Student Self-referral Complaints Form**

..... (your NZ address)

.....

..... (date)

The Director of International Students  
Whakatane High School  
Private Bag 1021  
**WHAKATANE**

Dear Mrs Whale

I have a problem with (*state your problem*)

I believe that the best way to settle this is to (*suggest a way, if you can*)

Yours sincerely

..... (signature)

..... (print your name)

If you wish, you can hand your letter to the Director or the Principal, Mr Nielsen.