



HANDBOOK FOR PARENTS OF INTERNATIONAL STUDENTS



Dear Parents and new International Students!

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

The information in this document covers additional information to the enrolment policies and procedures to our enrolment contract and provides details of home stay arrangements and general information about Whakatane.

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 Martyn Knapton

Principal

Telephone 00 64 7 308 8251

e-mail: admin@whakatanehigh.school.nz

Mrs Anne Nillesen

Principal's PA

Telephone: 00 64 7 308 8251

e-mail: admin@whakatanehigh.school.nz

Mrs Sue Whale

Director of International Students

Telephone 00 64 7 277799447

e-mail: international@whakatanehigh.school.nz

Ms Julie Drabble

Executive Officer

Telephone 00 64 7 308 8251

e-mail: 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.

Sue Whale

Director 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 Code was updated in 2021 and named: The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Educational providers must be signatory to the Code in order for them to enrol International Students. Compliance with the standards set out in the Code are reviewed annually.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits (study visa). The Code is mandatory to these providers and must be signed by them. Signatory schools are annually reviewed for Code Compliance. Whakatane High School is an approved signatory to the Code.

What is an “International Student”?

An “international student” is a foreign student studying in New Zealand on a student visa 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 <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

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:

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

You can submit your complaint query on the NZQA website, or send an email to risk@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 or complaints@istudent.org.nz



The Code sets standards for educational providers to ensure that:

- High professional standards are maintained by all staff involved in recruiting, providing pastoral care and in teaching international students.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Education provider's agents give students reliable information and act with integrity and professionalism. They assist students in making a well-informed decision about whether an education provider is the right choice for them.
- Information supplied to international students is comprehensive, accurate, and up-to-date. Students are provided with information prior to entering any commitments.
- Students are welcomed and have enough information, guidance and support to help them to settle into their new life in NZ.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students under the age of 18 are in safe accommodation.
- The school provides a safe study environment for international students.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

How to complete the Application and Contract of Enrolment Form

Whakatane High School requires you to use the online enrolment form as the data is automatically transferred into our data system. You find it under "ENROL HERE" on our school website, International Enrolment page:

<https://www.whakatanehigh.school.nz/international-students>

ALL sections must be completed, read and signed on the Declaration and Authorisation page. The contract contains

Part 1: Application, Part 2: Terms and Conditions, Declaration and Authorisation, Code of Conduct, Investigation Policy, Refunds Policy and the International Accommodation Agreement.

Please also attach a copy of the passport, the student's letter to the host family, introducing himself/herself, a picture collage to accompany the letter of introduction, a letter of suitability for an overseas exchange program from the English teacher and English translations of the last two reports.

The application forms must be signed by a parent, or court-appointed legal guardian and by the student on the approval page.

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.



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 on receipt of your application form and payment of insurance fees. If you choose to arrange this yourself, evidence of cover in English needs to be given to the school. Whakatane High School uses the Allianz Studentsafe Young Learners insurance. You find it here:

<https://www.insurancesafenz.com/studentsafe/student-safe-inbound-young-learners>

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>. Students who are over 16 can work part time but require the written permission of their parents and of WHS. The easiest way to do this is to apply when applying for the study visa. If the student applies later there is an extra charge and extra paperwork.

The parent/legal guardian must return the signed acceptance form together with payment of tuition fees.

Whakatane High School will issue an official receipt.

Student visas can then be obtained from New Zealand Immigration. This service is now exclusively online. Please see:
<https://www.immigration.govt.nz/new-zealand-visas/options/study>

Designated Caregivers

Students who have been given permission by Whakatane 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 (“Designated Caregiver”).
- 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 (the “Designated Caregiver”) will accept full responsibility for the student's welfare for the whole of the time that the student is enrolled at Whakatane High School.



Education Consultants/Agents

We strongly advise the parent/legal guardian to seek the assistance of an approved 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. We are happy to make recommendations of our partner agents.

Choosing Subjects in year 11, 12 and 13

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

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| 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 recommended) |
| Year 13 | National Certificate of Educational Achievement Level 3
(6 subjects - free choice according to career plan) |

The Director of International Students and the Deans will help with choosing a suitable course and subject structure. The Senior Curriculum Guide outlines the subjects offered at the senior levels. You find it on our website under students - course selection: <https://www.whakatanehigh.school.nz/course-selection>

- 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 and Curriculum Guide for Senior Students: www.whakatanehigh.school.nz

If International Students do not wish to enter into our NZQA system, they can choose subjects more freely in consultation with the International Director.

All students will participate in ongoing academic counselling with their Mentor teachers.

All students will receive a report at the end of each academic year and/or before they leave.



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 mobile numbers of two staff so that help is available in an emergency at all times.

The Homestay Coordinator 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. In 2022, the Director of International Students is also the Homestay Coordinator.

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 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, which is half of the regular fee. This applies to an absence longer than one week.

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 the 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. By signing the Whakatane High School Code of Conduct you have also agreed to comply with the no alcohol and no driving rules.

Parents who have concerns about their children's welfare can contact the Director of International Students, Mrs Sue Whale on +64(0)277799447 or by e-mail on: international@whakatanehigh.school.nz

