



Information for International Students and Parents

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NELSON COLLEGE FOR GIRLS

School Motto

“Pietas Probitas Et Sapientia”

Pietas – *Respect*

Probitas – *Sincerity*

Sapientia – *Love of Learning*



Mission Statement

Nelson College for Girls will provide a stimulating and caring environment where students strive for personal excellence.

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ORIENTATION

Every International Student must have an Orientation Programme upon arrival in Nelson. Orientation is in four sections:

1 Accommodation

- homestay / boarding environments including food (diet)
- routine activities of daily living
- acceptable behaviour

2 School

- finding your way around school
- uniform
- subject choices
- learning styles
- information about cultural, recreational and sporting activities
- student services: library, e-mail, guidance, peer mentors

3 Support

- laws of New Zealand
- health and medical treatment
- homesickness
- banking and management of finances
- “keeping safe” information
- 24-hour contact name and telephone number for use in case of emergency
- students rights: how to access support and how to make a complaint
- management of emergency situations, including numbers
- culture shock

4 Nelson

- finding your way around town
- transport system
- surrounding rural environment
- public facilities

Accommodation Policy for International Students

Nelson College for Girls undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students. International students are encouraged to enter the school Boarding hostel in the first instance. However, the categories of accommodation that will be accepted by the school are:

- a Living with a parent
- b Living with a designated caregiver
- c Living in a homestay
- d School boarding hostel.

POLICY OBJECTIVES

- 1 To provide a suitable living environment conducive to study and a safe and supportive home life.
- 2 To involve the residential carer in the welfare of a student away from the student's family and home country.
- 3 To assist the student to successfully integrate into the New Zealand lifestyle.
- 4 To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

PROVISION OF ACCOMMODATION

Nelson College for Girls will arrange accommodation for international students.

ADMINISTRATIVE REQUIREMENTS AND UNDERSTANDINGS

General

- 1 Students under 18 years will not be permitted to rent a flat / room / house / apartment or live on their own.
- 2 All accommodation queries and issues will be dealt with initially by the Boarding Manager or Homestay Co-ordinator. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the International Dean.
- 3 For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
- 4 Any serious concerns relating to accommodation will be reported to the Code Administrator.

Students not living with a parent

For all students under 18 years and not living with a parent:

- 1 Any accommodation to be used by international students will have:
 - An on-site assessment to determine that living conditions are of an acceptable standard.
 - If a homestay or designated caregiver, an assessment to determine that the accommodation type is not a boarding establishment.
 - An assessment of the residential carer's suitability and whether they will provide a safe physical and emotional environment.
- 2 Each student will be interviewed at least quarterly to ensure that their accommodation is suitable.

- 3 All accommodation residences will be visited at least twice yearly to ensure they remain suitable. (Note that twice yearly visits to designated caregiver accommodation are optional)
- 4 Police vetting will be carried out on all adults aged 18 years and over living in a homestay, boarding establishment or designated caregiver accommodation used by a Nelson College for Girls student. (note that police vetting for designated caregivers is optional)
- 5 Nelson College for Girls will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Homestay

- 1 Students in the school homestay programme must make homestay payments in advance at the beginning of each term.
- 2 Students must not make their own private homestay arrangements.
- 3 Students staying in a homestay are required to exhibit appropriate behaviour.
- 4 Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the students continue in their care, the homestay service may be discontinued and the student may be sent home.
- 5 Where the homestay student wishes to withdraw from the programme, at least two weeks notice must be given in writing to the Principal.
- 6 Advice and a support infrastructure for homestay carers will be provided by the Homestay Co-ordinator.

Designated Caregivers

- 1 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 family friend and that the parents have selected the accommodation for their child, subject to Nelson College for Girls approving the accommodation.
- 2 On or before enrolment, Nelson College for Girls will meet and establish communication with the designated caregiver.
- 3 The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

School Boarding House

- 1 Students are encouraged to enter boarding in their first year at the school, particularly if they are Junior Students in Years 9 or 10.
- 2 Students who enter boarding are expected to remain in boarding for that academic year.
- 3 The school's Homestay Co-ordinator will arrange holiday accommodation if requested by parents. This accommodation will be with the school's vetted and known homestay families. A \$15 administration fee per week is charged.
- 4 Students in boarding are expected to follow the rules of the boarding house, and may be asked to leave boarding if they put themselves or others at risk. This may mean that the student is sent home.
- 5 Boarding students will be interviewed by the International Dean on a quarterly basis.
- 6 The Board of Trustees is responsible for the continual review of policies, procedures, residential facilities and staffing.

DIVISIONS OF RESPONSIBILITY

Nelson College for Girls

Nelson College for Girls will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Selecting, monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all accommodation assessments.
- Recording the results of all quarterly student interviews.

Homestays

Nelson College for Girls 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
 - study desk and chair
 - adequate bedroom furniture to store clothes, books etc.
 - lamp and adequate lighting
 - adequate heating
 - transport arrangements to and from school
 - bathing/showering/bathroom access
 - laundry
- Treat the student with respect
- Make the student feel comfortable and part of the family.
- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student. e.g. medical condition, misconduct.
- Notify the school immediately if the student seems very homesick or depressed.
- Look after the student in their home to the best of their ability.

Host families will not be expected to:

- Provide an internet connection for the student.
- Pay for toll or mobile phone calls.
- Cook special food.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

Review

This accommodation policy will be reviewed annually.



NELSON COLLEGE FOR GIRLS New Zealand

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 Telephone: 0064 3 548 3104
 Fax: 0064 3 545 9601

International Fees for 2006

Analysis of Fees for Tuition plus Boarding

	NZ Dollars
Tuition Fee	11,000.00
Application Fee	100.00
Government Levy	900.00
Computer, Photocopying & Copyright Levy	78.00
4 Term Accommodation and Meals	8,100.00
Boarding Deposit paid in first year only	500.00
Holiday Accommodation Term 1,2 and 3 (Homestay)	1,295.00
Homestay Finding Fee, including Nelson airport pickup	185.00
Travel and Medical Insurance – 12 months (subject to change)	418.00
Stationery - approximate	200.00
Uniform - approximate	600.00
General Living Expenses - see description below	2,750.00
Total	26,126.00
Plus NZQA examination fee for Years 11,12,13 only	375.00

GENERAL LIVING EXPENSES.

A house account to which Items which can be charged by the student :

- Examination Fees
- Personal requirements plus pocket money if requested
- Class expenses such as cost of trips, taxis for Boarders
- Internet fees

INSURANCE

It is a condition of the New Zealand Government that all International students have Travel, Medical and Fee Protection Insurance cover.

Optional - 'meet and greet' in Auckland taking student from International terminal to Domestic terminal. \$ 60.00

Analysis of Fees for Tuition plus Homestay

NZ Dollars

Tuition Fee	11,000.00
Application Fee	100.00
Government Levy	900.00
Computer, Photocopying & Copyright Levy	78.00
Accommodation Finders Fee, including Nelson airport pickup	185.00
4 Term Accommodation and Meals including Terms 1, 2 & 3 holidays (extra charge for Christmas holidays at \$185 per week)	8,510.00
Travel and Medical Insurance – 12 months (subject to change)	418.00
Total A	21,191.00
Plus NZQA Examination Fee for Years 11,12,13 only	375.00
If you would like the school to manage the * items below then these are the costs (All remaining funds from this amount will be refunded when student leaves)	
*Uniform and Stationery (approximate)	800.00
* General Living Expenses - see description previous page	2,750.00
Total B	24,741.00
Plus NZQA Examination Fee for Years 11,12,13 only	375.00

The Tuition/Accommodation fee for Homestay is :

Either - Total A \$21,191.00 + Examination Fee (as above)

Or - Total B \$24,741.00 + Examination Fee (as above)

<p>Tuition Fee includes:</p> <ul style="list-style-type: none"> ▪ All subject fees and workbooks ▪ Text books (no charge unless the textbooks are not returned). ▪ International Student Deans, who will help deal with any problems the student may have. ▪ Access to extra pastoral guidance and native speaker support. ▪ Access to the gymnasium, library and computer facilities. ▪ Nelson airport meeting on first arrival. ▪ An initial stationery pack. ▪ An Orientation programme. ▪ Goods and Services Tax. ▪ An administration fee of NZ\$500.00 	<p>Tuition Fee does not include:</p> <ul style="list-style-type: none"> ▪ Stationery ▪ Accommodation ▪ Meals ▪ School Uniform ▪ Insurance ▪ Clubs, activities and EOTC ▪ Cost of additional materials for arts and technology subjects
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Holiday Homestay Charges

- Should homestay students elect to go away in the school holidays, the homestay will be paid 50% of the usual rate if the student is away for more than 3 working days. This is in addition to the costs incurred by the student whilst away (ie travel expenses, accommodation etc).
- Should students wish to store their belongings at their homestay address whilst they are away over the Christmas holidays, there is a charge of \$100.

To secure a place for the following year, fees for returning International Students must be paid in advance by November 30.

FEES REFUND POLICY FOR INTERNATIONAL STUDENTS

Refund of Student Fees

The refund policy for fees of overseas students will be based on Section 4B(7) of the Education (No 4) Amendment Act 1991. The Principal will act as the agent of the Board of Trustees in establishing the circumstances and the level of the fees to be refunded within the spirit of this policy.

School Fees (based on fees paid in advance)

- 1 If you withdraw from your course of study before the course completion date, you may be eligible for a refund of school fees.
- 2 An application for refund of fees must be made in writing. You must write to the Principal explaining why you have withdrawn from the course.
- 3 If your application is made before the start of your course, your fees will be refunded in full less an administration charge of \$500 to cover costs incurred by the school.
- 4 If your application is made after the start of your course, or if you are asked to leave the school because of misbehaviour, your fees will be refunded less:
 - an administration charge of \$500
 - costs to the school already incurred for tuition
 - costs already incurred for the use of facilities and resources including photocopy and computer levy
 - the proportion of the Government Levy the school is required to pay
 - any other costs already incurred
 - any agent's fees paid.
- 5 If your application is made after the second half of your course, you will not receive a refund.

Boarding Fees (based on all fees paid in advance)

- 1 Boarders are expected to remain in boarding for the full academic year in which they are enrolled.
- 2 Should a student intend to leave, then written notice must be given ten weeks prior to the departure date. A refund will be given for the period after the ten weeks notice.

Homestay Fees (based on all fees paid in advance)

- 1 If you move out of your homestay before the end of your contract, the portion of your homestay fees not already used will be returned to you.

- 2 To have your homestay fees returned, you must write to the Principal giving two weeks' notice, or pay two weeks' fees in lieu of notice.
- 3 If you cancel your homestay contract before you move into the homestay, your fees will be refunded.
- 4 If you change your accommodation, a homestay arrangement fee of \$50 will be charged.

Fees Protection Policy

Rationale

The school is required to ensure that all students' fees are protected in the event that the school is unable to offer tuition to international students.

Guidelines

All students attending Nelson College for Girls are required to take insurance with Uni-care, which guarantees under Section 1B Additional Expenses, "Loss of Deposits" (as per brochure valid 1 June 2002) cover for students due to "the unforeseeable insolvency, regulatory closure or withdrawal of accreditation of any educational provider". This policy provides an extensive travel and medical cover. Documentation attached.

TRAVEL AND MEDICAL INSURANCE AND IMMIGRATION

Insurance

Health and Travel Insurance:

International students must have appropriate and current health and travel insurance while studying in New Zealand.

Nelson College for Girls highly recommends the Uni-care policy which we are happy to arrange for you.

Eligibility for Health Services: 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 www.moh.govt.nz

Accident Insurance: 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 views on the ACC website at www.acc.co.nz

Immigration

All students need to have a visa before entering New Zealand. Nelson College for Girls will keep a record of all visas and has a system for renewing visas and permits for each student.

It is a New Zealand immigration requirement that in addition to Tuition and Accommodation costs, all International Students who will be in New Zealand for more than 36 weeks, must provide evidence of NZ\$10,000 per year with which to support themselves while studying.

For example: if we are renewing the student's visa for another 12 months, all tuition and accommodation fees need to be paid, and there needs to be \$10,000 showing in their personal bank account.

However, if the student applies for her visa renewal in her home country, it is possible for her parents to submit a completed Financial Undertaking for a Student form (NZIS 1014) instead of depositing the \$10,000 into their daughter's personal bank account in New Zealand.

Please check the New Zealand Immigration Service website, www.immigration.govt.nz for any changes and updates in their requirements.

The cost for renewing a visa and permit in New Zealand is \$120.00 plus Courier costs.

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.

WHY DO I NEED TRAVEL & MEDICAL INSURANCE?

It is compulsory for international students studying in New Zealand or Australia to have appropriate insurance. That is because it is necessary to protect you and your family. Costs incurred can be so huge that they could destroy the finances of any family. Uni-Care policies are designed specifically to make sure that won't happen.

WHEN DO I NEED TRAVEL & MEDICAL INSURANCE?

From the day you leave home until the day you return, you are a 'traveller' and you and your family require protection. Some people think they only require protection when they are moving from one location to another but that is not the case. You are at risk from the day you depart from your home country until the day you return.

WHAT SHOULD A GOOD POLICY COVER?

Medical costs without 'co-insurance' or 'medical sub limits'. Cover should include surgical, hospital, doctor, specialist and post-operative care costs, as well as ambulance and air ambulance to anywhere in the world, even if it costs hundreds of thousands of dollars. It should cover costs which are incurred due to unforeseen medical conditions which arise while the policy is current. Uni-Care policies cover all of this and more.

WHAT IS SPECIAL ABOUT UNI-CARE?

As New Zealand's longest established provider of international student and visitor insurance, Uni-Care understands the cultural and personal needs of any traveller wherever they come from and whatever their religion. We are also the most experienced insurer of working holiday visitors and students to New Zealand and Australia.

HOW CAN WE PROVIDE SUCH HIGH QUALITY COVER?

Simply because the Uni-Care service operates in cooperation with agents and their clients and with education providers and their students. We are not afraid of innovation to ensure that users of our service and their families get the best possible protection at the best possible price.

TESTIMONIAL

Principal, Yvonne Browning, following the illness of a student necessitating urgent medical evacuation to Europe, said *"Southland Girl's High School is very relieved that Uni-Care provides quality cover for our international students. This has indeed been much comfort to our School and also to the student's parents over the last month..."*

UNI-CARE IS FULLY COMMITTED TO HIGH QUALITY INSURANCE THAT MAXIMISES PROTECTION FOR WORKING HOLIDAY, STUDENT AND VISITOR VISA APPLICANTS IN NEW ZEALAND AND AUSTRALIA

We maintain the highest level of insurance protection in New Zealand and Australia. Our 'no compromise' approach in regard to quality and safety is widely recognised and appreciated. Why is this so? Quite simply we travel too. We have children and expect nothing less than the best protection for them when they are away from home.

It is well known that, in addition to negotiating cost effective premiums and unmatched levels of protection, we also allocate a proportion of our income to assist Education Providers with administration and student support.

UNI-CARE HAS DEVELOPED A CLOSE RELATIONSHIP WITH THE WORLD'S STRONGEST UNDERWRITER



STRONG & SAFE

& THE WORLD'S FOREMOST EMERGENCY SERVICE



WORLDWIDE SUPPORT

CLAIMS AND EMERGENCY ASSISTANCE CONTACTS

Toll free in New Zealand:
0800 864 227 (0800 UNICARE)

Toll free in Australia:
1800 864 227 (1800 UNICARE)

Outside New Zealand and Australia:
+64-4-381 8166 (collect)

Claims email: claims@crombie.co.nz
Assistance email: aklopsmed@internationalsos.com

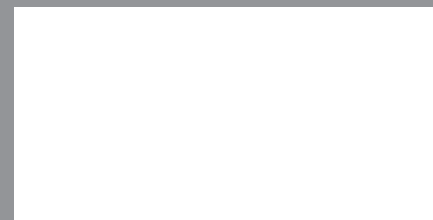


uni-care

TRAVEL AND MEDICAL INSURANCE

**COVERS WORKING HOLIDAY, STUDY
AND VISITOR VISA APPLICANTS
FOR WORK, STUDY AND TRAVEL
IN NEW ZEALAND OR AUSTRALIA**

Applications to:



Uni-Care Educational Travel Insurance

P.O. Box 32-167 Devonport
Auckland 1330, New Zealand
Telephone: 64-9-446 1166
Facsimile: 64-9-445 8832
Email: insure@uni-care.org
<http://www.uni-care.org>

This policy is underwritten by American Home Assurance Company, a member of the American Insurance Group (AIG).

Education providers and agents are entitled to retain a percentage of the gross premium for administrative purposes.

NOTES

- Claims and emergency contact details are printed on the Certificate of Insurance that we **email** to all applicants.
- The Emergency Service is available 24 hours a day to offer support and advice to you and your family.
- Ensure that your family knows the emergency service contact details** in case a serious situation arises at home. Email a copy of your Certificate of Insurance to your parents or other family members.
- The Premier and Premier Partnership plans include a general luggage allowance which includes all personal items valued up to \$2,500. Items over \$2,500 should be specified and an additional premium paid. Under the Protector plan there is no general luggage allowance. However, items valued at \$1,000 or over, may be specified and an additional premium paid.

WHAT IF SOMETHING HAPPENS TO YOU?

Uni-Care policies provide the following benefits and more:

- Medical, surgical and additional expenses with no excess, co-insurance or sub-limits.
- Medical and counselling costs in case of mental illness (up to \$20,000) plus costs of repatriation and family emergency travel.
- Medical and loss of deposits costs during vacations to your country of origin.
- Medical costs in other countries, in transit to and from your country of origin.
- Ongoing treatment for medical conditions which arose less than 12 months prior to your permanent return home.
- Dental costs for the relief of unexpected acute pain.
- Costs of emergency family travel, in the event that you suffer a medical emergency or death.
- Costs of emergency travel if a close relative becomes seriously ill or dies AND costs to return you back to New Zealand or Australia.
- Cover for personal luggage items lost, broken or stolen.
- Cover whilst on professionally supervised outdoor experiences, such as skiing and bungy jumping.
- Refund of study fees which are lost and irrecoverable from any other source.

WHICH PLAN SHOULD I USE?

Choose the Premier Partnership (PPP) plan if you are an international student studying at a University or Polytechnic in New Zealand or if you have a student visa, student permit or limited purpose visa (LPV) issued for the purpose of study at other types of institution. **Please note:** Accompanying family are not eligible for the Premier Partnership plan but are eligible to take the Premier plan at the individual rate.

Choose either the **Premier** or **Protector** plan if you are a visitor to New Zealand or Australia with a visa or permit issued for purposes other than the sole purpose of study.

IN WHAT SITUATIONS CAN I UPGRADE MY POLICY?

- For temporary trips outside of New Zealand or Australia.
- For extended visits to other countries when travelling to New Zealand or Australia.
- For extended visits to other countries when returning to your Country of Origin.
- To an 'out of New Zealand or Australia' cover if you decide to complete your studies in another country.
- To the appropriate plan if visa or permit status changes.

HOW TO APPLY

- Apply through your education provider, agent or directly on the Uni-Care website at: www.uni-care.org
- Master Policy (MP) users of our service are provided with Excel pro formas which simplify group applications. Alternatively they may send applicant details in comma separated text (CSV) directly from their own database.

WHAT WILL IT COST?

Uni-Care charges premiums by the day as opposed to monthly increments, which is more common. We believe it is the fairest way. Premiums can be calculated from 1 - 550 days cover at www.uni-care.org/inboundcalculators.html This enables you to preview costs prior to application. Premiums are also automatically calculated as you apply online.

New Zealand Premier	NZ\$615 per year
New Zealand Protector	NZ\$492 per year
New Zealand Premier Partnership	NZ\$418 per year
Australia Premier	NZ\$708 per year
Australia Protector	NZ\$566 per year

SCHEDULE OF BENEFITS PAYABLE <i>(per individual)</i>	PREMIER & PPP	PROTECTOR
Medical Expenses including:	\$	\$
Medical evacuation, hospitalisation, surgery, doctors visits	Unlimited	Unlimited
Prescription medicines, dental injury & pain relief	included in above	included in above
Mental illness	20,000	20,000
Optical aids and optometry (Premier Partnership Plan (PPP) only)	300 per year	no cover
Additional Expenses including:		
Repatriation and Cancellation	Unlimited	Unlimited
Expatriation (return overseas following repatriation)	30,000	30,000
Accompanying Relatives (emergency travel)	100,000	100,000
Funeral Expenses	100,000	100,000
Loss of non refundable Deposits (incl. Education Provider fees)	100,000	100,000
Death or Disablement by Injury	50,000	50,000
Personal Liability	2,500,000	2,500,000
Missed Transport Connection	25,000	10,000
Travel Delay	10,000	5,000
Emergency Rental Vehicle Return	1,000	1,000
General Luggage Allowance	30,000	specified items only
Accompanied Luggage lost by Transport Provider	30,000	5,000
In Hospital Personal Cash (\$100 per day)	10,000	no cover
False Arrest	10,000	no cover
Hijack Cash (\$100 per day)	10,000	no cover
Kidnap & Ransom	250,000	no cover
Rental Vehicle Excess protection (collision damage & theft)	5,000	no cover

Code of Practice for the Pastoral Care of International Students

CODE: Nelson College for Girls 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>.

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, and can be viewed on their website at <http://www.immigration.govt.nz>.”

ELIGIBILITY FOR HEALTH SERVICES: 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.co.nz>.

ACCIDENT INSURANCE: 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://acc.co.nz>.

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

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.

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.

What 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 Educational 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
E-mail: 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.

WITHDRAWAL OF INTERNATIONAL STUDENTS FROM NELSON COLLEGE FOR GIRLS AND ATTENDANCE REQUIREMENTS

Withdrawal

International students who wish to withdraw from Nelson College for Girls must:

- 1 provide written approval from their agent or parents
- 2 complete the school's leaving form
- 3 give the Boarding House ten weeks' notice prior to the departure date
- 4 give Homestay parents two weeks' notice if this involves terminating their homestay arrangements.

Attendance Requirements

- 1 The school treats international students as it does domestic students and the school's policies and procedures apply.
- 2 The International Dean will contact the Homestay parents in the event of an unexplained absence.
- 3 Discipline procedures will be applied in the event of truancy or continuing truancy and the student's parents / and agents where applicable will be notified. These can involve:
 - visits to the home or Boarding House by the school's Truancy Officer in the case of students under 16 years of age.
 - suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students.
- 4 Parents and agents of international students who are failing to meet course requirements will be contacted promptly.
- 5 A student's visa can be withdrawn if the student is not meeting immigration requirements of attendance.

INTERNATIONAL STUDENT DISCIPLINE POLICY

Exclusion of Students from School and / or Boarding

An International Student once enrolled at a school has the same rights as a domestic student and cannot be excluded from school other than in accordance with the stand-down and suspension provisions of the Education Act.

The decision to suspend a student will be made by the Principal on the following grounds:

- the safety of a / the student is an issue
- continual behavioural problems
- non-attendance of classes
- non-payment of tuition or accommodation fees
- not meeting immigration requirements.

In addition, where a decision is made to suspend a student from the school or Boarding House, the following procedures will be followed:

- 1 The agent and parents of the international student will be notified of the matters causing concern.
- 2 The Principal's decision will be referred to the Board of Trustees. The Board of Trustees will decide on the continued enrolment of the student.
- 3 The student and her parents / agents have the right to attend the hearing and to be represented as provided for in the 1989 Education Act.

INTERNATIONAL STUDENTS COMPLAINT PROCEDURE

What to do if you think the school has failed to follow the Code of Practice

Internal Procedures

- Step 1** Contact the International Dean in the first instance.
- Step 2** If the complaint is not dealt with to your satisfaction, bring the issue to the Principal, Mrs McAlpine
- Step 3** If you are still not satisfied with the matter, you may ask the Board of Trustees to consider the matter.

International Education Appeal Authority

If you believe the school has breached the *Code of Practice* and you have not been able to settle the matter following the school's internal procedures, you may bring the matter to the International Education Appeal Authority.

Contacting the International Education Appeal Authority

You can write to the IEAA at:

The International Education Appeal Authority
Ministry of Education
PO Box 1666
Wellington
New Zealand



NELSON COLLEGE FOR GIRLS

E-mail: june.laird@ncg.school.nz
 Telephone: 0064 3 548 3104
 Fax: 0064 3 545 9601

INTERNATIONAL STUDENT – APPLICATION FOR ENROLMENT Student Information

Family Name:	Given Names:
Date of Birth:	Preferred Name:
Religion:.....	Nationality:
Passport Number:	Expiry Date:
Please attach authenticated, signed copy of passport	
Are you applying for permanent residency? YES / NO	
Are you transferring from another school in New Zealand? YES / NO	
If so, please state which school:	

Please provide a recent photograph

Period of intended study at Nelson College for Girls: 1 Term 2 Terms 3 Terms Full Year
 2 or more years (please circle)

Parent Information

Father's Name:.....	Mother's Name:.....
Occupation :.....	Occupation :.....

Address :
.....
.....
Mother's Address: (if different from Father's).....
.....
.....

Home Phone :	
Home Fax :	
Father's Work Phone:.....	Mother's Work Phone:.....
Father's Work Fax:.....	Mother's Work Fax:.....
Father's E-mail:	
Mother's E-mail:	

Emergency Contact Details

Name:..... Mr / Mrs / Ms / Miss / Dr

Home Phone:..... Work Phone:

Fax Number: Email:

Relationship to Student:

Academic Information

Year you wish to study in (e.g. Yr 09) :.....

Proposed Commencement Date at Nelson College for Girls:

Other Interests (ie sports, piano, drama):

Ability to speak English: *(please cross out the statement(s) that do **not** apply to you)*

- I can speak a little English fluently and can understand spoken English
- I can speak a little English and have a little understanding of spoken English
- I can speak some English and understand spoken English
- I cannot speak English, but can understand spoken English

Academic Reports

Please indicate the name and address of persons or organisations that are to receive copies of your Nelson College for Girls academic reports:

Name: Telephone (home):

Address: Telephone (business):

..... Fax:

Email:

Accommodation

Do you require Boarding accommodation? YES / NO

If YES, please fill out the attached Boarding application form.

Do you require Homestay accommodation? YES / NO

If YES, please fill out the attached Homestay application form.

Travel and Medical Insurance

Do you have Travel and Medical Insurance? YES / NO

If NO, do you want Nelson College for Girls to help you with this? YES / NO

Nelson College for Girls holds a Master Policy with Uni-Care International Ltd and we recommend that you allow us to arrange suitable cover for protection of fees, under this policy.

Note: It is compulsory for students to have Medical and Fee Protection Insurance. If you obtain this yourself you will need to provide us with a copy of your Insurance Policy and evidence of its validity.

Enrolment Agreement

Parent:

- 1 I guarantee the good behaviour of this student while attending Nelson College for Girls and understand that unsatisfactory behaviour and attendance will result in exclusion and suspension procedures being followed which could result in cancellation of the student's right to study at Nelson College for Girls and her removal from Boarding / Homestay accommodation.
- 2 I accept the right of Nelson College for Girls to change the course of study if this is in the interest of the student.
- 3 I accept the right of Nelson College for Girls to decline this student enrolment at the Discretion of the International Dean.
- 4 While all care is taken, Nelson College for Girls does not accept any liability for any loss, damage or accidents that may occur. All students are required to have Travel, Medical and Fee Protection Insurance to cover themselves for any accident, illness or loss.

I have read and understand the requirements of Nelson College for Girls and its conditions of enrolment. I understand that any disputes in relation to this agreement will be settled only in accordance with New Zealand Laws and under the jurisdiction of the New Zealand Courts

Signed by Parent:

Print Name:

Date:

Important

Have you visited our website www.ncg.school.nz or seen our prospectus pack in order to access all material regarding the facilities, equipment, staffing and courses offered:

YES / NO

We strongly recommend that you look at your subject options on our website by clicking on the Curriculum tab and selecting Overview to see the year levels. If you choose your particular year, it will take you to the description of the subjects available in the year group. This will help you to select the subjects you would like to study.

Declaration

The information given on this form is true, complete and correct. I have read, understood and agree to the Conditions of Enrolment. I undertake to inform the school of any changes to the details in this Enrolment Application.

Parent's Signature:

Parent's Name (please print):

Student's Signature:

Student's Name (please print):

Date:

Please find a summary of the Code of Practice for the Care of International Students attached

The enrolment will be revoked if the student is deemed to have special needs that the school is unable to meet.



NELSON COLLEGE FOR GIRLS Student Health Information

Student Name:Date of Birth:

Family Doctor or Medical Centre:

Country of Birth: New Zealand Resident? YES / NO

Where have you resided for the last three years?

Has your daughter had: (please circle those which apply)

Measles: a) German YES / NO **Mumps** YES / NO

b) English YES / NO **Chicken-Pox** YES / NO

Has your daughter had Asthma, Hayfever, any other serious illness, accidents or operations? YES / NO

If YES, please specify:
.....
.....

Is there any family history we should be aware of?
.....
.....

Is your daughter currently taking any medication? YES / NO

If YES, please specify:
.....

Does your daughter have any allergies to?

Food YES / NO **Antibiotics** YES / NO

Insect Stings YES / NO **Other** YES / NO

If YES to any of the above, please explain:
.....
.....

Does your daughter have any mental health issues? YES / NO
(depression, eating disorder etc) If YES, please explain:

.....
.....

Does your daughter wear:

a) Contact lenses YES / NO **b) Glasses** YES / NO

Has your daughter had any trouble with:

a) **Hearing** YES / NO b) **Earache** YES / NO c) **Ear Infection** YES / NO

Has your daughter had the following Immunisations:

Polio YES / NO **Diphtheria / Tetanus and MMR (at 11 years of age)** YES / NO

Hepatitis B YES / NO **Diphtheria / Pertussis / Tetanus (as a baby)** YES / NO

Do you wish your daughter to have the influenza vaccine made available each year in March/April and accept that there will be a cost incurred in this procedure? YES / NO

Consent has been given for drug testing YES / NO

Do you hold a New Zealand Community Services Card? YES / NO

If YES, Registration Number and Expiry Date:

While boarding most students' medical needs are met through CJ House Medical Centre's Doctor: **Dr Liz Scott, 44 Waimea Road, Nelson.**

I wish my daughter to seek medical attention from (name) Dr

at (address).....

Signature of Parent / Caregiver:.....Date:

Signature of Family Doctor: Date:

Parental Authority

In the event of any emergency arising in circumstances when medical treatment, including surgery, appears necessary for my daughter and reasonable efforts to consult me first have not been successful, I hereby authorise the Boarding House Manager in consultation with the Principal, to act on my behalf for the purpose of authorising such treatment in my absence.

Signature of Parent / Caregiver:

Date:



International Student Application for Boarding Accommodation

Student Details

Surname:

First Names:

Known Name:

Country of Origin:

Student Information

Have you been in a boarding situation before? YES / NO

Please advise any foods you do not eat:

.....

Do you have any religious affiliations? YES / NO

.....

Are you prepared to discuss problems openly and accept the Boarding House rules? YES / NO

Are you willing to take part in Boarding House activities? YES / NO

Do you give permission for your daughter to swim? YES / NO

Please list any hobbies, interests or sports you are involved in or would like to be involved in:

.....

.....

.....

The year level you hope to begin in at Nelson College for Girls:

PARENTS' / CAREGIVERS ' STUDENT'S UNDERTAKING

I hereby agree to observe the conditions and expectations as outlined in the Nelson College for Girls information so far as they affect me and the student enrolling.

I agree to pay all Boarding Fees in advance and House Account charges by the due date specified. In the event of my account not being paid, I accept that Nelson College for Girls reserves the right to add all costs of collection to my account. Penalty interest may also be charged on overdue accounts.

I agree that in the event of my daughter leaving Clarice Johnstone House during the course of the year through the direction of Nelson College for Girls or choice, I will not receive a refund of fees paid.

Signed:
(Mother / Father / Caregiver 1) (Mother / Father / Caregiver 2)

Student: Date:



International Student Application for Homestay Accommodation

Student Details

Surname:

First Names:

Known Name:

Student Information

Are there any special requests you have with regards to your homestay situation?

.....
.....
.....

Have you been in a homestay situation before? YES / NO

Please specify:

.....

Do you like being with younger children? YES / NO

Do you accept household pets (cats / dogs / birds)? YES / NO

Are you a smoker? YES / NO

Do you drink alcohol? YES / NO

Please advise of any foods you do not eat:

Do you have any religious affiliations? YES / NO

.....

Are you prepared to discuss problems openly with your host family and accept their home rules? YES / NO

Are you willing to take part in your homestay's activities? YES / NO

Please list any hobbies, interests or sports you are involved in or would like to be involved in:

.....
.....
.....

Do you have a person to contact in New Zealand in case of emergency? YES / NO

Please specify:

Phone Number:

Please return the completed form to Mrs June Laird, Nelson College for Girls, PO Box 842, Nelson, N.Z.