



# **International Student Handbook**

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## Foreword

Welcome to Manukau Christian School. Thank you for choosing our school to help you learn English. Our teachers look forward to building positive, friendly relationships with you and providing courses that meet your English needs.

Our School is a ministry of Christian Schools of Auckland Charitable Trust and as a Christian organisation we seek to provide a caring, compassionate Christian learning environment for all our students.

As principal, my desire is to see our students succeed in their studies. Please feel free to contact me if at any time during your course of studies you have queries. May you be successful in reaching your English Language goals.

Pete Slaney

**Principal**



## How to Contact us



**269-1050** *(Please leave a message if we miss your call  
International +64 9 269 1050)*



**77 Rogers Road, Manurewa, 2102**



**P O Box 75-623, Manurewa, 2243**



**[admin@manukachristian.school.nz](mailto:admin@manukachristian.school.nz)**



**[www.manukachristian.school.nz](http://www.manukachristian.school.nz)**



**[www.facebook.com/pages/Manukau-Christian-School](https://www.facebook.com/pages/Manukau-Christian-School)**

**Principal:** Mr Pete Slaney      **Emergency Cell Phone:** 021-127-2172 (24 hrs)

## Findings from ERO report December 2016

The Chief Review Officer has a statutory duty to report on the performance of private school throughout New Zealand. Section 351 of the Education Act 1989, requires the Education Review Office (ERO) to review fully registered private schools, and to report to the Ministry of Education.

"The school continues to provide suitable staffing, tuition, curriculum, equipment and premises.

The Cambridge International curriculum, introduced prior to the 2009 ERO review, is now well established. This curriculum has a strong focus on the teaching of English, mathematics and science. The school's mission, 'To pursue excellence for Christ by developing our God-given gifts and using them in His service', guides the delivery of the curriculum.

Tuition is consistent with the requirements of the school's curriculum and approach to education. Classes are well managed with positive and respectful relationships evident. Appropriate teaching techniques are used to engage children in their learning."



## Our Students

Based on the most recent MOE report dated 1 July 2018, statistics are as follows:

Total students: 221

International students: 12

Gender Composition: Boys: 48% Girls: 52%

### Ethnic Composition:

New Zealand European: 19%

Maori: 6%

Indian: 37%

Chinese: 14%

Samoaan: 8%

Tonga: 5%

Asian: 7%

African: 2%

Other: 2%

## Curriculum

The internationally recognised Cambridge International Curriculum is followed at Manukau Christian School. Information on subject choices are available in the school prospectus. For more information on the Cambridge curriculum, access the link <http://www.cie.org.uk/>

A **high school qualifications pathway guide** is available from the Senior teacher or the office. This details information for students on tertiary education detailing pathway overviews, Cambridge qualifications, subject descriptions and university entrance requirements.

## How to Enrol

1. Ring Manukau Christian School for a School Prospectus, International Student Handbook, and Enrolment Form, or download them from the school website.
2. Post or email the completed form to the school, along with:
  - Application fee (non-refundable)
  - Two character references (only for students living with a caregiver)
  - Copy of records of previous year of schooling
3. The School will interview the pupil and parent/s or designated caregiver.
4. The following conditions must be met for a student to be accepted for enrolment:
  - Payment of application fee, enrolment fee and tuition fee
  - Satisfactory interview
  - Satisfactory level of previous academic achievement
  - Satisfactory health requirements
  - Satisfactory character references (for students living with a caregiver)
5. The school will contact you to confirm enrolment and an **“Offer of Place”** will be issued, as well as a receipt.
6. The student will sit an entrance assessment on arrival at school.
7. All students in Years 1 to 6 (under 10 years old) **must** continue to live with their parent/s for the duration of their student visa. Students in Years 7 and 8 living with a designated caregiver must provide proof of the relationship with the caregiver.

## Offer of Place

The “Offer of Place” is required in order to obtain a student visa. Please ensure you allow sufficient time for the visa to be processed before the student is due to start school.

If you accept the “Offer of Place”, then the following documents shall be the terms and conditions of agreement by which tuition shall be provided to the student, and the parent and guardian shall be bound by these terms:

Application and tuition agreement form, Fee Schedule, Fees Refund Policy, Complaints Procedure, Pastoral Care, International Student Handbook.

Your student visa is issued by the Immigration Service on the condition that you attend Manukau Christian School. If you attempt to enroll at another school you risk having your student visa withdrawn.

## Conditions of Enrolment

- Enrolment is subject to availability of places within Manukau Christian School.
- The Principal shall have absolute discretion as to which students he shall enrol. He will be guided by the statements as stipulated in the School Prospectus under “Conditions of Enrolment.”
- The enrolment fee is a once-off payment only. If your period of stay is extended, no additional enrolment fee is paid.
- Enrolment becomes a binding contract when a place has been reserved and the enrolment fee has been paid.
- School fees cannot be transferred to any other student.

## Fees

School fees include the following:

- Class tuition
- Withdrawal to an ESOL class where required during school hours
- Text books
- Materials
- Stationery excluding glue
- Class visits

Fees are payable prior to commencement at the school.

**Students in Years 9 and up** will attract additional costs for:

- Some high school courses and equipment
- Book bond
- ID card
- Camp costs
- Stationery pack

**Cambridge subject exam fees** are payable by students. These fees are set by the University of Cambridge and are subject to the exchange rate at time of invoicing. Fees range between \$100 and \$170 per subject. Late entries or amendments also attract a fee.

A non-refundable **Application Fee** of \$75 payable per enrolment. An **Enrolment Fee** of \$500 per family upon acceptance.

**Individual tuition** of \$32 per hour as deemed necessary by the school.

Year Level	Tuition Fees (incl GST)
Year 1—6	\$ 11 000 <b>per year</b> (\$2 500 <b>per term</b> )
Year 7—8	\$ 13 000 <b>per year</b> (\$3 000 <b>per term</b> )
Year 9—13	\$15 000 <b>per year</b> (\$3 500 <b>per term</b> )

## Payment Options

Fees can be paid by:

- Cheque made payable to Manukau Christian School.
- Bank draft mailed to our postal address of PO Box 75-623, Manurewa, Auckland, New Zealand.
- Telegraphic transfer from your bank to our bank account: Manukau Christian School, Account number: **12 3615 0014533 01**, ASB Bank, Auckland, New Zealand.

## Important Information

Please remember that your student visa is issued by the New Zealand Immigration Service on the condition that you attend **Manukau Christian School**. If you attempt to enrol at another school you are acting illegally and risk having your student visa withdrawn.

If you are **not a New Zealand citizen** or do not have permanent residence, the school will require:

- Pupil's passport with entry visa stamped
- Student visa if studying for more than 3 months
- Parent's work visa if studying for more than 3 months (classed as domestic)
- Copy of medical and travel insurance
- Copy of parent's guardian visa with the named child specified in the visa (Years 1 to 6)

Full details about immigration requirements are available on <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 the entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://health.govt.nz>

## Accident, Emergencies and Insurance

In the event of an accident or emergency, appropriate action will be taken and you will be contacted as soon as possible on the emergency contact number you provided on the enrolment form.

If your child has an accident while you are outside of New Zealand, the school may need to consent to urgent medical procedures on your behalf, including blood transfusions if necessary.

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

## Medical and Travel Insurance

International students **must** have appropriate and current medical and travel insurance while studying in New Zealand. It is a requirement that you obtain a **New Zealand insurance policy** while you are in New Zealand. The website [www.scti.co.nz/international-student](http://www.scti.co.nz/international-student) may be helpful.

## Emergency Procedures

- Please ensure you are familiar with all the emergency exits.
- In the event of a civil emergency, all movement of people in and out of the building must be recorded so that authorities and relatives can trace where you are.
- In the case of an emergency or accident involving an international student, the normal school emergency procedures are followed.
- If the student has a medical condition or allergy, classroom teachers will ensure that the rest of the staff know about it.
- In an accident or emergency situation where it is necessary to contact the parents and New Zealand caregivers of an international student, this will be undertaken by the School. Homestay parents or classroom teachers are not responsible for contacting parents/caregivers.
- Students' insurance companies may need to be contacted in the event of an emergency.
- During school hours the school has responsibility in the case of emergencies. Outside these hours, the school must be contacted as soon as possible.
- The designated caregiver is responsible for contacting the international student's parents, **in consultation** with the school, Principal or the services of Interpol if required.





- If an international student is injured or unwell and your level of concern is high, take the student to the nearest accident and emergency department or if appropriate dial 111 and ask for an ambulance. If your level of concern is low or moderate take the student to your GP or contact the school on 269-1050 or the Principal on 021-147-4378.
- If you are concerned for your student's well-being and unsure of what to do, call the student's emergency contact as it is better to be cautious.
- All caregivers of international students must be available 24 hours per day, 7 days a week to respond immediately to a crisis.
- Complete the table below as it will save panic in an emergency:

Agency	Contact Number
Local Police	
Nearest Medical Centre	
Interpreter name and contact details	
Student's designated caregiver	
Insurance Company and Policy number	
Student's Agent	
Manukau Christian School Principal: Mr Pete Slaney	Mobile: 021-127-2172 (emergency only) Work: 09-269-1050 principal@manukauchristian.school.nz

## Useful Links

There are many organisations that can assist you with regard to advice or support.

### **NZ Immigration—rules about working whilst on a student visa**

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

### **Disputes Resolution Service (Fairway Resolution)**

<http://www.fairwayresolution.com//istudent-complaints>

### **NQA—The Code**

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

### **Study in New Zealand**

<http://www.studyinnewzealand.govt.nz>

### **Immigrations NZ's Studying in NZ**

<https://www.immigration.govt.nz/new-zealand-visas/options/study>

### **New Zealand Now—Your Guide to Living and Working in NZ**

<https://www.newzealandnow.govt.nz>

### **Tourism NZ**

<http://www.tourismnewzealand.com/>

### **Immigration Advisers Authority**

<http://www.iaa.govt.nz>

### **Education New Zealand**

<http://www.enz.govt.nz/>

### **Citizens Advice Bureau**

<http://www.cab.org.nz/Pages/home.aspx>

### **Auckland Migrant Resource Centre**

<http://www.settlement.org.nz>

### **Road Safety**

<http://www.nzta.govt.nz/about/advertising/campaign/index.html>

## Drive Safe

<http://www.drivesafe.org.nz/>

## Earthquakes and Natural Disasters

<http://www.getthru.govt.nz/>

## Water Safety

<http://www.watersafety.org.nz/>

## Publicly funded Health Services in NZ

<http://www.health.govt.nz/>

## Mental Health

<http://www.mentalhealth.org.nz/>

## Family Planning

<http://www.familyplanning.org.nz/>

## Auckland Sexual Health Services

<http://www.ashs.org.nz>

## Lifeline

[http://www.lifeline.org.nz/corp\\_Home\\_378\\_2001.aspx](http://www.lifeline.org.nz/corp_Home_378_2001.aspx)

## Youthline

<http://www.youthline.co.nz>

## Problem Gambling

<http://pgfnz.org.nz/>

## Human Rights Commission

<https://www.hrc.co.nz/>

## Youth Law

<http://www.youthlaw.co.nz/>

## Alcohol Advisory Services

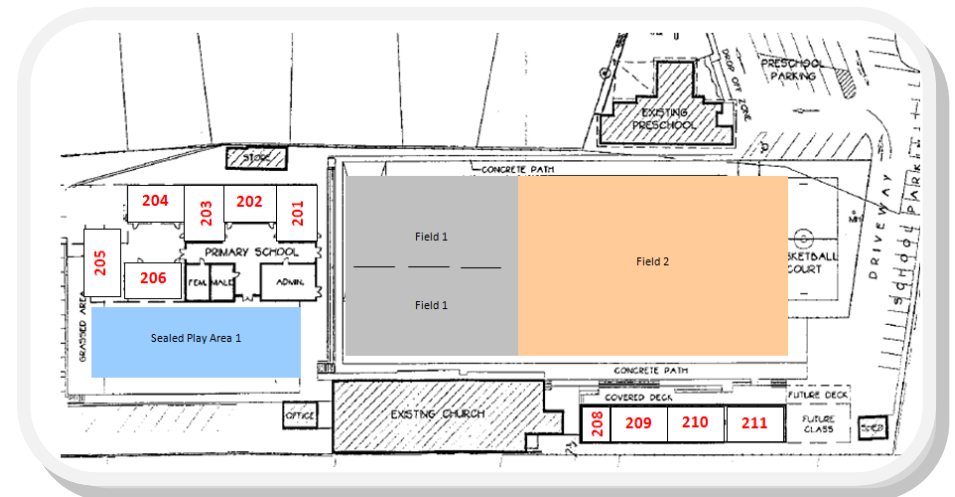
<http://www.alcohol.org.nz>

## Budgeting Resources

[www.sorted.org.nz/life-events/studying](http://www.sorted.org.nz/life-events/studying)

## Orientation

- We will be show you around the school so that you can familiarise yourself with our facilities—classes, staffroom, office, emergency exits, toilets etc.
- We will test you to determine your level of English.
- We will give you your books and your course outline will be discussed.
- We will give you this student handbook which includes the Summary Code of Practice.
- We will remind you of our Fees Refund Policy.
- We will help you to feel welcome!



## Telephone Use by Students

- It is the School's policy to keep telephones for school business use only.
- We can take messages for students if it is urgent and in emergencies, will of course assist students to make any necessary phone calls.



## Communication

- Children who are not living with a parent are required to have regular communications with their parents. Parents should have their children with a mobile phone so they can call home whenever they feel the need to.
- Parents are encouraged to interact with the school and are welcome to visit the school during their child's period of enrolment.
- Parents will be contacted by the school if there are any concerns regarding the child's well-being.
- Parents should contact the school's principal if they have concerns or issues they want to discuss about their children.
- See *Policy Communication with Parents* for further information

## Pastoral Care

As a ministry of the Christian Schools of Auckland Charitable Trust, we promote a caring and compassionate environment in which learning takes place. Should you be having difficulties in respect of study problems or pastoral care, please talk to either Mr Slaney or Mrs Oosterbeek. If you prefer, we can arrange for our school chaplain, Mr Reynolds to help you. Your well-being is important to us.

Talk to us while the problem is small. Do not wait for it to become a big problem.



Mr Reynolds



Mr Slaney (Principal)



Mrs Oosterbeek

## Attendance

- Attendance to all classes is required of all International students. The school must be notified if you are away or unable to attend class. Please ring the school in the morning of the first day of the absence, and follow up with a written note on the first day of the child's return to school. If the absence can be foretold e.g. an appointment, inform the school in writing, or by email the day prior to the appointment or earlier.
- Where the student is absent with no reason, the parents will be contacted by the school for an explanation. If the truancy continues, a meeting with parents/caregivers will be held and contingencies put in place. If this does not rectify the situation then the enrolment will be terminated and the Immigration Service notified.
- If the student does not attend for more than twenty consecutive school days without notifying the school in writing, then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Service notified.
- If the student is withdrawn from or ceases to attend the school, the Trust Board will notify the New Zealand Immigration Service.
- You are required to notify the school if your contact details or residential address changes.



## Culture Shock

Moving to a new country is a huge event. You will have a huge range of emotions over your first few weeks in New Zealand. Our school is set up to be able to help you as you work through the experience of culture shock. A few points that might be helpful:

- In your first few days in New Zealand you will probably feel excited. Everything is new. You are seeing new sights and meeting new people. There is different food, different types of shops and a different language is being spoken around you. It is fresh, exciting and very interesting.
- After a week or two the novelty of all the differences begins to wear off. You start to really miss your home. The excitement that you first had disappears and you begin to wish you could experience the sights, sounds and tastes of home. You might begin to feel quite homesick. This is normal. Everybody goes through this phase. It will pass. While you are going through the second phase of culture shock you might want to meet with our school chaplain. He is trained to help people who are experiencing anxiety or sadness.
- After a few more weeks you will adjust to your new culture and begin to appreciate your new home



## Cultural adjustment

- Aotearoa New Zealand has a unique culture. Sometimes it is referred to as 'kiwi' culture because New Zealanders are often called 'kiwis'.
- Some guidelines on New Zealand or kiwi culture can be found at the following website  
<https://www.newzealandnow.govt.nz/living-in-nz/settling-in/customs-communication>
- It is acceptable to ask people what they did on the weekend or how their children are. Sport and weather are also safe topics.
- We come from a land of wide open spaces so we do not like having people stand too close to us. We walk on the left side of the footpath and we smile at each other a lot.
- Some of the customs in New Zealand come from Māori culture. For example, you are often expected to take your shoes off indoors and it is important not to sit on tables or pillows. Māori people will often say a prayer (karakia) to bless food before eating it, and they may greet you with a kiss on the cheek.



## Cultural adjustment

### Communicating with Kiwis

- Kiwis are generally kind hearted and want to help, so we do not like saying “no”.
- Sometimes we will say “no” in an unclear way, which can be confusing to newcomers.
- We may say “not sure” or “not really”. We may even say “yeah nah”, which means “probably not”.
- “Yeah right”, especially when it is said in a sarcastic way, means “definitely not”!

### Maori Culture

- Māori are the indigenous people of New Zealand Aoteroa.
- Te Reo (the Māori language) is an official language of the country, along with English and New Zealand Sign Language.
- In the 2013 New Zealand census, nearly 700,000 people living in New Zealand were of Māori descent (more than one in seven of us).
- New Zealand's unique mix of Māori and European ideas and customs began with the 1840 signing of the **Treaty of Waitangi** - our founding constitutional document. This Treaty signing was partly due to the caring attitudes of the earliest missionaries, especially Henry Williams. The Treaty, signed by Māori chiefs and representatives of the British crown when New Zealand first became a colony, continues to be hugely important in defining the relationship between Māori and Pakeha.

## Cultural adjustment

### Maori Language—some common words and meanings

- Aotearoa (New Zealand – literally – Long white cloud)
- aroha (love)
- hangi (traditional feast prepared in earth oven)
- haka (war dance with actions)
- hīkoi (walk)
- hui (gathering, meeting)
- iwi (tribe)
- kai (food)
- whare (house)



## Withdrawal

If a student withdraws from School:

- It must be in writing by the parents prior to the student's last day, giving the date of the final day of attendance and the reason for leaving. The Immigration Service will be notified.
- Once a student is withdrawn from MCS by their parent the parent takes responsibility for their wellbeing and safety. A 'transfer of care' agreement is put in writing to the parents.
- The Fees Refund Policy for International Students shall apply.

## Circumstances of Termination

- Where a child is consistently absent (see previous page) then the signatory will terminate the contract.
- If a child's behaviour is unacceptable, then a meeting with the child and parents will be arranged. The aim is for correction in the first instance. Discipline strategies will be in line with what is described in our [Families Manual](#).
- If the behaviour does not improve written notification will be given warning parents of the danger of termination. If there is no further improvement, the parents and student will be notified in writing that the student must leave at the end of that term or earlier if the school so decides and will not be eligible to return the following term. There will be no refund of fees paid.
- An 'acceptable level of behaviour' would be seen as following the school rules and the school "Code of Conduct" as provided to each student. This can include behavior outside of the school grounds and outside of school hours.
- If an enrolment is found to be inaccurate in any way the contract may be terminated at the school's discretion.
- Upon termination of enrolment, the Immigration Service will be notified as required.

## Grievance and Complaints Procedures

1. If any student has a grievance or complaint, he/she should talk to their teacher.
2. If the matter is a serious allegation towards the teacher, then the student should talk to the principal.  
**Phone:** 64-9-269-1050,  
**email:** admin@manukachristian.school.nz
3. If the matter cannot be resolved by the principal, the student must make a **written** complaint to the principal of the School:  
P O Box 75-623, Manurewa, Auckland, New Zealand.
4. If the matter is still not resolved, the student must make a **written** complaint to the Trustboard.
5. If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz). All complaints and/or disputes after 1 July 2016 will be dealt with by NZQA and/or the International Student Contract Dispute Resolution Scheme (DRS) under the new Code of Practice.
6. Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.fairwayresolution.com/istudent-complaints>.
7. A complaints process document is available on the NZQA website and can be downloaded using the following link:  
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

*If you have a problem, please ask for help. If your English is not good, you can bring a friend to help interpret for you. We want to help!*



## Fees Refund Policy

If an international student withdraws from his/her course of study before the end of a term, he/she may be eligible for a refund of tuition fees. If a refund is requested, the following procedures apply:

- School fees are paid in advance for the total period of tuition. Once payment has been made, advice of cancellation must be made in English and in writing.
- Parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.
- If your application for a student visa is unsuccessful, a full refund will be made on all fees.
- **Cancellation before you arrive in New Zealand:** all fees will be refunded less enrolment fee.
- **Cancellation or term reduction after the start of term:** no refund of fees except under special circumstances. (see compassionate refunds below.)
- Applications for a refund must be accompanied by original documents.
- Refunds will be processed within 14 days of being received.
- There is no refund of the enrolment fee except in the case of insufficient students or unavailability of staff.
- Parents must give one term's notice in writing of their intention to withdraw a child from the school. Any withdrawal after the last day of a term is considered to be a late withdrawal and parents are liable for the next term's fees.
- All refunds will be paid to the parents of a student or their representative with written authority. No refunds will be given directly to a student.

(more over page)

- Refunds within New Zealand are paid directly into a New Zealand bank account.
- Refunds are made by bank draft in New Zealand dollars at the prevailing exchange rate at the time of a refund. Bank charges will be deducted from the total amount of the refund

### Compassionate Refunds

In exceptional circumstances, refunds may be granted on compassionate grounds e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Principal and the Trust board.

### Gaining residency during your course

If an international fee-paying student gains residency during their course, the student will be deemed a day pupil as from the next term and will then abide by the normal school enrolment scheme. Documentation of residency must be provided within 14 days of it being granted.

### The Trustboard will make no refund:

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a student has been stood-down, suspended or excluded.
- Where a student returns home for any reason other than serious illness, accident or death of a close family member.
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.
- If a student wants to transfer to another school or educational institution.

# Code of Practice



**Christian Schools of Auckland Charitable Trust** has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 as set out on the New Zealand Legislation website. Copies of the Code are available on request from this school or from the New Zealand Qualifications Authority website at:

<http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>

## Health and Travel

Most students are not entitled to publicly funded health services while in New Zealand unless they are:

- a resident or citizen of Australia;
- or 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 costs of that treatment. We require you to have a NZ insurance policy that covers all foreseeable medical costs as well as other travel misadventure such as lost belongings for the duration of your stay in New Zealand. We also strongly recommend that you obtain insurance to cover your travel to and from New Zealand.

## 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 <http://www.immigration.govt.nz/goto/international>.

## What is the Code of Practice?

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed a Code of Practice for the Pastoral Care of International Students (the Code).

The Code is a document that provides a framework for service delivery by education providers and their agents to international students.

It sets out minimum standards of advice and care that can be expected and provides a procedure that students can follow if they have concerns about the treatment they receive from their education provider or agent of a provider.

The Code does not apply to concerns about academic standards.

## Who does the Code apply to?

All education providers which enrol international students must be signatories to the Code.

NZQA maintains a register of all education providers that the Code applies to. You can view the list of Code approved education providers.

The New Zealand Ministry of Education also maintains a register of exchange organisations that voluntarily meet the pastoral care standards set by the Code.

If an education provider is not a signatory to the Code, international students wishing to enrol will not be able to study at that institution.

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

You can download a full copy of the Code of Practice (PDF, 310KB) or a short summary pamphlet (PDF, 129KB). These documents are also available in other languages



### **What does the Code say?**

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.

The Code also has a process for students to go through if they wish to make a complaint about the treatment by their education provider.

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

The New Zealand Qualifications Authority maintains a register of all signatories to the Code. This list is available from [www.nzqa.govt.nz/providers](http://www.nzqa.govt.nz/providers). 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 students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

### **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 educational 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 educational 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 educational 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.

### **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 educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. <sup>1</sup>

*How can I contact the IEAA?*

You can write to the IEAA at:

The International Education Appeal Authority,  
PO Box 12083,  
Wellington,  
New Zealand.



## **Liability**

- Christian Schools of Auckland Charitable Trust cannot be held responsible for damage, loss or injury incurred within the school or on an excursion. All students must have adequate medical and travel insurance.
- Christian Schools Of Auckland Trust shall under no circumstances be liable to any student or person for direct or indirect or consequential loss or damage of any kind arising out of or attributable to any breach by the School of its obligations under the Contract of Enrolment.
- Christian Schools of Auckland Charitable Trust reserves the right to change courses, starting dates and fees without prior notice. Christian Schools of Auckland Charitable Trust shall not be liable if, for any reason, the published courses cannot be offered due to insufficient students or unavailability of staff.

## **We're a Team**

We recognise parents biblically are first and foremost responsible before God for their children's upbringing and education (Deut 6:6-9); and that our school's role is to assist parents to equip their children for responsible Christian living and service in modern society.

**Please contact us should there be a matter concerning your child that we should know about.**



