



Application to Enrol at Macleans College International Students

Macleans College
Macleans Road, Bucklands Beach
Auckland, New Zealand
www.macleans.school.nz
Telephone +64 9 535 2620
Facsimile +64 9 535 2621
Email lp@macleans.school.nz

International Student Applications

Background:

This is an application for an overseas student to study at Macleans College, Auckland in accordance with the provisions of the Education (Pastoral Care of International Students) Code of Practice 2016 ("the Code")

Procedural Checklist

A prospective student needs a clear idea of what procedures need to be completed in order to qualify for acceptance by Macleans College as an international fee paying student.

The following is a checklist clarifying the essential actions:

1. **Application**
Complete an application form and send to Macleans College.
Please include 2 passport photos.

2. **Passport**
Please include 1 copy of the student's passport details.

3. **Guardian's Passport**
Please include 1 copy of the guardian's passport details.

4. **Insurance**
Health and medical insurance is compulsory for all international students.

5. **Accommodation**
 - a) Will accommodation be arranged by you so that the student lives with a relative or close family friend in New Zealand?
If yes, please complete the Designated Caregiver form. Yes / No

 - b) If the answer in 5 a) is "No" do you require Macleans College to arrange for a homestay carer for the student?
If yes, we will forward to you a letter advising on the accommodation to be provided. Yes / No

6. **Course Selection**
Completed and signed option/subject selection sheet.

7. **Performance Agreement**
To be signed by guardian/parents/student

ONCE THESE HAVE BEEN COMPLETED FULLY AND ARE IN RECEIPT OF MACLEANS COLLEGE:

8. **Offer of Place (Acceptance and Deposit)**
On receipt of the "Offer of a Place", reply accepting the "Offer of a Place" and attach a NZ\$500 non-refundable deposit. This deposit should be made payable to "Macleans College". The "Offer of Place" is required to enable you to apply for a student visa.

9. **Visa Application**

Once you have received the receipt for the deposit you then take your "Offer of Place" document to your nearest New Zealand Embassy/ High Commission and get an application for a visa. The "Offer of Place" document is required to enable you to apply for a student visa. The Visa Officer will advise you on what other documents you need.

10. **Visa Approval and Payment of School Fees**

Once you have received approval, you must then pay the school fees. These can be credited directly to the Macleans College bank account. The account number can be found on the invoice.



Application for Enrolment at Macleans College
INTERNATIONAL STUDENTS

For office use only

For office use only

For office use only

Tick the year level which applies: Year 9 Year 10 Year 11 Year 12 Year 13

Student Details

Family Name		Male		Female	
Official First Name			English First Name		
Second Name					
Student's Email Address					
Home Telephone Number (in NZ)			Student's Mobile Number		
Country of Birth			First Language		
Date of Birth	Day	Month	Year	Ethnicity	
Current School (or last attended)					
Passport Number			Date of Entry into NZ	Day	Month
Student Visa Number			Visa Expiry Date		

Parent Details (clause 23(1)(b) of the Code)

Mother Title (please circle)

Family Name Mr Miss Ms Mrs Dr

First Name

Address

Home Telephone Number	Work Telephone Number
Mobile Telephone Number	Email Address

Father Title (please circle)

Family Name Mr Miss Ms Mrs Dr

First Name

Address

Home Telephone Number	Work Telephone Number
Mobile Telephone Number	Email Address

Residential Caregiver Details (Clause 23(1)(b) of the Code)

Residential Caregiver Mother		Title (please circle)	
Family Name		Mr Miss Ms Mrs Dr	
First Name			
Address			
Home Telephone Number		Work Telephone Number	
Mobile Telephone Number		Email Address	

Residential Caregiver Father		Title (please circle)	
Family Name		Mr Miss Ms Mrs Dr	
First Name			
Address			
Home Telephone Number		Work Telephone Number	
Mobile Telephone Number		Email Address	

Where the student is staying with a Designated Caregiver (i.e. a relative or close family friend) is the person:

a) a relative (clarify nature of degree of relationship i.e. sibling, uncle, aunt or other); or
 Nature of relationship: _____

b) a close family friend

Residential Caregiver selected by:

<input type="checkbox"/> Macleans College	<input type="checkbox"/> Parent or Legal Guardian	<input type="checkbox"/> Agent (clause 7(1) of the Code)	<input type="checkbox"/> Friend	<input type="checkbox"/> Relative
---	---	--	---------------------------------	-----------------------------------

Details of New Zealand Emergency Contact

Please state your relationship to student/homestay parent:

Contact		Title (please circle)	
Family Name		Mr Miss Ms Mrs Dr	
First Name			
Address			
Home Telephone Number		Work Telephone Number	
Mobile Telephone Number		Email Address	

The Contact Person in Event of an Emergency should be a relative or neighbour who can be contacted during the day by the school should some medical or other unforeseen emergency arise. The Contact Person will be rung only if neither parent nor guardian/caregiver can be contacted.

Legal Guardian Details (Clause 23(1)(b) of the Code)

Guardian

Title (please circle)

Family Name

Mr Miss Ms Mrs Dr

First Name

Address

Home Telephone Number

Work Telephone Number

Mobile Telephone Number

Email Address

Agent Details

Agent (as defined in clause 7(1) of the Code)

Title (please circle)

Agency Name

Mr Miss Ms Mrs Dr

Last Name



First Name

Address

Study • Work • Travel • Visa

Telephone Number

Telephone Number

Mobile Telephone Number

Email Address

International Students – Application Form

Additional Documents

The following forms are provided in accordance with the Education (Pastoral Care of International Students) Code of Practice 2016 (“Code”). You can access the Code at <http://www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/>. If the Code is replaced or altered you agree to comply with anything that is required by those changes, including signing an amended document.

The following forms include:

1. Insurance Form
2. Disclosure: Medical Details and Risk
3. Indemnity Document - Designated Caregiver

Please read all documents carefully and complete them in full. If you have difficulty understanding any form you can contact us at [CONTACT DETAILS]. If English is not your first language a translation of this document may be available in your main language from us, or you should get an interpreter to explain it to you and ask us any questions that you may have.

If after acceptance of your application we find that you have failed to meet a requirement of any of the following forms, Macleans College will have the right to terminate your student’s enrolment and terminate the agreement with you.

By signing this form you agree that you have read and understand this form and the following forms, have completed them in full, and agree to comply with their provisions.

Signed _____ Date _____
(Must be signed by student’s father, mother or legal guardian, only)

Print Name: Mr/Mrs _____

Insurance Form

1. Introduction

- 1.1 This form sets out the types of insurance which we require your child to have under clause 16(5) of the Code. By signing this insurance form you agree that you have obtained or will obtain the insurance cover for your child as referred to below or have authorised us to arrange the necessary insurance on your behalf and bill you for the cost.
- 1.2 If you wish us to arrange the insurance you must have your child's doctor complete a Medical History form for your child. We will obtain this form from the school's insurer and forward it to you.

2. Required Insurance under the Code

Under clause 16(5) of the Code, our international students must have appropriate insurance covering:

- a) Travel insurance for the student's travel:
 - i. to and from New Zealand; and
 - ii. within New Zealand; and
 - iii. if the travel is part of the course, outside New Zealand; and
- b) Medical care in New Zealand, including diagnosis, prescription, surgery and hospitalisation; and
- c) Repatriation or expatriation of the student in case of serious illness or injury, including cover of travel costs incurred by family members assisting in repatriation or expatriation; and
- d) Death of the student, including cover of:
 - i. travel costs for family members to and from New Zealand; and
 - ii. costs of repatriation or expatriation of the body
 - iii. and funeral expenses.

3. Please choose one of the below options:

- a) I wish to obtain my own insurance cover for my child

Please carefully consider the type of insurance you have already obtained. It must cover all the above categories, and remain in place for the entire time your child is enrolled with our school.

Along with this form, please also send us copies of the relevant insurance policies in English. We cannot check that the required insurance is in place for the purposes of clause 16(5) of the Code unless we receive a full copy of the insurance policy in English.

If we do not agree that the cover you have obtained is adequate, we will contact you and request additional cover be obtained, or obtain the necessary cover on your behalf and recover the costs from you.

b) I wish Macleans College to obtain insurance on my behalf

We can arrange to obtain insurance on your behalf. If you select this option:

- (i) We will obtain all the necessary insurance for your child from our preferred insurer [GIVE DETAILS?] and bill you for the costs in our next fees invoice. This invoice will be paid by deducting the amount payable from moneys we hold on your behalf. We will provide you with copies of the relevant policies if requested.
- (ii) We will forward to you a Medical History form for completion by your child's doctor, and return to us. We will then forward this to our preferred insurer to enable them to put insurance cover in place for your child.

If you do not understand anything on this form, or would like to talk to us about your insurance cover, please contact us at [CONTACT DETAILS].

Please consider carefully the Disclosure Form of Medical Risks included in this package of application forms. It is important that we are aware of any health risks or other issues your child may have so that we can ensure that as far as practicable, your child has appropriate insurance cover.

Agreement of Parent or Legal Guardian

1. Where we have arranged insurance cover under clause 3 a) above:
 - a) We confirm that adequate cover has been put in place.
 - b) We will not cancel the insurance cover while our child is a student at Macleans College.
 - c) We will advise you if there are any alterations to the policy.
2. We understand that if we have falsely declared or withheld any information, this will affect our child's insurance policy and that any claim under the insurance policy may not be accepted. To the extent that the insurance cover does not meet the costs of any medical treatment we acknowledge that we will be liable for such costs and will indemnify Macleans College against any claims which may be made against it to recover the costs of medical treatment for our child.

Signature: _____

Full name: _____

Date: _____

Specify whether mother, father or legal guardian: _____

Disclosure: Medical Details and Risk

Medical Details (In NZ if available otherwise country of origin)

Name of Doctor

Phone Number

Address of Doctor

Please tick the boxes below if your child has been diagnosed with or received treatment for or suffers from any of the following medical conditions (allergies, disabilities, special conditions):

<input type="checkbox"/>	Asthma	<input type="checkbox"/>	Back/neck problems	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>	Epilepsy	<input type="checkbox"/>	Glandular Fever	<input type="checkbox"/>	Heart Disease
<input type="checkbox"/>	Hepatitis A or B	<input type="checkbox"/>	Migraines	<input type="checkbox"/>	Bee/wasp stings	<input type="checkbox"/>	Medication	<input type="checkbox"/>	Food	<input type="checkbox"/>	Other

Detail other:

If your child has a medical condition and requires regular medication, it is advisable to leave a supply of the medication with the school nurse, e.g., antihistamines for bee/wasp stings or medication for migraines etc.

Mental Health

Any other physical or mental health condition/concern that could place this student at risk e.g. depression

Details:

For the purposes of clause 25(3) of the Code does your child:

- (a) *experience a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect his or her ability to participate, learn, and achieve; or*
- (b) *require the provision of adapted programmes or learning environments, or specialised equipment or materials to support him or her to access the curriculum, participate, learn and achieve.*

Details:

Health Statement

All students should have completed their Childhood Immunisation Programme before commencing secondary school. Has your child had the following vaccinations (tick the relevant box below if your child has received the vaccination written next to it). Please supply written confirmation from your child's medical doctor that your child has received the vaccinations:

<input type="checkbox"/>	MMR (Measles, Mumps and Rubella)	<input type="checkbox"/>	Polio Sips	<input type="checkbox"/>	Tuberculosis
<input type="checkbox"/>	Tetanus (in which year?)	<input type="checkbox"/>	Hepatitis B (3 injections)		

Special Needs or at Risk Students (clause 25(2) of the Code)

You must inform us if you consider that your child is at risk (i.e. may be unable to safeguard his or her health, safety or wellbeing) or has special needs. If we believe your child is at risk or has special needs we will inform you and, where appropriate, inform relevant agencies (such as the New Zealand Police, Child, Youth and Family).

Accident and Emergency

In case of an accident or emergency if Macleans College cannot contact you, or if the illness is serious, the school nurse or other Macleans College representative may need to take your child to an Accident and Emergency Clinic. If hospitalisation is required an ambulance may need to be called which will be at your expense.

Agreement of Parent or Legal Guardian

1. I give my permission for Macleans College to make such arrangements as are necessary for the treatment of my child in an emergency and agree to meet any costs incurred.
2. I understand that in order to carry out its responsibilities under the Code Macleans College may need medical and personal information from or relating to me and my child. To the extent permitted by law I will provide Macleans College with that information and give it the authority to request and receive it from any person or agency on my behalf and on behalf of my child. Macleans College may present this document to anyone it requests information from for these purposes.
3. I agree that, where appropriate, and for the purpose of clause 16(6) of the Code, I agree to decisions made by Macleans College affecting my child.

Signature: _____

Full name: _____

Date: _____

Specify whether mother, father or legal guardian: _____

Designated Caregiver Indemnity and Waiver Document

This form confirms that you wish to place your child in the care of a relative or close family friend as a Designated Caregiver. We will still need to perform checks on the Designated Caregiver and their home before we can agree to place your child with them. By signing this form, you will agree to take full responsibility and accept the decisions made by the Designated Caregiver about day-to-day requirements of your child.

A Designated Caregiver is defined in the Code as a relative or close family friend designated in writing by a parent or legal guardian of an international student under 18 years as the caregiver and accommodation provider for that student.

This is an indemnity and waiver. By signing it you will be telling us that something is true or giving us permission to do something. If we rely on what you say or permit us to do, and we or anyone else suffers loss or gets into trouble, you promise to us to pay any costs or expenses that we then have to pay and promise not to make any claim against us for those things.

Only complete this form if you have chosen a family member or close family friend living in New Zealand to be the student's Designated Caregiver.

Student's name (as it appears on the passport) _____

Designated Caregiver's Name _____

Caregiver's Address _____

Caregiver's Telephone _____

By signing this form, you confirm and warrant that:

1. You are the father, mother or legal guardian responsible for the financial support of an international student who is under the age of 18 when this document is signed.
2. You (and no one else) appoint the Designated Caregiver named above (who must be a relative or close family friend) to provide accommodation at their residence for your child in New Zealand for the purpose of your child attending Macleans College.
 - 2.1. A relative generally means someone who is your husband, wife, civil union or de facto partner, mother, father, brother, sister or cousin.
 - 2.2. A close family friend must be a person who is real, close and truly connected with your family.

2.3. The Designated Caregiver must be someone who will look after the best interests of your child because they are linked to you by family or genuine friendship.

3. You have provided all requested information fully and accurately.

As part of your application, we will assess the Designated Caregiver and inspect their residence.

For the purposes of clauses 26(1) of the Code this will involve:

- Checks to ensure the accommodation is safe, in acceptable condition, and meets all regulatory and legislative requirements.
- Checking that an appropriate safety check has been completed for the Designated Caregiver.
- Checks to determine that the home is not a boarding establishment. There cannot be more than 4 international students staying at the residence.
- Maintaining effective communication with your child and you or the child's legal guardian when accommodation issues arise.
- Interviewing your child and visiting the Designated Caregiver's home to monitor and review the quality of residential care.

We will meet with your child regularly to ensure that the accommodation remains suitable.

For the purposes of clause 26(1) of the Code we may at any time check the Designated Caregiver to see if they have a criminal record or present other risks to your child. We can do this by getting a New Zealand Police check, a check under the Vulnerable Childrens Act 2014 or in some other way. We will do a safety check under that Act on every person over 18 years who supervises, or lives in the same accommodation, as the student.

To the extent that you are legally able to do so, you authorise us to perform the above checks and use this information to determine the suitability of your Designated Caregiver.

Our approval of the Designated Caregiver is a requirement of the application being accepted. If we do not approve of your choice, we may contact you to arrange for another caregiver. By signing this form you acknowledge for the purposes of clause 26(1)(e) of the Code that:

- a) the Designated Caregiver is subject to our approval; and**
- b) we are not responsible for your child's care when your child is in the custody of the Designated Caregiver.**

You take full responsibility for your Designated Caregiver.

Our checks, vetting and meetings are not a substitute for your choice of the Designated Caregiver. If we approve that person, you are still promising to us that:

1. You (and no one else) have the only responsibility for placing your child with the Designated Caregiver. You take full responsibility for and accept the decisions made by your Designated Caregiver.
2. You understand that if anything goes wrong with the placement we are not liable to you or anyone else. If we rely on what you say or permit us to do, and if we or anyone else suffers a loss or gets into trouble, you promise to us to pay any costs or expenses that we may have to pay and promise not to make any claim against us for those things.
3. You will let us know immediately if your child is no longer with the Designated Caregiver or if you are aware of anything that may affect the health and welfare of your child with the Designated Caregiver.

Our use of the information you provide to us.

In order to carry out our responsibilities under the Code we may need medical and personal information from or relating to you, your child and the Designated Caregiver. To the extent permitted by law you will provide us with that information and also give us the authority to request it from any person or agency on your behalf and on behalf of your child, and their Designated Caregiver. You acknowledge that we can present this document to anyone we want information from for those purposes.

Your agreement with us.

By signing this document you agree with us as follows:

You understand the contents of this document and agree to comply with it. Everything that you state in it to us is correct.

You have provided the following details fully and correctly:

- Student’s sex and name as it appears on their passport:
- Designated Caregiver’s name:
- Designated Caregiver’s address (where your child will stay):
- Designated Caregiver’s landline, mobile and email contact details including any emergency contacts:

Your child will attend Macleans College for _____ terms, from _____ to _____.

Signed _____ Date _____

(Must be signed by student’s father, mother or legal guardian, only)

Print Name: Mr/Mrs _____

Course of Study – Please complete subject sheet for either Year 9, 10 or NCEA or CIE –

Completion of this prior to arrival will assist in an early completion of a course of study and hopefully allow the school to notify you prior to arrival of any necessary course changes.

In some cases it may not be possible to provide the students with their first subjects of choice due to class sizes, however every endeavour will be made to create a challenging and desirable course of study.

Language testing will be done on arrival and the student may be placed in ESOL classes at the discretion of the school – this may impact the number of subjects a student can select.

Co-Curricular/Other Interests and Personal Aspirations

One of the guiding principles of the school is the active participation of all students in co-curricular activities.

1. Sport and/or cultural activity in which my son/daughter will participate
(specify one major activity only as listed in the Prospectus)
2. Sport and/or cultural activity in which my child also wishes to participate.
(you may specify as many as you like from the list in the Prospectus)
3. Other personal interests and personal aspirations (list) _____

Staff Only	Start Date	Fees Paid \$	Tuition Weeks
------------	------------	--------------	---------------

Privacy of Information

I agree to Macleans College collecting personal information on:

Full name of student _____

Macleans College has advised me that the information I provide will be used for:

Student records, accounting purposes of the Macleans College Board of Trustees, The Macleans College Past Pupils' Association, NZ Qualifications Authority (NZQA) and Cambridge International Exams (CIE) examination information, Special Education Services (SES).

I accept that this information may later be used for statistical and/or research purposes and agree to its use for that purpose, provided that if the information is published in any way it will not identify me or the individual concerned.

I agree to all details being given to New Zealand Qualifications authority for examination purpose.

I agree that information as to school performance may be passed on to the appropriate institutions as required.

(Signature of Student) _____

(Signature of Parent/Legal Guardian) _____

(Name of Parent/Legal Guardian) _____

Enrolment Acceptance Form

1. I/We confirm acceptance of the place offered by Macleans College subject to the approval of the Principal, completion of this application form, satisfaction and confirmation of course of study.

2. I/We understand that the tuition, homestay fee, Government levy and insurance fees must be paid in full in advance to Macleans College as requested, and in any case before the student commences at Macleans College.

3. I/We have read the summary of the Code of Practice for International students and the grievance procedures.

4. I/We confirm that the material supplied in the application for admission is accurate and complete, and I/we understand that Macleans College may terminate our child's enrolment if false information has been supplied.

5. I/We note and accept the requirements regarding payment of fees and refund policies and the conditions relating thereto.

6. I/We agree to ensure that the student complies with Macleans College's Code of Behaviour and the guidelines in the performance Agreement.

7. I/We agree my son/daughter will not own or drive a car or motorbike while attending Macleans College.

8. We acknowledge that:
 - a) The beginning and end of enrolment are _____ and _____ respectively; and
 - b) Macleans College may in its complete discretion and where legally possible terminate enrolment earlier in situations where there has been a breach of the Performance Agreement.

This document must be signed for the application to be processed.

Mother's Signature _____

Father's Signature _____

Legal Guardian's Signature: _____

Date _____

Please forward your application by email, mail or facsimile to
Macleans College, International Student Department, Macleans Road, Auckland, NEW ZEALAND
Facsimile +64 9 535 2621, Email lp@macleans.school.nz

Performance Agreement: Rules for International Students

The staff at Macleans College endeavour to give special care and attention to all our International Students and to encourage them to reach their full potential. We need to have an assurance of support by the student's parents or caregivers and the promise of the student's willingness to comply with the rules and standards of the school and the community to ensure the well being of all concerned.

Attendance

Students are to attend all classes promptly at all times. If a student cannot attend because of ill health, the school must be advised before classes begin. A doctor's certificate is required for any absence of three or more days. Absence for any other reason must be approved beforehand by the International Student Co-ordinator, Ms Theresa Khor.

Homework

This must be completed every day, or as required by the teacher. The student must complete all set tasks when asked.

Co-operation

The students must always obey the teacher's instructions, participate fully in classroom activities and maintain a friendly, co-operative attitude. The student must show consideration and respect to all staff members, to all other students and to themselves.

Homestay

Any rules laid down by a homestay carer are to be respected and obeyed. The student is expected to be reasonable, courteous and helpful in the house, keeping his/her bedroom tidy, clearing the table etc. The student will be on time for all meals and will not be away from home unless prior permission has been given.

Curfews

The New Zealand law states that young students are to be under supervision at all times. Any change to the curfew rules below must be negotiated beforehand with homestay parents. The students must tell the homestay parents where they are at all times and must contact them if they are going to be later than expected. The students must give their host parents the telephone number where they can be contacted anytime they are away from their homestays.

Age	Sunday-Thursday	Friday	Saturday
Under 15 years	6.00 pm	Under supervision	Under supervision
15 – 16 years	6.00 pm	10.00 pm	11.00 pm
16 – 18 years	6.00 pm	12.00 midnight	12.00 midnight
Over 18 years	Negotiable	Negotiable	Negotiable

Leave and Holidays

Students are expected to attend school during term time. There are 12 weeks holiday in the school year. If a student wishes to travel in NZ or overseas during the holidays – permission will be granted at the discretion of the school. Students will need to seek permission well in advance and parental permission must be granted before the school will allow them to travel outside of the school area. If permission is granted it is on the understanding that the school will not have responsibility for the student while they are outside of our school/homestay environs.

If the student is returning to their home country they are expected to do so within the sanctioned holiday time.

Non-Compliance

If it is found that the student is unable or unwilling to co-operate with the above rules, disciplinary action will be taken. This action may include: Verbal warning, daily report, after school detentions, written warning, stand down from school, suspension.

Smoking and Alcohol

The Macleans College Board will take a very strong stand if any student is found to be using or in possession of cigarettes or alcohol.

Illegal Drugs

These will not be tolerated. Students found to be using drugs will be permanently suspended and sent home. If it is appropriate, the authorities will be notified.

Driving

Macleans College does not allow International Students to own or drive a car while they are enrolled at the College. Year 13 students must apply to the school to take driving lessons from an approved provider. Students who complete a driving course will not be allowed to own or drive a car while enrolled at Macleans College.

Serious Misconduct and Expulsion

If the behaviour of the student does not improve as requested the student may be expelled and the appropriate authorities notified. The student's visa will invariably be revoked under these circumstances. Serious misconduct may result in the immediate expulsion of a student.

Fees Refund

No fees will be refunded to a student expelled due to unacceptable, non-compliant behaviour.

Having read these rules and accepted that they are reasonable and fair, we agree to abide by them.

Signed _____ Date _____
(Parent/Caregiver/Guardian)

Signed _____ Date _____
(Student)

Student Name _____

International Student Homestay Application

Macleans College is a signatory to and complies with the Education (Pastoral Care of International Students) Code of Practice 2016. Every international student is required to board with a Macleans College approved family. This may also be his/her parents, aunt, uncle, or family friends. In every case the school must have these details, and the student will be monitored and supported by the school's International Student Team.

Homestay Contract

1. I guarantee the good behaviour of the student in New Zealand. I understand that unacceptable behaviour on the part of my son/daughter in the homestay may lead to the termination of my son's/daughter's enrolment at Macleans College.
2. I understand that my son/daughter will not leave the homestay to live at another address without the permission of the International Student Homestay Co-ordinators.
3. I understand that, in the interests of the personal welfare of my son/daughter, the school and the homestay parents may communicate personal information relating to the history, safety and wellbeing of my son/daughter.
4. I understand that my son/daughter may not make any national or international telephone calls from the homestay premises unless the charges are reversed. If any such calls are made, I guarantee to reimburse the homestay for any costs. All internet use will be by agreement with the homestay parents.
5. I understand that it is not permitted to own or drive a car or motorbike whilst an international student attending Macleans College.
6. The International Student Co-ordinators will be the mediator in any disagreement between my son/daughter and the homestay parents.
7. Fees for the year's homestay accommodation are paid in advance directly to Macleans College. In turn Macleans College guarantees to ensure payment to the homestay family.
8. This agreement shall be construed and take effect in accordance with the domestic laws of New Zealand. In relation to any legal action or proceeding arising out of or in connection with this agreement, the parents irrevocably submit to the jurisdiction of the Courts of New Zealand, agree that proceedings may be brought before any court, including any forum constituted under the Arbitration Act 1996 within New Zealand, and waive any objection to proceedings in any such court or forum on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.
9. If a student wishes to change their homestay they must speak to the International homestay administrators first. If the move is approved 2 weeks' notice will be issued to the current homestay.

10. A \$350 administrative fee will be charged for any change of homestay.

11. If a student moves without informing the homestay administrator a fee of \$450 will be charged.

Signed _____

Date _____

(Parent)

Signed _____

Date _____

(Student)

Student Name _____

Terms and Conditions of Homestay

The provisions of homestay accommodation for international students attending Macleans College by the homestay applicants described in the homestay application shall be on the following term and conditions.

- 1 A duly appointed representative of Macleans College shall have reasonable access to the homestay accommodation and facilities.
- 2 The host shall keep Macleans College informed of matters concerning the student including matters relating to the health, wellbeing or safety of the student such as accidents, behavioural concerns or absences without reasonable explanation. The host shall provide such information relating to the student as may be reasonably requested by Macleans College from time to time.
- 3 The host agrees that the student is to abide by school rules
- 4 The student shall be liable for all costs, expenses and outgoings, i.e. telephone tolls, entertainment, clothing and other related expenses incurred for his/her own benefit unless otherwise agreed between host and student.
- 5 The host agrees that the student (under 15yrs of age) shall not be left unattended and must provide adult supervision in the home for the student at all times.
- 6 Macleans College may at its discretion remove the student from the homestay accommodation without notice and terminate the homestay arrangement immediately if:
 - 6.1 In the school's reasonable opinion the safety or the wellbeing of the student is in doubt.
 - 6.2 In the school's reasonable opinion the homestay accommodation is affecting the student's behaviour or academic performance at school.
- 7 All information provided in respect of the host (including information contained in the application), student or other matters of a confidential nature relating to the homestay accommodation, shall be held and kept confidential except disclosure:
 - 7.1 To the student (or prospective student), the student's guardian and/or parents.
 - 7.2 To any professional consultant or such person where it is in the interests of the student to provide the information.
 - 7.3 Pursuant to any statutory or other legal duty.
- 8 Should any dispute or difference arise between the parties concerning this agreement or the provision of homestay accommodation the parties agree that they will, in good faith, endeavour to resolve the dispute by consultation and negotiation.

Expectations

- 1 Accept the school's philosophy of education.
- 2 Make an effort to achieve academic potential.
- 3 Accept the challenge of the curriculum
- 4 Respond positively to life in Whanau House
- 5 Participate in the school's co-curricular programme
- 6 React positively to a disciplined environment.
- 7 Take pride in appearance.

Fees

- A The homestay fees are paid for the whole academic year (including term breaks) Refer to Fee structure to see the current weekly rate.
- B Payment is to be arranged by the guardian – cash/auto payment.
- C When a student returns home for summer holidays a retainer fee of \$50 per week to a maximum of \$300 is to be paid to the homestay if the student intends to leave their belongings over the extended holiday period.
- D These fees may be subject to change after yearly reviews

- 9 The host's rights and obligations under these terms and conditions may not be assigned without prior written agreement from the school.

- 10 Macleans College shall not be liable for any costs, expenses, damages or other claims against the host arising from any acts or omissions of the student. The school shall only be liable for the payments set out in these terms and conditions for the periods that the host is providing homestay accommodation to a student.

- 11 These terms and conditions may be varied by the school upon notification from time to time and will continue to apply to the provision of homestay accommodation by the host until notified otherwise.

Grievance Procedures

- 1. Problems with subject or teachers:** Make an appointment to see the Director of International students.
- 2. Problems with school friends:** You could discuss this with your Form Teacher, Deputy House Leader or House Leader. You can also see the International Student Counsellor.
- 3. Homestay Problems:** See the Homestay Co-ordinators or the International Student Co-ordinator.
- 4. Co-Curricular problems:** See your Form Teacher or House Leader. You can also see the International Student Co-ordinator or the Sports Director.
- 5. Complaints:** You or your parents should write to the Principal stating your concerns about the College. If you are not satisfied with the complaints process with the school then contact New Zealand Qualification Authority (NZQA). Refer nzqa.govt.nz - Student complaints about providers' compliance with the Code of Practice for further details. You must be able to show them that you have tried to get the school to act before you contacted them. Please see also the attached NZQA brochure which sets out how to make a complaint. NZQA deals with all complaints about alleged non-compliance with the Code, other than financial and contractual disputes.
- 6. Financial or Contractual Disputes:** Section 238J of the Education Act 1989 established the International Student Contract Dispute Resolution Scheme ("DRS"). Clause 33 of the Code requires the school to comply with the DRS rules. The DRS resolves contractual and financial disputes between international students and the school. If your dispute relates to financial or contractual matters then it will be referred to Fairway Resolution Limited (the agency appointed to administer the DRS) under the International Student Contract Dispute Resolution Rules 2016 ("DRS").

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

We hope your stay here will be a happy one.

Education (Pastoral Care of International Students) Code of Practice 2016 (“the Code”)

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 section provides an overview of the Education (Pastoral Care of) International Students Code of Practice 2016 (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. The Code replaces the 2010 Code of Practice from 1 July 2016.

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 the New Zealand legislation website (www.legislation.govt.nz) or from the Ministry of Education website (www.education.govt.nz). 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 is the Code?

The Code prescribes the required outcomes that education providers and their agents need to deliver for their international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an “international student”?

An “international student” is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service and as more particularly defined in 238D of the Education Act 1989.

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.

Please refer to the Grievance Procedures on the previous page.

A summary of the Code

The Code sets out requirements on providers of education instruction to international students relating to:

- marketing and promotion to prospective international students; and
- managing and monitoring the agents acting on behalf of the signatories; and
- supporting international students to make informed decisions regarding offers, enrolment and entering into contracts with signatories; and
- ensuring adherence to the Immigration Act 2009; and
- providing an appropriate and informative orientation programme; and
- providing a safe, supportive environment for international students; and
- ensuring that international students are informed about the advice and services that are available; and
- managing the withdrawal of an international student or the closure of a course of educational instruction or signatory appropriately; and
- providing access to procedures for dealing with grievances.

The code also provides a procedure for addressing complaints from international students that the code has been breached.

Full details of what is covered can be found in the Code itself.

Procedures for Non Attendance

- Observations and reports from class teachers.
- House Leader will address issue, where necessary they will issue punishments. They will contact the caregiver/guardian in New Zealand
- Principal/International student Co-ordinator once informed of non attendance or any withdrawals will contact parent/s and or caregiver/s to discuss reasons for absence.
- Frequent or unexplained absences will be reported to the New Zealand Immigration Service and this may result in the termination of the student's permit.
- Student attendance must remain above 95% as required by New Zealand Immigration Services.

Procedures for Student Withdrawal

- If a student wishes to withdraw from the school, a letter must be sent to the Principal giving reasons for withdrawal and the last day of attendance, with reasonable notice
- Refund of fees will be paid as per the refunds policy.

Circumstances in which Tuition may be Terminated

- After three months the school may terminate the student's enrolment if the behaviour of the student is unacceptable or academic progress is unsatisfactory.
- The parent or caregiver will be given notice of intention to terminate.
- Failure to provide information on change in caregiver circumstances or change of address may result in enrolment being terminated.
- Unless assurance can be given by parents/caregivers that behavioural patterns leading to termination can be rectified then enrolment will be cancelled following procedures set down for local students.
- Students are at any time throughout their enrolment subject to the provisions of suspension and/or expulsion as set down by the Ministry of Education.
- Frequent or unexplained absences once reported to New Zealand Immigration Service may result in tuition being terminated.
- Student visas must be current and valid, unless there are circumstances beyond the student's control.

Fees Protection Policy – International Students

Rationale

International Student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure from misappropriation and are only made available to the school in accord with the Refunds Policy.

Purpose

- 1 To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be monitored.
- 2 To ensure that Macleans College does get payment in full for those services provided.
- 3 To ensure that international students' payment may be drawn down in accord with the Refund Policy.

Guidelines

- 1 Accounting procedures are in place to ensure monies are available for release.
- 2 International fees shall be paid into the school's general account and treated in the accounts as "income in advance", ensuring that they do not become part of available funds and do not form part of the working capital.
- 3 As each month of tuition elapses, the student fees held would be recalculated to determine the portion of fees which can be transferred into the income stream and become part of the working capital.
- 4 These monies will be audited separately on an annual basis.
- 5 These monies will be available for approved refunds resulting from withdrawal from Macleans College or in the event of the school not being able to provide tuition.

Evidence

- 1 Accounting records.
- 2 General school account.

Macleans College – Polices and Directives: Fee Refund Policy Section 1600, Policy No 1603

Rationale

To implement a transparent and fair policy regarding the refund of international student fees.

Purposes

- A To ensure that international fee paying students, prior to enrolment, are informed of the refund policy.
- B To ensure that agents representing the school are informed of the refund policy and abide by it.

Guidelines

- 1 Refund of tuition fee will be permitted only for THREE situations:
 - A If the student has enrolled but has not yet started the course:

The tuition fee may then be refunded in full less administration and associated costs charge of NZ\$500
 - B If the student has started the course and has only completed less than 2 terms of the course:

The tuition fee may be refunded less the following charges:

 - Administration and associated costs
 - Fees for 2 terms of the course
 - This is at the discretion of Macleans College
 - C Exceptional circumstances at the discretion of the Board of Trustees which may include personal/family circumstances.
- 2 There is NO REFUND for the following situations:
 - If the student has attended the course for more than 2 terms
 - If the student obtained permanent residency during the year of study or if the parents obtain a work permit during the year of study.
 - If the student has been asked to leave the school because of discipline or behavioural reasons.
 - If a student wishes to transfer to another school for whatever reason.

International students - How to make a complaint

What to do if you have a complaint

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

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

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

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

If your complaint is not resolved – contact NZQA

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

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

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 FairWay Resolution

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

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

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

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

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

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

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz