



Kaipara College

36 Rautawhiri Road, Helensville, New Zealand

Phone: 649-420-8640 ext.831

Information for International Student's and their Parents

Parents, to complete the enrolment of your child you must do these things:

1. Fill out and sign the Enrolment Application Form.
2. If the student is accepted into Kaipara College a Provisional offer of Place will be issued.
3. The parents will then arrange to pay the Fees.
4. An Offer of Place will be issued once the Fees are paid.

The Document contains some important information for you:

1. The school rules.
2. Fees and the refund policy
3. The grievance procedures that operate at the College
4. The orientation programme for your child when they arrive at the College.
5. Student welfare
6. International Student Grievance Procedures under the Education (Pastoral Care of International Students) Code of Practice 2016.

When the fees are paid and the Tuition Agreement papers are signed we will send a confirmed offer of place and receipt for the fees.

Please note that these documents must be signed by the parents of the student and by the student. Agents can only sign on behalf of parents if they have the written authority of the parents to sign on their behalf.

Fees

The fee for tuition will be NZD13,000.00 per annum. The homestay fee is NZD260.00 per week.

The annual administration/homestay fee is NZD1,500.00 and an annual Homestay Placement fee of NZD350.00.

Living costs for the student – this will vary between students depending on their expenditure. Allow around NZD50.00-NZD100.00 per week. This would not include expenses such as clothing, shoes and tourist activities.

Refund Conditions for International Students

Kaipara College has a no fees refund policy:

If the student has enrolled at Kaipara College but has not yet started the course. The tuition fees may be refunded less a \$1,500.00 administration/homestay charge and less any other charges/costs incurred.

If the student has enrolled at Kaipara College but has not yet started the course and does not get their student visa then the tuition fees will be refunded less a \$1,500.00 administration/homestay charge and less any other charges/costs incurred.

No refund will be made to an International Student who changes visa status to one which entitles them to regular/domestic student status, after one month from date of payment.

If a student withdraws from his/her course of study before the course completion date, he/she will not receive a refund of school fees except in exceptional circumstances. In such cases, the parents should write to the Director of International Students explaining what the exceptional circumstances are; however, the College's decision is final.

In exceptional circumstances the tuition fee will be refunded less the following charges:

- a. An administration/homestay Fee of \$1,500.00
- b. The cost of the course up to the time of withdrawal.
- c. The Government charges and taxes that apply.
- d. Any Agent commission that has been paid
- e. Any money that is owed by the student to the school, to the homestay, or to a New Zealand business.

There are **NO** refunds if the student has been asked to leave the school because of bad behaviour, poor attendance, leaving to attend another school or educational institution or because the student broke the school's car rules. No refund will be made to a student who is excluded from the College by the Board of Trustees.

Homestay Fees

All unused Homestay fees will be refunded if the homestay has been given four weeks' notice that the student is leaving. In accordance with the Visa requirements students have to remain in a Kaipara College approved homestay.

If the student does not give four weeks' notice, then four week's homestay fees will be deducted from any refund.

Homestay Guidelines

1. The homestay must be one arranged by Kaipara College
2. All college homestays have been approved by the College. The homestays conform with the New Zealand Ministry of Education's International Student Homestay Guidelines.
3. Kaipara College will do its best to find the student a suitable homestay. The College will change the student's homestay if there are reasonable reasons for doing so.
4. Homestay fees are paid at the same time as the tuition fee. They must be paid 12 months in advance when the student first enrolls.
5. The homestay will provide the student with:
 - a. A bedroom
 - b. A bed, linen and bedding
 - c. A wardrobe
 - d. A desk
 - e. Towels
 - f. Laundry and housekeeping services
 - g. Three meals a day
 - h. Unlimited internet/data usage (between 6am – 10pm daily)
6. The College and the homestay family have a responsibility to ensure the safety of the student and that the student is properly cared for.
7. The College has staff to help the student adjust to a new country.
8. The College and the homestay family will help the student get to medical and dental services and can help the student get any medicines or personal items they may need.
9. To ensure safety the student must follow the rules laid down by the college and the homestay.
10. The homestay will make the student welcome. The student is expected to fit in with any reasonable rules set down by the homestay family.
11. In New Zealand students are expected to get the agreement of their homestay parent if they want to go out. The student will be expected to tell the homestay where they are going, who they are going with, how they are travelling and when they expect to return to the homestay. Kaipara College has a 6pm curfew for International Students.

Driving and Car Ownership Agreement

Kaipara College International students are not allowed to drive.

International Student Grievance Procedures

We want your study at Kaipara College to be successful. We hope your stay will be a happy one.

If you have a problem at College or with your homestay talk to someone at the College as quickly as possible so that the problem can be sorted out.

Even if your problem is a little one, get help and have it resolved. Act before the problem becomes a bigger one.

If you think that your English is not good enough you can bring a friend with you to help. Sometimes we can get another staff member to translate for you. If necessary we will get your agent, or another person to translate for you.

FIRST STEP

Problems with your classes or with teachers

Speak to the teacher about it.

If that does not fix the problem, see Mrs Olsen for advice.

Problems with school friends

1. Speak to one of counsellors about it.
2. You make an appointment at the Student Centre.
3. If that does not fix the problem, see Mrs Olsen for advice.

Homestay problems

Speak to your homestay parent about it.

If that does not fix the problem, see Mrs Olsen for advice.

SECOND STEP

If you are still unhappy and think that the problem has not been solved you can speak to the Principal, Mr McCracken about it.

Your parents can also write to the principal about the problem.

THIRD STEP

Consult the Education (Pastoral Care of International Students) Code of Practice 2016 below:

Consult this website for the legislation:

<http://www.legislation.govt.nz/regulation/public/2016/0042/7.0/whole.html>

Consult the following website: <http://www.istudent.org.nz/>

If you still feel that the problems have not been solved that you may contact a group of people set up by the Government specially to help fix these problems. They are called:

Fariway Resolution Ltd

iStudent Complaints - www.istudent.org.nz

We are open between 8.30am and 5pm weekdays, excluding national holidays.

Email complaints@istudent.org.nz

Free phone [0800 00 66 75](tel:0800006675)

Mail PO Box 2272, Wellington 6140, New Zealand

Fax +64 4 918 4901

You must have tried to sort out the problems at school first. They will consult the school about what has been done before they help you.

Other useful websites for international students and their parents:

The Code: <http://www.nzqa.govt.nz>

Student complaints: gadrisk@nzqa.govt.nz

Study in New Zealand: <http://www.studyinnewzealand.govt.nz>

NZQA's Studying in New Zealand: <http://www.nzqa.govt.nz/studying-in-new-zealand/>

Immigration New Zealand's Studying in New Zealand:
<https://www.immigration.govt.nz/new-zealand-visas/options/study>

New Zealand Now: <http://www.newzealandnow.govt.nz>

Tourism New Zealand: <http://www.tourismnewzealand.com>

Orientation Programme

International Students will have a two orientation programme to help them navigate their way around Kaipara College and the local area. It is also an opportunity to meet new International Students and ask any questions they have. An orientation booklet is provided on arrival.

School Rules

1. Show respect for other people in the school.
 - No violence
 - No abuse of any person
 - No racism
 - No harassment
2. Attend all classes and be on time.
3. Work and study conscientiously
4. Year 9, 10, 11, 12 and 13 students wear school uniform.
5. These things are not permitted at school at all.
 - Cigarettes, e-Vapour cigarettes, lighters, matches
 - Fireworks
 - Alcohol & drugs
 - Knives or any other weapon.
6. Respect other people's property. All personal items should be named.
8. Look after the school's property and equipment.
9. Visitors to the school must report to the school office.

Help is Available

You have the right not to be bullied or harassed.

If you are being teased or bullied or harassed, you should speak to Mrs Olsen or the Principal immediately.

Kaipara College has staff that can help you with any concerns or problems that you may have.

- There is a student adviser who can help you with any problems: - Mrs Shelling
- There is a social worker who can help with serious safety and wellbeing issues: - Mrs Roberts
- There is a nurse who can help you with health and medical problems: - Ms Wild
- There is a careers adviser who can help you with your plans for university study: - Ms Couch
- There is the Director of International Students who can help you with your study at school: - Mrs Olsen
- There is the College Principal - Mr McCracken