



# Gulf Harbour School International Student Policies and Guidelines

Before you complete and sign the International Student Enrolment Application, please carefully read the Policies and Guidelines Document and the summary of The Code of Practice for the Pastoral Care of International Students ([www.minedu.govt.nz/goto/International](http://www.minedu.govt.nz/goto/International)). Gulf Harbour School has agreed to observe and be bound by the Code of Practice.

## Section A – Policies and Guidelines for ALL students

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### 1. SELECTION

Selection will be made by the Director of International Students. Offers are based on an assessment of the extent to which Gulf Harbour School can meet the needs of the prospective student. The school reserves the right to cancel an Offer of Place and refund fees paid hereunder in the event it ascertains any adverse comment from the previous schooling of the applicant or any of the applicant's recommendation letters. Failure to disclose relevant information or the provision of false information may result in termination of enrolment.

## 2. TESTING

The School may test International Students on arrival at the school to help determine placement in ESOL lessons.

## 3. PLACEMENT

The School will issue an Offer of Place to a selected student and offers ESOL support where necessary.

## 4. ENROLMENT CONDITIONS

Upon enrolment at the School, the student will abide by the same conditions as regards behaviour and absence as apply to domestic students. The applicant agrees to provide Gulf Harbour School with academic, medical or other information relating to the wellbeing of the student to ensure students are physically and emotionally fully capable of partaking in our curriculum and studying as an international student. The applicant agrees the student does not have special educational needs or behavioural needs that would require additional provisions.

Enrolment as an International Student at the School shall be terminated:-

- a) At any time by agreement between the parties; or
- b) If the student fails to pay fees in advance, or fails to abide by the same conditions as for domestic students, or fails to abide by the conditions of the International Student Enrolment; or
- c) If the student ceases to hold, or ceases to be eligible to hold, a valid student visa issued by the New Zealand Immigration Service; or
- d) If an International Student fails to disclose relevant information or provide false or misleading information during any part of the enrolment process.

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

## 5. GENERAL INFORMATION

### The Library

The School has a library facility which is accessible during school time. Internet access is also provided in the library by permission from a member of staff.

### Absences

If students are absent from school their caregiver must notify the school by phone before 9 am or provide a written note.

### Sickness

If you are feeling unwell whilst at school you should tell your teacher and they will take you to your International Student Support Officer and Sick Bay.

### Other Absences

An International Student is required to attend school regularly. This is a requirement by New Zealand Immigration to re-apply for a student visa.

## 6. STUDENT BEHAVIOUR

Students at Gulf Harbour School are expected to behave responsibly and accept the discipline and authority of the School. We expect students to behave with courtesy and respect towards each other and to all staff.

Please note students in homestay accommodation must also abide by the rules outlined by the Homestay and Gulf Harbour School.

### **Misconduct Policy**

The disciplinary procedures outlined in the Education Act 1989 shall be applicable for all serious misconduct that is alleged to have occurred both inside and outside of the school. The student will have an adult support person of their choice in any disciplinary process.

Should it be deemed appropriate the school reserves the right to:

- a) Impose a curfew or other restrictions on the student outside of school hours for a set period of time
- b) Terminate the contract and repatriate the student with forfeiture of fees.

## **7. GROUP STUDENTS**

Defined as “two or more international students aged 10 and over, entering new Zealand together in an organised group, and enrolled at a Code signatory for 12 weeks or less.”

All Gulf Harbour School policies and guidelines stated in this document apply to students travelling in groups. Each student must complete an individual application form, and attend an orientation. All group students will have a named group supervisor for emergencies and a Gulf Harbour School contact person.

## **8. SUPPORT SERVICES**

Many staff provide support and help for International Students. International students may have a range of personal issues that they may need to talk to an International Student Support officer about whom you will meet on arrival at Gulf Harbour School.

## **9. ADDITIONAL NEEDS**

If at any time it is believed that an International Student requires additional needs, the matter will be referred immediately to the Director of International Students where all appropriate policies and procedures will be followed.

## **10. COMMUNICATION, COMPLAINTS AND CONCERNS**

### **Liaison with the School**

The International Department welcomes contact with parents. Parents may contact the Director of International Students about any school matters that concern them and the International Student Support officer is also available for consultations. Regular newsletters are posted on our website. These contain information about School activities, term dates and other matters of interest to parents or caregivers.

### **Contact Information**

The School needs up to date information on all students. Please inform the international department when addresses or telephone numbers of parents change. In some cases the Director of International Students or Homestay Co-ordinator may need to contact parents or caregivers during working hours so the School requires a current contact address/telephone number for a parent's or caregiver's place of employment. We wish to avoid embarrassment by sending incorrectly addressed mail so would also appreciate being informed in cases where marital status change.

Students and parents may experience a range of problems and difficulties. This is normal. Any problem should firstly be taken to the International Student Support officer. Serious problems should be directly reported to the Principal.

The School adheres to the New Zealand Code of Practice. An appeal authority operates through the Ministry of Education and students are advised of this during their application: email [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

## **11. ACADEMIC PROGRESS AND REPORTING**

Academic reporting occurs twice yearly. Reports will be sent home with the child and emailed or posted to parents and/or agents (if applicable).

## **12. INTERNET ACCESS**

The Internet is only to be used for educational purposes and whilst the School has taken precautions to eliminate controversial material, it is not possible to restrict access to all such material and hence access remains the individual student's responsibility. Internet use and sites visited are monitored closely. The full Internet and Computer Use rules are provided during Orientation.

## **13. AUTHORITY AND INFORMATION**

The parents of the student authorise staff of the School to:

- a) Receive information from any person, authority or corporate body concerning the student including, but not limited to, medical, educational and welfare information;
- b) Receive financial information relating to the student including bank account details.
- c) Provide consents in respect of any activity carried out and authorised by the School
- d) Provide necessary consents on the student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the parents.
- e) The parents irrevocably authorise the Director of International Students to advise the student's legal guardian of all matters and information required to be provided to parents of any student under the laws of New Zealand. The parents irrevocably authorise the School to obtain information regarding the student from the homestay or caregiver. Parents may appoint a representative in New Zealand to receive and provide such information in substitution for the parents where it is not possible or practical for the parents to receive and provide such information.
- f) The parents agree to provide the School with academic, medical or other information relating to the wellbeing of the student as may be requested from time to time by the School.

## **14. ACCOMMODATION**

As per the Code of Practice and Guidelines and Policies Document, the School, before enrolment, will determine and verify which category of accommodation the student will live in regardless of age i.e.

- Homestay
- Designated caregiver
- Parent

No International student of Gulf Harbour School can live independently, in a boarding establishment or in temporary accommodation.

Police vetting will be required of all caregivers and all residents of a household aged 18 or over.

The School will provide guidelines to the caregivers and the students and outline the divisions of responsibility between the School and the caregiver.

The parents and the student agree that the student shall remain in accommodation arrangements either organised by the School for the term of this agreement, or are approved by the School according to The Code of Practice guidelines on accommodation. Any changes must be negotiated with the Homestay Co-ordinator beforehand. Failure to comply with this requirement may lead to a cancellation of the student permit. All caregivers who are not New Zealand citizens must provide copies of their passports and valid visas.

### **a) Homestay**

All homestays are carefully selected and monitored to ensure that appropriate standards are maintained.

Homestay payment is payable in advance to Gulf Harbour School. The School will pay the homestay caregiver each week, account for all money received and payments made from homestay money. The homestay fees invoiced may be an estimate cost only. Exact costs will be determined when final departure date is confirmed. Gulf Harbour School can only guarantee accommodation for visa purposes for the number of weeks' homestay fees have been paid for in advance.

On written request Gulf Harbour School will refund any balance left over at the end of the student's placement.

Two weeks' notice must be given by either party (homestay or student) prior to a student being placed in another homestay.

### **b) Designated Caregiver (DCG) (Legal Guardian)**

The parents of the student must fill out and personally sign the International Student Enrolment Application form and include all details of the DCG (legal guardian) when submitting the application. The School will decide if the caregiver will be verified as a Designated Caregiver and will ask for a police vet, further supporting information and/or evidence of nature of the close relationship or friendship.

The home of the proposed DCG will be visited and assessed the same as for a homestay caregiver. The home will be visited subsequently to substantiate and verify the DCG's living situation. At no time can a DCG leave the student unsupervised overnight or for any length of time without firstly informing the School and seeking approval for a temporary caregiver to take their place. This will probably necessitate a new DCG being appointed for the period, as per all DCG regulations.

The DCG arrangement cannot change until Gulf Harbour School is informed, and agrees to the change. The parents take full responsibility and accept the decisions made by their DCG about the day-to-day requirements of their child.

### **c) Parent**

Students living with parents must still be monitored by the School. At no time can a parent leave the student unsupervised overnight or for any length of time without first informing the School and seeking approval for a temporary adult caregiver to take their place. If students are living with a parent, then the parent has full responsibility for the pastoral care of the student outside tuition hours, and may be called up to the school at short notice on school matters. If a parent leaves a student unsupervised in New Zealand that student will lose their place at the School and New Zealand Immigration will be informed. Parents must follow all the policies of the School at all times. Copies of passports and visas are required.

## **15. LIABILITY, RIGHTS, CONTRACT**

a) In any event, the School's liability in relation to the supply of tuition services to the student is limited to the amount of fees paid by the student for the provision of the services in respect of which liability arises.

b) Nothing in this agreement limits any rights the parents and/or the student may have under the Consumer Guarantees Act 1993.

c) It is acknowledged that all relevant provisions of the Education Act 2003 shall apply to the student in New Zealand. Any decision under these provisions to stand-down, exclude or suspend the student for a specified period shall terminate this agreement and the no refund policy shall apply. The parents shall have no claim in damages or for any compensation if this agreement is terminated in these circumstances.

d) Neither party is liable to the other for failing to meet its obligations under this agreement to the extent that the failure was caused by an act of God or other force of major circumstances beyond its reasonable control.

e) This agreement shall be construed and take effect as a contract made in New Zealand and will be governed by New Zealand law, and the student and parents submit to the exclusive jurisdiction of the New Zealand courts.

## 16. PRIVACY, INFORMATION

The parents and the student acknowledge that:

a) Personal information disclosed in the International Student Enrolment Application will be held by the International Office and will be used for communication to the parents.

b) All personal information provided to the School is collected and will be held by the School as part of the Student Management System.

c) If the student/parents fail to provide any information requested in the International Student Enrolment Application, the School will be unable to process the application.

d) The student/parents have the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the School concerning them.

## 17. INSURANCE REQUIREMENTS

Most International students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

### Accident Compensation Corporation

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

**NB: Students must provide evidence of medical and travel insurance on arrival. The school will keep a record of the Insurance Policy number and the type of cover provided.**

International students must have appropriate and current medical and travel insurance while studying in New Zealand. This is a requirement under The Code of Practice for the Pastoral Care of International Students.

Gulf Harbour School can arrange comprehensive international student travel and medical insurance on your behalf.

If International students wish to purchase their own insurance elsewhere, the School needs to be provided with a copy of the insurance certificate and policy wordings (in English) so we may determine whether the insurance provides sufficient cover for the student's medical, travel and potential repatriation needs.

It should be noted that costs such as medical treatment in New Zealand and medical evacuation or repatriation can be prohibitive. It is therefore imperative that sums insured for these benefits should be set at an appropriately high figure – ideally, this figure should be unlimited although the School will allow figures that it deems to be sufficiently high.

Below is the suggested minimum content for appropriate insurance policies according to the Code of Practice for Pastoral Care of International Students. The policy should:

- a) Commence the minute the student leaves home for the airport on their way to New Zealand.
- b) Apply while in transit.
- c) Apply while the student is in New Zealand.
- d) Cover the student for any trips to other countries during the period of study.
- e) Cover the student for any holidays back to their home country during the period of study.
- f) Include loss of baggage and other personal effects.
- g) Include accident and injury cover.
- h) Include disruption to travel plans.
- i) Include the cost of medical care in any “stopover” countries.

### High sums insured and medical benefits

“Sums insured” is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from \$600,000 to “unlimited cover”. In order to “future proof” policies, sums insured of one million dollars plus are recommended.

### Emergency evacuation / repatriation

Repatriation represents the costs of getting the student home. The benefit works two ways:

1. If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals, these costs are met by the insurance.
2. If members of the student’s immediate\* family living overseas become critically ill or die, the policy will fly the student home, and then back to New Zealand to complete their studies. (\*immediate family is the mother, father, brother or sister).

Ideally, the policy should have “unlimited cover” as very large sums can be incurred in these situations.

Insurance policies for International students should be obtained from companies with a credit rating no lower than A from Standard and Poors, or B+ from AM Best.

If the insurer is an overseas company, the School requires students to provide policy details in English so that it may ensure that all the necessary requirements are met.

If it is decided that a student does not have adequate insurance, the student will be required to take out additional cover to meet the standards set down by the School.

## 18. REFUND POLICY

All applications for a refund must be in writing to the Principal. If the student has enrolled but has not yet started the course:

- Students must notify the school at least four weeks prior to their course commencing that they do not intend to start their course. The tuition fees may then be refunded in full, less \$800 cancellation fee.
- Withdrawing or transferring to another school without notification may incur an additional penalty.

If the student has started the course and is still in the first half of the course, the tuition fee may be refunded less the following charges:

- A cancellation fee of \$800;
- The cost of the course up to the end of the current term;
- The Government charges that apply;
- Any commission that has been paid.

If the student has started the course and is in the second half of that course, the tuition fees may only be refunded if there are special reasons for the student leaving such as becoming seriously ill, or a serious



illness in the student's family, or some other special reason. Refunds will be determined in the same manner as above.

If a refund is to be claimed, the parent of the student must:

- Write a letter to the Principal explaining the special reason(s);
- Supply a medical certificate if deemed necessary by the Principal.

The Principal will make the final decision regarding a refund in these circumstances. There are NO refunds if the student has been asked to leave the school because of bad behaviour, poor attendance or because the student has broken the school's rules.

No refund will be made to an International Student who changes visa status to one which entitles them to domestic student status.

No refund will be made to an International Student who fails to disclose relevant information or provides false or misleading information during any part of the enrolment process.

## **19. CHANGE OF STATUS**

International Students are able to change to domestic status while enrolled at Gulf Harbour School. If students change to domestic status, all normal conditions of enrolment must be met. To make the change from International to Domestic status, students will need to complete a domestic enrolment application which is either available from the main school reception or is downloadable from the website. Documentation verifying details for regular student status will be required, including a completed domestic enrolment application. Proof of regular student eligibility must be forwarded to the School, including copies of all relevant visas, passport details, and all relevant dates and conditions. A student with domestic status who loses that status must then apply immediately for an International Student place and follow all normal procedures. Failure to do so will mean the New Zealand Immigration Service will be informed, and the student may have no place at the School.

## **20. TRAVEL & HOLIDAYS**

a) International students are encouraged to travel within New Zealand in holiday time:

- With their host families
- With school-organised groups; or
- With their parents

b) All holiday/travel arrangements must be approved by the Director of International Students. All Code regulations must be met.

c) If a student is absent for more than 5 nights, as long as 2 weeks' notice has been given by the student, the student will be refunded with 50% of payment for those nights. If a homestay agrees to store your possessions for a long period longer than 5 weeks (and you have vacated the room), then a holding fee of \$50 per week is payable.

d) Upon arrival at Auckland Airport, students can be met by one of our staff or representative and taken to their homestay family. When students depart from Auckland Airport they will usually make their own travel arrangements with their homestay family or a staff member will take and farewell them.



## **21. SCHOOL UNIFORM**

Students at Gulf Harbour School must wear the correct school uniform. During Orientation the international staff will assist students to purchase the appropriate items of uniform. We have new and second-hand uniform available on site.

Uniform – Years 1-6:

Girls: Gulf Harbour School skirt or pants, Gulf Harbour School polo shirt, black socks, black shoes.

Boys: Gulf Harbour School shorts or pants, Gulf Harbour School polo shirt, black socks, black shoes.

Boys and Girls Terms 1 & 4: Gulf Harbour School navy bucket hat, Terms 2 & 3: Gulf Harbour School fleece.

## **22. ORIENTATION**

The School will provide an orientation programme to help students adjust to school life.

## **23. SCHOOL CALENDAR**

<http://www.education.govt.nz/ministry-of-education/school-terms-and-holidays/>

## **24. EXTRA-CURRICULAR ACTIVITIES**

The following sports and cultural activities are available at Gulf Harbour School. If you are interested in doing any, please state these in the International Student Enrolment Application:

Swimming

Flippa Ball (junior water polo)

Basketball

Chess Club

Choir

Cross Country

Drums, Guitar, Keyboard

Hockey

Kapa Haka

Netball

Rippa Rugby

School Band

Athletics

Touch Rugby