



## Greenhithe 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)). Greenhithe 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 Greenhithe School can meet the needs of the prospective student. Offers of Place are issued on the condition that the information supplied in the Enrolment Application is true and correct. The school reserves the right to cancel an Offer of Place 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 Greenhithe 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;
- e) If the student's conduct is in breach of our behaviour expectations, including conduct that occurs while the student is not under the immediate supervision or control of Greenhithe School.

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 Greenhithe 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 Greenhithe School. Student's, whose conduct breaches Greenhithe School's behaviour expectations (including conduct that occurs while the student is not under the immediate supervision or control of Greenhithe School) may have their Offer of Place withdrawn and their enrolment terminated.

##### **Misconduct Policy**

The Principal may take appropriate disciplinary action in response to the conduct or behaviour of the student. Appropriate disciplinary action includes standing down, suspending or excluding the student and terminating the contract of enrolment.

The disciplinary procedures outlined in this clause 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. In addition, the student will have access to a prompt, considered and fair 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) Stand-down, suspend or exclude the student from Greenhithe School;
- c) Terminate the contract and repatriate the student with forfeiture of fees.

Any disciplinary action will be dealt with in accordance with the principles of natural justice. Natural justice includes expectations that a person will have adequate notice of a situation that may affect them, they will have the opportunity to be heard and respond, and that a decision will be made by an unbiased decision maker.

### **Disciplinary Action for International Students**

1. The principal may take appropriate disciplinary action in response to the conduct or behaviour of the student.
2. Appropriate disciplinary action includes standing down, suspending or excluding the student and terminating the contract of enrolment.
3. The principal of the school may take appropriate disciplinary action, whether or not the conduct or behaviour occurred while the student was under the supervision or control of the school, if satisfied on reasonable grounds that:
  - (a) the student's gross misconduct or continual disobedience is a harmful or dangerous example to other students at the school;
  - (b) because of the student's conduct or behaviour, it is likely that the student, or other students at the school, will be seriously harmed if the student is not stood-down or suspended or excluded as the case may require;
  - (c) the student's conduct or behaviour is in breach of the school rules (including the school's code of student conduct), the accommodation agreement or designated caregiver agreement, or this contract of enrolment, and one or more of the following applies:
    - (i) the breach or breaches would constitute an ongoing risk to the student's education, health, safety, well-being or personal welfare for which the school is responsible under the Education (Pastoral Care of International Students) Code of Practice 2016;
    - (ii) the breach or breaches would constitute an ongoing risk to another person's education, health, safety, well-being or personal welfare.
4. The provisions in Schedule 1 (relating to stand-down), or Schedule 2 (relating to suspension) will apply if the student has been stood down or suspended, as the case may be.

### **School's Obligations when taking Disciplinary Action**

5. A principal who wants a student to absent himself or herself from school for disciplinary reasons, or who wants a parent to remove a student from school for disciplinary reasons, may bring about the absence or the removal only by standing-down or suspending the student under this contract.
6. In making decisions on appropriate disciplinary action the principal and the board will as far as practicable ensure that any such disciplinary action:-
  - (a) is proportionate to the seriousness of the behaviour of the student; and
  - (b) minimises the disruption to a student's attendance at school and facilitates the return of the student to school when that is appropriate; and
  - (c) is dealt with in accordance with the principles of natural justice.
7. If the student is stood-down or suspended, the principal will take all reasonable steps to ensure that the student has the guidance and counselling that are reasonable and practicable in all the circumstances of the stand-down or suspension.
8. If a student's suspension is subject to conditions, the principal will take all reasonable steps to ensure that an appropriate educational programme is provided to the student.
9. The programme referred to in clause 6 will as far as practicable be designed to facilitate the student's return to school and to minimise the educational disadvantages that occur from absence from school.

## Provisions for Stand-down

### Notice requirements

1. Immediately after a student is stood-down, the principal will tell a parent or legal guardian and the residential caregiver of the student—
  - (a) that the student has been stood-down; and
  - (b) the reasons for the principal's decision; and
  - (c) the period for which the student has been stood-down.

### Stand-down period

2. A stand-down may be for 1 or more specified periods, and the principal may lift the stand-down at any time before it is due to expire.

### Student attendance while student on stand-down

3. If a student has been stood-down, then the student does not have to, and is not permitted to, attend the school while stood-down, however—
  - (a) the principal may require the student to attend the school if the principal reasonably considers the student's attendance is appropriate;
  - (b) the principal may allow the student to attend the school if the student's parents request that the student be permitted to attend the school and the principal considers the request is reasonable:

### Board meeting concerning stand-down

4. A principal who has stood-down a student may arrange a stand-down meeting.
5. A principal who, having stood-down a student, is asked by the student or a parent or legal guardian of the student for a stand-down meeting—
  - (a) will arrange a meeting; and
  - (b) be available for the meeting as soon as is practicable for the student, the parent or legal guardian, and the principal.
6. As a consequence of a stand-down meeting, if the principal is satisfied that there are no reasonable grounds for the stand-down the principal will—
  - (a) ensure that the stand-down is withdrawn; and
  - (b) ensure that the student, and anyone told of the stand-down under paragraph 1, is told that the stand-down has been withdrawn.

## Provisions for Suspension

### Notice requirements for suspending a student

1. If the student has been suspended then the principal will, immediately after the student is suspended, tell the board, a parent or legal guardian and the residential caregiver (if any) of the student—
  - (a) that the student has been suspended; and
  - (b) the reasons for the principal's decision.

### Student attendance while on suspension

2. If the student has been suspended, then the student does not have to, and is not permitted to, attend the school while suspended, however -
  - (a) the principal may allow the student to attend the school if the principal reasonably considers the student's attendance is appropriate;
  - (b) the principal may allow the student to attend the school if the student's parents request that the student be permitted to attend the school and the principal considers the request is reasonable.

### Board meeting concerning suspension

3. If the student has been suspended, the student, the student's parents or legal guardian, and their representatives are entitled to attend a meeting of the board and speak at that meeting, and to have their views considered by the board before it decides whether to lift or extend the suspension or exclude the student and terminate the contract of enrolment.
4. The board will ensure that a student who has been suspended, and the student's parents or legal guardians are given the following as soon as practicable after the suspension:
  - (a) written notice of the time and place of the suspension meeting; and
  - (b) written information about the options available to the board under paragraph 3 to deal with the suspension at the suspension meeting.
5. The board will ensure that the following material is given (in writing) to the student and the student's parents or legal guardian within the time specified in paragraph 6:
  - (a) information on the procedures the board follows at suspension meetings; and
  - (b) advice that the student and the student's parents, legal guardians or representative may attend the meeting and speak at it about the suspension; and
  - (c) information contained in the following material that, in the board's opinion, it would have no ground to withhold if the student made a request under the Privacy Act 1993 for:
    - (i) the principal's report to the board on the suspension; and
    - (ii) any other material about the suspension to be presented by the principal or the board at the meeting.
6. The material referred to in paragraph 5 must be given to the student and the student's parents, legal guardian or representatives in time to reach them at least 48 hours before the meeting (or within a shorter time agreed by all the parties).

### Adjournments to consider new information

7. The board will adjourn a suspension meeting if the student, a parent or legal guardian of the student, or any member of the board asks the board to do so if the person making the request needs time to consider new information, being any information—
  - (a) that is referred to at the suspension meeting; and
  - (b) that is either—
    - (i) information that was not given, under paragraph 5, to the person making the request; or
    - (ii) information that is new to the person making the request for some other reason.
8. In deciding on the period of the adjournment, the board must have regard to the amount of time that the person making the request needs, in that person's particular circumstances, to consider the information.

### Board's decision at suspension meeting

9. Before deciding at a suspension meeting whether to lift or extend the suspension or exclude the student and terminate the contract of enrolment, the board must—
  - (a) have due regard for all of the circumstance relevant to the suspension; and
  - (b) consider each option available to it.
10. The board may—
  - (a) require the principal, the student, the student's parents or legal guardian, any representative of the student, and any representative of the parents or legal guardian to withdraw from the meeting while the board makes its decision; or
  - (b) ask the principal, the student, the student's parents or legal guardian, and any representatives of the student and the parents or legal guardian to stay at the meeting while the board makes its decision.
11. Before making its decision, the board may try to get all the parties at the meeting to agree on what the decision should be.
12. The board must record its decision, and the reasons for it, in writing.

### Board's powers when student suspended

13. If a student has been suspended, the board may—
  - (a) lift the suspension at any time before it expires, either unconditionally or subject to any reasonable conditions the board wants to make;
  - (b) extend the suspension conditionally for a reasonable period determined by the board when extending the suspension, in which case paragraph 14 applies;
  - (c) if the circumstances of the case justify the most serious response, exclude the student from the school and terminate the contract of enrolment.
14. If the board extends a suspension conditionally, the board may impose reasonable conditions aimed at facilitating the return of the student to school and will take appropriate steps to facilitate the return of the student to school.
15. If a student fails to comply with any condition imposed under this paragraph in respect of the lifting or extension of the suspension, the principal may request the board to reconsider the matter and the board may confirm or reverse its earlier decisions or may modify its earlier decisions by taking any action specified in paragraph 13 (a) to (c).
16. If the board has not sooner lifted or extended the suspension or excluded the student under paragraph 13(c) and terminated the contract of enrolment, the suspension ceases to have effect—
  - (a) at the close of the 7th school day after the day of the suspension; or
  - (b) if the suspension occurs within 7 school days before the end of a term, at the close of the 10th calendar day after the day of the suspension.

### Extended suspension

17. The board will monitor the progress of the suspended student by ensuring that it receives, at each regular board meeting after the suspension, a written report on whether the student is meeting the conditions imposed and progressing with any educational programme provided.
18. The principal must ensure that the student and a parent of the student are given a copy of any such report as soon as practicable.

### Student failing to comply with conditions

19. If the board agrees to a request made by the principal under paragraph 15, the board must hold a reconsideration meeting about the student's case.
20. The meeting must be held—
  - (a) within 7 school days of the request; or
  - (b) if the request is made within 7 school days of the end of term, within 10 calendar days of the request.

### Information about reconsideration meeting

21. If the principal makes a request under paragraph 15 that the board reconsider the suspension then the board will ensure that the student, and a parent or legal guardian of the student is given written notice of the time and place of the reconsideration meeting as soon as practicable after the board decides to hold the meeting.
22. The board will ensure that the following material is given, in writing, to the student and the parent within the time described in paragraph 23:
  - (a) information on the procedures the board follows at reconsideration meetings; and
  - (b) advice that the student, a parent or guardian or representative may attend the meeting and speak at it about the reconsideration of the suspension; and
  - (c) information that, in the board's opinion, it would have no ground to withhold if the student made a request under the Privacy Act 1993 for:
    - (i) the principal's report to the board on the reconsideration of the suspension; and

- (ii) any other material about the reconsideration of the suspension to be presented by the principal or the board at the meeting.

23. The material must be given to the student and the parent at a time that enables it to reach them at least 48 hours before the meeting (or within a shorter time agreed by all the parties).

## **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 Greenhithe 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 Greenhithe 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 Greenhithe School.

## **9. ADDITIONAL NEEDS AND PROVISION**

If at any time it is believed that an International Student requires additional needs or provision, 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 changes.

Students and parents may experience a range of problems and difficulties. This is normal. Any problem should firstly be taken to the Director of International Students. 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 for long term students. Reports will be sent home with the child and emailed or posted to parents and/or agents (if applicable). Short term students may receive weekly updates from their ESOL tutor, noted in their ESOL writing book.

## **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/Supervisor

No International student of Greenhithe 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, including temporary residents who will be residing at the same accommodation as the student for five or more consecutive nights. A full risk assessment will take place within three years after the date of the latest safety check.

The School will provide guidelines to the caregivers and the students and outline the divisions of responsibility between the School and the caregiver to ensure the safety, health and wellbeing of the student.

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 must provide proof of identity and those who are not New Zealand citizens must provide copies of their passports and valid visas.

If the student is in the care of a residential caregiver, such as a DCG or homestay, Greenhithe School will ensure that a plan is in place, agreed with by the student's parent or legal guardian, for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian, or another person approved by the parent or legal guardian, for (i) each transfer that occurs during the period of enrolment; and (ii) the transfer that occurs at the end of enrolment. Greenhithe School will ensure that the parent or legal guardian is notified of each transfer plan.

##### **a) Homestay**

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

Homestay payment is payable in advance to Greenhithe 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 the departure date is confirmed. Greenhithe School can only guarantee accommodation for visa purposes for the number of weeks' homestay fees have been paid for in advance.

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

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



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

i) The parents of the student must fill out and personally sign the International Student Enrolment Application form and include all details of the DCG 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 to obtain information that is relevant to a risk assessment, further supporting information and/or evidence of nature of the close relationship or friendship. Our Designated Caregiver Agreement must be signed by the DCG and the Director of International Students to ensure both parties are clear on their responsibility.

ii) Safety checks undertaken by Greenhithe School will include confirmation of identity, including copies of passports and visas of non-NZ citizens, and a reference check that includes contacting at least one of the following persons or bodies for the purpose of obtaining information that Greenhithe School considers relevant to a risk assessment:

- a) the Designated Caregiver's current or previous employer, professional body or registration authority.
- b) the licensing authority that is relevant to the DCG's business or professional activities.
- c) a person who is not related to the DCG.

iii) An interview in the home of the proposed DCG will be conducted to obtain information that Greenhithe School considers relevant to a risk assessment and the home 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 may necessitate a new DCG being appointed for the period, as per all DCG regulations.

iv) The DCG arrangement cannot change until Greenhithe 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.

The risk assessment will take into account all of the information that was obtained under sub-paragraphs (i) to (iv), to determine whether the DCG poses a risk to the safety of the student. A full risk assessment will take place within three years after the date of the latest safety check.

## **c) Parent/Supervisor**

A parent is the student's legal guardian. A supervisor is a person travelling with, and accompanying, the international student for the purpose of supervising them during the student's educational instruction and not a resident of New Zealand.

A parent must complete our Supervisor Agreement to provide Greenhithe School with written agreement that the School is not responsible for the student's day-to-day care when the student is in the custody of that supervisor.

Students living with parents or supervisors must still be monitored by the School. At no time can a parent or supervisor 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 or supervisor, then the parent or supervisor 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 or supervisor leaves a student unsupervised in New Zealand that student will lose their place at the School and New Zealand Immigration will be informed. Parents and supervisors 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.

Greenhithe 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 to/from New Zealand.
- 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) Cover the student for travel costs, medical care and costs associated with repatriation, expatriation and funeral expenses.
- i) Include disruption to travel plans.
- j) 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.

No refund will be made to an International Student who withdraws or transfers to another school.

## **19. CHANGE OF STATUS**

International Students are able to change to domestic status while enrolled at Greenhithe 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. There is an additional fee applicable for this service.

## **21. SCHOOL UNIFORM**

Students at Greenhithe School must wear the correct school uniform. During Orientation the international staff will assist students to purchase the appropriate items of uniform. We have uniform available on site.

Girls: Greenhithe School navy skirt or pants, Greenhithe School green polo shirt, black socks.

Boys: Greenhithe School navy shorts or pants, Greenhithe School green polo shirt, black socks.

Boys and Girls Terms 1 & 4: Greenhithe School navy bucket hat, Terms 2 & 3: Greenhithe School navy and green 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 Greenhithe School for long term students. If you are interested in participating, please state these in the International Student Enrolment Application:

Swimming – Terms 1 & 4

Flippa Ball (junior water polo) Terms 1, 2, 3 & 4

Basketball – Terms 1, 2, 3 & 4

Chess Club

Choir

Cross Country – Term 3

Drums, Guitar, Keyboard

Hockey – Terms 2 & 3

Kapa Haka

Netball – Terms 2 & 3

Rippa Rugby – Term 3  
School Band  
Athletics – Term 4  
Touch Rugby – Term 4