



**SPRINGBANK SCHOOL**



*International Student*

# **Policies & Guidelines**

[www.springbank.school.nz](http://www.springbank.school.nz)

# International Student Policies and Guidelines

Before you complete and sign the Application and Tuition Agreement forms, please carefully read this International Students Policies and Guidelines Document, and the summary of The Code of Practice 2016 <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

You must sign the Application for Enrolment Form to confirm you have read this document and have understood and accepted all provisions as set out in all documents.

## General Definitions referred to in the Code of Practice 2016

Please refer to Springbank School's website link under International, to access the Code of Practice 2016, Part 2, page 4, General Definitions.

### 1. Selection

Selection will be made by the International Student Director. Students from as wide a range of countries as possible will be recruited so that many cultures are represented. Offers are based on an assessment of the extent to which Springbank School can meet the needs of the prospective student. The School reserves the right to cancel an Offer of Place and refund fees paid to the School in the event that any adverse comment is made from the applicant's previous school or from any of the applicant's recommendation letters. Failure to disclose relevant information or the provision of false information may result in termination of enrolment. The application fee is non-refundable.

### 2. Testing

The School may test International Students on arrival at the School to help determine placement.

### 3. Placement

The School will issue an Offer of Place to a selected student, but the level of study offered is an indicator only. The School has the right to place the student in appropriate subjects and year levels. Selection and placement are conditional upon the School being able to meet the needs of the student. Students entering

the School as International Students must have the prior learning necessary and the intellectual and emotional capacity to cope with study in New Zealand in English at the level enrolled in. Quality applicants are sought whose proficiencies, attitude and career intentions are matched by the opportunities Springbank School offers. The School may provide a minimal number of ESOL teaching hours at its own discretion if a student's English proficiency requires initial support, however if their English proficiency level is significantly below their level to cope in the classroom then the School will decide whether the student remains enrolled at Springbank or whether the student continues with parent-paid teacher-aid and/or ESOL teacher support.

Generally students are placed with their age group level.

#### **4. Enrolment Conditions**

Upon enrolment at the School, all international students will abide by all Springbank School policies and procedures. Expectations are explained at Orientation.

Enrolment as an International Student at Springbank School shall be terminated:

- a) At any time by agreement between the parties; or
- b) By Springbank School if the student fails to pay fees in advance, or fails to abide by School policies and procedures, by the same conditions as for domestic students, or fails to abide by the conditions of the International Student Tuition Agreement; 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.

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

#### **5. General Information**

##### **Liaison with the School**

The International Office welcomes contact with parents. Parents may contact the International Student Director about any school matters that concern them. Teachers are available on Parents' Evenings held throughout the year. Regular newsletters are posted on the Springbank School website. These contain information about School activities, term and examination dates and other matters of interest to parents or caregivers.

### Contact Information

The School appreciates having up to date information on all students. In some cases the International Student Director may need to contact parents or caregivers during working hours.

Please inform the International Office when addresses or telephone numbers change.

### Absences

The Education Act does not allow for holidays in school time, shopping or looking after other members of the family. The school attempts to meet any reasonable requests from parents or caregivers for leave, but senior students need to be aware of the restrictions associated with internal assessment if the student intends to sit examinations.

## 6. Springbank School Discipline Policy

We have a discipline system in place to ensure the school runs smoothly. It is based on self-discipline and consideration for others. This is available on request from the International Student Director. This Discipline Policy is given to each international student at Orientation as a hard copy within the Springbank School Student Planner Diary. Please ensure you have read it carefully and sought clarification if you need it.

Please note students in homestay accommodation must also abide by the rules as outlined in the Accommodation Guidelines for Homestays document.

### Misconduct Policy

The disciplinary procedures outlined in the Springbank School Discipline Policy and the Education Act 1989 shall be applicable for all serious misconduct that is alleged to have occurred both inside and outside of the school. In addition to the student's parents being part of the disciplinary process (as per Springbank School's discipline policy), the designated caregiver, homestay caregiver, or International Student Director (or their representative) may act as a support person for the student.

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

All Springbank 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 Springbank School contact person.

## 8. Support Services

Many staff provide support and help for International Students. Guidance Counselors and Careers Advisors help students with personal and career issues, choices and applications.

## 9. Additional Needs

If at any time it is believed that an International Student is at risk, the matter will be referred immediately to the Principal where all appropriate policies and procedures will be followed.

## 10. Communication, Complaints & Concerns

If students or parents experience any problems or difficulties, they should contact the International Student Director in the first instance and the School Principal if the situation hasn't been resolved. We much prefer to solve any issues internally through the School's key personnel and we aim to ensure that all situations are resolved this way. The School adheres to the New Zealand Code of Practice 2016. An external grievance process operates through the Ministry of Education's website [www.nzqa.govt.nz](http://www.nzqa.govt.nz) For possible breaches of the Code of Practice, students can access assistance through NZQA and the appointed operator iStudent Complaints. An alternative process is through the International Student Contract Dispute Resolution Scheme (DRS), if students feel that the DSR rules have been breached. Students are advised of this procedure at Orientation.

All students are also given a copy of their Tuition Agreement at Orientation.

The International Student Director formally interviews individual students on a regular basis and also communicates with students informally to ascertain their wellbeing. The School welcomes direct communication from parents via phone, email, letter or visits. The School will communicate with parents via letters and newsletters on a regular basis. The website will also contain up to date information.

## 11. Academic Progress & Reporting

Written progress reports are issued twice yearly to parents.

## 13. Authority & 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 International Student Director to advise the student's caregiver of all matters and information required to be provided to parents of any student under the laws of New Zealand. The parents irrevocably authorize the School to obtain information regarding the student from the homestay or caregiver. The parents agree to appoint the homestay or caregiver as their 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 2016 and Guidelines, the International Students' Office of the School upon or 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 Springbank 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 excluding International Students (excluding the student's parents) and the results of this Police vet must be satisfactory to the School.

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 approved by the School according to The Code of Practice 2016 guidelines on accommodation. Any changes must be negotiated with the International Student Director beforehand. Failure to comply with this requirement may lead to a cancellation of the student visa. 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 Springbank School. The School will pay the homestay caregiver each fortnight, 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 the final departure date is confirmed. Springbank School can only guarantee accommodation for visa purposes for the number of weeks' homestay fees have been paid for.

On written request Springbank 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)**

The parents of the student must fill out and personally sign the International Student Application 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, 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 Springbank 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 and understand that Springbank School will endeavour to provide care and welfare of their child while studying in their school. Should a parent have any concerns regarding the welfare of their child, Springbank School may refer the child to the relevant welfare authorities, or any other appropriate agency in New Zealand.

### **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 to the school at short notice on school matters. Parents must follow all the policies of the School at all times. Birth Certificates and copies of passports and visas are required to verify parent status.

## 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.

## 16. Agreement (Application for Enrolment & Tuition Agreement Documents)

- a) Notices given under this agreement must be in writing and given to the addresses set out in the application forms. Those sent by post shall be deemed to have been received ten working days after posting.
- b) This document contains all of the terms, representations and warranties made between the parties and supersedes all prior discussions and agreements covering the subject matter of this agreement.
- c) It is acknowledged that all relevant provisions of the Education Act shall apply to the student in New Zealand. When standing down, suspending, excluding, or expelling an international student, Springbank School will comply with Section 35A of the Act for independent schools.
- 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 majeure in 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.

## 17. Privacy, Information

The parents and the student acknowledge that:

- a) Personal information disclosed in the International Student Application will be held by the International Office and will be used for communication to the parents. If any information (i.e. address) changes, please notify the International Office accordingly.
- b) All personal information provided to the School is collected and will be held by the School at the International Student Office.
- c) If the student/parents fail to provide any information requested in the International Student 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.



## 18. 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 [www.moh.govt.nz](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 [www.acc.co.nz](http://www.acc.co.nz).

### Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while studying in New Zealand. This is a requirement under The Code of Practice 2016. 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 2016. 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.

### 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, prior to enrolment, 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.

## 19. Fees

The schedule for International Tuition Fees and associated costs for international students is accessible at <http://www.springbank.school.nz/international/enrolment>. These fees paid to the School are secure and protected.

## 20. Refund Policy

If the student voluntarily 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, such as a death of an immediate family member. The parents should write to apply to the International Student Director explaining what the exceptional circumstances are; however, the School's decision is final.

If the application is made before the start of the course, fees will be refunded less:

- a) An administration fee
- b) Components of the fee already committed for the duration of the course, including appropriate portions of salaries of teachers and support staff (if applicable)
- c) Any other costs already incurred

No refund will be made to a student who is excluded from the School. No refund will be made to an International Student who changes visa status to one which entitles them to regular/domestic student status.

Please note the balance of homestay money will be refunded back to the parents' bank account in full at the time the student signs out of Springbank School.

If an international student's visa application is declined and the student is unable to gain a student visa for study in New Zealand, a refund of fees paid will be paid, less a \$500.00 administration fee.

In the following circumstances, the balance of the student's fees paid for services not delivered or the unused portion of fees, will be refunded either to the student or the student's parent or legal guardian, or if directed by the student or code administrator or the agency responsible for fee protection mechanisms, will be transferred to another signatory as agreed with the student or the student's parent or legal guardian, if:

- a. The signatory (Springbank School) ceases to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency.
- b. The signatory ceases to be a signatory or ceases to be a provider.

## **21. Change of Status**

If a student enrolls as an international student, international student fees apply for the full year regardless of obtaining New Zealand residency. If students change to domestic status while enrolled at Springbank School, all normal conditions of enrolment must be met. 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.

## **22. Travel & Holidays**

Parents are welcome to visit their child while studying in New Zealand. The International Office can assist in any documentation required.

International students are encouraged to travel within New Zealand during school holiday time:

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

We do not recommend a return to the home country in the short holiday breaks. International students are not permitted to leave school before the end of term to travel home and must ensure they are back in New Zealand in time for the start of the new term. All holiday and travel arrangements must be approved by the International Student Director. All Code regulations must be met. Forms are available from the International Office.

Homestay payment will be \$10 per night while students are absent for more than 5 days, as long as two weeks' notice has been given.

International students are not allowed to travel independently while they are studying at Springbank School. This is a condition of enrolment. Upon arrival at Bay of Islands Airport, students will be met by one of our staff and taken to their homestay family. When students depart from Bay of Islands they will need to make their own travel arrangements with their homestay family.

### **23. Work**

Springbank School will give written permission for part-time work (a maximum of 10 hours per week) for Year 12 and 13 students only. A Variation of Conditions to a student permit will need to be applied for. Go to [www.immigration.govt.nz](http://www.immigration.govt.nz) to view the detailed requirements of the New Zealand Immigration Service. Students will need to show they are making and maintaining excellent academic progress, have excellent attendance and have made satisfactory transport arrangements to and from work. Springbank School requires written confirmation from both parents and agent prior to applying. Springbank School staff may visit the workplace. A breach of any of these guidelines will place a student's visa and/or study permit at risk and/or will lead to disciplinary action by the School.

### **24. School Uniform**

There is no set uniform at Springbank. Our expectation is that all students will dress neatly, be clean and tidy and take pride in their appearance. Refer to Springbank School Student Planner for full dress code. This planner is given to International Students at Orientation.

### **25. Orientation**

The School will provide a comprehensive programme to help students adjust to life at Springbank School. All students must attend an orientation at enrolment – this happens on the first day of school. This programme will include information and advice on Springbank School's policies and procedures including communication channels, school services, facilities, student health & safety, termination of enrolment conditions and grievance procedures within the school and externally. The International Student Director will ensure that each student has her 24/7 emergency contact details and procedures for communicating with her while at the school. This orientation information is also available to the student's parents, legal guardian or residential caregiver on request to the International Student Director.

### **26. Driving Policy**

If an international student wishes to drive a car while they are in New Zealand, they must satisfy the following:

- a) They must have obtained a New Zealand drivers licence (and drive within the conditions of that licence).
- b) They must provide Springbank School with written permission from both their parents and their homestay parents or designated caregiver.
- c) They must receive permission from the International Student Director in writing.

All provisions of Springbank School's Car Travel Policy will apply at all times.

## **27. ICT Use Agreement**

Students may bring their own laptops to school. Prior to being given access to the school network, they must sign Springbank School's Digital Citizenship Agreement and they must adhere to our Digital Device User Policy (both available on request from the International Student Director).

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.

## **28. Annual School Calendar**

This is available on the school website <http://www.springbank.school.nz/newsevents/calendar>

## **29. Extra Curricular Activities**

There are many outdoor adventure activities, sports and cultural activities available at Springbank School and in the wider Bay of Islands area. For a comprehensive list of activities please refer to the website under International, to access the International Student Booklet. We will endeavour to cater for any particular interests which you have mentioned in the International Student Application.

## **30. Subject Choices**

Springbank School offers the highly-regarded Cambridge International Curriculum (CIE) which is internationally moderated and marked. The range of subjects available can be accessed on our website <http://www.springbank.school.nz/our-school/senior-school>. Student courses are subject to timetabling constraints, particularly when subjects are chosen from more than one year level. Please discuss with the International Student Director if you wish to sit the formal Cambridge International Examinations and be accredited with this formal qualification. There is a cost for sitting these CIE examinations. Please ask the

International Student Director for the up to date examination fees. More details of CIE course content, examination prescriptions and qualifications can be found at [www.cie.org.uk](http://www.cie.org.uk)

Springbank School staff are qualified in specialist subjects at senior level and teach within relevant specialist facilities. Refer to <http://www.springbank.school.nz/our-school>, for further specific information regarding staffing, facilities and resources.

### **Education Review Office (ERO) –Quality Assurance**

Every school in New Zealand is reviewed every three years to give a quality assurance report which is made public. Springbank School's ERO reports have all been very positive. The latest ERO report can be accessed at <http://www.springbank.school.nz/our-school/ero-report>.

We hope that this information has been helpful. If you have any further questions or would like something clarified, please contact our International Student Director. We look forward to hosting you at Springbank School.