

INTERNATIONAL STUDENT INFORMATION HANDBOOK



Student Name:



qjhsnz
www.qjhs.school.nz

CHECKLIST FOR STUDENTS ENROLLING AS INTERNATIONAL STUDENTS

Preferred Name: _____

Date of Enrolment: _____

Date of Orientation: _____

*Please check that these requirements are completed and understood during enrolment and orientation process.
Using this checklist should help you with your Visa application.*

Enrolment Process

- Copy of Passport and recent school report sent to school office
- Enrolment form completed by applicant and submit to online: <https://ajhs.enrol.school.nz/>
- Student's Interview
- Parent contacted through phone, fax or e-mail - if not at enrolment (this may be through the school's agent)
- Copy of Birth Certificate or Family Certificate submit to online
- Legal caregiver to sign Tuition Agreement, Health & EOTC Form and sent to school's office
- Grievance procedures discussed
- Medical Insurance and advice given (insurance required from a New Zealand company - already covered for accident ACC but not for dental, medical care or pregnancy)
- Legal requirements for accommodation / homestay forms completed
- Fees paid and receipted

After Enrolment

- Approved Student Visa to be received by Student Administrator
- Purchase school uniform
- Pre English and Mathematics assessment

First Week of School

- Orientation with International Whanau Leader
- English oral language assessment
- ESOL Class placement
- Timetable issue

STUDENT FEES AND ASSOCIATED COSTS

Administration Fee (non-refundable & yearly) **NZ \$1500** (incl' GST)

Fees include:

- School Admin
- Uniform (basic start-up uniform, shoes are not included)
- Welcoming pack (start-up stationary, student organizer * Students required to get subjects stationary at their own cost)
- School ID card
- School Yearbook

Government Levy NZ \$440.22 (incl' GST)

Yearly Tuition Fee (payable in advance) of NZ \$14,810.00 (incl' GST)

Rate one Term NZ \$3,550.00 (excl' GST) & Government Levy NZ \$11.30 per week + Administration fee (may need to be discussed with International Student Director)

This covers: Classroom tuition, core curriculum school activities (except Camps and Optional Costs) and ESOL Tuition (If required)

- Please note: International Students are not required to pay School Donation
- Please note: Any student whose enrolment is not completed at the end of the 1 Month conditional period will not be guaranteed placement.
- Please note: Students wishing to be considered for Enrichment Classes must enroll before October of the calendar year and complete entry tests.

Additional Compulsory Costs

(These compulsory costs vary according to the year level of the students)

- Medical and Travel Insurance depending on the policy selected
- Stationary (Subjects)
- Personal photocopying (black / white & color)
- Travel to, from and within New Zealand

Optional Costs

- Yearly Camp Fee
- Overseas trips
- Music lessons
- Music instrument hire
- Sports registration fee
- Sport uniform hire
- Homestay accommodation fee NZ \$320.00 per week
- Homestay placement fee (NZ \$450.00 per year)
- Designated Caregiver application fee (NZ \$250.00)
- Homestay placement fee (NZ \$150.00 at third placement)

It is understood that all students will participate fully in all aspects of Albany Junior High School life.

CONTENTS

Section One: Enrolment Procedures

1. Prime Condition of Enrolment
2. Accommodation
3. Medical and Travel Insurance
4. School Reports/Referee's Reports
5. Application Requirements and Procedures
6. Procedures upon Receipt of an Application
7. Conditions of Acceptance
8. Student Fees and Associated Costs

Section Two: School Information

1. Curriculum Programme
2. Orientation Programme and Support Services
3. Facilities on Offer
4. Code of Conduct
5. School Rules
6. General Information
7. What do I do if I have a Grievance?

SECTION ONE: ENROLMENT PROCEDURE

1. Prime Conditions of Enrolment

Albany Junior High School (AJHS) has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). Copies of the Code are available on the New Zealand Legislation website: https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

2. Accommodation

AJHS requires that all International student live in one of the following types of accommodation

I. Living with parents

ii. Students living with designated caregiver chosen by their parents / legal guardians subject to approval by the Ministry Of Education (MOE). All accommodation and designated caregivers must be approved by the school's designated persons, as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

- An Indemnity Form must be signed by International Student's parents / legal guardians stating that the designated caregivers are 'bona-fide' relatives or close friends
- The caregivers must sign a caregiver's agreement with the school
- Caregivers and all residents over the age of 18 must be police vetted by the New Zealand Police
- AJHS recommends that caregivers should not be an International Student's agent
- AJHS does not allow caregivers to look after more than three long term students at one time - please discuss with International Department if necessary

iii. To start the process of a homestay placement organized by the school, as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) , the following applies:

- An application must be made to the school for the homestay placement
- The student's parents must complete an application form with the school
- School homestay caregivers and all residents over the age of 18 must be police vetted by the NZ Police

IV. No flatting allowed

Please note:

- Caregivers must have a Work Visa, Residency or NZ Citizenship to be considered for a school homestay
 - Please discuss with International Department if necessary.
- AJHS recommends that students do not stay with Agents who charge separate Guardian Fees and Homestay Fees.

3. Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance for the period of their Visa (see Medical and Travel Insurance Policy)

Please note: From 1 January 2022, there are greater requirements on signatories regarding insurance for international students studying for two weeks or longer. International students may not be entitled to publicly funded health services while in New Zealand, so may be liable for the full cost of any treatment.

Appropriate insurance is, therefore, required in order to meet any health costs that may arise. Schools must ensure that students have appropriate insurance (see Outcome 3 – Offers, enrolment and contracts, section 16(5) (a-d) of the Code Of Practice). Students and families are able to provide their own insurance cover, however, in this situation. Details of the cover available under those policies should be provided in English to ensure the policy meets the requirements set out In the Code.

AJHS may also purchase insurance on behalf of students through New Zealand-based insurance providers. Full details on entitlements to publicly funded health services are available through the Ministry of Health at www.health.govt.nz

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but international students may still be liable for all other medical and related costs. For more information, go to www.acc.co.nz

Purchasing Insurance Abroad

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. 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.

It is 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. In order to “future proof” policies, sums insured of one million dollars plus are recommended. 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.

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

- a) 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.
- b) 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 Poor's, or B+ from AM Best.

Travel and Holidays

Parents are welcome to visit their child while they are studying in New Zealand. International students are encouraged to travel within New Zealand during weekends and term holidays, however, we do not recommend a return to the home country in the two-week term breaks.

International students are not allowed to travel independently while they are studying at Albany Junior High School. It is a condition of enrolment that students can only travel:

- With their host families
- With school-organized groups
- On trips and activities organized by their agents or by approved student travel companies
- With their parents International students must ensure they are in NZ in time for the start of the each term and are not permitted to leave school before the end of term.

All holiday/travel arrangements must be approved by the International Department and permission must be given by parents. 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 in writing to the accommodation coordinator. If students return home during the Christmas holidays the maximum holding fee charged will be \$600.

4. School Reports

International students must provide AJHS with copies of their latest school reports from their previous school. Students with specific educational needs, which are not disclosed at enrolment, risk termination of their enrolment without refund.

5. Application Requirements and Procedures

The applicant must submit the Declaration form and produce the following documents before application can be processed:

- a. Passport (Student's and parent's if both staying in NZ)
- b. Copies of previous year's school reports with verified English translations
- c. Evidence of NZ medical and travel insurance
- d. Completed Designated Caregivers Indemnity form (if applicable)
- e. Completed Albany Junior High School Homestay Application form (if applicable)
- f. Student / Tourist Visa (if required)
- g. Information regarding any medical conditions, behavioral problems or learning difficulties (please note; if information is withheld, these are terminating the enrolment without refund)
- h. Fees paid
 - Administration Fee (NZ \$1500.00 non-refundable) for Conditional Offer of Place
 - Tuition Fee paid to guarantee an 'Unconditional Offer of a Place'
 - Homestay Fee paid to guarantee an Accommodation
 - Government Levy

6. Procedures upon Receipt of an Application

Students Interviewed (two options, see below)

If the Student is overseas: (It is recommended that an agent is used to support that family through the process)

1. Documents are checked and assessed
2. The parents will be informed of an interview time & interview the student.
3. Conditional Offer of a Place (Valid for one month from date of issue) is made when Administration fee is paid and receipt is issued (Fee payment by Bank transfer into School Account is recommended)
4. Final payment received (receipt issued)
5. Evidence of NZ Medical and Travel Insurance sighted
6. The school has a copy of appropriate passport documents
7. An Unconditional Offer of a Place can now be issued

If the Student is in New Zealand:

On receipt of completed enrolment application, the parents will be informed of an interview time.

This interview will involve:

- The prospective student and parents
- The designated caregiver (if applicable)
- Interpreter (if required)
- Staff member from the AJHS International Department

The interview will consist of:

- Tour of the school (on request)
- Explanation of the condition of acceptance (See 7. Conditions of Acceptance)
- Classroom and daily programme explanation
- Initial assessment of the level of English and Mathematics (further testing will take place once school commences)
- Insuring the parents understand the Code of Practice
- Explanation of the designated caregiver's role and responsibilities (if applicable)
- Making an appointment time to visit the home of the designated caregiver.
- Stationery list supplied

1. Parents will be informed of the school's decision within 7 days of the interview
2. If there are no current available places, parents will be notified and will be given the option of being placed on a waiting list.
3. When a place becomes available, parents notified and will be given 14 days to accept or decline the placement
4. Placement in a particular year level or class is at the discretion of the Principal. This may be dependent upon age, class numbers, English language proficiency and any other school assessments.
5. If application is accepted, parents have 14 days to accept the placement by paying the fees.
6. Once the fee has been received and receipted by the school, an 'Unconditional Offer of a Place' letter will be given to

attend AJHS.

7. Conditions of Acceptance

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fee refund policy and other school policies also apply.

1. for International Students:

The school provides ESOL lessons as part of the school's programme.

Foundation English level students;

- May require the student to study at a lower Year level
- May require a Teacher Aid at school (at parent's expense)
- May require withdrawal from Mainstream classes

The school reserves the right to adjust placements and individual programmes at any time, if it is in the student's interests to do so.

2. Students and parents / legal guardians must accept and abide by AJHS rules regarding behavior and conduct That apply to all students. Unacceptable behavior may result in the termination of tuition without refund
3. The student must observe the laws of New Zealand
4. Students must observe the conditions of their Student Visa. If a student breaks the terms of their Visa, the school will report this to the New Zealand Immigration Service which may result in the student having to leave New Zealand
5. The student will attend the school on all occasions when it is open unless prevented by illness or any other urgent cause. The school must remove a student when they have been absent for 20 consecutive school days without explanation
6. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies)
7. All additional costs (as outlined in this handbook) will be paid promptly, as required
8. The conditions of the fee refund must be accepted
9. All students are required to have a New Zealand travel and Medical Insurance for the period of their Visa. The school will keep a record of the policy number
10. All International Students must live in one of the following types of accommodation (see Prime Condition of Enrolment)
 - With their parents or legal guardians (proof of legal guardianship must be supplied)
 - With the designated caregiver
 - With homestay family
11. International Students at AJHS are not allowed to own or drive motor vehicles
12. All disputes will be dealt with in New Zealand Law
13. The school's compliance procedure for International Students will be used to deal with grievances
14. The students and / or parents will provide academic, medical and behavioral and other information that is relevant to the well-being and course placement of the student.
15. Change of student's, parent's or caregiver's details: the parents must inform the school of their address, telephone numbers, fax number and e-mail address. The student and / or parents will advise the school of any change in type Of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any changes in contact details of the student and / or parents.

SECTION TWO: SCHOOL INFORMATION

1. Curriculum Programme

Programmes at AJHS commonly feature the following:

- Visible Learning - where teachers look for evidence of their impact & act to solve issues
- Learning activities in which students investigate issues and solve problems of interest to them
- A balanced curriculum which emphasizes discovery and exploration
- Encourage higher-order-thinking as keys to successful learning
- Opportunities to see the relevance of learning by applying it in a practical way to solve real problems
- Learning activities and experiences (both in and outside the school) which enable all students to succeed regardless of previous achievements
- Schemes that encourage creativity and the opportunity to capture the teachable moment when it arises
- Students are encouraged to become independent learners. We endeavor to provide them with the necessary knowledge and skills to achieve this

Teachers adapt the programme to the students' needs and ensure the curriculum focus for each student is on personal development as well as academic achievement.

We focus on educating the whole child, emotionally, intellectually, socially and personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

Subjects Offered

Albany Junior High School is a public or state school. It offers programmes in all areas of the New Zealand Curriculum. This includes:

1. English: Oral, written, reading, visual and listening. Media Studies (Optional for Year 9 and 10 students)
2. Mathematics: Mathematics
3. Science: Science, Human Biology, Environmental Science, Forensic Science (Year 10), Environmental Science (Year 9 and 10 optional)
4. Social Studies: Social Studies, Geography, History / Tourism and Business Studies
5. Health & Physical Education: Health, Physical Education, Outdoor Studies, Education outside the Classroom, Sports Science and Sports Academy
6. Technology: Fabrics, Food, Constructive Technology, Digital Design, Digital Technology
7. The Arts: Visual Arts, Music, Drama, Dance, Graphics Design, Photography
8. Languages: Japanese, Spanish, Mandarin, French, the Reo Maori, ESOL

Details of the New Zealand Curriculum can be found on the Ministry of Education's website www.minedu.govt.nz

English Studies for Speakers of other Languages (ESOL)

Students at AJHS will also be offered a special ESOL programme to improve their English. Year 7 & 8 students are withdrawn from their normal teaching classes to take part in these ESOL lessons.

To leave the ESOL programme, students must comply with the following criteria:

- a. Have a reading age within 1 year of their chronological age, or for students older than 12 years of age, a reading age equivalent to a 13 year old.
- b. Achieve 3 scores in Writing at Stage 3 (according to the ELLP syllabus assessments) in different genres
- c. Oral language scores at Stage 3 (according to the ELLP syllabus assessments)

In their ESOL portfolios the students have a record of their progress. Portfolios are updated throughout the year. Their teachers must also agree that the students are competent enough in class to survive without ESOL classes. Any student who leaves ESOL is welcome to return if they, or their teacher, feel there is a need.

Other Learning Opportunities

AJHS offers a new range of learning opportunities to meet the broadening interest and developmental requirements of the pre-adolescent.

Cultural Programmes

- Instrumental Tuition
- Choir
- Band
- Jazz / Concert / String / Drumming / Keyboard
- Arts Festival / School Production
- Festivals in Dance, Speech, Drama
- Variety Concert
- Cultural Groups

Sports Programmes

- Lunchtime Inter-Whanau Sports
- Saturday Sports Competition (Hockey, Netball, Rugby, Cricket, Softball)
- Inter-School Sports Events (Zone days)
- Sports Exchanges (local and overseas)
- Rugby
- Water Polo
- Golf
- Festivals in Swimming, Athletics, Cross Country
- Basketball

Children with Special Abilities

- National / International (English, Mathematics & Science Competitions)
- Literature Quiz
- Science and Technology Challenges
- Dance Competition
- Art Exhibition
- Music performances to the public
- ICT

Learning Support Programmes

- Teacher Aides (working alongside students in classrooms / learning centers)
- Learning support in Numeracy and Literacy
- 1:1 tuition will involve extra costs and are
- a breach of contract.

Years 7 & 8: These students have Homeroom teachers and are taught an Integrated Programme, involving:

- Year 7 the Integrated Programme includes: English, Social Sciences, Physical Education, Science, Building Learning Power, Solo Taxonomy and Performing Arts
- Year 8 the Integrated Programmed includes: English, Social Sciences, Physical Education and Building Learning Power, Solo Taxonomy

Specialist Teacher Year 7 & 8: Mathematics, Technology, Languages, Music and Art

Note: Science and Performing Art Year 8 only

Year 9: Students will spend more time with Specialist Teachers including:

- English
- Mathematics
- Science
- Humanities
- Physical Education/Health
- Second Language
- Technology
- Art

Select 6 option subjects (3 per ½ year - Please refer to the Option Booklet on the school website)

Year 10: Students will have specialist in:

- English
- Mathematics
- Science
- Humanities
- Physical Education/Health

Select 6 option subjects (3 per ½ year - Please refer to the Option Booklet on the school website)



Introducing Albany Junior High School Staff



Principal
Cushla Shepherd



Deputy Principal
Dawn Ross



Deputy Principal
Demian Shaver



Deputy Principal
Sarah Guise

International Student Department Staff



Director of IS
Juyoung Kim



Homestay Coordinator
Sarah Reid

2. Orientation Programme

New students must give the school their flight arrival details so the school can arrange their airport pickup on their own cost. Students are met at the airport by shuttle driver and taken to their host family's house. We recommend students arrive three days before school starts to give them time to settle in their new home. Students will be provided with an Orientation Programme at the start of the school year

The Orientation Programme will include:

- On the first day the Head of ESOL will meet the students. After an introduction to the school, the students will be toured around school, familiarizing them with the school facilities.
- All students will be mainstreamed immediately upon their first day of school. They will be withdrawn to establish their English Levels. Assistance with academic planning will be given, if required.
- The classroom teacher will be responsible for ensuring that the new student has a buddy group consisting of two or more students whose role it is to help the new student with their daily routine, timetables and activities during the breaks. The buddies will also insure the student knows where to find the Sick Bay, Canteen, toilets, Gym, International Room, ESOL Classroom, Student Desk etc.
- Orientation will include information about behavioural expectations (rules) and regulations, counselling, support systems and resources available.

Student Support

- Information on banking, local travel systems and familiarization with New Zealand laws culture and learning will be provided as required.
- The International Students Whanau Leader (ISWL) will continue to monitor the student during the first month while the student is settling into the class and the school. Parents of the students can contact the school if they have any concerns.
- After this period is over, the ISWL will continue to monitor the student and his / her progress through informal and formal meeting. These may include the classroom teacher, and / or the parents / caregiver.
- Each International student will have a formal interview regularly with ISWL.
- Translators will be made available where necessary. These may be another student or an adult, depending upon the situation and the requirements.
- AJHS encourages contact with parents / caregivers. Parents / caregivers may make an appointment to see the ESOL Teacher, Classroom Teacher, Whanau Leader, Counsellor, Coordinator or Director to discuss any queries or concerns.
- The school will keep the parents informed of their child's academic reports and emotional status (either directly or through their agents, whichever is appropriate).

If required the school can access specialists in the following fields:

Mental Health Services, Drug Education, Problem Gambling, Health Promotions, Sexual & Health Issues, Financial Concerns, Attendance Officer (Truancy), Immigration NZ

The Whanau Leaders will refer students of concern onto International Students Director (ISD) for further assistance if they have any concerns. Major concerns will be referred onto the Director of International Students.

First language translators for Korean, Chinese, Thai, French, Japanese and Spanish are available to the school when necessary. Other languages will be catered for as required.

Internet Access

Students are provided with Internet access (With parental Consent) as part of the enrolment process. The Internet is only to be used for educational purposes. Whilst the School has taken precautions to eliminate controversial materials, 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.

3. Facilities at AJHS

- International Students Room (T2D)
- WiFi across the whole school
- Professionally landscaped site
- Full size Gymnasium
- 6 full size astro tennis courts / hockey court
- All weather astro-turf field (currently under construction)
- Full size sand-based grass rugby and football fields
- Adventure playground

- EOTC equipment (tents, kayaks, life jackets, archery, wetsuits, outdoor cooking)
- Library with color photocopier / printer
- Technology rooms (materials worked with include: metal, food, fabric, wood, plastic, electronics)
- 6 Science laboratories
- 2 fully equipped Art Rooms
- Music block with numerous performance / practice spaces
- Musical instruments
- 2 Performing Art facilities (Performance Art Centre (PAC) and Performing Space)
- Graphic Design facilities (specialist computer classroom)
- Canteen
- MOE Dental studio attached to the school
- Special Education Classroom
- 3D printer in the Library
- Greenroom (Chroma key facility), VR set
- 4 classroom blocks with:
 - Computers and Data Projector in each classroom
 - Computer room equipped with 30 computers
 - Multi-functional printing facilities (printing and photocopying) available for students within Whanau Blocks
 - Atrium for student use with full kitchen (fridge, washing facilities, instant hot water and 2 microwaves)
 - Outside courtyard

4. Code of Conduct

Students at Albany Junior High 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 members of the School staff.

At School

- Students must report to the Whanau Leader if wearing any incorrect item.
- Students cannot leave the school grounds during the day without their caregiver/supervisor. If students are ill, they should see the nurse.
- Visitors to the School must go to the office and get permission to be in the school grounds.
- If students need to bring valuable possessions or large amounts of money to school, they need to leave them in the international office/student account during the school day.
- Students cannot bring any of the following items to school: chewing gum, cigarettes, matches, lighters, firecrackers of any type, alcohol, illegal drugs, knives, weapons of any kind, laser light equipment of any kind.

Classroom responsibilities

- Albany Junior High School requires that international students maintain 100% attendance.
- Students must attend all classes and tutor periods and arrive punctually to every class.
- Students need to have all the books/equipment needed for your class ready at the beginning of each lesson.
- If absent, students must bring absence notes, written and signed by a parent or official guardian, to their Tutor Teacher on their first day back at school after illness.
- Eating in the class is not allowed unless the teacher has given permission.
- Cell phones, iPads, laptops and other digital equipment are brought to school at the owners' risk. The school accepts no responsibility for loss or damage.
- Cell phones are to be turned off and not seen during school time unless the teacher gives permission to use a phone for a specific purpose.
- If students use their devices at the wrong time they may be confiscated and will need to be collected from the Whanau Leader with the Caregiver's letter.

Discipline

- School discipline applies from the time students leave home in the morning until they return home after school
- The misconduct policy applies to all international students at all times, including after school and weekends

Respect for Property

Students must look after the classroom, furniture, equipment and grounds.

- It is important to pick up any rubbish when you leave an area.
- Never take things that belong to other people
- Report any loss or damage immediately to the office or a senior staff member (Whanau Leader/Deputy Principal)

Transport

- Scooters /Bicycles must be stored in to the place behind Tui building before school.
- Students must wear a cycle helmet any time they are riding a bicycle.
- Students need to obey the road crossing rules and observe safe traffic behaviour at all times.

Travel

- Students are not allowed to travel alone or with friends.
- Students must receive signed permission from their parents and from the international office before travelling out of Auckland.
- Travel will only be approved if special conditions are met and signed permission obtained from the international office.
- International students must obtain permission from the International office to be away from their homestay.

Homestay Student Responsibility

- Students are not allowed to travel alone or with friends
- Gain permission before going out and provide an address or location of outing, expected time home and contact of another person if going out in a group. We would also expect students to have a working mobile phone and tell their host parents if they are running late
- Respect curfews. During the week, we recommend students arrive home by 6pm or before dark in winter (unless at a pre-arranged activity).
- Abide by NZ legislation regarding drugs, alcohol, and smoking, and illegal internet use.

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 Residential Caregiver or Director of International Student (or their representative) shall act as the parent in the disciplinary process.

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

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

5. General Information

1.School Day Times

	Monday	Tuesday	Wednesday	Thursday	Friday
8:40am	Whanau	Whanau	Whanau	Whanau	Whanau
9:00 am	Period 1	Period 1	Period 1	Period 1	Period 1
10:00am	Period 2	Period 2	Period 2	Period 2	Period 2
11:00am	Interval	Interval	Interval	Interval	Interval
11:25am	Period 3	Period 3	Period 3	Period 3	Period 3
12:25pm	Period 4	Period 4	Period 4	Period 4	Period 4
1:25pm	Lunch	Lunch	Lunch	Lunch	Lunch
2:15pm	Period 5	Period 5	Period 5	Period 5	Period 5
3:15pm	Finish	Finish	Finish	Finish	Finish

*To ensure that students who are removed from class for specialist lessons (e.g. an ESOL / Music lesson) do not miss the same subject class each week. Students can find out what timetable day it is by checking their 'Student Organizer booklet' (handed out when student begins school) or going online via the web portal.

2. Uniform

Regulations are on the school Website: <http://www.ajhs.school.nz/General+Info/Uniform.html>

3. After School

Students waiting for Parents

While waiting to be picked up by parents at the back of the school, children must wait within the school grounds. (After 4 pm parents are encouraged to use the front of the school)

Students using Buses

- While waiting for a school bus the students are to wait in bus lines (PAC) until they are taken by the Duty Teacher to catch their bus.
- Bus students will not enter any bus until directed to do so by the Duty Teacher.
- Students must look after younger children on the bus and ensure that they can get off the bus quickly and safely.
- Misbehaviour may forfeit a student's right to travel by bus.

4. Emergency Home Contact Procedures

In the event of an emergency (physical or emotional) and the school needs to contact the parents, the school will:

- First, contact the New Zealand homestay / designated caregivers and inform them of the situation.
- Second, contact the parents. If the parents are confident with English on the telephone then the school will contact the parents directly. If the parents telephone English is not sufficient, then an AJHS translator or the student's agent will help the school to contact the parents. The school will maintain contact with both the homestay and the parents while the acute situation is being dealt with.
- In the event of a serious emergency parents and caregivers will be informed of the situation via the AJHS website and text messages to immediate caregivers (it is the parent responsibility to keep the school informed of up to date contact numbers)

5. Frequently Asked Questions

i. When is Albany Junior High School open?

- a. Our gates are open at 7:30 am every morning during Term time, Monday to Friday. Lessons start at 8:40am and school closes for the day at 3:10pm. The gates are open till 5pm
- b. The school terms are given on the school website www.ajhs.school.nz along with public holidays when the school is closed

ii. What do I need for the classes?

- a. Make sure that you always have basic stationery with you every day. Your teacher will tell you what exercise books you need
- b. For the specialist classes – wood, plastics, metal, fabric, electronics, food technology, and art - you must wear covered shoes and long hair must be tied back
- c. When your class has PE you must wear your School PE gear
- d. Bilingual Dictionary for all classes (ESOL students)

iii. What should I do if I am sick or cannot come to school?

- a. For all non-attendance parents or caregivers must contact the school to inform them. When you return to school you will need to have a written note explaining your absence, if you are off longer than 3 days, you will be required to bring a doctor's note
- b. If you feel sick at school or if you hurt yourself at school, you should go to the Student Desk and tell the school nurse who will look after you
- c. If you have an appointment during the school day and have to leave the school during the day, or you miss a day as a result of the appointment, your parent or caregiver must let the school know in advance with a written note. You must enter or leave the school by signing in / out at the Student Desk

iv. What should I do if my parent/caregiver's phone number or address changes?

If your address or phone number changes, your parents or caregivers must inform the school. You must collect

a form from the Administration Office and return it signed by the parents

v. When are the breaks and meals?

- a. There is a break in the morning and a break for lunch. (The first 15 minutes of the lunch break all students sit down and eat their lunches in their Whanau).
- b. Snacks and other food can be ordered for lunch from the school tuck shop before the end of morning tea time. Items ordered will be delivered to the Whanau atriums at the eating part of lunchtime. The school does not provide lunches for the students. All students have access to a kitchen in their Whanau Blocks. Most New Zealand students bring lunch from home.

vi. What do I do with Rubbish?

Albany Junior High School is trying to reduce a rubbish. All plastic, paper and food rubbish must be taken home each day. Students are advised to bring a plastic bag to school to put this rubbish in. However, there are a limited number of recycle bins located in each Whanau.

vii. What do I do if I am not happy at AJHS?

If you have any problems at school, coming to school, or going home from school, you must tell one of these people:

- Your Whanau teacher
- Your Whanau leader
- Homeroom teacher (Year 7 & 8)
- Any classroom teacher
- Your ESOL teacher
- International Student Whanau Leader
- School Counsellor
- International Student Coordinator
- International Student Director

The school wants you to feel safe and happy, and will do everything to help you.

viii. May I use the Internet at school?

All students must sign a Cyber Safety Agreement contained in the enrolment form, before they can use IT devices school. Many Internet sites are blocked at school and students cannot access sites they may be able to get at home (Facebook, Twitter, TradeMe and others). Computers / Devices are used during classroom instruction time at the teacher's discretion.

ix. May I use my iPad/laptop/Smart phone/iPod/MP3/camera and other devices at school?

Students may bring a SMART electronic device to school but they must have permission from the teacher before usage. It is the student's responsibility to make sure that all material on their hardware is legal under New Zealand's copyright laws.

The school takes no responsibility for personal property brought to school.

If students need to contact home during school hours they must use the phone at the student desk.

Images taken of other students may not be uploaded to the internet without the other student's permission.

x. Do students need permission to attend trips out of school?

Permission is required for students to attend various activities outside of the school throughout the year. Parents / caregivers must sign and ensure the permission slip is returned to the correct teacher by the due date or students may be ineligible to attend trips.

7. Useful Links:

The Code: <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

Student complaints: <https://www.istudent.org.nz/>

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

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

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

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

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

Water Safety New Zealand: <http://www.watersafety.org.nz/resources-and-safety-tips>

NZTA information for visiting drivers: <http://www.nzta.govt.nz/safety/driving-safely/visiting-drivers/>

Drive Safe: <http://www.drivesafe.org.nz/>

Alcohol laws and penalties: <http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties>

Sun safety: <http://sunsmart.org.nz/>

Budgeting resources: <http://www.sorted.org.nz/life-events/studying>

Sexual and reproductive advice: <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>

Earthquakes and other natural disasters: <http://getthru.govt.nz>

Police vetting service: <http://www.police.govt.nz/advice/businesses-and-organisations/vetting>

Vulnerable Children Act 2014:
<http://www.legislation.govt.nz/act/public/2014/0040/latest/DLM5501618.html?src=qs>

Children's worker safety checklist, as part of the supporting material provided under the Vulnerable Children's Act 2014: <http://www.childrensactionplan.govt.nz/childrensworkforce/safety-checking-and-the-workforce-restriction/>

Disputes Tribunal: <https://www.disputestribunal.govt.nz/>

8. What do you do if you have a grievance?

Problems with:

- Other students
- Host family
- Teachers
- Other staff

How can we help?

STEP A: Speak to one of these people

- Homeroom teacher
- Whanau Teacher
- Classroom Teacher
- Whanau Leader
- School Counsellor
- ESOL Teacher
- Head Of ESOL
- International Language Advisor
- International Administrator
- International Homestay Coordinator

No Resolution

STEP B: Speak to one of these people

- International Student Director
- Deputy Principal
- Principal

No Resolution

STEP C:

If you are still not happy, then contact the school office to make an appointment with the chairperson of the School's Board of Trustees

STEP D:

NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes.

If you are still not happy after following the above procedures contact: The Complaints Officer

New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or,

Email or scan the completed form along with scans of any supporting evidence to gadristk@nzqa.govt.nz

For more information on the complaint process, students can contact NZQA on 0800 697 296.

iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes. <https://www.istudent.org.nz/nz> or 0800 00 66 75

Code signatories are required to comply with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) :

https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

INTERNATIONAL STUDENT BOOKLET 2

Summary of New Zealand Government Education Code of Practice for
International Students and the protection it gives International Students

Albany Junior High School Policies (reviewed annually)

INDEX

• New Zealand Government Information	Page 20
• the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)	
• Albany Junior High School Policies	Page 22
• Medical and Travel Insurance Policy International Students	
• International Students Welfare and Safety Policy	Page 23
• Fees Protection Policy	Page 24
• Refund Conditions for International Students Policy	Page 25
• Disciplinary Policy	Page 28
• Accommodation Policy for International Students	Page 30
• Vaccination Policy for International Students & Residential Caregiver	Page 30
• Withdrawal of International Students from AJHS and Attendance Requirements Policy	Page 32
• Termination of International Student Contract Policy	Page 33
• Grievance Procedure and Compliance with International Student Contract Resolution Scheme Policy	Page 34
• Annual Review of Information	Page 36
• Annual Review of Compliance of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)	Page 36

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) .

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) came into force on 1 January 2022.

Please refer to the [Code guidelines](#) below. The code guidelines are there to support signatories to establish practices and processes that meet the legislative outcomes of the code. They are there for you to refer to if you choose, it is not a requirement that you use them.

What is the Code of Practice?

The Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by.

The purpose of this code is to support the Government's objectives for international education by:

- requiring signatories to take all reasonable steps to protect international students; and
- ensuring, so far as is possible, that international students have in New Zealand a positive experience that supports their educational achievement.

How do I get a copy of the Code of Practice and guidelines?

The Code of Practice guidelines (PDF, 917KB) help signatories ensure they have appropriate practices and procedures in place to meet the outcomes of the Code of Practice. The guidelines reflect the 2019 amendments.

The guidelines are there for you to refer to if you choose. It is not a requirement that you use them.

Who needs to follow the Code of Practice?

Education providers must be approved signatories to the Code of Practice to enrol international students (of any age). Education providers can become a signatory by applying to NZQA.

If an education provider is not a signatory to the Code of Practice it cannot enrol international students

Which education providers are signatories to the Code of Practice?

NZQA maintains a [list of all education providers that are approved signatories](#) to the Code of Practice

Albany Junior High School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Legislation website at https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

Immigration

Full details of visa 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 <http://www.immigration.govt.nz>

Eligibility for Health Services

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 Insurance

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](http://www.acc.co.nz)

MEDICAL AND TRAVEL INSURANCE POLICY INTERNATIONAL STUDENTS

RATIONALE:

Albany Junior High School has developed a Medical and Travel Insurance Policy:

- To ensure the safety and well-being of the students studying at Albany Junior High School
- To ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)
 - To ensure the best available care is available to a student in an emergency (medical/accident)
 - To ensure that if repatriation is necessary as the result of an emergency, then appropriate funds are available for the student and any caregivers necessary.

Policy Requirement Advice

1. All students are required to have appropriate and current medical and travel insurance for the duration of their Student Visa.
2. The education provider shall advise all prospective students of the standard wording as set out in the Code of Practice and provide information on the education provider's medical and travel insurance requirements.
3. Students advised to purchase insurance through a New Zealand Insurer and they should purchase insurance cover at the time of fee payment and before they leave their home country. 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. 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.
4. The New Zealand company policy details should be provided in the student's first language where possible.

The Requirement for Albany Junior High School

1. When enrolling International Students, signatories must ensure that the International Students have appropriate and current medical and travel insurance for the duration of their planned period of study.
2. Verification of policies will be undertaken prior to enrolment.
3. As part of the verification process, Albany Junior High School shall ensure that:
 - The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business and has a credit rating no lower than A from Standard and Poor's, or B+ from A M Best.
 - The Insurer is able to provide emergency 24/ 7 cover.
 - Students must have a "certificate of currency" and policy wording from the Insurance Company stating that the student has purchased a policy to the duration of the planned period of study. The certificate and policy wording must also detail all medical procedures and sums insured, repatriation benefits etc.
4. Where a student is not in possession of an appropriate and current medical and travel insurance policy Albany Junior The School undertakes to:
 - advise the student of the medical and travel insurance requirement
 - provide the student with a default policy which meets the requirements of the Code of Practice Guidelines.
 - purchase insurance for students with their own cost as we can help them submit a claim if needed. It is the student's (or agent/parent) responsibility to let us know when they apply if they require a different insurance period.

- Pre-existing Conditions are excluded under the student's policy unless they complete a medical assessment with the insurer and they have confirmed cover in writing. This must be done after they have received their certificate of insurance.

The cost of the insurance will be met by the student.

5. Recording of Policy Details

For each student Albany Junior High School shall record the:

- a. Name of the Insurer
- b. Policy number
- c. Policy start-and-end dates

Policy Renewals

For each student, prior to the expiry of their medical and travel insurance policy, Albany Junior High School shall inform the student either in person or by a written reminder that the policy renewal must be completed.

INTERNATIONAL STUDENTS WELFARE AND SAFETY POLICY

RATIONALE:

The school as the guardian of International Students is ultimately responsible for the students' welfare in the absence of parents in New Zealand. For students with parents in the country, the parents are the guardians for these students. The school must endeavour to ensure that the students have a good experience while guests in the country. If the parents return to their country of origin, the school will take over as the student's guardian and must approve of the designated caregiver as per normal school policy.

Guidelines

1. To ensure the well-being and safety of International Students at all times. a. Within the school:

The School's Indicators for concern could include:

- Non-performance in school subjects
- Failure to come to school
- Abnormal changes in behaviour
- Signs of physical deterioration

- b. Outside school:

(Residential Caregivers acting in the place of parents)

Caregivers' Indicators for concern could include:

- Student failure to return home overnight
- Repeated infringement of basic homestay rules
- Changes in appetite
- Changes in behaviour/ attitude
- Prolonged illness
- Signs of physical deterioration

Residents Caregivers are expected to:

- Notify the school immediately when their student is absent from school
- Notify the International Student Director urgently if a student's behaviour causes concern

School Response

1. Where a student's behaviour, safety and well-being, either at school or with the homestay family, cause concern the school will:

- Bring the matter to the attention of the International Student's parents and also notify the agent (as appropriate)
- Follow the school's procedures relating to pastoral welfare and safety

Initially the student will be interviewed by the ISWL or International Director who may use a range of interventions strategies that could include:

- Referral to the Whanau Leader for action
- Informing the Director of International Students / Deputy Principal / Principal
- Referral to the counsellor including the use of an interpreter
- Peer Support Programme

- Case conference with Parents/Designated Caregivers/Homestay Parents/ Agent/Guardian, as appropriate
- Teacher/teacher aide support

Students will be subjected to normal school disciplinary procedures if welfare and safety concerns are not a factor. All information will be passed on to the Pastoral carer.

2. If the International Student shows no improvement after school guidance intervention and parent meetings, the school has the right to cancel the International Student's contract.
3. Any problems or concerns with International Students relating to homestay will be relayed to the agent or a parent/legal guardian.
4. If the school is concerned that the International Student is unsafe outside of the school due to their own actions, the school has the right to cancel the International Student's contract.
5. In the advent of serious abuse occurring, where the school is unable to resolve welfare and safety matters, the school will as appropriate and necessary, contact and utilise outside agencies such as the New Zealand Police or CYFS.

FEES PROTECTION POLICY

RATIONALE:

AJHS has developed a Fees Protection Policy to be provided to International Students in accordance with 7. the Code to ensure that International Student fees are handled consistently with normal accounting practices. This means that those funds are secure from misappropriation and are only made available to the school in accordance with the School's Refund Policy or in the event that the school is not able to continue tuition.

PURPOSE:

This fees protection policy makes clear factors that will be considered to ensure that international student fees paid in advance are protected and can be made available in accordance with the school's refund policy. This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

FEES PROTECTION:

The school will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

1. The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
2. The school will ensure that generally accepted accounting procedures are applied to international student fees paid in advance
3. The school will ensure that only those staff with appropriate authority will have access to international student funds paid in advance
4. The school will ensure that all International fees paid in advance shall be paid into the school's operating account or other account authorized by the Principal
5. The school will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
7. The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures.

REVIEW:

The school will review procedures relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

REPORTING:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's fees protection policy.

REFUND CONDITIONS FOR INTERNATIONAL STUDENTS POLICY

RATIONALE:

To ensure that in the case where a student's enrolment is terminated early, both the parents and the school are aware of the division of the fees paid.

Policy**Request for a refund of international student fees**

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. A request for a refund should provide the following information to the School:
 - a) The name of the student
 - b) The circumstances of the request
 - c) The amount of refund requested
 - d) The name of the person requesting the refund
 - e) The name of the person who paid the fees
 - f) The bank account details to receive any eligible refund
 - g) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will

incur as a result of receiving an application for enrolment and cannot be refunded:

- a) **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
- b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the Student. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
- d) **Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

Request for a refund for failure to obtain a study visa or for reasons relating to Covid-19

- a) If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.
- b) If the Student withdraws before the start of their enrolment, owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees except administration fee.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal before enrolment

- 4. a) If the Student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.
- c) If the Student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided less a minimum of ten weeks tuition fees and any relevant non-refundable fees set out in this policy.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment

- 5. If the Student withdraws on or within the first 10 school days of the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided 75% of the tuition fee and any other relevant non-refundable fees as outlined in this policy. The student will not receive a refund of school fees who enrolls less than 3 months.
- 6. If the Student withdraws on or after the first 10 school days of the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, the student will not receive a refund of school fees except in exceptional circumstances.

Requests for a refund for enrolment of one term or less

- 7. Where the Student is enrolled for one term or less and withdraws early, or where the school terminates the Student's enrolment, any unused portion of international student fees will be not be refunded.

Compassionate Refund

- 8. In exceptional circumstances, refund may be granted on compassionate grounds, (e.g. death of a close family member, serious illness, accident etc.). All such refunds will be at the discretion of the Principal. Appropriate documentation (e.g. medical certificates etc.) will be required. If approved, refund would be on a weekly basis.

Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider

- 9. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to either:
 - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
 - b) Transfer the amount of any eligible refund to another provider or
 - c) Make other arrangements agreed to by the student or their family and the school.

Requests for a refund where the Student's enrolment is ended by the School

10. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:

- a) Any non-refundable fees set out in this policy
- b) A minimum of ten weeks tuition fees from the date of termination
- c) Any other reasonable costs that the school has incurred in ending the student's enrolment

Requests for a refund where the Student changes to a domestic student during the period of enrolment

11. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fees and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status.

Requests for a refund where a student voluntarily requests to transfer to another signatory

12. If the Student requests to transfer to another signatory after they arrive in New Zealand after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, No refund will be made to an international student who transfer to another school or institution.

Request for a refund of homestay fees

13. If for any reason, the Student withdraws after the start of their stay in a school homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

14. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Requests for a refund of fees unused at the end of enrolment

15. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

Requests for a refund of fees unused at the end of enrolment

16. Except by written request from the Student or their parent or legal guardian, prepaid fees unused at the end of enrolment amounting to will be refunded into a nominated bank account.

Outstanding activity fees or other fees

17. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

18. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1000.00 or more received from outside of

New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made by the School

19. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or their parent or legal guardian in writing and will set out the following information:

- a) Factors considered when making the refund decision
- b) The total amount to be refunded
- c) Details of non-refundable fees

20. In the event the Student or their parent or legal guardian is dissatisfied with a refund decision made by the School or are dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

21. Evaluation:

The Executive Officer shall report to the Board of Trustees annually with reference to the effectiveness of the policy.

DISCIPLINARY POLICY

RATIONALE:

To recognize that students and teacher have a right to enjoy their days at school in a stable and safe environment. Students, staff and parents are to be responsible for their own actions and show respect for each other, their property and their environment. We help our students to develop appropriate social skills and personal behavior.

The following is the School's current disciplinary policy for dealing with breaches of the Agreement. This is not intended to restrict the School's general power of discipline and this policy may be changed from time to time at the discretion of the School.

1. Except in serious situations where immediate termination of the Agreement is necessary, or where the breach does not warrant any formal response other than a warning, the School will endeavor, where appropriate, to follow a two-stage disciplinary process.
2. In Stage One, the School will investigate and determine the facts, and will reach a conclusion on what happened and whether it amounts to a breach of the Agreement.
3. In Stage Two, if the School has determined that a breach has occurred, the School will consider the appropriate response to that breach, up to and including termination of the Agreement.
4. The Student will have an opportunity to provide a response to the alleged breach that the School is investigating (the Allegation) and any proposed disciplinary action that the School is considering taking (the Proposed Action).
5. This policy does not limit the School's power to take appropriate disciplinary action urgently and without following this process if this is necessary having regard to the seriousness of the breach.
6. This policy also does not limit the School's power to suspend the student for the duration of the disciplinary process where suspension is considered necessary for the safety or education of any person.

General Policy

When the School is conducting a disciplinary process involving the Student it will endeavor to provide the Student

with the following: a written summary of the Allegation or the Proposed Action;

- a) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
- b) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (having regard to the seriousness of the Allegation or the Proposed Action) before giving a response;
- c) an opportunity to contact his or her Parent before giving a response, unless the delay caused by contacting that person is unreasonable having regard to the seriousness of the Allegation or Proposed Action;
- d) an opportunity to have an independent support person of his or her choice present at any meeting relating to the disciplinary process;
- e) an opportunity to meet with that support person in private at any stage during the disciplinary process;
- f) an opportunity to have a translator present (or otherwise facilitate the student participating in the process in his or her own language) during any meeting or process if the School or the Student considers that a language barrier means that a translator is required; and
- g) a copy of this policy setting out the rights which the Student has when engaging in the disciplinary process.

Disciplinary Procedure

Stage One: Incident Investigation

1. When the School learns of any incident or any other thing that may be a breach of the Agreement or might otherwise warrant a disciplinary response, the School will notify the Student of the Allegation and will provide the Student with an opportunity to give a response.
2. Where appropriate, having regard to the seriousness of the Allegation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Allegation.
3. When the School makes a decision about the Allegation it will advise the Student and parent, in writing if possible, about its conclusion as to what happened and whether it amounts to a breach of the Agreement.

Stage Two: Outcome Discussion

1. If the School determines that a breach of the Agreement has occurred, it will advise the Student and parent of the possible disciplinary actions that it will consider taking in response to the breach and will provide the Student and parents with an opportunity to give a response.
2. Where appropriate, having regard to the seriousness of the breach, the Student and parent will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the disciplinary action to be taken.
3. When the School makes a decision about the disciplinary action that it will take in response to the breach it will

advise the Student and parents of its decision, in writing if possible. The disciplinary action will not take effect, and no actions will be taken to put it into place, until the Student and parents have been advised of the decision.

REVIEW:

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

ACCOMMODATION POLICY FOR INTERNATIONAL STUDENTS

RATIONALE:

The school undertakes to comply with the accommodation provisions set out in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

- To ensure all types of homestay provided by AJHS are monitored to ensure the suitability and safety of the International Student (before and during the stay)
- To monitor the student's emotional and physical well-being while at the homestay

POLICY OBJECTIVES:

- 1.To provide a suitable living environment conducive to study and a safe and supportive home life
- 2.To involve residential caregivers in the welfare of the student
- 3.To assist the student to successfully integrate into New Zealand life
- 4.To ensuring the student is well cared for and supported by the school

APPROVED ACCOMMODATION

All international students must live with parents or residential caregivers that have been approved by the school. The following categories of residential care may be approved by the school:

- Designated caregiver
- Homestay
- Approved temporary accommodation

USE OF ACCOMMODATION AGENTS

The school may make use of accommodation agents to organise and manage student accommodation. In the event that an accommodation agent is used, the school will enter into a written contract with the agent and will ensure that the accommodation services provided by the agent meets the requirements of the Code.

RESIDENTIAL CAREGIVERS**ONSITE ASSESSMENT**

Residential care accommodation for international students will undergo an on-site assessment to determine that the accommodation is of an acceptable standard, is not a boarding establishment and the residential caregiver provides a safe physical and emotional living environment.

ONGOING MONITORING

All residential care accommodation for international students will be monitored on a regular basis including visits to the accommodation and student interviews to ensure that the accommodation continues to meet required standards.

RESOLVING DIFFICULTIES

Where difficulties arise in residential care, the school will liaise with residential caregivers, contracted agents, students and parents as appropriate to resolve such difficulties.

SAFETY CHECKING

Safety checks, including Police vetting as appropriate, will be carried out for residential caregivers. Other adults aged 18 years and over living in the accommodation will undergo an appropriate safety check.

DESIGNATED CAREGIVERS

- The school will have written Designated Caregiver Agreements with all designated caregivers
- The monitoring of students living in designated care will be managed in accordance with this policy and the Designated Caregiver Agreement

HOMESTAY

- The school will have written Residential Caregiver Agreements with all homestays
- The school will have written Homestay Accommodation Agreements with all students and their families
- The monitoring of students living in homestays will be managed in accordance with this policy and the Homestay Accommodation Agreement
- Homestay fees paid to the school will be held by the school on behalf of students and paid to host families in regular payments. Remaining homestay fees at the end of enrolment will be refunded according to the schools' refund policy.

TEMPORARY ACCOMMODATION

- The school will assess the suitability of the accommodation considering the age and gender of the students
- The school will ensure adequate supervision is in place for all students
- The school will ensure all pastoral needs of the students are met including meals and laundry
- The school will ensure that supervisors in temporary accommodation undergo an appropriate safety check
- The school will monitor and manage risks to students

TRAVEL AND HOLIDAYS

The Student must get approval from the Parents and the School if he wishes to travel outside of Auckland for any period of time. If the Student is travelling with the homestay parents, no permission is required. The Student may not travel unaccompanied overnight at any time, i.e. the Student must be supervised by an adult every evening regardless of the age of the Student. When the Student returns to his home country for the school holidays or to stay somewhere other than his homestay accommodation, the School must be informed in writing. The Student must complete the required leave application form. When the Student leaves the School, the School must be informed in writing of the arrangements for the end of the enrolment.

Parents are welcome to visit their child while they are studying in New Zealand. International students are encouraged to travel within New Zealand during weekends and term holidays, however, we do not recommend a return to the home country in the two-week term breaks.

International students are not allowed to travel independently while they are studying at Albany Junior High School. It is a condition of enrolment that students can only travel:

- with their host families
- with school-organised groups
- on trips and activities organised by their agents or by approved student travel companies
- with their parents

International students must ensure they are in NZ in time for the start of the each term and are not permitted to leave school before the end of term. All holiday/travel arrangements must be approved by the International Department and permission must be given by parents. 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 in writing to the accommodation coordinator. If students return home during the Christmas holidays the maximum holding fee charged will be \$600.

REVIEW:

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

REPORTING:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for accommodation for international students.

VACCINATION STATUS OF RESIDENTIAL CAREGIVERS AND INTERNATIONAL STUDENTS POLICY

This policy ensures that international students are housed in safe accommodation, by requiring that all residential caregivers and their household members 18 years of age and over are fully vaccinated against Covid-19. This policy also makes clear, factors that will be considered to ensure that information about the vaccination status of residential caregivers and their family members may be collected in a manner that complies with the Privacy Act 2020.

This policy should be read in conjunction with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

Rationale:

The recent vaccination mandate from the Government in relation to education workers extends to residential caregivers, and schools should have a policy in place to ensure that:

- As far as practicable, international students live in a safe environment. (Outcome 6)
- Schools provide clear and sufficient information to enable students to make an informed decision. In the current environment, this will include information relating to caregivers and vaccinations. (Outcome 1)

Vaccination:

- The school's policy is that all residential caregivers (as defined in the Code) and their household members 18 years of age and over, who are eligible for a vaccination against Covid-19, will be fully vaccinated.
- To avoid doubt, the school will only place students with, or approve, a residential caregiver once the school has confirmed that the residential caregiver, and their household members 18 years of age and over, who are eligible for vaccination against Covid-19, have been fully vaccinated.
- The school will request current and prospective residential caregivers to disclose their Covid-19 vaccination status, and the status of all people 18 years of age and over living in the home. The school will require appropriate evidence of such vaccinations.
- Where a residential caregiver, or member of their household 18 years of age and over, who is eligible to be vaccinated, is not willing to disclose their vaccination status, the school will treat that household as unvaccinated.
- The school will inform current and prospective students of the policy and measures in place to ensure that those in the home who must be vaccinated, are fully vaccinated.

Information:

- Only authorised staff will have access to vaccination information.
- The school will use appropriate safeguards to protect vaccination information from loss, unauthorised access, use, or disclosure.
- Information on the vaccination status of individuals will only be provided to students, their families, or agents if it is necessary, and only with the consent of the individual in question.
- The school will not share personal information unless required or authorised to do so by law. In the situation of an outbreak, the school may share personal information with a Public Health Authority for the purposes of planning and implementing appropriate public health responses. Where possible, the school will only disclose aggregate level information.
- The school may disclose aggregate level information to the Ministry of Health and the Ministry of Education to assist those agencies monitor and plan Covid-19 responses. Individuals will not be identified in any disclosure of information to these agencies.
- The school will not keep vaccination information for longer than is required for the purposes stated above.
- Under the Privacy Act 2020, individuals have the right to request a copy of, and correction to, any personal information held by the school.

Review:

The school will review procedures relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting:

The staff member in charge of the international student programme will report directly to the principal on the operation of the Vaccination-of-Caregivers Policy.

WITHDRAWAL OF INTERNATIONAL STUDENTS FROM ALBANY JUNIOR HIGH SCHOOL AND ATTENDANCE REQUIREMENTS POLICY

RATIONALE:

To ensure that the school, parents and students are aware of the circumstances in which a student may withdraw from a

course and the procedures the school must follow.

Procedures:

International Students who wish to withdraw from Albany Junior High School must:

- Provide written explanation for withdrawal signed by their parents. This must be received by the Board of Trustees one month before the last day of school. Leaving procedures will start when the explanation is received by the Board.
- Complete the AJHS Leaving Form (Caregivers may sign this in lieu of parents but the school must still have the parents' signature on the withdrawal letter as stated above).
- Provide a medical certificate (if appropriate) if refund is requested on compassionate grounds.
- Give homestay parents one week notice if this involves terminating their homestay arrangements.

Attendance Requirements:

- The school treats International Students as it does domestic students and the school's policies apply.
- The school will contact the caregivers / parents in the event of an unexplained absence.
- Parents and agents of International Students who are failing to meet course attendance requirements will be contacted promptly.
- Discipline procedures will be applied in the event of truancy or continuing truancy and the student's parents and agents where applicable will be notified.
- These can involve:
 - Visits to the home by the truancy service in the case of students under 16 years of age
 - Suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students.
- If a student withdraws or ceases to attend, the school will notify the New Zealand Immigration Service. (Please note: after 20 consecutive school days non-attendance students are removed from the school roll: Regulation 11 of the Education School Attendance Regulations 1951).
- All students who are removed from the roll for whatever reason, as a result of discipline procedures, are not eligible for refunds and the New Zealand Immigration Department will be informed of their new status.

Academic Progress:

Students whose progress is a cause of concern in ESOL will be interviewed by the International Students Whanau Leader. In such cases intervention will be discussed with the parents such as:

- Teacher Aid support at the parent's expense
- Close monitoring of the student for an agreed period of time
- Private language lessons after school

In cases where agreement cannot be reached the school may decide not to renew the contract at its completion.

TERMINATION OF INTERNATIONAL STUDENT CONTRACT POLICY

RATIONALE:

To ensure that parents are aware of the circumstances and procedures that are in place by which the school can terminate the contract with an International Student without any refund. These Policies must be in line with the policies that apply to domestic students.

Policy:

This policy should be read in conjunction with the Withdrawal / Attendance Policy.

A Student's contract may be terminated if:

- Information on the enrolment form is proved to be inaccurate or misleading and despite negotiations between the school and the parents, a resolution cannot be found that does not impinge on the education of the other students or that the school is not an appropriate place for the student.
- The student is continually disobedient (Including those who do not meet the attendance requirement set by the Ministry of Education) and is dealt with by the School Board of Trustees Discipline Committee and the student is excluded from the School.
- The student has put other students at risk and is dealt with by the Board of Trustees Discipline Committee and the student is excluded from the School.

Please note: The formal processes in the New Zealand Schools are:

Stand-down: The student is not allowed to school for a set period of time which must be 5 days or less. At the end of this time they may return to school but may have some consequences imposed on them. Students who are stood down for more than five days in a Term (generally 10 weeks) must be suspended from school.

Suspension: The student is not allowed to attend school until there is a meeting of the School's Board of Trustees Discipline Sub-committee. This Sub-committee may decide to:

- Not uphold the suspension and return the student to school
- Uphold the suspension and return the student to school
- Uphold the suspension and return the student to school with conditions
- Exclude the student from the school

Exclusion: The student is not allowed to return to the school. For an International Student all fees paid would be lost.

Cancellation/ Refund of group:

- Any refund of group fees already paid to AJHS will be at the discretion of the Principal. Groups who have already commenced their course at AJHS will be ineligible for a refund (except in extenuating circumstances at the Principal's discretion)
- International groups where individual students leave before completion of the agreed course will not be refunded.

GRIEVANCE PROCEDURE AND COMPLIANCE WITH INTERNATIONAL STUDENT CONTRACT RESOLUTION SCHEME POLICY

RATIONALE:

To ensure all international students have access to proper and fair procedures for dealing with grievances and comply with the DRS rules: <https://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src=qs>

Policy:

- On receiving a complaint or referral under clause 35, the code administrator must decide whether the complaint or referral appears to involve a breach of the code warranting further investigation.
- If the code administrator decides that further investigation is warranted, it must:
 - Make a record of, and investigate the alleged breach; and
 - Notify the person who made the complaint or referral of the decision to investigate.
- If the code administrator decides that further investigation is not warranted, it must consider the following options and act accordingly:
 - Refer the complaint or referral to another agency:

- Deal with the complaint or referral informally:
- Terminate the complaint or referral.
- In investigating a complaint or referral, the code administrator may assist the person making the complaint or referral (or refer that person to assistance) if assistance is necessary for facilitating the investigation (for example, assistance to overcome a language barrier).

Please note: It is important that students know what the DRS is and how they can contact iStudent Complaints, the DRS operator. Information about iStudent Complaints may be provided to prospective students through links to information about the DRS online [athttp://www.fairwayresolution.com/istudentcomplaints](http://www.fairwayresolution.com/istudentcomplaints)

ANNUAL REVIEW OF INFORMATION

RATIONALE:

The school must review all its procedures yearly to ensure it is meeting the emotional, physical and educational needs of their International Students.

Code Requirements:

- AJHS must review all information provided to prospective International Students at least annually to ensure its accuracy and relevance.
- The annual review of information must be recorded in a format that can be made available to the Administrator if requested.
- The information given to International Students will be reviewed annually when required
- Responsibility for overseeing the annual review of all information available to International Students is as follows:
 - The Principal is responsible for approving any changes highlighted in the review.
 - The School Marketing staff has a responsible for updating the website of International Students.
 - The International Student's department are responsible for ensuring the annual review of information is recorded in a format that can be made available to the Code of Practice Administrator if requested.

Annual review of information checklist:

- Prospectus
- Tuition Fees
- Application Requirements and Procedures
- Conditions of Acceptance
- Refund Conditions
- English Language Proficiency
- Information on Facilities, Equipment and Staffing
- Information on Courses / Qualifications offered
- Information on Medical and Travel Insurance
- Information and advice on the types of Accommodation available to students
- Availability and characteristics of accommodation options
- Realistic estimates of the cost of accommodation off campus
- Application process for securing accommodation
- Whether or not the suitability of accommodation has been assessed and the results communicated to students
- The Standard Code, Immigration, Health and Travel Insurance, Eligibility for Health Services, Accident Insurance and Medical & Travel Insurance wording
- Name and designation of person, students can contact regarding accommodation queries
- Marketing and Promotion
- Agent Agreement
- Immigration matters
- Orientation
- Safety and well-being
- Student support, advice and services
- Grievance procedure

International Student Handbook:

Section One: Enrolment Procedures

1. Prime Condition of Enrolment

2. Accommodation
3. Medical and Travel Insurance
4. School Reports/Referee's Reports
5. Application Requirements and Procedures
6. Procedures Upon Receipt of an Application
7. Conditions of Acceptance
8. Student Fees and Associated Costs

Section Two: School Information

1. Curriculum Programme
2. Orientation Programme and Support Services
3. Facilities on Offer
4. Code of Conduct
5. School Rules
6. General Information
7. What do I do if I have a Grievance?

Other Information given to International Students:

- Offer of Place Letter/s
- International Student Contract
- Application for Enrolment Form

ANNUAL REVIEW OF COMPLIANCE OF THE EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS) CODE OF PRACTICE 2021

Albany Junior High School will conduct an Annual Review of all procedures and policies related to compliance with the Code of Practice for the Pastoral Care of International Students in order to ensure that Albany Junior High School is up-to-date with all existing and new Code requirements.

The Head of ESOL will:

- Ensure that there is coordinated record-keeping of academic progress
- Endeavour to make the ESOL units of work comply with the mainstream departments Schemes and Progressions
- Forward Teacher Grievances with students to the International Student Whanau Leader

The International Student Whanau Leader will ensure that there is coordinated record-keeping on KAMAR & eSchool-proof:

- Students' grievances
- Students' welfare
- Students' regular contact with parents.

The International Student Director (in conjunction with the Principal) will ensure that there is coordinated record keeping of:

- Accommodation issues
- Update of enrolment procedures
- Record keeping and update of all official documents
- Statistics on these to be collated and reported to the Principal.
- Regular contact with the parents or their representatives.

THIS REVIEW WILL BE CARRIED OUT AS FOLLOWS:

Ongoing compliance with the Code at Albany Junior High School will include:

- Annual feedback from all staff and students involved in the programme
- Annual evaluation of performances against the goals and objectives
- Feedback from ESOL teachers, classroom teachers and the International Students Department (including social progress and integration) to the Principal
- Use of data from accommodation, interviewing and monitoring of International Student accommodation as per the School's Accommodation Policy.

All Code of Compliance information is reported to the Principal annually when it required.

The Director of International Students is responsible for organizing this Review

- The Director of International Students will be familiar with the provisions of the Code of Practice for the Pastoral Care of International Students and the Guidelines to support the Code.
- The Principal / Director of International Students is responsible for ensuring that the school is compliant with the Code on an ongoing basis.
- The Principal / Director of International Students is responsible for checking the NZQA website updates.
- The Principal / Director of International Students will remain up to date with all Code amendments through the Ministry of Education / Code of Practice website (NZQA), The Code of Practice is available on the New Zealand Legislation website https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf
- The Board and Principal are responsible for approving changes to policies.
- The Principal / Director of International Students is responsible for approving changes to procedures.
- The resetting of goals and objectives will be done in conjunction with the Fee Paying Student Committee.
- The Principal / Director of International Students is responsible for ensuring implementation of policy and procedures and updating the School's website.
- The Principal / International Department will ensure that all staff members are appropriately informed of their obligations under the Code and that all changes in policies and procedures are implemented and updated as needed.
- The Principal / Director of International Students is responsible for providing the Code Administrator (i.e.

NZQA)

With an annual update and assurance statement of Code compliance.

- The Principal / Director of International Students is the person responsible for ensuring that all review outcomes are recorded in a format that can be made available to the Administrator on request.