



International Student Enrolment Information

HOW TO ENROL

DIGITAL

To enrol online using ENROLLER, please click on the enrol button located in the Enrolments Tab on the Rangiora High School Website. <http://www.rangiorahigh.school.nz/International/Rangiora-High-School-North-Canterbury-New-1.479> .

You will need to create a user ID and password to log in. Please follow the prompts. Any issues with enrolling on-line, please contact the International Office at international@rangiorahigh.school.nz .

PAPER BASED

Please review all the international enrolment information on the Rangiora High School Website. <http://www.rangiorahigh.school.nz/International/Rangiora-High-School-North-Canterbury-New-1.479>

If you have questions, please contact the Director of International Studies at Rangiora High School for assistance.

Phone: +64 3 311 8888 x2358

Email: international@rangiorahigh.school.nz

Before you can attend Rangiora High School please check that you have completed, signed and prepared the following documentation:

1. Rangiora High School Application Form including the Contractual Agreement (signing this indicates that you have read and agreed to the conditions of enrolment and understand the school policies)
2. A copy of the front page of the students passport
3. A copy of the student's latest school report with translation in English
4. A letter from the student telling us about themselves (in the student's handwriting and must be unaided work). It is always beneficial to receive some photos with the letter.
5. One character reference, preferably from the Principal or a teacher of the student's school written in English
6. A passport sized photograph

Send your application to:

The Director of International Students
Rangiora High School
125 East Belt
Rangiora 7400
NEW ZEALAND

or email to: international@rangiorahigh.school.nz

ENROLMENT AND PLACEMENT

All applications must be made on the official Rangiora High School application forms. Applicants may be interviewed by a Rangiora High School staff member or through a contracted agent in accordance with section 9 of the Code of Practice for the Care of International Students.

Rangiora High School will issue an Offer of Place to a selected student but the level of study offered is an indicator only. Rangiora High School has the right to place the students in appropriate subjects and year levels; selection and placement are conditional upon Rangiora High School being able to meet the needs of the student. Students entering the School as international students must have the prior learning necessary and the intellectual and emotional capacity to cope with study in New Zealand in English language at the level enrolled in. Quality applicants are sought whose proficiencies and career intentions are matched by the opportunities Rangiora High School offers.

Rangiora High School may ask a student to undertake intensive language tuition at another institution for a period of time if it is ascertained the student cannot cope at school at an appropriate English level. Generally, students are placed with their age group level.

Once a student has been accepted and has been provided with all the information required of the school by the Code of Practice, an offer of place will be made. Until such time as fees are paid and all documentation supplied as required, (including visa, signed contract, homestay and support person names and addresses and insurance coverage) the student may not begin their course.

SELECTION

Selection will be made by the Director of International Students. Students from a wide range of countries will be recruited so that many cultures are represented. Offers are based on an assessment of the extent to which Rangiora High School can meet the needs of the prospective student. Rangiora High School reserves the right to cancel an Offer of Place and refund fees hereunder in the event the level of English and/or prior learning in the subject area is not verified in testing at enrolment. Failure to disclose relevant information or the provision of false information may result in termination of enrolment.

TESTING

Rangiora High School may test international students on arrival at school to help determine placement. Rangiora High School may also require testing in a student's own home country before selection. Rangiora High School will provide its own testing material.

AUTHORITY AND INFORMATION

The parents of the student authorise staff at Rangiora High School to:

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

CHANGE OF STATUS WITH IMMIGRATION NEW ZEALAND

If the international student gains residency during their course, no further fees are to be paid. Documentation of residency must be provided within 14 days of it being granted in writing. If applying for residency, notification must be made at time of application.

If students change to domestic status all normal conditions of enrolment must be met, including living permanently in zone. Any tuition fees paid while the student status is a Foreign Fee Paying student will not be refunded.

Rangiora High School Enrolment – Domestic Students

<http://www.rangiorahigh.school.nz/Enrolment/Rangiora-High-School-North-Canterbury-New-I.314 N.25781>

Enrolment Zone Map - Domestic Students

<http://www.rangiorahigh.school.nz/Enrolment/Rangiora-High-School-North-Canterbury-New-I.554 N.25791>

Proof of regular student eligibility must be forwarded to Rangiora High School including copies of all relevant visas, passport details, dates and conditions.

A student with domestic status who loses that status must then immediately apply for an International Student place and follow normal procedures. Failure to do so will mean that Immigration New Zealand will be informed and the student may have no place at Rangiora High School.

CONDITIONS OF ACCEPTANCE

All contracts are for the duration of the enrolment at the school.

All international students must be accommodated in a homestay that is approved by the school. All international students must be living under adequate adult supervision.

Where in the school's opinion, the living arrangements are unsatisfactory, Rangiora High School has a right to require an alternative homestay.

International students must attend Rangiora High School on all days that it is open for tuition. Where it is necessary for an international student to absent themselves from Rangiora High School the reason for that absence must be communicated to the school. Where international students continue to absent themselves from Rangiora High School for no valid reason they run the risk of having their contract with Rangiora High School revoked. If this occurs Immigration New Zealand will be informed.

The student must abide by the rules and regulations that cover all students whilst at Rangiora High School. A copy of the School's Policies is available at the International Office and on the school website.

Failure to follow the Rangiora High Schools rules or policies could result in the enrolment being terminated by the School under the Education (Stand down, Suspension, Exclusion and Expulsion) Rules 1999.

It is a requirement of enrolment that all international students carry a comprehensive medical and travel insurance policy while enrolled at Rangiora High School.

Upon enrolment at Rangiora High School the student will abide by the same conditions in regards to behaviour and absences as applied to domestic students.

Enrolment as an international student at Rangiora High School shall be terminated:

- Rangiora High School reserves the right to terminate this Agreement if the Student is in breach of the Accommodation Requirements.
- If the Student is suspended, expelled or excluded from the School, the parties agree that this shall constitute a breach of the Accommodation Requirements and this Agreement may be terminated as a consequence.
- Where this Agreement is terminated, fees may be refunded in accordance with School Policies.
- At any time by agreement between the parties
- By Rangiora High School if the student fails to pay fees in advance, or fails to abide by the same conditions as for domestic students, or fails to abide by the conditions of the international student Contractual Agreement and Code of Conduct (please see below).
- If the student ceases to hold or ceases to be eligible to hold a valid student visa issued by Immigration New Zealand.
- Not to engage in any social or leisure activities that may place them, other persons, in undue danger or risk of harm.
- Noncompliance with all laws of New Zealand.

Code of Conduct – Rangiora High School

All students at Rangiora High School need to follow the School Code of Conduct.

In addition, international students at Rangiora High School need to comply with the International Student Code of Conduct. The International Student Code of Conduct serves to ensure the welfare, care and protection of international students while enrolled at Rangiora High School. Failure to obey with the International Student Code of Conduct may lead to disciplinary action as listed in the Disciplinary Policy.

International Student Code of Conduct

Accommodation

This agreement is subject to the Student living in accommodation approved by Rangiora High School. Rangiora High School will make every reasonable attempt to provide approved accommodation for the Student and the Student agrees to comply with all expectations and conditions for living in School approved accommodation.

- International students are required to reside in homestay accommodation approved by Rangiora High School, irrespective of their age.
- Permission for alternative arrangements can only be given on receipt of a Designated Caregiver Agreement signed by the Student's parent(s) or legal guardian(s), stating the parent(s) or legal guardian(s) take full responsibility for the placement of the Student with another family member or close family friend, OR, when the Student is living with a parent.
- If the Student is living with a parent(s), Rangiora High School must be informed if the parent(s) leave New Zealand at any time, so satisfactory alternative accommodation arrangements can be made.
- The Student is required to inform Rangiora High School of any changes in circumstances of their parent(s), such as a change of contact details.

Attendance

The Student is required to attend all classes and curriculum-based activities. A medical certificate is required for any absences of more than three days, or if the Student has frequent absences, or if the Student misses an NCEA assessment. Absence for any other reason must be applied for and approved by the International Director.

Curfews

The Student is required to be home by 6:00 pm Sunday to Thursday, unless they are participating in recognised activities such as sports clubs, music groups. Friday and Saturday nights, if they wish to participate in social activities, the Student is expected to be home by 10:00 pm, The Student must have permission from their host family to go out and must carry a charged cell phone with credit on it at all times.

Driving / Motor Vehicle Ownership / Riding Bicycles and Electric Scooters

The Student is not permitted to obtain their New Zealand driver's license, or to drive or own a motor vehicle (such as a car, motor bike scooter) while they are enrolled at Rangiora High School. If, in exceptional circumstances, a Student 18 years of age or older wishes to drive, or learn to drive, and / or to own a motor vehicle, they must apply in writing to the International Director and the Principal stating their case. The school's decision will be final. The Student is expected to obey all New Zealand laws with regards to riding bicycles and electric scooters such as Lime Scooters.

Drugs and Illegal Substances, Smoking, Vaping and Alcohol

The Student is not permitted to smoke, vape or drink alcohol while enrolled at Rangiora High School.

The Student is not permitted to use or possess drugs or illegal substances. Students found to be in breach of this will be subject to the Disciplinary Policy (see Schedule Two).

Education Outside the Classroom (EOTC)

Education outside the classroom (EOTC) is the name given to all events and activities that occur outside the classroom, both on the School grounds and off-site. Rangiora High School rules apply on all EOTC events and activities.

Rangiora High School uses a process, which is monitored by the Principal and Board of Trustees, to identify and manage risk for all activity types. The Ministry of Education EOTC Guidelines identify four activity types, each with recommended parent/caregiver consent.

General Conduct

The Student is expected to conduct themselves in a sensible and responsible manner while enrolled at Rangiora High School, and

- Show respect, care, concern and consideration for others
- Show respect for School property, along with the property of other students.

Serious misbehavior such as bullying, theft, violence, deliberate absenteeism, offensive language, racist remarks and actions, and sexual harassment will not be tolerated, and will be dealt with according to the Disciplinary Policy (see Schedule Two).

Homestay

The Student needs to sign and agree to the Homestay Code of Conduct. In addition, they need to respect and obey any rules of the homestay. The Student is expected to keep their room tidy and assist with general household chores such as setting / clearing the table, washing dishes. The Student is expected to be home for all evening meals and will not stay away from the home unless they have specific permission from their host parents (and school as appropriate).

Every effort is made to place the Student with a compatible host family. Requests to move homestays will be considered individually by Rangiora High School and typically two weeks' notice needs to be provided.

Insurance and Liability

The Student must have insurance during their stay in New Zealand, in accordance with the Education (Pastoral Care of International Students) Code of Practice.

Rangiora High School will not be responsible for any loss or damage to property.

Rangiora High School reserves the right to decline a Student application to Rangiora High School, without explanation, at the discretion of the School.

Internet and Cybersafety

The Student will read and agree to Rangiora High Schools' Computing and Cybersafety Use Agreement. The Student will also comply with the homestay rules and restrictions with regards to internet use and will act in a responsible manner at all times when using the internet.

Leave and Holidays

In accordance with their Student Visa, the Student must attend Rangiora High School every day during term time; they must arrive in Rangiora in time for the first day of their course of study and stay until the last day of their course of study. If the Student wishes to return to their home country, they are expected to do so during the formal school holiday times. If the Student returns to their home country for a holiday during term time the absence is unjustified according to the Ministry of Education and will impact on the Student's attendance statistics.

Photographs and Marketing Material

Photographs taken of the Student during their enrolment when participating in school-based activities may be used for marketing purposes and appear on Rangiora High School website and in print material such as Rangiora High School newsletter and magazine and newspaper articles and advertorials.

Course Subject Selection

The Student may not always be able to select the subjects they wish due to the classes being full or their English level not meeting entry requirements. Rangiora High School will endeavor to provide a course of study appropriate to the Student's ability and education goals. All subject selection will be done in discussion with the Student. Rangiora High School reserves the right to place the Student in the most appropriate level / course of study and to change the course of study of the Student if it is considered to be in the best interest of the Student.

Travel within New Zealand

The Student is encouraged to travel within New Zealand during holiday periods:

- With their host family
- With School organised groups
- With trips organised by school-approved travel companies
- With their parents, guardians or agents.

All travel must be approved by Rangiora High School at least two weeks prior to departure using the School Permission to Travel Form.

The Student is NOT permitted to travel independently, alone or with other students while in New Zealand.

Uniform and Dress Code

The Student is expected to wear the Rangiora High School uniform correctly.

Work

According to Immigration New Zealand regulations, the Student in Year 12 and 13 may apply for a Variation of Conditions to their Student Visa to enable them to work up to 20 hours per week. Written permission is required from Rangiora High School and the Student's parent. Permission from the Rangiora High School will only be provided when the Student is maintaining regular attendance making satisfactory academic progress.

Expectations, School Rules, Rights and Responsibilities

Rangiora High School has the following Expectations, School Rules, and Rights and Responsibilities that all students are expected to adhere to.

EXPECTATIONS	
Respect yourself	Respect others
Wear the uniform correctly	Be honest
Attend school and be in class on time	Pay attention and avoid interrupting
Bring appropriate equipment to class	Follow instructions
Be on task and complete home learning	Physical or verbal abuse is unacceptable
Water is the only refreshment allowed in class	Put-downs and bullying will not be tolerated
No eating in class	Respect other people's property
Be honest	Electronic devices are used as appropriate, as directed by teachers (including headphones)
Respect the environment	
No vandalism	No litter
No spitting	

SCHOOL RULES
1. Follow staff instructions.
2. Respect others' rights to teach and learn by not interrupting.
3. Speak respectfully to others – do not use 'put-downs' or offensive language.
4. Respect others and their property.
5. Bring the correct equipment to class.

RIGHTS & RESPONSIBILITIES	
If a school or any group is to operate effectively and peacefully, there needs to be an understanding that each person has rights, and with these rights each person also has responsibilities. When an individual's rights are respected and they carry out their responsibilities, our school will run smoothly. This will create an environment of self-discipline and self-respect so that each student will then be able to develop to his or her full potential.	
All students and teachers have the responsibility to respect the rights of others, students to learn and teachers to teach.	
I have a right to:	It is my responsibility to:

<ul style="list-style-type: none"> • Get a good education at my school 	<ul style="list-style-type: none"> • Attend school regularly and arrive at school and my classes on time. • Be well-behaved in class and not to disturb others. • Be prepared for learning by bringing the right equipment to class. • Get my work in class completed and do all my home learning.
<ul style="list-style-type: none"> • Be happy and safe at school and to be treated with understanding 	<ul style="list-style-type: none"> • Treat others with respect and understanding. I will show this by not laughing at others, teasing people or trying to hurt their feelings.
<ul style="list-style-type: none"> • Be treated fairly and respectfully 	<ul style="list-style-type: none"> • Treat others politely and with respect. • Respect the authority of the school staff. • Respect others' property. • Be truthful and treat others fairly.
<ul style="list-style-type: none"> • Make decisions for myself 	<ul style="list-style-type: none"> • Make sensible decisions. • Face the consequences of my decisions.

CONDITIONS OF ENROLMENT

IMMIGRATION

Parents and Student agree to comply with the immigration requirements as set out in the Immigration Act 2009, and any immigration conditions applicable to the Student's stay in New Zealand. The Parents and Student understand that the Rangiora High School has an obligation to report any breaches of the immigration requirements to the appropriate immigration authority.

1. The Student must maintain an up-to-date visa as stipulated by Immigration New Zealand.

Full details of visa requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed on their website www.immigration.govt.nz

International students will need to apply for a Student Visa in New Zealand via the [Immigration Website](#). You can now complete and submit your visa application online. Before you start your application, you need to:

- ✓ Prepare all supporting documents in PDF format
- ✓ Provide an acceptable photo of yourself
- ✓ Have a Visa or MasterCard credit or debit card so you can pay the application fee.

Immigration New Zealand require the following documentation to enable your Student Visa application to be processed.

- ✓ Offer of a Place/ Accommodation guarantee from Rangiora High School or other designated person providing accommodation in New Zealand
- ✓ Official course fee receipt
- ✓ Valid Passport and passport sized photograph
- ✓ Financial Undertaking Form (INZ1014) completed
- ✓ A return/outward air ticket (for courses less than one year)
- ✓ A photocopy of ID Card or Birth Certificate
- ✓ Visa Fee is approximately NZ\$250.00

For more information about supporting documentation visit: www.immigration.govt.nz/student-requirements

- ✓ Once New Zealand Immigration approves the Student Visa, you can begin making travel arrangements
- ✓ Please advise Rangiora High School of your arrival date and your E-Ticket
- ✓ The international staff will email you Pre-Arrival and Orientation Information
- ✓ The international staff will email you a Host Family Profile and confirm your airport pick up

Rangiora High School can give written permission for part-time work (a maximum of 20 hours per week) for Year 12 and 13 students who have a student visa for a full school year. A Variation of Conditions to a student's permit will need to be applied for. Rangiora High School is happy to assist International students with this process.

Go to www.immigration.govt.nz to view the detailed requirements of the New Zealand Immigration Service.

Students will need to show they are making and maintaining good academic progress, have good attendance and have satisfactory transport arrangements to and from work. Rangiora High School requires written confirmation from parents prior to applying for a Variation in Conditions.

Any breach of these conditions will place a student's visa and/or study permit at risk and/or lead to disciplinary action by the school.

INSURANCE REQUIREMENTS

Eligibility for Health Services

Most International students are not entitled to publicly funded health services whilst 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 entitlement to publicly funded health services are available through the Ministry of Health, and can be viewed on their website www.health.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 www.acc.co.nz

Medical and Travel Insurance

It is a condition of enrolment that International students (including group students) have comprehensive and current medical and travel insurance while studying in New Zealand. This is a requirement under the Education (Pastoral Care of International Students) Code of Practice 2016 and a requirement from Immigration New Zealand for granting a student visa.

Insurance Organised by Rangiora High School

It is easier for students to get insurance through Rangiora High School because we can help them make any necessary claims.

Rangiora High School can help international students by organising insurance through Uni-care Insurance at a cost of approximately NZ \$600 for twelve months.

Insurance Offered Through Other Providers

It is possible for students to organise their own insurance in their own country but we recommend checking with us before paying for it. Insurance must meet strict requirements. If International students wish to purchase their own insurance elsewhere, Rangiora High 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 Rangiora High School, the New Zealand Government and Immigration New Zealand. This will be at a cost to the student.

It should be noted that costs such as medical treatment in New Zealand and medical evacuation or repatriation can be prohibitive. It is therefore imperative that sums insured for these benefits should be set at an appropriately high figure. Ideally this figure should be unlimited although Rangiora High School will allow figures that it deems to be appropriately high. Below is the suggested minimum content for appropriate insurance policies according to the Education (Pastoral Care of International Students) Code of Practice 2016:

- 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.

High Sums Insured and Medical Benefits

“Sums insured” is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Sums insured of one million dollars plus are recommended.

Emergency Evacuation / Repatriation

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

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

Ideally, the policy should have “unlimited cover” as very large sums can be incurred in these situations. Insurance policies for International students should be obtained from companies with a credit rating no lower than A from Standard and Poors or B+ from AM Best.

ORIENTATION

Rangiora High School will provide a comprehensive orientation programme to help students adjust to school life. All students must attend an orientation at enrolment. This happens over the first two - three days of school. Refusal to participate in orientation will lead to cancellation of enrolment.

ESOL TESTING

During the orientation programme, each new student will be tested to establish their competency in written and spoken English. This will be done by means of an entrance test, and/or interview.

Placement in classes will be decided by the Director of International Students in consultation with the student, parents, and senior leadership staff at school and/or advisors. Competency in written and spoken English will be taken into account when placements are made.

REFUND POLICY

Refunds and Cancellations for International Students

Refunds

To be eligible for a refund parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.

An application for refund of fees must explain why the student has withdrawn from the course and the reasons for seeking a refund. In the case of illness, a medical certificate or letter from a medical practitioner must be produced in support of the request for a refund.

If the application is made before the start of the course, fees will be refunded in full, less a termination fee of NZ\$500.00. This applies if a student is not granted a student visa to attend Rangiora High School.

If the application is made after the start of the course (ie. In Terms 1 or 2), but before the second half of the course (ie. Terms 3 and 4) fees will be refunded less:

1. A termination fee of NZ\$500.00
2. Costs to the school already incurred for tuition
3. Components of the fee already committed for the duration of the course
4. Specialist fees (if applicable)
5. Appropriate proportions of salaries for teachers and support staff
6. Costs already incurred for the use of facilities and resources
7. Any other costs already incurred
8. Commission already paid to agent

If the application is made after the second half of a course there will be no refund, except under exceptional circumstances (See compassionate refunds below).

Compassionate refunds

In exceptional circumstances, refunds may be granted on compassionate grounds (ie. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Board of Trustees.

Refunds Not Payable by Board of Trustees

The Board of Trustees will not refund in the following circumstances:

- 1 . When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- 2 . Where a student has been stood-down, suspended or excluded.
- 3 . Where a student returns home for any reason other than serious illness, accident or death of a close family member.
- 4 . If the enrolment application is found to be inaccurate in any way and the contract is terminated.
- 5 . If a student wants to transfer to another school or educational institution.

Payment of refunds

All refunds will be paid either to the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.

Rangiora High School has a fee protection insurance and Rangiora High School policy to safeguard fees paid by international students’.

Homestay fees

If a student moves out of their homestay before the end of their Contract:

- 1 . All other unused homestay fees will be refunded, provided the homestay has been given two weeks’ notice that the student is leaving.
- 2 . If the student does not give two weeks’ notice, then two weeks homestay fee will be deducted from any refund.

International student who gains residency during their course

If the international student gains residency during their course, no further fees are to be paid. Documentation of residency must be provided within 14 days of it being granted in writing. If applying for residency or work permit, notification must be made at time of application.

Fees Protection

The Ministry of Education Code of Practice for International Students requires that institutions provide fee protection for international students by one of a variety of methods. The following sets out the School’s preferred method of complying with this requirement being the Income in Advance method.

- 1 . On the receipt of student fees, the funds will be deposited in the School’s main bank account and receipted in the normal manner.
- 2 . The total amount will be recognised in the accounting system as “Income in Advance” and be entered into a ledger in the name of the student for clear identification.
- 3 . Each month that the School delivers the curriculum to the student, one month’s share of the total fees will be transferred to International Student Fee Income.
- 4 . In the unlikely event of the School not being able to deliver the agreed programme, the School guarantees the refund of unspent fees. Uni-Care Travel and Medical guarantees reimbursement of non-refundable unused portions of education fees (reference Uni-Care Policy section 1B – Additional Expenses.)

GRIEVANCE PROCEDURES

Rangiora High School has established guidelines for students who have a complaint or grievance against the school. The procedure for dealing with such an issue is:

1. International students who consider that they have a concern, complaint or grievance with Rangiora High School should in the first instance discuss the concern with the Director of International Students.
2. If the matter is not resolved to the satisfaction of the student, the student or their authorized agent/representative should then take up the matter with the Principal.
3. If the matter is still not resolved satisfactorily, the student should put their concern in writing to the Board of Trustees of Rangiora High School. The board will then consider the matter and come to a decision.
4. If, at this stage, the student is still not satisfied with the outcome, the complaint should be taken to the International Student Disputes Resolution Scheme (DRS) established by section 23AJ of the Education Act 1989. The DRS will receive and adjudicate on complaints received from International Students or their authorized agents/representatives concerning breaches of the Education (Pastoral Care of International Students) Code of Practice 2016.

Information about the DSR is available in the International office or by visiting this website <http://www.legislation.govt.nz/regulation/public/2016/0042/latest/whole.html>

Rangiora High School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016. Copies of the Code are available on request from the International office or from the NZQA website www.nzqa.govt.nz

PRIVACY, INFORMATION

The parents and the student acknowledge that:

- a) Personal information disclosed in the International Student Application will be held by Rangiora High School and will be used for communication to the parents. If any information i.e. addresses change, please notify the international office accordingly.
- b) All personal information provided to the school is collected and will be held by Rangiora High School at East Belt, Rangiora, New Zealand.
- c) If the student/parents fail to provide any information requested in the International Student Application, Rangiora High School will be unable to process the application.
- d) The student/parents have the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by Rangiora High School concerning them.

CONDITIONS OF ENROLMENT - ACCOMMODATION

ACCOMODATION

As per the Education (Pastoral Care of International Students) Code of Practice and Guidelines (revised 2016) upon or before enrolment the international department at Rangiora High School will determine and verify which category of accommodation the international student will live in regardless of age.

- School approved Homestay
- Designated Caregiver
- Parent

Rangiora High School is a signatory to and complies with the Code. Unless living with a parent, every international student is required to reside at an Accommodation approved by Rangiora High School using the processes set out in the Code. No international student of Rangiora High School can live independently, in a boarding establishment or in temporary accommodation.

Police vetting will be required of all caregivers and all residents of a household aged 18 or over excluding International Students (excluding parents). The school will provide guidelines to the caregivers and the students and outline the divisions of responsibility between Rangiora High School and the caregiver.

The parents and the student agree that the student shall remain in accommodation arrangements either organised by Rangiora High School for the term of this agreement, or approved by the Rangiora High School according to the Code of Practice guidelines on accommodation. Any changes must be negotiated with the Director of International Students and the Homestay Manager. Failure to comply with this requirement may lead to a cancellation of the student's place at Rangiora High School. All caregivers who are not New Zealand citizens must provide copies of their passports and valid visas.

Homestay accommodation is the best way to develop a student's English language while living and studying in Christchurch.

HOMESTAY ACCOMODATION

Our homestay programme provides international students with quality accommodation and a caring environment to support them during their time at Rangiora High School. Homestay families are monitored closely and supervised by the school.

All homestays are carefully selected and monitored to ensure that appropriate standards are maintained. The accommodation fee covers a single room that is warm and furnished (a desk is provided), heating, all meals and laundry. Rangiora High School will ensure to the best of its ability that the accommodation provides a safe, positive and healthy environment for the student and complies with the Code.

A homestay family will also provide a student with:

- Reasonable house rules for their guidance and for the student to respect
- Encourage the student to participate in the family's activities and events and help the student with their English
- Regular contact with the Homestay Manager and/or the student's guardian to make sure they are happy in their homestay
- Friendship, care and guidance
- A safe physical and emotional environment, conducive to studying

Homestay payment is payable in advance to Rangiora High School. Rangiora High School can only guarantee accommodation for visa purposes for the number of weeks' homestay fees have been paid for. Rangiora High School will pay the homestay caregiver weekly and account for all money received and payments made from homestay money.

The homestay fees invoiced may be an estimate cost only. Exact costs will be determined when final departure date is confirmed.

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

Homestay accommodation will be arranged with local families in the Rangiora area. Some students will need to travel to school on the school bus (free).

All accommodation must be arranged by or be acceptable to the Director of International Students and the Homestay Manager. Students may not change their accommodation without the permission of the Director of International Students and/or the Homestay Manager.

The Parents and Student agree that no changes to accommodation arrangements will be made whatsoever without the prior written agreement of Rangiora High School.

The Parents irrevocably authorise the principal of Rangiora High School to advise the Residential Caregiver (whether or not arranged through the school) of all matters and information required to be provided to the Parents and agree to appoint the Residential Caregiver in New Zealand to receive such information in substitution for the Parents.

DESIGNATED CAREGIVERS (DCG)

Approval is required from Rangiora High School prior to a Student's placement with a Designated Caregiver. The Designated Caregiver agrees that approval will be provided only after appropriate safety and other checks have been completed by Rangiora High School in accordance with the Code and school policies.

Rangiora High School will take measures as it considers appropriate to monitor and review the quality of residential care by the Designated Caregiver and this may include, without limitation,

regular visits to the Designated Caregiver and meetings with both the Student and the Designated Caregiver.

At no time can a DCG leave the student unsupervised overnight or for any length of time without firstly informing the school and seeking approval for a temporary caregiver to take their place. This will probably necessitate a new DCG being appointed for the period as per all DCG regulations.

The DCG arrangement cannot change until Rangiora High School is informed and agrees to the change. The parents take full responsibility and accept the decisions made by their DCG about the day-to-day requirements of their child and understand that Rangiora High School will make every endeavour to provide care and welfare of their child while studying in their school.

Failure by the Designated Caregiver to provide the residential care required by Rangiora High School and the Code may result in the approval of the Designated Caregiver being withdrawn.

PARENTS

Students living with parents must still be monitored by Rangiora High School. Birth certificates, copies of passports and visas are required to verify parent status.

At no time can a parent leave the student unsupervised overnight or for any length of time without first informing Rangiora High School and seeking approval for a temporary adult caregiver to take their place. If a parent leaves a student unsupervised in New Zealand that student could lose their place at Rangiora High School and Immigration New Zealand would be informed.

If students are living with a parent, the parent has full responsibility for the pastoral care of the student outside tuition hours and may be called up to the school at short notice on school matters. Parents must follow all the policies of the School at all times.

ACADEMIC PROGRESS AND REPORTING

Rangiora High School reports on academic progress throughout the year and through regular Engagement Reports and Academic Conferencing Days. The School expects all international students to make reasonable academic progress and try their best.

NATIONAL CERTIFICATE OF EDUCATIONAL ACHIEVEMENT (NCEA)

NCEA is New Zealand's national qualification for senior secondary students. NCEA is part of the National Qualifications Framework. All long-term senior international students are required to sit NCEA exams.

For more information about these exams, please go to www.nzqa.govt.nz/ncea

INTERNET ACCESS

Students are provided with internet access through parental consent as part of the enrolment and orientation process. The internet is only to be used for educational purposes and whilst Rangiora High School has taken precautions to eliminate controversial material, it is not possible to restrict access to all such material and hence access remains the individual student's responsibility. Internet use and sites visited are monitored closely by Rangiora High School.

DRIVING

Rangiora High School does allow international students to learn to drive with permission by the Principal. International students will be required to have an interview with the Principal, to attend a Defensive Driving Course and follow all New Zealand legislation to obtain a Learners Licence.