



Paparoa Street School

2024 Enrolment Information for
International Fee-Paying Students





Paparoa Street School - Who are we?

Welcome to Paparoa Street School, one of Christchurch's leading primary schools. We provide learning to inspire and impact our students and families. We are determined to have extraordinary (going beyond what is usual, regular and customary) expectations of our teachers and learners within a warm and demanding culture. We expect our learning experiences and our learners to make a difference to our people, our place and our world both now and in the future. Information about the curriculum and other general information about Paparoa Street School is available on our website at: www.paparoastreet.school.nz.

Paparoa Street School provides education for 500 children from Years 1 to 6 in Christchurch City. We would love to meet you and show you what makes our school so special.

The latest Education Review Office Report on Paparoa Street School is available at: www.ero.govt.nz The Education Review Office is an independent body contracted by the Ministry of Education to evaluate and report on the performance of all schools.

Kāinga Organisation

Our school is made up of three vertical kāinga (villages), consisting of Year 0-6 groupings. Each kāinga has a Year 0-2 collaboration, a Year 3-4 collaboration and a Year 5-6 collaboration. Each collaboration is 2-3 teachers so each village has 6-10 teaching staff and a number of support staff.

Each collaboration is made up of a group of learners and teachers and signifies a personal place/space for students where they locate their belongings, relate to teachers with primary responsibility for their learning progress and well-being, and where they connect with others in their team. Learners, whānau and teachers can see what is coming next and what has gone before in their kāinga. Learning activities are planned collaboratively, horizontally and vertically through and across kāinga. We know each other in our kāinga; this means we all know about our learning needs, our strengths and how learning is delivered across our kāinga. Tuakana/Teina (older or more expert tuakana helping and guiding a younger or less expert teina) is a vital part of our social and learning experiences in each kāinga.



The developing culture of our kāinga is of great value and significance to our whole school culture. Our kāinga are our places of belonging, our pathway for growth, our culture within the culture which allow our learners to develop strong learning relationships and a sense of community responsibility and accountability.

Our Values	
We have identified four key values as our focus for learning at Paparoa Street School	
Belonging - <i>He whenua nōku.</i>	We all have a place here and can clearly identify where we fit. People know us and our way here.
Kindness - <i>Manaakitia.</i>	We know how to give and receive kindness. This helps us feel safe and allows us to take risks in our learning.
Bravery - <i>Kia māia</i>	Courage, risk taking, failure and prickliness are qualities we pursue and celebrate. We all expect to be stretched.
Passion - <i>Kia ngākau whitawhita</i>	Learning happens best when we are in our element.

Important information held by the school

Paparoa Street School will hold current information for each International Student at all times. As well as the information required on the enrolment form, copies of the passport and permits will be included

Orientation programme

When children are enrolled all family members are offered a guided tour of the school by Principal Dy Stokes or Paula Kirkpatrick, the International Coordinator, to see the facilities offered and to ask any questions. Children will also be introduced to their classroom teachers and to the support staff they will be working with. For the first week, new children are also 'buddied' up with a classmate to help and support them with orientation.

Foreign fee-paying students

Any student enrolled will be mainstreamed into present classes and have access to and use of all facilities and equipment to meet his or her educational needs. A student fee will be set by the Board of Trustees annually.

In-school support and conditions for international students

- The International Coordinator will be the first point of contact if an International Student faces difficulties adapting to his/her new cultural environment.
- If you, as parents or authorised guardians of your child, have concerns about any aspect of your child's schooling, please follow the procedures outlined in the school's policy on 'Concerns'.
- If you have concerns about a breach of the Code, advocacy procedures are outlined in the **Summary of the Code of Practice for the Pastoral Care of International Students** (Included with the information provided).
- As part of the enrolment procedures, office staff will establish communication arrangements with you should an emergency arise.
- If school personnel are concerned that your child has been, or is likely to be ill-treated, harmed, abused or neglected we are obliged to notify the Oranga Tamariki or the New Zealand Police and follow the reporting protocol ('Breaking the Cycle').
- The Education Rules 1999 (stand-down, suspension, exclusion and expulsion) apply to all students, including international students enrolled at Paparoa Street School, and these rules must be complied with.

Enrolling as an International Student

All New Zealand children enrolled at a state school are entitled to a 'free education'. State schools are funded by the Government and teachers are paid by a central government pay service. International students do not qualify for 'free' education and are required to pay a fee.

The fee set by the Paparoa Street School Board of Trustees includes:

- the cost of employing extra staff
- ESOL (English lessons for children who have English as their Second or Other Language)
- a portion of the school's operational cost
- administration
- a Crown fee (a charge imposed by the Government for the use of a state- owned facility)
- additional charges which include the annual cost to the school for being a Signatory to the Code of Practice for the Pastoral Care of International Students) and GST (Goods and Service Tax, a Government tax amounting to 15% of the total fee).

Conditions of Acceptance

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

- Although an elementary level of English is desirable, no child will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at Paparoa Street School.
- Students and parents/legal guardians must accept and abide by the rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
- If a child has additional learning or behaviour needs, disclosure of this information will not automatically disqualify the student from enrolment. However, failure to disclose information or providing misleading information may result in the withdrawal of an Offer of Place or termination of tuition.
- Should it become evident that a student has additional learning or behaviour needs that can not be met by mainstreaming within the school, the parents may be required to pay privately for additional in-class support for the student.
- Students must observe the laws of New Zealand.
- Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
- Class placements are decided on the evidence of assessment after arrival in New Zealand, therefore all information given before enrolment about placement on courses and in classes is provisional. 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.
- The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
- Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of his or her visa.
- Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
- All additional costs (as outlined in the school prospectus) will be paid promptly, as required.
- The conditions of the Fee Refund Policy will be accepted.
- All students must possess travel and medical insurance for the duration of their enrolment; evidence of this must be presented to the school.
- All international students must live with their parents or court-appointed legal guardians (proof of legal guardianship must be supplied).
- All disputes will be dealt with in New Zealand law.
- The school's complaints procedure for international students will be used to deal with grievances.
- Parents must inform the school of their address, telephone number, and email address.
- The student and/or parents must advise the school of any changes in the contact details for the student or parents.
- The student and/or parents will provide academic, medical and other information that is relevant to the well-being and course placement of the student.

ENROLMENT

Enrolment procedure

Children can be enrolled at a New Zealand state primary school from their fifth birthday. Education becomes compulsory at age six. Children fourteen years and over attend secondary school. Education for New Zealand children remains compulsory until the age of sixteen.

To enrol at Paparoa Street School you must approach the Principal with a request for enrolment. Paparoa Street School is a state school and our first priority is to cater for resident students in years 0-6.

A request for enrolment can be made by emailing the school's Executive Assistant Lisa Cummins: executiveassistant@paparoastreet.school.nz If we have a place available at your child's age and class level, you may be offered a place.

The details completed in the 'Offer of a Place' form are required by New Zealand Immigration for the issuing of a student visa or permit. You may like to visit the New Zealand Immigration website for more information about the student visa or permit at: www.immigration.govt.nz

Our school requires you to complete a student online enrolment form, which provides information about your child and your family. Full contact details for both the parents and the legal guardian must be provided.

At the time of enrolment, you must have the child's passport with you, and evidence of medical and travel insurance. At the time of enrolment, the school will ask for particulars about your child's health and information about any special needs that may have to be addressed, including background for ESOL (English as a Second or Other Language).

You will be asked to provide the school with information about your child's previous schooling and levels of achievement. This information will assist teachers with class placement.

More comprehensive diagnostic tests are conducted once your child has settled into Paparoa Street School and will include an assessment of proficiency in the English language. This information will be used to determine the level at which your child will be supported at our school. This may not be finally decided until up to two weeks after they arrive at school or when determined necessary by the school. If the school determines that your child's specific learning needs are not able to be catered for effectively, then enrolment will be terminated.

All the information you provide will remain confidential. If any of the details you provide at the time of enrollment change, it is your responsibility to notify the school of the change immediately.

Additional Opportunities

English Lessons

Foreign students may require special tuition in the English language. The need for this will be governed by the knowledge the student already possesses. An assessment of the student's ability will be conducted as soon as he/she arrives at the school or prior to attending if that is possible. The student's caregiver will be consulted fully and the course will be designed to suit the particular student.

Enrichment

Students may be offered opportunities for enrichment learning in areas of strength or passion.

Out of school music

Out of school music programmes are offered to students by visiting itinerant teachers who come into the school. There is an additional charge for this, as set by the music school.

Calculations for fee paying students

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used to determine the level at which your child will be supported at our school. This may not be finally decided until up to two weeks after their arrival at school or when determined necessary by the school. If the school determines that your child's specific learning needs are not able to be catered for effectively, then enrolment will be terminated.

All the information you provide will remain confidential.

If any of the details you provide at the time of enrolment change, it is your responsibility to notify the school of the change immediately.

ADDITIONAL FEES - Additional fees will be negotiated as required, e.g.

- Class stationery - varies depending on class
- School uniform - see price list in information pack
- Class visits, trips, camps, transport for sports - varies depending on class

Other charges you will have to meet include:

- the cost of dental treatment by a private provider
- specialist support services, e.g. speech therapy, occupational therapy, psychological services or any other additional learning support
- Truancy Service in case of prolonged, unexplained periods of absence from school
- New Zealand Immigration Service will be informed when students complete the course for which they have enrolled and return to their home country or choose to leave Paparoa Street School to continue their studies at another school in New Zealand

Upon completing a course of study at Paparoa Street School:

- Students returning to their home country will receive a letter from the school to explain the study course, or year of schooling completed, plus a copy of their Progress and Achievement school record card.
- Students who leave Paparoa Street School to attend another school in New Zealand will be provided with a Transfer Notice with all school records forwarded to the new school when requested.

Refunds:

The minimum course fee is for one term and no refund will be given for this time. Beyond the minimum course fee period, refunds will only be given for full-uncompleted terms less a \$600 administration fee. The same applies when a student is granted residency or otherwise entitled to New Zealand education. Notice of intention to leave and/or applications for refunds must be made in writing.

Fees protection:

Paparoa Street School Board of Trustees guarantees to hold in reserve sufficient funds to meet any refund requirements should the school not be able to continue tuition e.g. natural disaster, emergency. The fees will be separately coded and audited and are not 'spent in advance'.

Medical:

The foreign student must be covered by personal medical insurance while in New Zealand.

Concerns and Disputes:

A copy of the school's policy on 'Concerns' is included to outline procedures for dealing with grievances should they arise.

Non attendance and withdrawal procedures:

If a student is sick or absent the school must be notified immediately via the School App or calling the school office on 03 3528160.

All applications for withdrawal must be made in writing

Termination of Enrolment

Circumstances in which the school may terminate tuition

- Failure to comply with school rules.
- Continual misbehaviour/gross misconduct.
- Immigration requirements not met, or breached.

If a student is withdrawn or ceases to attend for more than 70 days without notification, the school will notify the New Zealand Immigration Service.

If the school receives false and/or misleading information on enrolment, the school reserves the right to terminate tuition. (If any special needs become apparent, parents/caregivers are responsible for any additional costs that may be incurred in determining programmes/resources to cater for those special needs. If the need proves more than the school can effectively support, the enrolment will be terminated).

If enrolment is terminated the school will notify the New Zealand Immigration Service.

Code Compliance

To ensure that the Code of Practice is being complied with, the following actions will take place as part of the school's self-review process:

- All relevant policies will be included in and reviewed as stated in the school's programme of policy review.
- The enrolment information and fees will be reviewed each year under the direction of the Principal and the International Students school liaison person.
- All new staff will be issued with copies of the school information pack for international students so that they are conversant with the requirements and procedures.
- Health and travel insurance - 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 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 www.acc.co.nz

- Medical and travel insurance: International students must have appropriate and current medical and travel insurance while studying in New Zealand, and must provide evidence of the above, to be kept on file.

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- The enrolment information and fees will be reviewed each year under the direction of the Principal and the International Students school liaison person. All new staff will be issued with copies of the school information pack for international students so that they are conversant with the requirements and procedures.

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

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 www.acc.co.nz

Medical and travel insurance:

International students must have appropriate and current medical and travel insurance while studying in New Zealand, and must provide evidence of the above, to be kept on file.

Immigration

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

Student welfare

Paparoa Street School, as a signatory to the Code of Practice, has a number of obligations relating to the welfare of international students.

HEALTH & MEDICAL INSURANCE POLICY for INTERNATIONAL STUDENTS:

Policy Rationale

In accordance with Section 7.4 of the Code of Practice for the Pastoral care of International Students all international fee-paying students must have appropriate and current medical and travel insurance to ensure their health and safety for the duration of their enrolment as students at Paparoa Street School.

Guidelines

- The policies for health and medical insurance can be separate or combining both areas.
- Documentation of the insurance must be presented to the school prior to the commencement of school attendance.
- Documentation of insurance must be clear for all students attending Paparoa Street School, and for their custodial parent or legal guardian.
- Policies must state clearly their dates of commencement and completion. Renewal options need to be available.
- Parents or legal guardians are responsible for any health costs not covered in their insurance policy, as they are not entitled to publicly funded health services while in New Zealand.

The recommended requirements are (as stated in Section 7.4, p27 of the Code):

- high sum insured (\$1 million-plus)
- emergency evacuation/repatriation
- accompanying relative cover
- personal effects cover
- personal liability cover

Where students have separate travel and medical insurance policies, the travel insurance should cover:

- loss of baggage and other personal effects
- accident and injury
- disruption of travel plans
- cost of medical care in any 'stopover' countries

If students already residing in New Zealand are to attend Paparoa Street School proof of insurance will be required prior to confirmation of enrolment.

Conclusion

By adhering to the above guidelines the health and well-being of international fee-paying students should be well provided for in accordance with the Code of Practice.

Signed: _____ Date: _____

FEE REFUND, INTERNATIONAL STUDENTS:

Policy Rationale

To ensure fairness of fees for the parents of foreign fee-paying students, and the financial management of the school.

Guidelines

Refunds/partial refunds of fees will be made only in exceptional circumstances at the discretion of the Principal. A written application to the Principal setting out the reasons for requesting a refund/partial refund is required. Refund conditions are as follows:

- Where a child has enrolled but not started their course, tuition fees will be refunded less a \$650 administration charge.
- The minimum course is for one term and no refund will be given for this time.
- Beyond the minimum course fee period, refunds will only be given for full- uncompleted terms, less a \$650 administration fee (as above).
- There are NO refunds if the student is asked to leave the school because of bad behaviour.
- A refund will NOT be given where it has been shown that deliberate inaccurate information has caused the school to enrol the child incorrectly and the child has been required to leave.
- Where student status changes to permanent residency during the course of the school year, fees will be partially refunded as from the start of the following term, less ESOL tuition fees as related to the Support Staff Employment Contract. A minimum of four weeks written notice in advance is required.

Conclusion

By adhering to the above guidelines all participants will be treated fairly and equitably.

Signed: _____ Date: _____

SCHEDULE OF CHARGES FOR FOREIGN FEE PAYING STUDENTS

International Student Fees

Includes a \$1000 Crown fee for use of government-owned property

Per year: \$14,000

Per term: (9-11 weeks): \$4000

Administration Fee: (non-refundable) \$650

This fee is set annually and reviewed by the Board of Trustees and the Principal.

Teaching and operating costs included:

- provide teaching staff
- curriculum resources and equipment
- provision of text/library books
- prospectus information
- amenity/paper fee
- technology maintenance
- reporting to parents
- administration costs
- specialist teaching fees - ESOL programme.

PAYMENTS MUST BE MADE IN ADVANCE.

Term by term payment can be arranged. On payment of the fees and levy the school will issue a receipt and a statement of the payment, which can be forwarded to the Immigration Department who will then issue a student permit for the dates stated.

Additional Fees

Additional fees will be negotiated as required - e.g.

- Class stationery - varies depending on class
- School uniform - see price list in information pack
- Class visits, trips, camps - varies depending on class



PARENT CONTRACT FOR INTERNATIONAL STUDENTS STUDYING AT PAPAROA STREET SCHOOL

The parties to this contract are:

FAMILY OF _____

SIGNATORY FOR THE SCHOOL _____

Parents or legal guardians of the international student (hereinafter called "the parents") and Paparoa Street School Board of Trustees (hereinafter called "the school")

Terms & Conditions

- The school shall provide tuition in accordance with the New Zealand Curriculum Framework and will adhere to the protocols established under the New Zealand Code of Practice for the Pastoral Care of International Students.
- The school is not responsible for arranging or providing accommodation for the student, who must live with a parent or guardian for the full duration of attendance at Paparoa Street School.
- The above parties contract that the school will provide tuition services to the student. The parties acknowledge that the above named student (hereinafter called "the student") is the recipient of the tuition services but is not a party to this contract.
- This agreement (hereinafter called "the agreement") shall consist of this contract including the attached Parent Information Booklet in Appendix One and the school's enrolment form. The agreement contains the entire understanding of the parties and overrides any prior promises, representations, understandings or agreements

The parents irrevocably appoint and authorise the Principal of the school (or such other person as may be appointed by the school to carry out the Principal's duties) to:

- Receive information from any person, authority or corporate body concerning the student including, but not limited to, medical, educational or welfare information.
- Provide consents in respect of any activity carried out and authorised by the school.
- Receive financial information relating to the student while in New Zealand.

- Provide consents that may be necessary to be given on the Student's behalf in the event of a medical emergency where it is not reasonably practical to contact the parents or where they cannot be contacted.
- The legal responsibility and legal guardianship of the student shall remain with the parents. The parents shall be ultimately responsible for the important decisions for the student while s/he is in New Zealand.
- The parents agree to provide the 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.
- The school shall use its best endeavours to ensure the safety, health and well-being of the student but shall not be liable for any damage or harm caused to the student or the student's property while attending the school or outside of normal school hours.
- The school's liability in relation to the supply of goods and services to the parents is limited to the amount of fees paid for any one-year's tuition (or part thereof).
- The parents agree to pay all tuition fees and additional charges as may from time to time be levied by the school. Tuition fees must be paid term by term, or one year in advance.
- The parents accept that the school has a right to effect a change of course if it is seen to be in the best interests of the student and has been discussed with them.

The refund policy for the school is based on Section 4B (7) of the Education Amendment Act (N.4) 1991. In order to be eligible for any refund the parents must apply in writing to the school.

If notice of cancellation is received by the school in writing four weeks or more before the commencement of the course, full tuition fees will be refunded. The school reserves the right to deduct an administration cost of \$650 in this case.

If the parents wish to cancel the student's further study after the course has started or within four weeks of the commencement of the course, the following will be deducted:

- administration costs of \$650
- a minimum of one term's fees
- any other costs that the school thinks fit.

No refunds will be made to the parents if the student is asked to leave the school because of misbehaviour, poor attendance or violation of New Zealand law.

Refunds will be made to the parents who acquire permanent residence in New Zealand for the student after having enrolled at the school according to Paparoa Street School's refund procedure.

- The parents agree that the student will comply with the school's practices as set out in the parent information booklet.

- The parents must advise the school of any changes of address, phone number or home circumstances. The parents acknowledge that:
 - Personal information regarding the parents or student collected or held by the school is provided and may be held, used and disclosed to enable the school to process the application for tuition, provide tuition and associated services for the parents, or advice or information concerning products and services the school believes may be of interest to the parents, to enable the school to communicate with the parents with that information as the school sees fit.
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- All personal information provided to the school is collected and will be held by the school.
 - The parents have the right under the Privacy Act 1993 and amendments to obtain access to and request corrections to any personal information held by the School concerning them.
 - The term of this agreement is for the total duration of the student's enrolment at the school.
 - The parents warrant that all information given to the school is accurate. The school reserves the right to cancel the agreement should the information provided by the parents be misleading or incorrect.
 - Any disputes arising from this agreement shall be dealt with under New Zealand law.

We / I, the parent/s of the student, have read these conditions and understand if the student fails to meet these conditions, it may result in the student being asked to leave the school and the student visa being revoked.

Student's Name:	
Signed: (parent/s)	Date:
Witnessed:	Date:
Signed: Paula Kirkpatrick International Coordinator of Paparoa Street School	Date:



INTERNATIONAL FEE PAYING STUDENTS

Enrolment

Please complete all fields

PERSONAL DETAILS	
STUDENT'S NAME:	
DATE OF BIRTH:	
COUNTRY OF RESIDENCE (prior to arrival in New Zealand):	
PASSPORT NUMBER:	
NZ RESIDENCY GRANTED? Yes / No (delete one)	
VISA STATUS:	
DATE of ENTRY TO NEW ZEALAND:	ADDRESS IN COUNTRY OF ORIGIN:
VACCINATIONS SIGHTED: Yes / No (delete one)	
PARENTS' NAME (Mother):	ADDRESS:
EMAIL:	PHONE NUMBER:
PARENTS' NAME (Father):	ADDRESS:
EMAIL:	PHONE NUMBER:
FEES	
Amount Paid:	Date Paid:

Commencement Date:	End Date:
MEDICAL/TRAVEL INSURANCE	
NAME OF PROVIDER:	Date Insured from: Date Insured until:



OFFER OF PLACE TO FOREIGN FEE PAYING STUDENT VISA

Immigration Letter

The student whose details are given below has been offered a place at the institution named below, in a course of study which meets foreign fee paying student policy requirements.

Course of study is PRIMARY.

Please note that the School does not guarantee accommodation

Student Full Name:	
Length of course:	Commencement date: End date:
Total course fee payable:	Amount paid:
Method of payment: <i>cash / EFTPOS / Internet</i>	Date paid:
Additional Comments:	

Paparoa Street School
120 Paparoa Street
Papanui Christchurch 8053

Signed:

Date:

Paula Kirkpatrick

International Student Co-ordinator

The New Zealand Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

This section provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

When does the Code apply?

The Code commenced on 31 March 2002. Educational providers then had six months to sign the Code. You need to check with the Ministry of Education to see if your provider is a signatory to the Code.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed

by them.

What is an “international student”?

An “international student” is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from www.minedu.govt.nz/goto/international.

How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.minedu.govt.nz/goto/international. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Principal, the International Student coordinator, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

A summary of the Code of Practice for the pastoral care of international students

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation, and students at Year 6 or below must be living with a parent or legal guardian

- all providers have fair and equitable internal procedures for the resolution of international student grievances Full details of what is covered can be found in the Code itself.
- The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the

power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel. The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority

Private Bag 32001 Panama Street

WELLINGTON

New Zealand

Phone: 04 462 2220 Email: ieaa@justice.govt.nz