

# International Student Handbook

## Code of Practice, Immigration, Health and Insurance

### Pre-enrolment Information

Ficino School has agreed to observe and be bound by the *Code of Practice for the Pastoral Care of International Students* published by the Ministry of Education. Copies of the Code are available on request from the New Zealand Ministry of Education website

<http://www.minedu.govt.nz/goto/international>

Also refer to Appendix 1 “Summary Code of Practice for the Pastoral Care of International Students” at the end of this handbook.

### Immigration

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

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

### Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

## **Application Information, Requirements and Procedures**

### **Prime Condition**

Ficino School requires that all international students live with a parent during the entire duration of their enrolment.

### **English Language Requirements**

All applicants must be able to demonstrate a minimum capability in English to be enrolled. This will be done by oral conversation and a written assessment piece where appropriate, which may include an aSTTle test.

### **Application Requirements and Procedures**

The applicant must complete the International Student Application for Admission and produce the following documents before the application can be processed:

- Passport (student and parent/s)
- Student visa/permit
- Four recent passport size photos
- Copies of recent school report with verified English translation
- Medical and travel insurance policy
- Immunisation record from home country
- Information on any medical conditions or learning difficulties (if applicable)
- Application fee: NZ \$200 (non-refundable)

### **Procedures once an application has been received**

#### **If the student is overseas:**

- Documents are checked and assessed
- A conditional Offer of Place is made and invoice for fees deposit is sent. (Fee payment by Direct Credit in to school account is required.)

*The conditional offer of place will be confirmed upon interview with student and parent/s.*

## **Interview with Principal**

### **If the student is in New Zealand or when the student arrives in New Zealand:**

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

*This interview will involve:*

- The prospective student and parents
- The Principal or nominated deputy
- The teacher responsible for pastoral care of international students
- A translator (if required)

*The interview will consist of:*

- A tour of the school
- Explanation of conditions of acceptance
- Explanation of classroom and daily programme
- Initial assessment of the level of English of the student
- Ensuring the parents understand the code of practice
- Answering any questions the parents may have

*What happens next?*

1. Parents are informed in writing of the school's decision within seven days of the interview.
2. If there are no current places available, the parents will be notified and be given the option of being placed on a waiting list.
3. When a place becomes available, they will be notified and given 14 days to accept or decline the placement.
4. Placement at a particular year level or class will be at the discretion of the Principal. This may be dependent upon class numbers, English language proficiency and any other school assessments.
5. If the place is accepted, Ficino School will send a Confirmation Offer of Place letter to the parents, who will have 14 days to pay the school's fees. This will confirm their acceptance of an offer of place for their son/daughter at Ficino School.

## 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.

1. The minimum period of enrolment is for one semester (two school terms) except in exceptional circumstances.
2. The student must live with a parent for the duration of their enrolment at Ficino School.
3. Parents must inform the school *before any change* in address, telephone numbers and email addresses takes place.
4. The acceptance of an application is provisional on the English language level and academic achievement being suitable for the courses that Ficino School offers.
5. Students and parents must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
6. Students and parents must observe the conditions of Visa and Student permits.
7. Parents must inform the school of any change in the student's immigration status.
8. The student will attend the school on all occasions when it is open for tuition unless prevented by illness or other urgent cause.
9. Tuition fees will be paid in full before enrolment, or before renewal (whichever applies.) All additional costs will be paid promptly, as required.
10. The conditions of the Fee Refund Policy will be accepted.
11. Students must have medical and travel insurance for the duration of their period of enrolment at the school. The school will keep a record of the policy number. Insurance policies are to be provided in English or a translated version of the policy is to be supplied. The suggested minimum cover is as follows:
  - Insurance cover is required from the time the student commences travel to New Zealand through to the time that they have arrived back in their home country
  - Sums insured should be very high so that they will not be exceeded by any claim. It is preferable that there is no excess
  - Emergency evacuation/repatriation of the student, and this should be for unlimited cover
  - Emergency accompanying parent cover for evacuation/repatriation of the parent living in New Zealand with the student, and/or a parent in the home country to fly to New Zealand and their airfares home
  - Personal effects
  - Travel insurance
12. Parents must provide academic/behavioural/medical or other information that is relevant to the well-being of the student.

## School Fees and Associated Costs

**APPLICATION FEE** \$200

**REFUNDABLE  
ACCEPTANCE BOND** \$2000

**FEES** Year 1-3 \$5500/ term  
Year 4-6 \$6000/ term  
Year 7-8 \$6500/ term

**LUNCHES** Fresh healthy \$340/term  
lunches provided for  
all pupils

**FEES PAYMENT** Fees are payable a semester in advance  
by  
Direct Credit to the School's bank account  
Bank details – ASB Bank  
Branch - Mount Eden  
414 Mount Eden Rd, Mount Eden,  
Auckland 1024  
Account number 12-3048-0325211-00 Please quote student's name  
Swift code ASBBNZ2A

**STATIONERY** Basic stationery items included in fees

**ACTIVITY FEES** Extra activities may incur fees. Costs are kept to a minimum and parents  
are advised of expenses in advance

**UNIFORM** Details and costs of uniform are provided on enrolment

**AFTER SCHOOL CARE** After School Care Programme \$18.50 per child / day

**Please Note** All amounts are in New Zealand Dollars and are inclusive of GST  
Insurance (Health and Travel) is compulsory and must be arranged by  
parents  
Airfares to and from New Zealand are not included  
For refund and fee protection see International Student Handbook  
Fees and all other charges are reviewed annually

## School Uniform

Students must wear the current school uniform at all times. The uniform is available from the school's Uniform Shop. You will be provided with a list of requirements upon acceptance of a place in the school.

## Refund Conditions and Fee Protection

A refund of fees will be considered only after a written request from the parent has been received by the Principal setting out the special circumstances of the claim.

*If the withdrawal is prior to the student coming to New Zealand, the tuition fees paid will be refunded in full minus a \$200 administration fee. The Application Fee will not be refunded.*

*If the student wishes to withdraw after arriving in New Zealand and commencing at Ficino School, no refund will be made unless the Principal decided to allow one.*

Where the Principal has decided to allow a refund, the Board may refund the person who paid the fees any amount of fees it thinks appropriate. Generally, deductions from fees paid will be made for:

- Administration fee of \$200
- The Board's best estimate of the cost of providing tuition up to the time of withdrawal
- The Board's best estimate of the cost incurred for the use of resources and facilities up to the time of withdrawal
- Other costs already incurred

No refund will be made:

- Where students are asked to leave the school because of misbehaviour, poor attendance or violation of school rules.
- Where students wish to transfer to another school for whatever reason.
- Where students return home for any reason other than serious illness, or the serious illness or death of a close member of the family.
- Where students acquire permanent residence status after having enrolled at the school.

The school has a fees protection policy to safeguard the fees paid by international students in the unlikely event that the school may not be able to continue delivering tuition to international students. This policy ensures the school retains sufficient monies to meet the requirements of any refund in these circumstances.

Immigration New Zealand will be notified if any student ceases to attend Ficino School for whatever reason.

## **Orientation Programme and Support**

On the student's first day at Ficino School, he/she will be met by the Teacher Responsible for International Students and shown to their classroom. All students are mainstreamed immediately, and withdrawn for orientation, pastoral care and English teaching as required. In liaison with the class teacher, a buddy/support person will be appointed who will help the new student with daily routines, timetables and ensure they are involved in activities at break times.

The orientation programme includes school layout, school rules and regulations, support systems and resources available. It also includes instruction on traffic and pedestrian safety within the school grounds.

During the first few weeks of an international student's time at the school, monitoring is to continue to ensure the student has settled into school life. The teacher must be available to support the classroom teacher and parents if required.

Once the initial period is over, the Teacher responsible for International Students will continue to monitor the student and his/her progress through informal meetings and where necessary, through formal meetings with the student, class teacher, the learning support teacher and parents. Parents may make an appointment to see the teacher to discuss any queries or concerns. Parents and students are to be kept aware that they must notify the school should their home circumstances change, such as going on holiday or moving address.

### **Student Support Services**

The following staff members are available for assistance, support and for emergencies:

#### **Principal**

Mr Peter Crompton

Email: [principal@ficino.school.nz](mailto:principal@ficino.school.nz)

Telephone: (school) 0064 9 623 3385

Facsimile: 0064 9 623 3387

#### **Teacher responsible for International Students**

Mr Peter Crompton

Email: [principal@ficino.school.nz](mailto:principal@ficino.school.nz)

Telephone: (school) 0064 9 623 3385

Facsimile: 0064 9 623 3387

## Grievance Procedure

What to do if you think the School has failed to follow the Code of Practice for the Pastoral Care of International Students.

### Internal Procedures

Students and their parents are encouraged to communicate with the school should they have any concerns. In the first instance, students are encouraged to talk to their parents about any problem they may have at school. If the parents feel they need to raise a matter with the School then in the first instance they should contact:

- the student's class teacher

If the matter has not been dealt with satisfactorily, then contact:

- the Teacher responsible for International Students

If you are still not satisfied with the steps the school has taken, then raise the matter with:

- the Principal (Mr Crompton)

### Problems with school friends

Take the time to talk to your class teacher quietly about your concern.

You can also talk with the Teacher responsible for International Students (Mrs Brickland).

### International Education Appeal Authority

If you believe the School has breached the 'Code of Practice' and you have not been able to settle the matter following the School's internal procedure, you may bring the matter to the **International Education Appeal Authority (IEAA)**. All complaints should be made in writing and sent to the Code of Practice office:

IEAA Tribunals Unit  
Level 1  
86 Custom House Quay  
Private Bag 32001  
Wellington

Your documentation should include:

- The parent's full name, address, telephone number and email address
- The Student's full name
- The name and address of the School the student is attending
- Date of commencement at the school
- Copies of enrolment documents you signed
- Brief details of the nature of the complaint
- Information about the steps you have taken through the School
- The name and contact details of any other organisations that you have referred the grievance to.

## **Summary of the Code of Practice for the Pastoral Care of International Students**

*The following information is taken from the Ministry of Education's Code of Practice information sheet. You can download a full copy of the code from their website at [www.minedu.govt.nz/codeofpractice](http://www.minedu.govt.nz/codeofpractice)*

**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 educators have an important responsibility for international students' welfare.

This pamphlet 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 that 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.

### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with international students enrolled. 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.

### **How do I get a copy of the Code?**

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

### **How do I know if an Education Provider has signed the Code?**

The Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from New Zealand Immigration Service and you will not be able to study at that institution.

### **What if I have questions about the Code?**

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: [info@minedu.govt.nz](mailto:info@minedu.govt.nz)

### **What if something goes wrong?**

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the Principal, the international student director 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).

### **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 education 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  
Tribunals Unit  
Private Bag 32001  
Panama Street  
Wellington 6146

Phone: (64 4) 462 6660  
Fax: (64 4) 462 6686  
Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

International Education Appeal Authority  
Tribunals Unit  
Level 1, 86 Customhouse Quay  
Wellington 6011

[www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)

### **What will the IEAA do?**

The purpose of the IEAA is to adjudicate on 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 education 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 education provider will be given a reasonable time to remedy the breach. If the breach is not remedied in 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 education 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.

## **A summary of the Code of Practice for the Pastoral Care of International Students**

*The Code sets standards for education 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 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances