

CAMBRIDGE PRIMARY SCHOOL

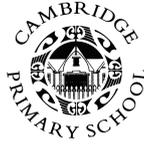


QUALITY – TRADITION – INNOVATION

International Student Handbook 2020 Information Guide for Parents and Agents

**3 Wilson Street
Cambridge 3434
NEW ZEALAND**

Phone: +64 7 827 5316
Email: international@cambridgeprimary.co.nz
Website: www.cambridgeprimary.co.nz



WELCOME TO CAMBRIDGE PRIMARY SCHOOL

Dear Parents of International Students,

Please find enclosed the information package for enrolment as an international fee-paying student at Cambridge Primary School. This information and the enclosed policies are provided as a requirement under the Education Act 1989.

Cambridge Primary School is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 (amended July 2019). Copies of the Code are available in several languages on the NZQA website.

The Board of Trustees believe in fostering international relationships and acknowledges the importance of developing students' understanding of different cultures.

We are a caring school and we value the students in our care. We work alongside families to provide for the needs of all students and we foster and celebrate the multicultural dimensions within our school.

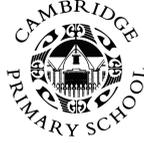
We welcome enquiries for both long-term and short-term international fee-paying students. If you would like to enrol your child at our school, please read through the material in this handbook and follow the application and enrolment procedures outlined on page 14.



Mike Pettit
Principal



Dr Ann Easter
International Student Director



SECTION 1: ABOUT OUR SCHOOL

School Type

Cambridge Primary School is a co-educational state primary school that caters for children in Years 1 to 6, aged from 5 to 11 years on enrolment.

School Location

Our school is located in the centre of Cambridge, known as the Town of Trees, in the heart of the mighty Waikato region.

School Roll

Our school has approximately 400 students and 16 individual classrooms. Classes are organised into three syndicates based on year level:

- Batten/Blake (Years 0, 1 & 2)
- Hillary (Years 3 & 4)
- Rutherford (Years 5 & 6)

School Motto

Quality – Tradition – Innovation

School Vision

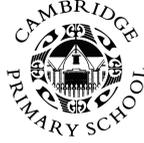
At Cambridge Primary School we believe that Quality, Tradition and Innovation are the foundations for nurturing dynamic, aspiring learners within a supportive community.

School Values

- | | |
|-------------------------|---------------------------------------|
| • Honesty | • Turangawaewae (belonging/ownership) |
| • Integrity | • Perseverance |
| • Reliability | • Respect |
| • Fairness | • Loyalty |
| • Co-operation | • Tolerance |
| • Caring and Compassion | • Independence |

Sporting Facilities

We encourage all students to become involved in physical activities and offer a number of different sporting codes that children can participate in. Students at our school also have free access to a range of sports equipment, two playgrounds, a large playing field, a large natural bush area, AstroTurf courts, a 25 metre swimming pool, and bike and scooter tracks.



DESTINATION CAMBRIDGE

Town Location

Cambridge is situated 22km south of Hamilton City and provides easy access to popular tourist destinations, including Matamata (Hobbiton), Waitomo Caves, Tauranga, Rotorua and Taupo. The award-winning Hamilton Gardens are only 20 minutes away by car.

Cambridge was voted the 'Most Beautiful Large Town in New Zealand' in 2019 for its scenic, cultural and sporting attractions. It is close to Lake Karapiro (rowing) and the Avantidrome (cycling) and has many vibrant cafes, restaurants, shops and art galleries.

Further information about what to do and see in Cambridge is available from the Destination Cambridge website: <https://www.cambridge.co.nz>

Getting to Cambridge

Auckland International Airport is two hours away by road transport. Rental cars are available to hire at the airport and there are regular bus and shuttle services between Auckland and Cambridge.

Intercity buses: <https://www.intercity.co.nz>

Supershuttle: <https://www.supershuttle.co.nz>

Aerolink shuttles: <https://www.aerolink.nz>

Jayride: <http://nz.jayride.com/>

Accommodation

Cambridge Primary School can arrange homestay accommodation for short-term international students or families can make their own private arrangements.

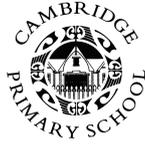
There are a number of options for short-term rental accommodation:

Airbnb: <https://www.airbnb.co.nz/s/Cambridge--New-Zealand>

Bookabach: <https://www.bookabach.co.nz/baches-and-holiday-homes/search/locale/cambridge>

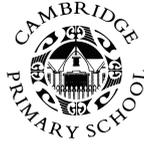
Holiday houses: <https://www.holidayhouses.co.nz/new/search/Waikato/Cambridge>

Cambridge self-catering accommodation:
<https://www.cambridge.co.nz/accommodation/self-cater/>



SCHOOL LOCATION





2020 TERM DATES

Term 1	Monday 3 February – Thursday 9 April	10 weeks
Term 2	Tuesday 28 April – Friday 3 July	10 weeks
Term 3	Monday 20 July – Friday 25 September	10 weeks
Term 4	Monday 12 October – Friday 18 December	10 weeks

SCHOOL HOURS

School Day Begins	8:45am
Morning Interval	10:30am – 10:50am
Lunch	12:30pm – 1:30pm
School Day Finishes	3.00pm

The school day begins at 8:45am and children are welcome at school from 8:30am onwards. Please note that children are not permitted on the school grounds before 8:30am unless they are supervised by an adult.

ABSENCES

All students are expected to attend school every day, unless there are special circumstances, such as illness or bereavement.

All non-attendance must be explained. Please ring the school office on 07 827 5316 or contact us by text message on 021 0880 7206 **before 8:45am** to let us know if your child will be absent from school.

COMMUNICATIONS

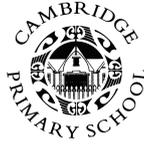
CPS Office: 07 827 5316

CPS Website: <http://www.cambridgeprimary.co.nz>

CPS Facebook Group: <https://www.facebook.com/CambridgePrimarySchool/>

CPS School App: Download from **SchoolAppsNZ** and enter Cambridge Primary School

24/7 Emergency Contact: 027 632 0375 (Mike Pettit, Principal)



SCHOOL CURRICULUM

Classroom Programmes

Programmes at Cambridge Primary School typically feature the following:

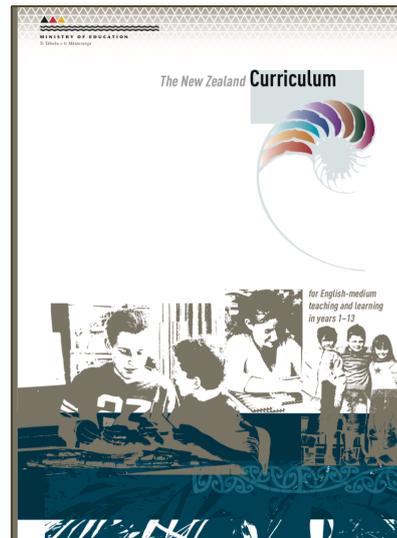
- Learning activities in which students investigate issues and solve problems of interest to them;
- A balanced curriculum that emphasises discovery and exploration and encourages higher order thinking as keys to successful learning;
- Opportunities to see the relevance of learning by applying it in a practical way to solve real-world problems;
- Learning activities and experiences (both within and outside of school) that enable all students to succeed, regardless of previous achievement.
- Schemes that are not so prescriptive that they stifle creativity and the opportunity to capture the teachable moment.

We focus on educating the whole child, with a particular emphasis on their social and emotional needs. Students are challenged with authentic opportunities to participate in a wide range of academic cultural and sporting programmes.

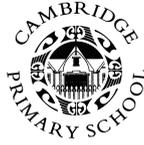
Cambridge Primary School offers learning programmes in all areas of the New Zealand Curriculum.

These include:

- English (Speaking, Reading, Writing)
- Mathematics
- Science
- Social Studies
- Languages
- Health
- Physical Education
- Technology
- Music
- Visual Arts
- Dance
- Drama



Further details about the New Zealand Curriculum can be found on the Ministry of Education website: <http://nzcurriculum.tki.org.nz/The-New-Zealand-Curriculum>



CAMBRIDGE PRIMARY SCHOOL CURRENT STAFF

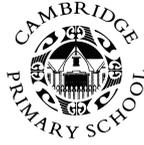
Principal: Mike Pettit	Deputy Principals: Nic Pettit; Gareth Haman
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Rutherford Syndicate			
Room 1	Sacha Marnoch	Teacher	Y5/6
Room 2	Anna O'Brien / Hannah Buchanan	Teacher	Y5/6
Room 3	Adam Poka	Teacher	Y5/6
Room 4	Charlott Bayliss / Hannah Buchanan	Teacher / Team Leader	Y5/6
Room 5	Diana Kelly	Teacher	Y5/6

Hillary Syndicate			
Room 6	Kimberley White	Teacher	Y3/4
Room 7	Carmel Stock	Teacher / Team Leader	Y3/4
Room 8	Julie Wallace	Teacher	Y3/4
Room 9	Robert Skeldon	Teacher	Y3/4
Room 12	Taryn Jago-Sutton	Teacher	Y3

Blake / Batten Syndicate			
Room 10	Karen Jack / Gareth Haman	Teacher	Y1/2
Room 11	Petalla Kapua	Teacher	Y1/2
Room 14	Anna Wren / Maria Vettise	Teacher	NE/Y1
Room 15	Amy Crawford	Teacher	Y1/2
Room 16	Colleen Bredenbeck	Teacher / Team Leader	NE/Y1

Release Teachers and Arts Teachers			
Jen George	SENCO	Angela Hay	Science
Alex Dowdle	GATE	Sacha Marnoch	Music
Karen Jack	Reading Recovery	TBC	Art
Jani Clements	Release Teacher	Kate Henstock	Dance/Drama
Charlotte Jamieson	Release Teacher	Kelly Ngāru	Te reo Māori
Deborah McElwee	Assessment	Sandrine Pryor	French
Sue Lyon	Being My Best	Liping Xia / Xuyao Chen	Mandarin

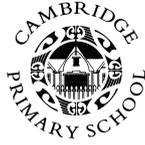


Support Staff			
Kate Dye	Principal's PA / Secretary	Sue Hoyle	Learning Assistant
Hayley Elvines	Office Administrator	Hayley Booth	Learning Assistant
Sandy McKenzie	Office and Four Peaks Administrator	Andee Brown	Learning Assistant
Kate Paine	PR Communications / Resources	Mariet Storm	Learning Assistant
Ann Easter	International Student Director / ALLiS Executive Officer	Amber-Lee Jarrett	Learning Assistant
Sharon Burns	Library Assistant	Helen Fuller	Learning Assistant
Marie Dale	Sports Coordinator	Grace Watson	Learning Assistant
Kim Foss	ESOL Coordinator / Learning Assistant	Ian Lewell	Caretaker
Nevis Stanaway	Learning Assistant	Allan Jackson	Cleaner

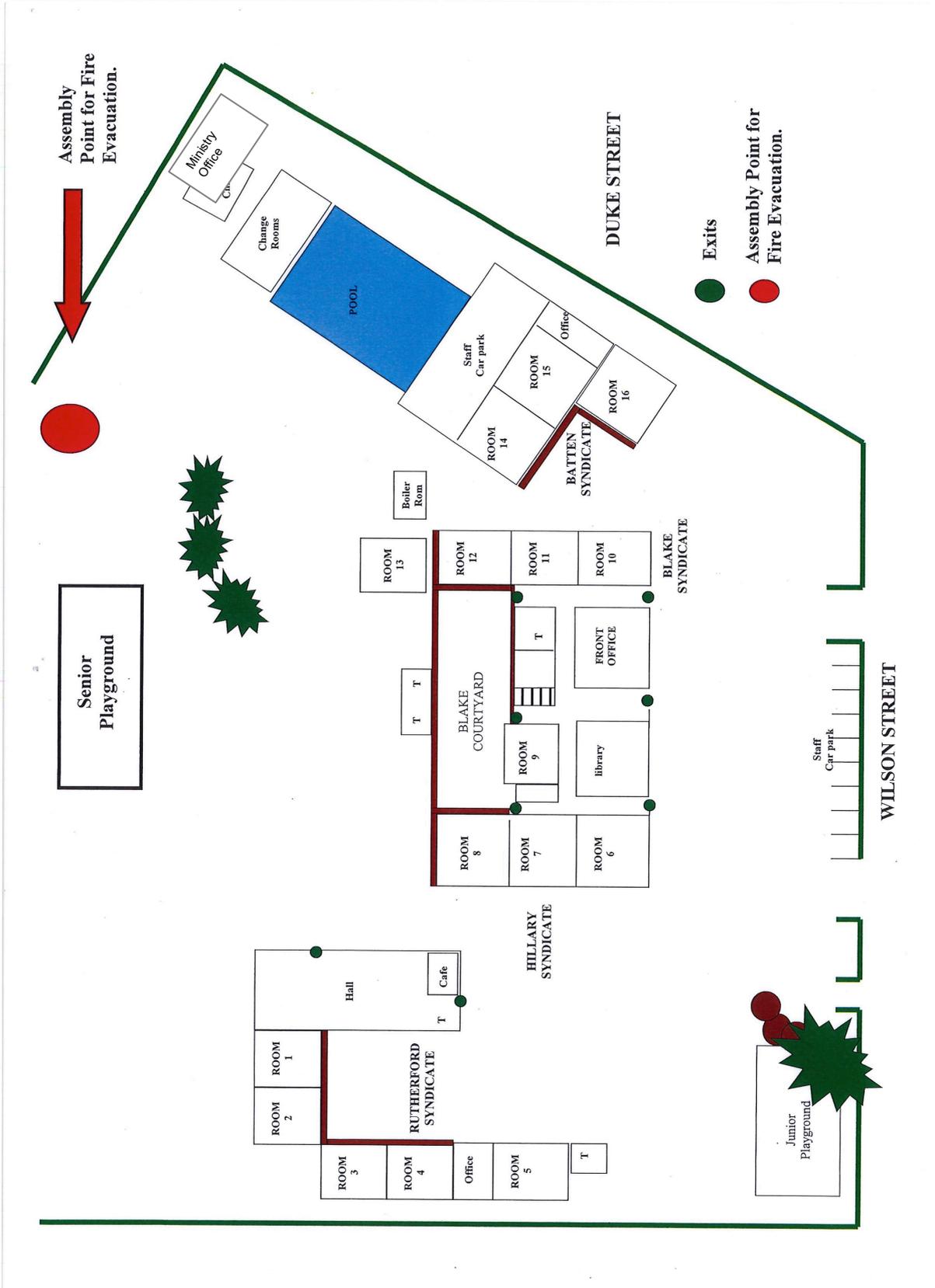
Four Peaks Before / After School / Holiday Programme			
Helen Fuller	Four Peaks Supervisor	Anica Van Den Berg	Four Peaks Assistant
Taasha Connon	Four Peaks Assistant	Tom Coston	Four Peaks Assistant
Hayley Booth	Four Peaks Assistant	Sharon Mosen	Four Peaks Assistant
Daniel Wilkinson	Four Peaks Assistant	Melissa Crampton	Four Peaks Assistant / Cleaner
Phoebe Pettit	Four Peaks Assistant	Anamieke Pettit	Four Peaks Assistant / Hall Cleaner
Natalie McKenzie	Four Peaks Assistant	Sorrel Brydon	Four Peaks Assistant / Hall Cleaner

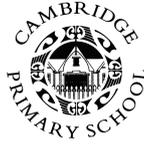
Four Peaks Swim School (Term 1 & Term 4)			
Marie Dale	Swim School Administrator		
Mike Easter	Swim instructor	Kate Morrison	Swim instructor

Four Peaks Coffee Bar	
TBC	Manager



SCHOOL MAP





SECTION 2: APPLICATION AND ENROLMENT PROCEDURES

Code of Practice

Cambridge Primary School is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 (amended July 2019), which is administered by the New Zealand Qualifications Authority (NZQA).

Before making an application for enrolment at Cambridge Primary School, the person enrolling an international student must have read and understood the Code of Practice: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Enrolment Procedures

Cambridge Primary School welcomes applications from both long-term and short-term international students. **The minimum period of enrolment is two weeks.** Where possible, applications must be made at least two months in advance of enrolment.

The following forms are available to download from our school website: <http://www.cambridgeprimary.co.nz/1424/pages/602-international-students>

- CPS Schedule of Fees 2020
- CPS International Student Application Form and Contract of Enrolment
- CPS Accommodation Agreement (for placement with a residential caregiver)
- CPS Designated Caregiver Agreement (for placement with a designated caregiver)

You must provide a copy of the student's passport in order to verify their date of birth (DOB) for classroom placement, along with their most recent school report. If places are available, enrolment at Cambridge Primary School will be subject to payment of tuition fees and a receipt will be issued.

Prior to arrival at Cambridge Primary School, we will also need to receive copies of the following documents:

- Student visa or visitor visa
- Travel and medical insurance policy
- Immunisation record

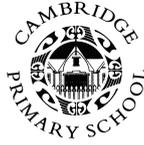
NOTE: If the relevant school documentation is not completed in a truthful and accurate manner, the enrolment may not be accepted or may be terminated at a later date.

Accommodation

Students under the age of 10 years must live with a parent or legal guardian while they are in New Zealand. Students aged 10 years or older may be placed with a residential caregiver, if they are visiting as part of a supervised educational group.

Cambridge Primary School can arrange homestay accommodation for international students and their parents. Regular monitoring checks are undertaken to ensure that the living arrangements for international students are suitable as part of their pastoral care.

Please refer to our current Schedule of Fees on the Cambridge Primary School website for further information about homestay accommodation costs.



Immigration Requirements

International students must hold an appropriate Visa to study at a school in New Zealand. Full details of immigration requirements are available on the Immigration New Zealand website: <https://www.immigration.govt.nz>

International students must:

- be offered a place in a school before applying for a Student Visa
- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 (amended July 2019)
- pay international student fees

International students who hold a Visitor Visa must:

- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 (amended July 2019)
- not be enrolled for more than one single three month period of study
- pay international student fees

NOTE: Students cannot take up an Offer of Place if they do not hold a current Visa to stay in New Zealand.

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 on the Ministry of Health website: <https://www.health.govt.nz>

Accident Insurance

The Accident Compensation Corporation (ACC) 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 is available on the ACC website: <https://www.acc.co.nz>

Medical and Travel Insurance

International students (including groups) must have appropriate and current medical and travel insurance while studying in New Zealand and provide evidence of this.

Cambridge Primary School can organise insurance on your behalf or you can arrange your own insurance through one of the following companies:

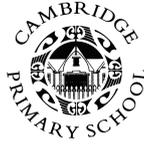
InsurancesafeNZ: <https://www.insurancesafenz.com/studentsafe>

Orbit Protect: https://orbitprotect.com/en_NZ/insurance-products/international-student-insurance/summary/

Southern Cross: <https://www.scti.co.nz/our-policies/international-student/insurance/>

Uni-Care: <https://www.uni-care.org/Policy/NzStudentPlan> (preferred provider)

NOTE: Medical and travel insurance must cover the period from when students first leave their home country to when they return, not just the time that they will be studying in New Zealand.



Programmes for International Students

Cambridge Primary School provides a range of services for international students:

- Full integration in mainstream classroom programmes
- Orientation and reception programmes
- Withdrawal programmes that introduce students to New Zealand culture and introductory English (facilitated by our ESOL teacher)
- Certificate of attendance at the end of enrolment

Integration in Mainstream Classroom Programmes

Our international students will spend most of their time in mainstream classrooms. Students will participate in lessons across all learning areas of the New Zealand Curriculum, using their English language in reading, writing, speaking and listening activities.

Orientation Programme

Coming to another country is a major life experience – getting used to a new environment, different foods, New Zealand culture, accommodation, the weather, and Kiwi accents. The aim of our school orientation programme is to introduce our international students to their new learning environment and provide them with positive experiences of our school culture.

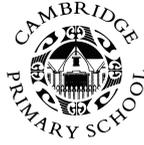
Some of our students will act as buddies to help ensure our international students feel welcome and supported in their new school. They will help the student to learn about school routines (bell times, assemblies, school activities) and what to do at playtime and lunchtime. Buddies play a key role in helping international students to practise and develop their English language skills.

ESOL Programme

Our ESOL teacher will also work with the students to reinforce and extend their English language learning. Students will be withdrawn from their mainstream classrooms by the ESOL teacher twice a week. During withdrawal sessions, students will be working in groups with the same level of proficiency in speaking English. The student's progress will be shared with the mainstream classroom teacher.

Pastoral Care and Welfare of International Students

Cambridge Primary School accepts responsibility for ensuring that international students receive appropriate pastoral care. Students are monitored daily by the classroom teacher and other staff. If a student is not making good progress, then interviews will be arranged with the principal for parents and caregivers to discuss the situation.



Attendance Requirements

Cambridge Primary School treats international students as it does domestic students and the school's attendance policies apply. The school expects students to attend for every day that they are enrolled, unless there are special circumstances.

In cases of unexplained daily absence, the school's attendance service will be informed and a check made of the absence from school. School staff will also contact the residential caregiver, if students are living in homestay accommodation.

In the event of truancy or continuing truancy, the student's parents / caregivers will be notified and other actions may involve:

- Visits to the home by the school's attendance officer.
- Suspension procedures, where truancy is deemed to be gross misconduct that is a harmful example to other students.

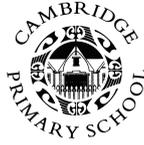
Parents / caregivers of international students who fail to meet school attendance requirements will be contacted immediately. Outside agencies may be informed as necessary and appropriate.

NOTE: Immigration New Zealand will be notified if a student ceases to attend school.

Termination of Tuition

Students may be excluded from the school in cases of serious misconduct. The Ministry of Education Guidelines for Stand Downs, Suspension and Exclusion from School will be followed. Further information is available on the Ministry of Education website:
<http://www.education.govt.nz>

NOTE: Immigration New Zealand will be notified in cases where students are excluded from school.



Complaints and Grievance Procedures

Schools that are signatories to the Code of Practice, must have a process in place for dealing with complaints from international students.

If you have a complaint or wish to discuss a problem, please see your child's classroom teacher in the first instance. If you are not confident with your English language ability, you may bring a friend with you to help.

If the problem is with friends or other students:

- Talk to the classroom teacher; if this doesn't resolve the problem, then see the International Student Director or the Principal.

If the problem is with subjects or teachers:

- Talk to the International Student Director; if this doesn't resolve the problem, then see the Principal.

If you feel that your concerns have not been resolved by the school, you can also make a complaint to NZQA (freephone 0800 697 296). You can also submit a query about your complaint through the NZQA website: qadrisk@nzqa.govt.nz

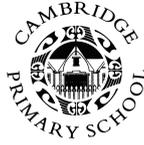
NZQA will make an independent assessment of your complaint and then:

- investigate your complaint, or
- refer your complaint to someone else who can better help you, or
- advise you about any other options.

Further information about [making a complaint](#) is available on the NZQA website.

Or, if your complaint is about money you have paid, or your enrolment contract with the school, you can contact [iStudent Complaints](#), the dispute resolution scheme operator.

iStudent Complaints is an independent service with experience in helping people to resolve disputes (freephone 0800 00 66 75).



INTERNATIONAL STUDENT FEES 2020

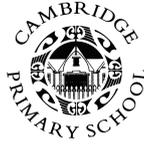
	Fees
<p>Long-term Students (more than 12 weeks)</p> <p><i>Administration fee</i> (non-refundable)</p> <ul style="list-style-type: none"> • Annual (full year) \$500 • Semester (two terms) \$400 <p><i>Annual tuition fee</i> \$15,000</p> <p>Includes ESOL tuition, full stationery pack, and curriculum text books (on loan). There will be an additional cost for school uniform and other optional activities, such as school productions, school camps, school trips, and sports teams.</p> <p><i>Payment in full is required in advance for the whole year's study.</i></p>	
<p>Short-term Students (less than 12 weeks)</p> <p><i>Administration fee</i> (non-refundable) \$300</p> <p><i>Weekly tuition fee</i> \$400</p> <p>Includes ESOL tuition, basic stationery items, and curriculum text books (on loan). Students are able to wear their own school uniform from their home country.</p> <p><i>Payment in full is required one term in advance.</i></p>	
<p>Homestay Fees</p> <p><i>Homestay placement fee</i> (non-refundable) \$200</p> <p>Provides ongoing contact and supervision of the student and the residential caregiver during their time at Cambridge Primary School.</p> <p><i>Weekly homestay fee</i> \$250 (per person)</p> <p>Our homestay programme is administered by the school. Homestays provide a furnished room per student and/or parent, meals, laundry, plus transport to/from school.</p> <p><i>Payment in full is required prior to arrival.</i></p>	

All fees are quoted in New Zealand dollars and **include** 15% Goods and Services Tax (GST)

PAYMENT DETAILS

Account Name: Cambridge Primary School
Bank: ASB Bank Ltd., 135 Albert Street, Auckland 1010
Account No: 12-3268-0023215-00
Swift Code: ASBBNZ2A

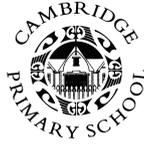
Fees quoted above are valid as at 1st July 2019 and are subject to review



SUMMARY OF APPLICATION AND ENROLMENT PROCESS

		Office Use Only
1.	Parents complete the Application Form and Contract of Enrolment and submit it to CPS, along with a copy of their child's passport and most recent school report.	
2.	Parents complete the Accommodation Agreement (if they require homestay accommodation for their child) and submit it to CPS.	
3.	Parents complete the Designated Caregiver Agreement (if their child will be living with a relative or close family friend) and submit it to CPS (only for students 10 years of age or over).	
4.	If a place is available for your child at the appropriate year level, CPS will send you an Offer of Place and an invoice for payment of tuition fees.	
5.	When the tuition fees have been paid into our school bank account, CPS will send you a receipt.	
6.	Parents apply to Immigration New Zealand for a Student Visa or Visitor Visa (up to 3 months in a single period of study).	
7.	Once the visa has been granted, parents advise CPS of their travel plans and send us a copy of their medical and travel insurance policy (in English).	
8.	Prior to arrival, CPS will send parents a welcome letter with details about the class their child has been placed in.	

Note: All students under the age of 10 years **must** live with a parent or legal guardian while they are enrolled at Cambridge Primary School.



SECTION 3: POLICIES AND PROCEDURES FOR INTERNATIONAL STUDENTS

CODE OF CONDUCT

International students at Cambridge Primary School are expected to follow our school and class rules and contribute to a positive, caring and respectful learning environment.

What this means in practice...

Respect for Learning

- **Attending:** Each day and arriving on time for school (between 8:30am and 8:45am)
- **Prepared:** Have everything out and ready for the start of the school day
- **Listening:** One voice in the room so that the thoughts and answers of all are respected
- **Behaving:** Be on task throughout the lesson - making it easy for everyone to learn and for the teacher to teach

Respect for Self

- **Uniform:** Wearing our school uniform correctly and proudly
- **Integrity:** Always doing the right thing, at the right time, for the right reason
- **Best:** Doing our best and taking pride in all class and independent learning
- **Care:** Taking good care of ourselves, our property and our time

Respect for Others

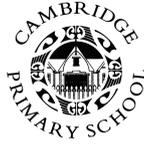
- **Kind:** Being courteous, co-operative, friendly and showing consideration for other people's feelings and points of view
- **Humble:** Always thinking about the needs of others before ourselves
- **Language:** Always speaking in a respectful way towards students and staff
- **Safe:** Moving around the school safely and using equipment sensibly

Respect for the School

- Participating in sporting, cultural and other school activities, where possible
- Taking good care of property and the environment in and around our school
- Making sure we always give a positive impression of our school
- Playing an active part in improving our school and the local community

Related School Policies

- Cyber Safety Policy (available at the school office)
- BYOD Responsible User Agreement
- Sports Codes of Conduct



DISCIPLINARY POLICY FOR INTERNATIONAL STUDENTS

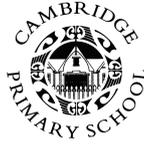
1. The following is the School's current disciplinary policy for dealing with breaches of the Enrolment Agreement. This is not intended to restrict the School's general power of discipline and this policy may be changed from time to time at the discretion of the School.

Overview

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

General Policy

8. When the School is conducting a disciplinary process involving the Student it will endeavour to provide the Student and the Parents with the following:
 - (a) a written summary of the Allegation or the Proposed Action;
 - (b) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
 - (c) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (having regard to the seriousness of the Allegation or the Proposed Action) before giving a response;
 - (d) an opportunity to hear from the Parent before giving a response, unless the delay caused by contacting that person is unreasonable having regard to the seriousness of the Allegation or Proposed Action;



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- (e) an opportunity to have an independent support person of the Parents choice present at any meeting relating to the disciplinary process;
 - (f) an opportunity to meet with that support person in private at any stage during the disciplinary process;
 - (g) an opportunity to have a translator present (or otherwise facilitate the student participating in the process in his or her own language) during any meeting or process if the School or the Parents considers that a language barrier means that a translator is required; and
 - (h) a copy of this policy setting out the rights which the Student and the Parents have when engaging in the disciplinary process.

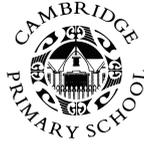
Disciplinary Procedure

Stage One: Incident Investigation

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

Stage Two: Outcome Discussion

- 12. If the School determines that a breach of the Agreement has occurred, it will advise the Student and Parent of the possible disciplinary actions that it will consider taking in response to the breach and will provide the Student and Parents with an opportunity to give a response.
- 13. Where appropriate, having regard to the seriousness of the breach, the Student and Parent will have the opportunity to respond either in person or in writing or both, at the choice of the Parents. The School will receive this response and give it genuine consideration before making a decision about the disciplinary action to be taken.
- 14. When the School makes a decision about the disciplinary action that it will take in response to the breach it will advise the Student and Parents of its decision, in writing if possible. The disciplinary action will not take effect, and no actions will be taken to put it into place, until the Student and Parents have been advised of the decision.



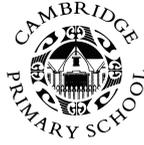
INTERNATIONAL STUDENT FEES REFUND POLICY

Request for a refund of international student fees

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

Non-refundable fees

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



Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment

5. If the Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

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

6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

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

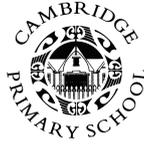
7. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to either:
 - a) Refund the unused portion of international student tuition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

Where the Student's enrolment is ended by the School

8. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:
 - a) Any non-refundable fees set out in this policy
 - b) Ten weeks tuition fee
 - c) Any other reasonable costs that the school has incurred in ending the student's enrolment.

Where the Student changes to a domestic student during the period of enrolment

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



Where the Student voluntarily requests to transfer to another signatory

10. If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Request for a refund of homestay fees

11. If for any reason, the Student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
12. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

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

13. Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the Student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees

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

Refunds to be made to the country of receipt

15. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

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

16. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or Parents in writing and will set out the following information:
 - a) Factors considered when making the refund decision
 - b) The total amount to be refunded
 - c) Details of non-refundable fees.
17. The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.