



ENROLMENT CONTRACT

Terms and Conditions:

Definitions

1. For the purposes of this Agreement the following terms shall have the following meanings:

Accommodation means the residential accommodation provided to the Student.

Accommodation Agreement means the agreement between the Student, the School, the Parents, which governs the Student's accommodation arrangements.

Act means the Education Act 1989.

Agreement means this Agreement including any schedules.

Application Form means the standard enrolment form which forms the cover page of this Agreement.

Code means the Education (Pastoral Care of International Students) Code of Practice 2016.

Designated Caregiver has the meaning as set out in the Code.

Disciplinary Action includes termination of this Agreement and suspension, expulsion and exclusion of the Student as those terms are defined in the Act.

Fee means fees payable by the Parents to the School as per the Fee Schedule.

Fee Schedule means the schedule of fees for tuition, accommodation and other charges, which is available from the School on request and may be updated from time to time.

Homestay has the meaning as set out in the Code.

Legal Guardian means the person or persons who is legally the guardian of the Student in their home country and has the legal right to make decisions about their care, education and well-being. It can include parents, where they have the right to make decisions for the Student.

Offer of Place means a Confirmed Offer of Place and does not include any provisional offer.

Parent means the student's biological or legally adoptive parent. Except where the context requires otherwise, references to Parents in this agreement includes Legal Guardians and also includes a single Parent who has the sole right of guardianship in relation to the child.

Residential Caregiver has the meaning as set out in the Code.

School means the school referred to in the annexed Application Form.

Student means the student referred to in the annexed Application Form.

Termination means termination of the Agreement and includes termination by the School expelling or excluding the Student.

Tuition means the education of the Student at the School.

Period of Enrolment means any period for which Fees are paid and for the purpose of this Agreement the enrolment of the Student begins on the course start date stated in the Student's Offer of Place and ends on the course end date stated in the Student's Offer of Place, or on such earlier date as the parties agree or the School terminates the Agreement according to clause 28 or 30 of the Agreement.

Preliminary Provisions

2. The Agreement is declared to be a contract of enrolment in terms of section 2 of the Act.
3. The School shall provide Tuition to the Student in line with school policies, the Code, the Act and any other applicable laws, in return for the payment of the Fee.

Terms of Agreement

4. Unless otherwise agreed in writing between the parties, the School's responsibility for the Student starts on the first day of the Period of Enrolment and ends on the last day of the Period of Enrolment, or in the event that the Student's Tuition is terminated, on the date of termination. The parties agree that any period of time in which the Student is in New Zealand before or after the Period of Enrolment will be at the risk of the Student and Parents and that the School will have no legal or moral responsibility for what occurs during this period unless otherwise agreed in writing.
5. Except in the circumstances described in clauses 6, 7 and 8, the conditions in this Agreement apply for the whole time the Student is enrolled at the School during a Period of Enrolment. The Agreement may be renewed on application to the School in writing. Renewal of this Agreement is at the sole and absolute discretion of the School and is subject to satisfactory performance and attendance by the Student, the School making an Offer of Place for a further Period of Enrolment and the payment of Fees. For avoidance of doubt, should this Agreement be renewed the Period of Enrolment for the renewed term shall be that stated in the Offer of Place issued by the School to the Student for the renewed term.
6. The School is not responsible for the Student if the Student chooses to leave New Zealand during the Period of Enrolment. Should the Student leave New Zealand during the Period of Enrolment other than as part of a School organised trip the School's responsibility for the Student shall end upon the Student's departure and resume upon the Student returning to New Zealand.
7. This Agreement is considered to be written agreement from the Parent that the School is not responsible for the Student's day-to-day care where the student is in the custody of a Residential Caregiver who is a supervisor for the Student while the Student is in temporary accommodation and that supervisor is not a resident of



New Zealand and is travelling with or accompanying the Student for the purpose of supervising them during the Period of Enrolment.

8. The School is not responsible for the Student's day-to-day care where the Student is in the custody of a person approved by the Parent as part of a transfer-of-care arrangement during enrolment made in accordance with the Code.

9. During the Period of Enrolment, the Student must keep the School reasonably informed of his or her whereabouts including if the Student intends to leave New Zealand during the Period of Enrolment.

Accommodation

10. The Parents and Student agree that no changes to accommodation arrangements will be made without the prior written agreement of the School.
11. The Parents and the Student agree that this Agreement is subject to and conditional on the School being satisfied that the Student has appropriate accommodation arrangements in place and, where applicable, an Accommodation Agreement or Designated Caregiver Agreement being entered into by all relevant parties.
12. The Parents authorise the principal of the School to inform the Residential Caregiver (whether or not arranged through the school) of all matters and information required to be provided to the Parents and agree to appoint the Residential Caregiver in New Zealand to receive such information in place of the Parents.

Immigration and Insurance

13. The Parents and Student agree to comply with the visa requirements as set out in the Immigration Act 2009, and any visa conditions applicable to the Student's stay in New Zealand. The Parents and Student understand that the School has an obligation to report any breaches of the visa requirements to the appropriate immigration authority.
14. The Student must maintain an up-to-date visa as stipulated by Immigration New Zealand.
15. The Parents agree that it is a condition of enrolment that the Student has current and comprehensive travel and medical insurance. Where insurance is not arranged by the School, the Parents will provide the School with evidence of the relevant insurance policy. If appropriate evidence is not provided, the School may organise insurance it considers appropriate and pass on this cost to the Student or Parents.
16. The Parents agree they have read the policy details for the Student's travel insurance policy and any other relevant

information provided by the insurer from time to time and:

- (a) accepts all exclusions that apply to the insurance policy and
- (b) agrees that where the school arranges insurance on behalf of the Parents, the Parents have disclosed all medical conditions to the School that may affect insurance cover.

17. The Parents agree to cover any costs for the Student that are excluded by the Student's travel insurance policy and are not otherwise covered by publicly funded medical services in New Zealand. For the avoidance of doubt, the Parents agree that the School is not responsible for any costs incurred on behalf of the Student that are excluded by the Student's travel insurance policy or not covered by publicly funded medical services in New Zealand.

Fees

18. The Fee must be paid to the School in advance of each Period of Enrolment or as otherwise directed by the School. The Parents and the Student agree to comply with School policies regarding the payment of the Fee.
19. If Tuition is terminated by the School during a Period of Enrolment, any refund of the Fee applicable to that Period of Enrolment will be assessed according to the refund policy which is annexed to this Agreement as Schedule Three, as updated by the School from time to time.

Information, Warranties and Acknowledgements

20. The Parents agree to provide the School with educational, medical, financial, or other information relating to the wellbeing of the Student as may be requested from time to time by the School. If the Parents provide misleading information or fail to disclose information about the Student to the School, such that the School has to change or modify the level of Tuition or Accommodation required by the Student, the School may charge the Parents such fees as required to adequately compensate for such extra requirements. For avoidance of doubt, the obligation to disclose information continues during the term of this Agreement and the Parents must notify the School of any changing conditions in relation to the Student.
21. The Student and the Parents confirm that:
 - (a) The Student does not suffer from any medical condition or behavioural condition (including mental health conditions and allergies) that may negatively impact on the health, safety or education of the Student or any other student at the School, except as disclosed on the Application Form;
 - (b) The Student does not have any medical or other special needs that require extra support, except as disclosed in the Application Form;



- (c) The Student has never been charged with or convicted of any crime, or the subject of other proceedings before any court, except as disclosed in writing on the Application Form;
- (d) All information in the Application Form is true and correct to the best of their knowledge and belief.

22. The Parents and Student acknowledge that:

- (a) The School may obtain at any time from any person or organisation any information it requires to process and/or accept the Student for admission to the School or to perform or complete any of the other purposes under this Agreement. The Parents and the Student authorise any such person to release to the School any personal information that person holds concerning the Student and/or Parents.
- (b) If the Student and/or Parents fail to provide any information requested in relation the Students admission to the School, the School may be unable to process the Student's application.
- (c) This Agreement is conditional at all times on the Student having accommodation in New Zealand which complies with the Code. If this condition is unable to remain fulfilled, than this Agreement will be at an end.
- (d) Personal information of the Student and/or Parents collected or held by the School is provided and may be held, used and disclosed to enable the School to process the Student's eligibility to receive Tuition at the School and Accommodation.
- (e) The Parents agree that where the Student lives in a School approved Homestay, this Agreement is subject to an Accommodation Agreement being entered into by the School and the Parents. Where the Student lives with a Designated Caregiver, this Agreement is subject to a Designated Caregiver Agreement being entered into by the School, the Parents and the Designated Caregiver. In either case, a breach by the Student of the Accommodation Agreement or of the Designated Caregiver Agreement will be considered to be a breach of this Agreement.
- (f) All personal information provided to the School is collected and will be held by the School.
- (g) The Student and Parents have the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the School concerning them.
- (h) Under the Privacy Act 1993, any information collected may be provided to education authorities.

- (i) Information relating to the education, health, welfare or safety of the Student, may be released to relevant people outside the School, at the discretion of the School.
- (j) Photographs and videos of the Student may be used for the Student's records and in any publicity material for the School, including social media posts by school staff, unless otherwise agreed in writing by the parties.

Consent

- 23. The Parents and the Student, who have signed this Agreement 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:
 - (a) Receive information from any person, authority, or corporate body concerning the Student including, but not limited to, medical, financial, educational or welfare information;
 - (b) Provide agreements on the Student's behalf in the event of a medical emergency where it is not reasonably possible to contact the Parents.
- 24. The School shall seek specific written agreement of the Parents before the Student, being a student of any age, participates in any activity either organised by the School or by another party which is considered to be an adventure activity or extreme sport or an activity that is organised by the School and requires the Student to stay away from their regular accommodation overnight.
- 25. Except in the circumstances described in clause 24, this agreement is considered to be written agreement of the Parents for any activity organised and/or supervised by the School, including trips and physical activities, regardless of whether agreement is sought from domestic students in relation to the same activity.
- 26. Unless otherwise agreed in writing by the parties, this Agreement is considered to be written agreement for leisure travel or stays organised and supervised by the Student's Residential Caregiver where the travel is within New Zealand for a period of not more than seven days and does not result in the Student missing any scheduled school days.

Conduct, Discipline and Termination

- 27. The Student will comply at all times with school policies, the Code and the Act, and the Parents shall work with the School to ensure such compliance. This includes compliance with the School Code of Conduct in Schedule One, including any amendments made by the School during the Period of Enrolment.
- 28. In the event of any breach of this agreement by the Student or the Parents, the School may take any disciplinary step it considers appropriate, including



terminating this Agreement, and/or suspending, excluding or expelling the Student and (if applicable) notifying Immigration New Zealand of its decision to terminate the Agreement or to exclude or expel the Student.

29. The following actions shall be considered to be breaches of this Agreement which may warrant disciplinary action:

- a) Refusal by the Student to obey any reasonable instruction given by any employee or officer of the School during the Period of Enrolment;
- b) Any breach of the School Code of Conduct by the Student;
- c) Any breach of the Accommodation Agreement or Designated Caregiver Agreement by the Student or Parent;
- d) Any act by the Student during the Period of Enrolment that creates a risk to the safety of any person;
- e) Any act by the Student during the Period of Enrolment that threatens the education of any other Student;
- f) Any breach of clauses 14 or 15 of this Agreement or of the warranties contained in clause 21 of this Agreement;
- g) Failure to make payments invoiced according to the Fee Schedule; and
- h) Any other breach of this Agreement

30. Where appropriate, the School will follow the process set out in the Disciplinary Policy which is annexed to this Agreement as **Schedule Two** when exercising its disciplinary powers as stated in clause 28 of this Agreement, but nothing in this Agreement shall limit the power of the School to immediately terminate this Agreement or expel or exclude the Student for serious misconduct or to suspend the Student pending investigation if the School concludes that this step is necessary for the purpose of protecting the safety of any person, including the Student.

General Matters

31. No party to this Agreement is liable to the other for failing to meet its obligations under this Agreement to the extent that the failure was caused by an act of God or other circumstances beyond its reasonable control.

32. This Agreement shall be construed and take effect according to the non-exclusive laws of New Zealand. In relation to any legal action or proceedings arising out of or in connection with this Agreement the Parents:

- a) Submit to the non-exclusive jurisdiction of the Courts of New Zealand; and
- b) Agree that proceedings may be brought before any Court including any forum constituted under the Arbitration Act 1908 within New Zealand, and waive any objection to proceedings in any such Court or forum on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.

33. Notices given under this Agreement must be in writing and given to the addresses set out in the Application Form. Those notices sent by post will be considered to have been received ten (10) days after posting.

34. Notices may also be given by sending an email to the email addresses specified in the Application Form and will be considered to have been received twelve (12) hours after it has been sent.

35. This Agreement contains the entire understanding between the parties. The terms of the Agreement may only be changed by the School in consultation with the Student, and Parents, except where such change is required by New Zealand legislation or the Code. This Agreement shall continue in force during the Period of Enrolment with the School.

36. The School shall at all times comply with the Health and Safety at Work Act 2015.

37. Nothing in this Agreement limits any rights that the Parents or Student may have under the Consumer Guarantees Act 1993.

38. The parties acknowledge that prior to signing this Agreement, they have had the opportunity to seek independent legal advice about its content and effect.

39. This Agreement may be signed in one or more counterparts, each of which when so signed and all of which together shall constitute one and the same Agreement. Delivery of signed counterparts may be delivered by email, facsimile transmission or through an internet service set up for that purpose.

40. The parties agree that any dispute in relation to this Agreement will be resolved in line with the Code and the School Policies.



Code of Conduct

(Schedule One)

All students at Papanui High School need to follow the School's Code of Conduct. International students at the School need to comply with both the School's Code of Conduct and the International Student Code of Conduct – see below. This serves to ensure the welfare, care and protection of international students while enrolled at the School. Failure to comply with the School's Code of Conduct and International Student Code of Conduct may lead to disciplinary action as listed in the Disciplinary Policy (see Schedule Two).

School Code of Conduct

Code of Behaviour

All members of our school community are expected to show common sense, courtesy, co-operation and consideration. These bring credit to us as individuals, our families and Papanui High School. Our rules help maintain our high standards of behavior.

Papanui High School Values

Papanui High school behavior expectations are described in our Pride values. These values are:

- Be Positive
- Be Respectful
- Show Integrity
- Dare to excel
- Engage in learning



Together they form the word - **PRIDE**. These values apply whenever you are part of the School, on or off site.

General Conduct

- Consider others
- Be at school
- Wear the correct school uniform
- Be on time
- Follow teacher instructions
- Use mobile phones, lap tops and tablets responsibly and appropriately
- Stay within Bounds
- Take care of your own property and respect other people's property
- Look after our school
- Travel safely
- Be drug and alcohol free

Discipline

The School's discipline system is underpinned by Positive Behaviour for Learning (PB4L). In classrooms, students have the right to learn without interruption from others. Outside of the classroom, students must be courteous and respectful and stay within bounds, dress correctly, travel safely and be drug free.

Serious misbehaviour such as bullying, theft, violence, deliberate absenteeism, offensive language, racist remarks and actions, and sexual harassment etc. will not

be tolerated, and for international students, will be dealt with according to the Disciplinary Policy (see Schedule Two).

Attendance

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

Internet Use

The Student will read and agree to the Student Use of ICT document. The Student will comply with the rules and restrictions with regards to internet use and will act in a responsible manner at all times when using the internet, school network and personal devices being used on the school network. The Student must register their BYOD (Bring Your Own Device) with the School's computer technician. All devices are the responsibility of the Student who must keep them safe both online and physically. The School is not responsible for damage or loss to cell phones, computers or other digital devices.

Education Outside the Classroom (EOTC)

Education outside the classroom (EOTC) is the name given to all events and activities that occur outside the classroom, both on and off the school site. This instruction in the community is part of an organised class study, or in a group or team taking part in an organised co-curricular activity.

The school believes in using a range of environments and experiences to enhance our student's learning. We have ready access to the beach, rivers, mountains and the bush in our area and beyond. We are also close to various built environments in our community, such as local businesses and recreational facilities. These areas offer rich learning opportunities for our student. Our students need to learn how to be safe both in and out of school. Thus some of the learning for students occurs beyond the school site and we seek your consent for the Student to participate in such learning.

Blanket consent for EOTC

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

Lower-risk on-site and off-site trips require either blanket consent or host family consent. Higher-risk off-site trips involving potentially dangerous activities and multi-day off-site trips require parent/caregiver consent.

Photographs, Videos and Marketing Material



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

Uniform and Dress Code

The Student is expected to wear the School uniform correctly. Year 13 students must follow the Year 13 dress code.

Subject Choice

The Student may not always be able to select the subjects they wish due to subject clashes, the classes being full or their inability to meet the entry requirements, especially if they commence their course part way through the year and /or their English level is not at the required level. The School will endeavor to provide a course of study appropriate to the Student's ability and educational goals. All subject selection will be done in discussion with the Student.

School Code of Conduct

All students must abide by the laws of New Zealand.

Accommodation

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

- International students are required to reside in suitable accommodation approved by the School, irrespective of their age. This may be living in a homestay or with a parent or Designated Caregiver. Flatting is not acceptable.
- Permission for arrangements to live with a Designated Caregiver can only be given on receipt of a Designated Caregiver Agreement signed by the Student's parent(s) or legal guardian(s), stating the parent(s) or legal guardian(s) take full responsibility for the placement of the Student with another family member or close family friend.
- If the Student is living with a parent(s), the School must be informed if the parent(s) leave New Zealand at any time, so satisfactory alternative accommodation arrangements can be made.
- The Student, Homestay, Designated Caregiver and Parent(s) are required to inform the School of any changes in circumstances, such as a change of address and/ or contact details or changes in health status of the Student.

Homestay

The Student needs to sign and agree to the Homestay Code of Conduct. They need to be polite and respectful and obey the rules of the homestay. The Student is expected to keep their room tidy and assist with general household chores such as setting and or clearing the table, washing dishes etc. The Student is expected to be home for all evening meals and will not stay away from the home unless they have specific permission from their host parents (and School as appropriate). The Student will also comply with the homestay rules and restrictions with regards to internet use and will act in a responsible manner at all times when using the internet.

Every effort is made to place the Student with a compatible host family. If for whatever reason there needs to be a change, requests to move homestays will be considered individually by the School. A minimum of two weeks' notice needs to be given unless under exceptional circumstances.

Curfews

The Student is required to be home by 6:00 pm Sunday to Thursday, unless they are participating in recognised activities such as sports clubs, music groups etc. Friday and Saturday nights, if they wish to participate in social activities, the Student is expected to be home by 10:00 pm or at the approved time as discussed with the homestay family. The Student must have permission from their host family to go out and must be able to communicate with the homestay family at all times.

Driving / Motor Vehicle Ownership / Riding Bicycles and Electric Scooters

The Student is not permitted to drive or own a motor vehicle (such as a car, motor bike or scooter) while they are living in a homestay. If, in exceptional circumstances, a Student wishes to drive, or learn to drive, and / or to own a motor vehicle, they must apply in writing to the Director of International Students and the Principal stating their case. They must have a valid New Zealand or International license and register the car with the school. The school's decision will be final. The Student is expected to obey all New Zealand laws with regards to riding bicycles and electric scooters.

Drugs and Illegal Substances

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

Smoking, Vaping and Alcohol

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

Insurance and Liability

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



Practice 2016.

The School will not be liable for any loss or damage to property, including homestay property.

The School reserves the right to place the Student in the most appropriate level / course of study and to change the course of study of the Student if it is considered to be in the best interest of the Student.

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

Leave and Holidays

In accordance with their Student Visa, the Student must attend the School every day during term time; they must arrive in Christchurch in time for the first day of their course of study and stay until the last day of their course of study. If the Student wishes to return to their home country, they are expected to do so during the formal school holiday times. If the Student returns to their home country for a holiday during term time, without prior approval by the Principal, the absence is unjustified according to the Ministry of Education and will impact on the Student's attendance statistics.

Travel within New Zealand

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

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

All travel and accommodation needs to be supervised and the Student is NOT permitted to plan or participate in independent travel, alone or with other students without the School's permission. All travel must be approved by the School prior to departure using the School Permission to Travel Form.

Subject Selection

A Student whose English ability is not at the level required for mainstream classes will join the intensive English class (IES). As soon as the Student reaches the appropriate level the Student will be transferred to mainstream classes. There is no extra cost for this pathway. All subject selection will be done in discussion with the Student.

Work

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

academic progress and this will be monitored if the Student begins work to ensure that the Student is meeting the attendance and study requirements of their Student Visa.

Disciplinary Policy (Schedule Two)

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

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 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 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 contact his or her Parent before giving a response, unless the delay caused by contacting that person is unreasonable having regard to the seriousness of the Allegation or Proposed Action;
- e) an opportunity to have an independent support person of his or her 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 Student 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 has 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 of the Allegation and will provide the Student with an opportunity to give a response.
- 10. Where appropriate, having regard to the seriousness of the Allegation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Allegation.
- 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 Student. 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.

Refund Policy

(Schedule Three)

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 an 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 Management Fee:** Homestay management fees meet the cost of processing a request for homestay accommodation by the Student as well as maintaining checks on the student and the accommodation providers. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
- d) **Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

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

- 4.
 - a) If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided, less any Administration Fee that has been paid.
 - b) If the Student withdraws before the start of their enrolment, owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees.

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

- 5.
 - a) If the Student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.
 - b) If the Student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided less a minimum of ten weeks tuition fees and any relevant non-refundable fees set out in this policy.

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

- 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 fees and any other relevant non-refundable fees as outlined in this policy. The minimum ten-week notice period will begin the day

after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund for enrolment of one term or less

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

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

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

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

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

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

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

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

- 11. 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 fees and any other relevant non-refundable fees as outlined in this policy.



The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

Request for a refund of homestay fees

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

14. Except by written request from the Student or their parent, prepaid fees unused at the end of enrolment amounting to less than NZD\$100 will be refunded in cash. Sums of NZD\$100 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees owed to the School

15. 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

16. 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

17. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or their parent 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
18. In the event the Student or their parent is dissatisfied with a refund decision made by the School or are dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

**INTERNATIONAL STUDENT
ACCOMMODATION AGREEMENT**
**(When placing a student in a School Approved
Homestay)**
Terms and Conditions

For the purposes of this Agreement the following terms shall have the following meanings:

Accommodation means the residential accommodation provided to the Student under to this Agreement.

Accommodation Requirements means the rules and requirements of the Accommodation as set out in Schedule One.

Agreement means this Accommodation Agreement between the Student, School, and Parents which governs the Student's Accommodation arrangements.

Application Form means the standard enrolment application form.

Code means the Education (Pastoral Care of International Students) Code of Practice 2016 as updated from time to time and available online at www.legislation.govt.nz under Education (Pastoral Care of International Students) Code of Practice 2016.

Contract of Enrolment means the agreement between the Student, the School and the Parents which governs the Student's Tuition.

Homestay has the meaning as set out in the Code.

Parents means the Parents referred to in the Application Form.

Residential Caregiver means the person responsible for the Student at the Accommodation.

Residential Caregiver Agreement means an agreement between the School and the Residential Caregiver.

School means the school referred to in the Contract of Enrolment.

Student means the International Student residing at the Accommodation as referred to in the Application Form.

Tuition means the education of the Student at the School.

All other terms have the same meaning as in the Contract of Enrolment.

1. The School is a signatory to and complies with the Code. Unless living with a parent, every international student is required to live at an Accommodation approved by the School in line with the requirements of the Code.
2. The Parents and Student agree to the following terms and conditions of the Accommodation:
 - (a) The School agrees that all information regarding the Residential Caregiver, the Parents and the

Student relating to the Accommodation will be kept confidential, except disclosure:

- (i) To the Student, the Parents or Residential Caregiver (as the case may be);
 - (ii) To any professional consultant or such person where it is in the interests of the Student to provide the information;
 - (iii) According to any statutory or other legal duty.
- (b) The Parents agree that if behaviours or conditions of the Student emerge after placement with a Residential Caregiver such that the Residential Caregiver is unable to provide the level of accommodation or care required for the safety and wellbeing of the Student, the School may terminate this Agreement.
 - (c) The Parents or the Student have the right under the Privacy Act 1993 to see and request corrections of any personal information held by the School concerning them in relation to the Student's placement with a Residential Caregiver.
 - (d) Under the Privacy Act 1993, any information collected may be provided to education authorities.
 - (e) These terms and conditions may be changed by the School (acting reasonably) upon reasonable notification from time to time and will continue to apply until notified otherwise.
3. If the Parents provide misleading information or fail to disclose information about the Student prior to placement with the Residential Caregiver and during the term of the Homestay the School may (in its sole discretion):
 - (a) Charge the Parent such fees as required to pay for extra requirements due to providing misleading information or the lack of disclosure; or
 - (b) Terminate this Agreement.
4. The initial appointment and ongoing engagement of the Residential Caregiver is subject at all times to:
 - (a) the Residential Caregiver and the School entering into a Homestay Carer Agreement or a Designated Caregiver Agreement; and
 - (b) the School's usual requirements and policies relating to the Accommodation.
5. The School will ensure that to the best of its ability:
 - (a) The Accommodation provides a safe, positive and healthy environment for the Student and complies with the Code;
 - (b) The Residential Caregiver's appointment has not involved any form of gift (financial or otherwise) to or from a third party;
 - (c) The appointment of the Residential Caregiver does not represent any actual or perceived conflict of

interest, and that any possible conflict of interest has been notified to the School;

- (d) The Residential Caregiver will take all reasonable steps to ensure the Student's compliance with New Zealand laws (including, where appropriate, informing the Student of such laws), and will immediately report any possible legal breach to the School; and
 - (e) The Student only engages in lawful, responsible and positive recreational activities outside of School.
- 6. Unless otherwise agreed in writing by the parties, the Parents agree for the Student to travel and stay overnight within New Zealand in the care of their Residential Caregiver for not more than seven days where the travel does not involve the Student participating in any adventure activities or extreme sports, or result in the Student missing any scheduled school days.
 - 7. The School will seek specific written agreement from the Parents for travel or overnight stays of more than seven days or that results in the Student missing any scheduled school days.
 - 8. The Student will seek specific written agreement from the School before the Student, being a Student of any age, participates in any activities which are considered to be adventure activities or extreme sports. The School will only give such Agreement where approved by the Parents.
 - 9. The School may take such measures as it considers appropriate (acting reasonably) to monitor compliance with the Code. This may include regular check-ins with both the Student and the Residential Caregiver.
 - 10. Unless otherwise agreed in writing, the Student will be entitled to start their Homestay at the Accommodation 5 days before the Period of Enrolment (as that term is defined in the Contract of Enrolment) starts and 5 days following the end date of the Period of Enrolment (as that term is defined in the Contract of Enrolment). Should this Agreement be terminated before the expiry of the Period of Enrolment the Student will be required to move out of the Accommodation immediately. The School may, at its sole discretion, and without being required to do so, extend the time for the Student to move out of the Accommodation. Any such extension shall be given in writing and shall be without prejudice to the School's right to later insist that the Student immediately move out of the Accommodation.

Expectations

- 11. The Student will comply at all times with the Accommodation Requirements and the Parents shall work with the School to ensure such compliance.
- 12. In the event that the Student is removed from a Residential Caregiver for any reason, the School will take all reasonable steps to find, over a reasonable period of time (as determined by the School in its absolute discretion), appropriate alternative approved Accommodation for the Student.

- 13. The Student will treat the Accommodation with due care and respect and the Student is liable for costs associated with repairing any damage caused to the Accommodation by the Student. For avoidance of doubt, the School is not responsible for any damage caused to the Accommodation by the Student.

Fees

- 14. The Parents must pay all accommodation fees to the School according to the School's fee schedule as defined in the applicable Contract of Enrolment.

Termination

- 15. The School reserves the right to terminate this Agreement if the Student is in breach of the Accommodation Requirements.
- 16. If the Student is suspended, expelled or excluded from the School, the parties agree that this shall constitute a breach of the Accommodation Requirements and this Agreement may be terminated as a consequence.
- 17. Where this Agreement is terminated, fees may be refunded according to School Policies.

General

- 18. This Agreement shall be construed and take effect according to the non-exclusive laws of New Zealand. In relation to any legal action or proceedings arising out of or in connection with this Agreement, the Parents:
 - (a) submit to the non-exclusive jurisdiction of the Courts of New Zealand; and
 - (b) agree that proceedings may be brought before any Court including any forum constituted under the Arbitration Act 1908 within New Zealand, and waive any objection to proceedings in any such Court or forum on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.
- 19. Notices given under this Agreement must be in writing and given to the addresses set out in the Application Form. Those sent by post will be considered to have been received ten (10) days after posting. The Parties agree that email correspondence is a suitable means of communication and emails will be considered to have been received when acknowledged by the party or by return email.
- 20. This Agreement contains the entire understanding of the parties and overrides any prior promises, representations, understandings or agreements.
- 21. The parties acknowledge that prior to signing this Agreement, they have had the opportunity to seek independent legal advice about its content and effect.

Disputes

- 22. The parties agree that any dispute in relation to this Agreement will be resolved according to the Code and the School Policies.

Accommodation Requirements

(Schedule One)

While living in a School approved Homestay, the Student agrees:

1. to comply with all laws of New Zealand.
2. not to engage in any social or leisure activities that may place them or other persons, in undue danger or risk of harm. This includes the Student putting himself / herself in a position which may give rise to suspicions or allegations of such activities.
3. to obtain written permission from Parents and the School prior to obtaining any tattoo, piercing or other bodily embellishments.
4. to comply with all Homestay rules, expectations and curfews set by the School and Homestay parents, including any policies of the School which apply.
5. to not use or not do anything which may cause damage to the Accommodation, including applying hair dyes, or smoking cigarettes or engaging in any other activity that may cause damage to the Accommodation.
6. to keep the Homestay parents informed of their whereabouts at all times and to maintain enough credit on their mobile phone so that they can contact the host parents or be contacted at any time.
7. to stay at the Homestay address daily and not to travel overnight outside of the town or city (as defined by the School) where the student is living without prior written permission of the School. This clause shall not prevent the Student travelling between the Homestay and the School.
8. to respect the privacy, values and property of the Homestay.