

BLOCKHOUSE BAY INTERMEDIATE SCHOOL POLICY - REFUND PROCEDURE FOR INTERNATIONAL STUDENTS

All applications for a refund must be in writing to the Principal.

If the student has enrolled but has not yet started the course:

- The Tuition Fees may then be refunded in full less a \$1000.00 administration and associated costs charge.
- Withdrawing or transferring to another school without notification, may incur an additional penalty.

If the student has started the course and is still in the first half of the course:

The Tuition Fee may be refunded less the following charges:

- An Administration Fee of \$1000.00
- The cost of the course up to the time of withdrawal

If the student has started the course and is in the second half of that course:

The Tuition Fees may only be refunded if there are special reasons for the student leaving such as becoming seriously ill or serious illness in the student's family or some other special reason.

If a refund is to be claimed the student must:

- Have a letter from the student's family or agent explaining the reasons, or
- Supply a medical certificate

The Principal will make the decision about giving a refund in these circumstances.

There are **NO** refunds if the student has been asked to leave the school because of bad behaviour, poor attendance or because the student has broken the school's rules.

Ratified by Board: September 2017

Signed on behalf of BoT;

Date:

GRIEVANCE PROCEDURES FOR INTERNATIONAL STUDENTS

We want you to be happy at **Blockhouse Bay Intermediate**. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

우리는 여러분이 **Blockhouse Bay Intermediate**에서 공부하는 동안 항상 즐겁고 행복하기를 바랍니다. 그러나 가끔 여기치 않은 상황들이 닥치거나 우리들이 바라는 대로 되지 않을 때가 있습니다. 이러한 상황들에 대처하기 위한 방법들을 아래와 같이 제시하였습니다.

Problems with a teacher 선생님과의 문제

1. Make a time to talk to your classroom teacher about your concern.
If your concern is the classroom teacher, make a time to talk to the Teacher responsible for International Students who is *Miss Adele Park*.

여러분의 담임선생님과 시간 약속을 정한 뒤 근심에 대한 상의를 하십시오. 만약 그 문제가

담임선생님과의 문제일 경우 유학생 담당교사인 *Miss Adele Park*와 상의하십시오.

- a. After a few days, if you do not think the problem has been solved by your classroom teacher or by **Miss Adele Park**, talk to the Associate Principal, **Mrs Ngaria Stephenson**.

만약 그 후에도 문제가 해결되지 않았다고 생각되면 **Mrs Ngaria**

Stephenson 교감선생

님과 상의하십시오.

- b. If, after a few days, after you have spoken to **Mrs Ngaria Stephenson** the problem is still there, talk to the Principal **Mr Michael Malins**.

그 후에도 해결되지 않았다면 **Mr Michael Malins** 교장선생님과 상의하십시오.

Problems with school friends 학교 친구들과의 문제

1. Take the time to talk to your teacher or Jan Stanley about your concern 친구들과의 문제에 대해 담임선생님이나 카운슬러와 상의하십시오.
2. You can also talk with our Associate Principal, **Mrs Ngaria Stephenson**. She is very helpful, especially with broken friendships. You can make an appointment at the Office.

여러분은 또한 **Mrs Ngaria Stephenson** 교감선생님과 상담할 수 있습니다. 특히 친구관계에 문제가 있거나 어려움이 있을 때 큰 도움이 될 것입니다. 학교 사무실을 통해 교감선생님을 만날 약속을 할 수 있습니다.

Problems with your Homestay/Designated Caregiver 홈스테이나 지정된

보호자와의 문제

Make a time to talk to the Teacher responsible for International Students, **Miss Adele Park**. She will discuss the concerns with you and do her best to sort things out. If necessary, she will contact the Principal on the matter and/or your parents.

유학생 담당교사인 **Miss Adele Park**와 상의하십시오. 그 분은 여러분의 문제를 함께 의논하고 그것을 해결하기 위해 최선을 다할 것입니다. 필요한 경우에는 그 문제에 대해 교장선생님이나 부모님께 연락할 것입니다

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

위의 모든 모임에서 제시된 문제점들과 그에 대한 해결과정은 모두 기록될 것입니다.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent may contact the New Zealand Qualifications Authority (NZQA), or IStudents:

만약 위에 쓰여진 방법들을 다 시도를 하고도 문제가 해결되지 않았다고 느낄시, 학생과 학부모는 New Zealand Qualifications Authority (NZQA) 나 IStudents에 연락할수 있습니다.

New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz

New Zealand Qualifications Authority (NZQA) 전화번호 0800 697 296

이메일 qadrisk@nzqa.govt.nz

If they are unable to help please contact

만약 이곳도 도움을 줄수 없다면

IStudents 0800 006675 or Fax 04 918 4901 complaints@istudent.org.nz

IStudents 0800 006675 혹은 팩스 04 918 4901 이메일 complaints@istudent.org.nz 로 연락하십시오.

PO Box 2272,
Wellington 6140,
New Zealand

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

그들에게 연락시, 우선 학교와 먼저 해결을 시도했다는 것을 증명하실수 있어야 합니다. 그들은 학교에 연락을 하여 당신을 도울수 있는지 볼것입니다.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

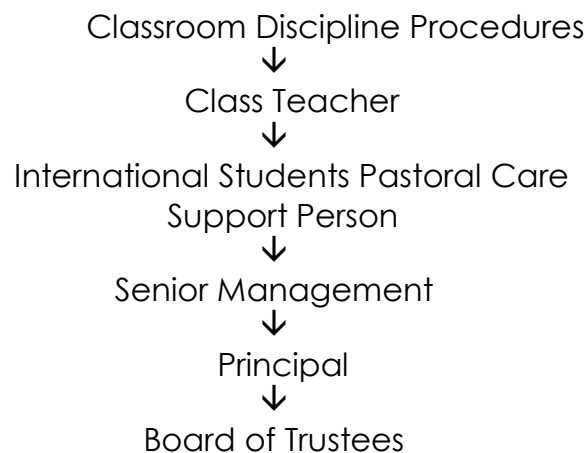
만약, 여러분이 어떤 문제가 생기면 그 문제가 아주 사소한 것이라도 도움을 요청하십시오.

그 문제가 더 큰 문제로 커질 때까지 기다리지 마십시오. 만약 당신의 영어가 충분하지 않다고 생각되면 항상 영어를 잘하는 친구를 함께 데려올 수 있습니다.

We hope your stay at Blockhouse Bay Intermediate is a happy one.

우리는 여러분이 Blockhouse Bay Intermediate에서 항상 즐겁고 맑게 생활하기 바랍니다.

COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS



Complaints or grievances will be recorded in the Board of Trustees minutes. If you are still not satisfied and feel your problem has not been resolved, you may contact the New Zealand Qualifications Authority (NZQA) or IStudents.

모든 불편사항이나 문제들은 이사회(분과)위원회에 기록되어 질 것입니다

만약 문제가 아직 해결되지 않았다고 생각되거나 만족스럽지 않을 경우에 국제교육 요청기관

New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz

If they are unable to help please contact

IStudents 0800 006675 or Fax 04 918 4901 complaints@istudent.org.nz

PO Box 2272,
Wellington 6140,
New Zealand

You must be able to show the Authority that you have tried to get the school to help you before you contact them. 에 연락하기 전에 먼저 학교에서 그 문제를 해결하기 위해 노력했다는 것을 반드시 알려야 합니다.



BLOCKHOUSE BAY INTERMEDIATE SCHOOL POLICY – INTERNATIONAL STUDENTS - GROUP STUDENTS POLICY

RATIONALE:

Blockhouse Bay Intermediate School has developed a Group Student Policy;

1. To ensure the safety, well-being of the students and the quality of academic and social education of all groups of International Students studying at Blockhouse Bay Intermediate School.
2. To ensure compliance with the Ministry of Education's Code of Practice for the Pastoral Care of International Students (2016) (The Code of Practice).

Note – a group is defined as two or more students aged 10 and over, entering New Zealand together in an organised group and enrolling at a signatory for 12 weeks or less.

Blockhouse Bay Intermediate's policies and procedures relating to the Code of Practice will apply to Group Students – see Blockhouse Bay Intermediate's policies and procedures, Application and Information sheet, International Students' Handbooks.

1. Information given to group students will be adjusted to meet the requirements of the particular group and the period of study. Such information will be provided in writing and separately.
2. An application/enrolment form will be completed for each student giving full contact details and any special health or other needs.
 - Individual forms must be signed by the parent and forms the contract between the school and the parent.
 - A group form containing the above details may be used for groups of students who are visiting rather than enrolling at the school.
3. All group student arrangements and conditions shall be set out in an agreement to be signed by the school and the group organiser.

MEDICAL AND TRAVEL INSURANCE POLICY

Policy Requirement Advice

1. All group students are required to have appropriate Medical and Travel Insurance as specified in The Code of Practice.
2. The school shall advise all prospective groups about Medical and Travel Insurance requirements in the standard wording in the prospectus and with the Offer of Place letter. A copy(s) of the school's Insurance policy will be sent to the group organiser together with a policy recommended by the school.

3. Groups may have combined Medical and Travel Insurance on one policy however separate policies are permitted.
4. Groups purchasing insurance through a New Zealand insurer must purchase insurance cover at the time of fee payment and before they travel to study at Blockhouse Bay Intermediate.
5. Where insurance is provided from a New Zealand company policy details should be provided in the group's first language where possible.
6. In the case of **overseas policy providers** students must provide Blockhouse Bay Intermediate with the policy details in English at least one month before the students travel to New Zealand.

Verification of Policies

Blockhouse Bay Intermediate must verify groups are in receipt of an acceptable Medical and Travel Insurance policy.

Verification of policies will be undertaken by the International Unit prior to enrolment.

1. As part of the verification process, Blockhouse Bay Intermediate shall ensure that:
 - Students have a “certificate of currency” and policy wording from the Insurance Company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.

Where a group is not in possession of an appropriate and current medical and travel insurance policy Blockhouse Bay Intermediate undertakes to:

- Advise the group of the medical and travel insurance requirement.

Recording of Policy Details

For each group Blockhouse Bay Intermediate shall record the:

- a) Name of the Insurer
- b) Policy number
- c) Policy start and end dates.

Policy Renewals

For each group, prior to the expiry of their medical and travel insurance policy, Blockhouse Bay Intermediate shall issue a written reminder to the student or group supervisor advising that policy renewal must be completed.

GROUP SUPERVISION

Supervision will be provided to all group students. Dependent on the individual group circumstances supervision will be provided by the following:

- Tour guide
 - A Blockhouse Bay Intermediate teacher(s)
 - A tour agent
 - A homestay manager/parent
 - An accompanying teacher
 - A parent
 - A student adviser
 - A professional(s) in the particular activity
2. Wherever possible same-language speakers, preferably fluent in English, will accompany the group.

3. All designated supervisors must have the required skills, knowledge and attributes as outlined in the Code of Practice Section 3.2. Where a supervisor is not a Blockhouse Bay Intermediate staff member, it is the responsibility of Blockhouse Bay Intermediate to ensure the designated supervisor with the required skills and knowledge.
4. Should an **emergency** situation arise the senior Blockhouse Bay Intermediate staff member will be responsible for all actions taken and will follow the procedures laid down in Blockhouse Bay Intermediate's EOTC policy.
 - She/he will in conjunction with the group leader notify the school and the student's parents.
 - All emergencies will be documented by the senior Blockhouse Bay Intermediate staff member present. If this is not possible then by the most senior person present.

Ratified by Board: September 2017

Signed on behalf of BoT;

Date:



BLOCKHOUSE BAY INTERMEDIATE SCHOOL POLICY - FEE PROTECTION – International Students

Rationale

International Student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure from misappropriation and are only made available to the school in accord with the Refunds Policy.

Purpose:

1. To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be monitored.
2. To ensure that Blockhouse Bay Intermediate School does get payment in full for those services provided.

Guidelines

1. Accounting procedures are in place to ensure that monies are available for release.
2. International fees shall be paid into the school's general account, under a separate code 'Foreign Fees' and drawn down at intervals of one term in arrears throughout the academic year.
3. These monies will be audited separately on an annual basis.
4. These monies will be available for approved refunds resulting from withdrawal from Blockhouse Bay Intermediate School or in the event of the school not being able to provide tuition.

Evidence

1. Accounting records
2. General School Account

Ratified by Board: September 2017

Signed on behalf of BoT;

Date:

BLOCKHOUSE BAY INTERMEDIATE SCHOOL POLICY - INTERNATIONAL STUDENTS ACCOMMODATION

Rationale

Blockhouse Bay Intermediate undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the school are:

1. Living with a parent
2. Living with a designated caregiver
3. Living in a homestay

Policy Objectives

1. To provide a suitable living environment to study and a safe and supportive home life
2. To involve the residential carer in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for in New Zealand.

Provision of Accommodation

1. Blockhouse Bay Intermediate will assist registered International Student Coordinators to arrange suitable accommodation in accordance with the above objectives.
2. Blockhouse Bay Intermediate will make use of accommodation agents to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International Students.

Administrative Requirements and Understandings

General

1. Students under 18 years will not be permitted to rent a flat/room/house/apartment or live on their own.
2. All accommodation queries and issues must be dealt with initially by the designated person for accommodation. Pastoral care issues or concerns arising from accommodation arrangements must be referred to the appropriate pastoral care person.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
4. Any serious concerns relating to accommodation will be reported to the Code Administrator.

Students not living with a parent

For all students under 18 years and not living with a parent.

1. Any accommodation to be used by international students will have:
 - An on-site assessment to determine that living conditions are of an acceptable standard.
 - An assessment to determine that the accommodation type is not a boarding establishment.
 - An assessment of the residential carers' suitability and whether they will provide a safe physical and emotional environment.
2. Each student will be interviewed at least quarterly to ensure that the accommodation remains suitable.
3. All accommodation residences will be visited at least twice yearly to ensure they remain suitable.
4. Police vetting will be carried out on all adults aged 18 years and over living in a homestay or with a designated caregiver accommodation used by a student.
5. Blockhouse Bay Intermediate will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has been unsuitable.

Homestay

1. Students must not make their own private homestay arrangements without the approval of the Director of International students.
2. Where a student's behaviour or demands are such that the homestay host cannot reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student may be sent home.
3. Where the homestay student wishes to withdraw from the programme at least two weeks notice must be given in writing to the Principal.
4. Advice and a support infrastructure for homestay carers will be provided by Blockhouse Bay Intermediate.

Designated Caregivers

1. Parents of each student living with a designated care giver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Blockhouse Bay Intermediate approving the accommodation.
2. On or before enrolment, Blockhouse Bay Intermediate will meet and establish communication with the designated caregiver.

Divisions of Responsibility

Blockhouse Bay Intermediate will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Monitoring the activities of any Accommodations Agents at least once a quarter.
- Monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.

Accommodation Agent

The Accommodation Agent will be assigned the following responsibilities by Blockhouse Bay Intermediate as set out in the Accommodation Agents agreement.

Caregivers

Blockhouse Bay Intermediate will expect all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including.....
 - three meals a day and access to snacks
 - own room
 - bed and bedding
 - study desk and chair
 - adequate bedroom furniture to store clothes, books etc
 - lamp and adequate lighting
 - adequate heating
 - transport arrangements to and from school
 - bathing / showering / bathroom access
 - laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.
- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student, e.g. medical condition, misconduct.
- Look after the student in their home to the Code of Practice.

Host Families will not be expected to:

- Provide an internet connection for the student.
- Pay for toll or mobile phone calls.
- Cook special food outside of identifiable special dietary requirements.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

Ratified by Board: September 2017

Signed on behalf of BoT;

Date:



BLOCKHOUSE BAY INTERMEDIATE SCHOOL POLICY - INTERNATIONAL STUDENTS MEDICAL AND TRAVEL INSURANCE

Rationale:

Blockhouse Bay Intermediate School has developed a Medical and Travel Insurance Policy;

1. To ensure the safety, well-being of the students studying at Blockhouse Bay Intermediate School.
2. To ensure compliance with the Ministry of Education Code of Practice for the Pastoral Care of International Students (2016) (The Code of Practice).

Policy Requirement Advice

1. All students are required to have appropriate Medical and Travel Insurance as specified in the Code of Practice.
2. The school shall advise all prospective students about Medical and Travel Insurance requirements in the standard wording in the international students handbook and with the Offer of Place letter. An Insurance Policy will be recommended by the school and sent to the group organiser.
3. Students purchasing insurance through a New Zealand insurer should purchase insurance cover at the time of fee payment and before they travel to study at Blockhouse Bay Intermediate.
4. Where insurance is provided from a New Zealand company, policy details should be provided in the student's first language where possible.
5. In the case of **overseas policy providers** students must provide Blockhouse Bay Intermediate with the policy details in English at least one month before the students travel to New Zealand.

Verification of Policies

Blockhouse Bay Intermediate must verify groups are in receipt of an acceptable Medical and Travel Insurance policy.

Verification of policies will be undertaken by the International Unit prior to enrolment.

1. As part of the verification process, Blockhouse Bay Intermediate shall ensure that:
 - The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
 - The Insurer is to provide emergency 24-hour, 7 day per week cover.
 - Students have a "Certificate of Currency" and policy wording from the Insurance Company stating that the student has purchased cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.

Where a student is not in possession of an appropriate and current medical and travel insurance policy

Blockhouse Bay Intermediate undertakes to:

- Advise the student of the medical and travel insurance requirement.
- Provide the student with a default policy which meets the requirements of the Code of Practice Guidelines. The cost of the insurance will be met by the student.

Recording of Policy Details

For each student Blockhouse Bay Intermediate shall record the:

- a. Name of the Insurer
- b. Policy Number
- c. Policy start and end dates.

Policy Renewals

For each student, prior to the expiry of their medical and travel insurance policy, Blockhouse Bay Intermediate shall issue a written reminder to the student advising that policy renewal must be completed.

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