



NELSON COLLEGE
FOR GIRLS

Te Kura Tamawāhine o Whakatū
INTERNATIONAL

Name: _____



ENROLMENT FORM 2024 INTERNATIONAL STUDENTS





NELSON COLLEGE FOR GIRLS

Te Kura Tamawāhine o Whakatū

INTERNATIONAL

INTERNATIONAL STUDENT APPLICATION FOR ENROLMENT

Student information

Legal family name	Legal first names	Please provide a recent photograph
Date of birth	Preferred name	
Other information (eg religion)	Nationality	
Passport number Please attach copy of authenticated passport	Expiry date	
Are you applying for permanent residency? YES NO		
Are you transferring from another school in New Zealand? YES NO		
If so, please state which school		
Period of intended study at Nelson College for Girls 1 term 2 terms 3 terms Full year 2 or more years		
Is your intention to study for NCEA purposes (New Zealand's main qualification for students in Years 11-13)? YES NO		

Parent/Caregiver (or Legal Guardian) information

Father's name	Mother's name
Occupation	Occupation

Address
Mother's address (if different from father's)

Home telephone	
Father's mobile number	Mother's mobile number
Father's email	Mother's email

Name of parent(s) with legal access to student (if other than named above)	
Name	Relationship to student
Please tick if copy of Academic Report required	

Emergency contact details

Name (Mr / Mrs / Ms / Miss)	
Home telephone	Work telephone
Mobile	Email
Relationship to student	

Academic information

Proposed commencement date at Nelson College for Girls
Other interests (eg sports, piano, drama etc)
How many years have you studied English
Ability to speak English. Please tick the box which applies to you I can speak a little English fluently and can understand spoken English I can speak a little English and have a little understanding of spoken English I can speak some English and understand spoken English I cannot speak English, but can understand spoken English
What are your plans for further education?

Academic reports

Please indicate the name and address of persons or organisations that are to receive copies of your Nelson College for Girls academic reports

Name	Address
Home telephone
Work telephone	Email

Accommodation

Do you require Boarding accommodation?	YES	NO
Do you require Homestay accommodation?	YES	NO
Please fill out the attached Boarding or Homestay application form as appropriate.		

Travel & Medical insurance

Do you have Travel & Medical insurance?	YES	NO
If NO, do you want Nelson College for Girls to help you with this?	YES	NO
All international students must have appropriate and current Travel & Medical insurance whilst in New Zealand and the school reserves the right to approve the insurance provider. We strongly recommend Uni-care's NZ Student Plan (see www.uni-care.org for details) which provides cover which is fully compliant with Code of Practice requirements, including fee protection. If you obtain your own insurance, we are required by the Code of Practice and Immigration New Zealand to ensure that the cover is appropriate and so you will need to provide us with a copy of your policy, schedule of benefits and evidence of its validity before you arrive (translated into English if required).		

Important

Please ensure you have visited our website www.ncg.school.nz or seen our prospectus pack in order to access all material regarding the facilities, equipment, staffing and courses offered. We strongly recommend that you look at your subject options on our website. In the international section follow the link to Studying at NCG and then the link to the Curriculum Overview where you will see the subjects available in your year group.

Enrolment agreement

Parent (or Legal Guardian)

1. I guarantee the good behaviour of this student while attending Nelson College for Girls and understand that unsatisfactory behaviour and attendance will result in exclusion and suspension procedures being following, which could result in cancellation of the student's right to study at Nelson College for Girls and the student's removal from boarding/homestay accommodation.
2. I accept the right of Nelson College for Girls to change the course of study if this is in the interest of the student.
3. I accept the right of Nelson College for Girls to decline this student enrolment at the discretion of the International Director.
4. While all care is taken, Nelson College for Girls does not accept any liability for any loss, damage or accidents that may occur. All students are required to have Travel, Medical and Fee Protection insurance to cover themselves for any accident, illness or loss.
5. I agree to the use of photographs and videos taken of this student by Nelson College for Girls – likely uses include promotional materials, brochures, displays, expos, posters, cards, newspaper articles, website, social media, communication with educational agents and advertising.
6. International students at Nelson College for Girls are not allowed to drive.
7. The enrolment will be revoked if the student is deemed to have special needs that the school is unable to meet.
8. I have read and understood the requirements of Nelson College for Girls and its conditions of enrolment. I understand that any disputes in relation to this agreement will be settled only in accordance with New Zealand laws and under the jurisdiction of the New Zealand courts.

Signed by parent

Print parent's name

Date

Declaration

The information given on this form is true, complete and correct. I have read, understood and agree to the conditions of enrolment. I undertake to inform the school of any changes to the details in the enrolment application.

Signed by parent

Print parent's name

Signed by student

Print student's name

Date

For the purposes of the Privacy Act 1993, I hereby acknowledge:

1. The information set out in this form has been provided voluntarily.
2. I/we had a choice as to whether to complete all parts of the form or not.
3. The information is being collected by the Board of Trustees of Nelson College for Girls for the purpose of providing a database of information relating to the future education, guidance, monitoring and reporting of the student's progress and pastoral care.
4. The information collected may be used for a variety of statistical and research purposes, while ensuring that no individual can be identified.
5. The information collected may be conveyed to the Old Girls' Association.
6. Nelson College for Girls is required to provide some personal information (ie name, current address, date of birth, gender, ethnicity or academic details) to specific agencies. These include other educational institutions, government agencies and the 'Connections' project.
7. Nelson College for Girls reserves the right to contact previous schools should the need arise.



STUDENT HEALTH INFORMATION

Student's name	Date of birth
Country of birth	New Zealand resident? YES NO
Where has the student lived for the last three years?	

Has the student had any of the following illnesses or conditions:

German measles	YES NO	Mumps	YES NO
English measles	YES NO	Chicken pox	YES NO
Asthma	YES NO	Hayfever	YES NO

Has the student had any other serious illness, dental problems, accidents or operations? If YES, please give details:

.....

.....

Is there any family history we should be aware of?

.....

Is the student currently taking any medication? If YES, please give details..

.....

Does the student have any allergies to:

Food	YES NO	Antibiotics	YES NO
Insect stings	YES NO	Other	YES NO

If YES to any of the above, please give details.

.....

.....

Does the student have any mental health issues (depression, eating disorder etc) YES NO

If YES, please explain

.....

Does the student currently wear	Contact lenses YES NO	Glasses YES NO
---------------------------------	---------------------------------	--------------------------

Has the student had problems with	Hearing YES NO	Earache YES NO	Ear infection YES NO
-----------------------------------	--------------------------	--------------------------	--------------------------------

In order to keep a check on the student's development, please can you provide the following information:

Height	Weight
--------------	--------------

We require information regarding the student's vaccinations. There are two options:

1. If you have a Vaccination Card, please provide a copy? YES NO	
2. OR please arrange for the following information to be provided by your doctor	
Vaccination	Date of vaccinations
COVID-19
Diphtheria
Tetanus
Whooping cough
Polio
Measles / Mumps / Rubella
Hepatitis B
Meningococcal B
Signature of doctor

Influenza vaccination

Do you wish your daughter to have the influenza vaccine made available each year in March/April? (there will be a cost incurred in this procedure)	YES NO
---	-----------

Parental authority

In the event of any emergency arising in circumstances when medical treatment, including surgery, appears necessary for my daughter and reasonable efforts to consult me first have not been successful, I hereby authorise the Boarding House Manager / homestay family in consultation with the International Dean, to act on my behalf for the purpose of authorising such treatment in my absence.

Signed by parent

Print parent's name

Date



NELSON COLLEGE FOR GIRLS

Te Kura Tamawāhine o Whakatū

INTERNATIONAL

APPLICATION FOR BOARDING ACCOMMODATION

Student details

Family name	Given names
Nationality	Preferred name

Student information

Have you been in a boarding situation before?	YES	NO
Are you prepared to discuss problems openly and accept the Boarding House rules?	YES	NO
Are you willing to take part in Boarding House activities?	YES	NO
Do you give permission for your daughter to swim?	YES	NO
Do you have any religious affiliations?	YES	NO
Please list any foods you do not eat		

Please list any hobbies, interests or sports you are involved in or would like to be involved in
--

Do you have any brothers or sisters? If so, what are their names and their ages and do they live at home?
--

Undertaking by parents/caregivers and student

I hereby agree to observe the conditions and expectations as outlined in the Nelson College for Girls information so far as they affect me and the student enrolling.

I agree to pay all boarding fees and outstanding school account charges by the due date specified. In the event of my account not being paid, I accept that Nelson College for Girls reserves the right to add all costs of collection to my account. Penalty interest may also be charged on overdue accounts.

I agree that in the event of my daughter wishing to leave the Boarding House during the year, then written notice must be given five weeks prior to the departure date or fees must be paid in lieu of notice. Changes in accommodation will not take place until the end of term.

Signed by parent

Print parent's name

Signed by student

Print student's name

Date



NELSON COLLEGE FOR GIRLS

Te Kura Tamawāhine o Whakatū
INTERNATIONAL

APPLICATION FOR HOMESTAY ACCOMMODATION

Student details

Family name	Given names
Nationality	Preferred name

Student information

Do you like being with younger children?	YES	NO
Do you accept household pets (cats / dogs / birds)?	YES	NO
Are you a smoker?	YES	NO
Do you drink alcohol?	YES	NO
Are you prepared to discuss problems openly with your host family and accept their home rules?	YES	NO
Are you willing to take part in your homestay's activities?	YES	NO
Do you have any religious affiliations?	YES	NO

Have you been in a homestay situation before? If YES, please give details	YES	NO
.....		

Please list any foods you do not eat
.....

Please list any hobbies, interests or sports you are involved in or would like to be involved in
.....
.....

Do you have any brothers or sisters? If so, what are their names and their ages and do they live at home?
.....
.....
.....

Are there any special requests you have regarding your homestay situation?
.....
.....
.....

Please return your completed form to Sarah Turner on sarah.turner@ncg.school.nz

Education (Pastoral Care of International Students) Code of Practice

CODE: Nelson College for Girls has agreed to observe and be bound by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. Copies of the Code are available from the NZQA website at www.nzqa.govt.nz. The Code of Practice pamphlet is also available in different languages and provides important information for international students and their families. This is available on the NZQA website at [Code of Practice resources in different languages](#).

IMMIGRATION: Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

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

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE: International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

SUMMARY EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

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

What is the Code?

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

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can download a copy of the Code from the NZQA website at www.nzqa.govt.nz.

How do I know if an education provider has signed the code?

NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz

If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be able to study at that institution.

What if I have questions about the Code?

NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or email code.enquiries@nzqa.govt.nz.

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz



NELSON COLLEGE FOR GIRLS

Te Kura Tamawāhine o Whakatū

INTERNATIONAL

CONTRACT OF ENROLMENT

CONTENTS

Contract of Enrolment	2
Fees Refund Policy for International Students	3
Withdrawal of International Students & Attendance Requirements	5
Travel & Medical Insurance and Immigration	6
Accommodation Policy for International Students	8
Discipline Policy for International Students	12
Complaints Procedure for International Students	13
Summary of the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice	15
Education Quality Assurance Results	17
Contract of Enrolment Agreement for Signatures	18

CONTRACT OF ENROLMENT

The information in this document constitutes a written contract that is entered into between an international student (or student's parents or legal guardian if the student is under 18 years of age) and Nelson College for Girls (NCG). This contract entitles the student to receive educational instruction provided by NCG.

Please ensure you read this document carefully and sign as indicated on the last page of this document (Page 18). Once NCG has decided to issue an Offer of Place, NCG will sign the Contract of Enrolment and send it back with the Offer of Place to complete this process.

1. The terms of enrolment are deemed to be the first day of enrolment at the School and the last day of enrolment. These dates are stated on the Offer of Place given to a student (or student's parents or legal guardian if the student is under 18 years of age) on confirmation of enrolment. Should a student's enrolment be terminated then the end date of enrolment is the date of termination.
2. Termination of this contract of enrolment may occur if:
 - a) The student (or student's parents or legal guardian if the student is under 18 years of age) decides to terminate the contract. In these circumstances the Fees Refund Policy will be applied.
 - b) The student's Contract of Enrolment is terminated by the School because of disciplinary action, as defined in the Discipline Policy International Students. (see Page 12 of this Contract of Enrolment). In these circumstances the Fees Refund Policy will be applied.
3. An international student, once enrolled in the School, has the same rights as a domestic student and cannot be excluded from the School other than in accordance with the suspension provisions of the Education Act. The circumstances in which a student's conduct will be deemed to be in breach of this Contract of Enrolment and the disciplinary actions that might be applied are detailed in the Discipline Policy for International Students.
4. The only exception to Point 3 is where the seriousness of the breach of this Enrolment Contract requires the School to take appropriate, urgent disciplinary action, which may result in the School terminating the Enrolment Contract of the student. This action will only be taken in the most serious of circumstances and where there are significant safety concerns for the student or others.

FEES REFUND POLICY - INTERNATIONAL STUDENTS

REFUND OF STUDENT FEES

The refund policy for fees of overseas students will be based on Section 4B(7) of the Education (No 4) Amendment Act 1991. The Principal will act as the agent of the Board of Trustees in establishing the circumstances and the level of the fees to be refunded within the spirit of this policy.

SCHOOL FEES (BASED ON FEES PAID IN ADVANCE)

1. If a student withdraws from a course of study before the end of the enrolment period or has failed to obtain a Student Visa, the student may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing by the parent (or legal guardian) or the agent. The student must write to the Principal explaining why they have withdrawn from the course.
3. If the student's application for refund of fees is made before the start of their enrolment period, the student's fees will be refunded in full less 10% of the annual Tuition Fees to cover costs incurred by the School.
4. If the student's application for refund of fees is made during the first half of their enrolment period, the student's fees will be refunded less:
 - a) one term's Tuition Fee
 - b) costs to the School already incurred for tuition
 - c) the proportion of the Government Levy the School is required to pay
 - d) any other costs already incurred
 - e) any agent's fees paid.
5. If the student's application for refund of fees is made during the second half of their period of enrolment, the student will not receive a refund.
6. If the student is asked to leave the School because of disciplinary action, the student's fees will be refunded less one term's Tuition Fee and any other tuition costs or other costs already incurred.
7. A refund of fees for services not delivered or the unused portion of fees paid will be reimbursed to the student or transferred to another agreed signatory if the School:
 - a) ceases to provide a course of educational instruction as contracted with the student.
 - b) ceases to be a signatory to New Zealand's Code of Practice.
8. Balances of \$50 or less will not be refunded due to the cost of international bank charges.

BOARDING FEES (BASED ON ALL FEES PAID IN ADVANCE)

1. Boarders are expected to remain in boarding for that academic year unless there are exceptional circumstances.
2. Should a student intend to leave boarding, then written notice must be given five weeks prior to the departure date or fees must be paid in lieu of notice. Changes in accommodation will not take place until the end of term. A refund will be given for the period after the five weeks' notice.
3. Should a student choose to spend time away from the Boarding House during term time, no refund will be given.

HOMESTAY FEES (BASED ON ALL FEES PAID IN ADVANCE)

1. If the student moves out of their homestay before the end of their enrolment period, the portion of the student's homestay fees not already used will be returned to the student.
2. To have the student's homestay fees returned, the student must write to the Principal giving two weeks' notice. Changes will not take place until the end of term unless there are exceptional circumstances, in which case two weeks' notice must be given or two weeks' fees must be paid in lieu of notice.
3. If the student cancels their homestay contract before the student moves into the homestay, the student's fees will be refunded.
4. If the student changes their accommodation, a homestay arrangement fee of \$50 will be charged.

FEES PROTECTION POLICY

RATIONALE

The School is required to ensure that all students' fees are protected in the event that the School is unable to offer tuition to international students (eg if the School ceases to be an education provider). These fees are held in a separate bank account for international funds.

GUIDELINES

All international students attending Nelson College for Girls are strongly recommended to take the NZ Student Plan insurance with Uni-care, which in the Schedule of Benefits under Additional Expenses covers "Loss of Deposits (including non refundable Education Provider fees)". This policy provides an extensive travel and medical cover (see Uni-care website www.uni-care.org for details).

WITHDRAWAL OF INTERNATIONAL STUDENTS & ATTENDANCE REQUIREMENTS

WITHDRAWAL

International students who wish to withdraw from Nelson College for Girls must:

1. Provide written approval from their agent or parents.
2. Complete the School's leaving form.
3. Give the Boarding House five weeks' notice prior to the departure date.
4. Give homestay parents two weeks' notice if this involves terminating their homestay arrangements.

ATTENDANCE REQUIREMENTS

1. The School treats international students as it does domestic students and the School's policies and procedures apply.
2. The International Dean will contact the homestay parents or Boarding Manager in the event of an unexplained absence.
3. Discipline procedures will be applied in the event of truancy or continuing truancy and the student's parents / and agents where applicable will be notified. These can involve:
 - a) visits to the home or Boarding House by the School's Truancy Officer in the case of students under 16 years of age
 - b) suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students. (see Discipline Policy)
4. Parents and agents of international students who are failing to meet course requirements will be contacted promptly.
5. A student's visa can be withdrawn if the student is not meeting immigration requirements of attendance. This would be a breach of the Enrolment Contract and would result in termination of the Contract.

TRAVEL & MEDICAL INSURANCE AND IMMIGRATION

TRAVEL & MEDICAL INSURANCE

International students must have appropriate and current travel and medical insurance while studying in New Zealand, which Nelson College for Girls considers acceptable. It must be valid for the period of enrolment until the expiry date of the Student Visa, unless the student departs New Zealand earlier. It must also include the student's travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period). Travel to and from New Zealand does not include the student's travel to other countries, unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand.

Nelson College for Girls strongly recommends the Uni-care NZ Student Plan Policy which we are happy to arrange for you. Please see www.uni-care.org for details or click on the link on our website.

NB It is advisable for all students to visit the dentist and optician before leaving home. Also ensure that students have noted the exact make and model of valuable items (eg laptop computers etc) plus date of purchase and detailed receipt.

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

Accident Insurance: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be views on the ACC website at <http://www.acc.co.nz>.

IMMIGRATION

All students must have a visa before entering New Zealand. Nelson College for Girls will keep a record of all visas and will provide students with the documents they need from the School when it is time to renew their Student Visas. If a student is studying here only for one term (ie up to 3 months), then they may study on a Visitor Visa. Citizens of visa waiver countries visiting for up to 3 months and studying on a Visitor Visa must request a New Zealand Electronic Travel Authority (NZeTA) before travelling. An International Visitor Conservation and Tourism Levy (IVL) may also apply (see www.immigration.govt.nz for more information).

It is an Immigration New Zealand requirement that in addition to Tuition costs, all applicants for Student Visas must provide evidence that they have sufficient funds available to maintain themselves throughout the period of their stay in New Zealand. If this is for less than 36 weeks, they need to provide evidence of funds of at least NZ\$1,250 for each month of study. If the student will be studying for 36 weeks or more, they will need to provide evidence of at least NZ\$15,000 for each year of study. Students renew their visas in the student's home country, where agents can help and it is possible for the parents to submit a completed Financial Undertaking for a Student form (INZ 1014) to provide this financial evidence.

Immigration New Zealand has launched ONLINE-Student, a visa application service that allows international students to apply, pay fees and upload supporting documents online. This also allows agents to renew Student Visas even if the student is not in their home country.

Nelson College for Girls' legal responsibility for the student ends when enrolment with the School finishes. However the School takes a moral responsibility for students until they depart New Zealand.

The School requires written confirmation of all return flights to the student's home country and a plan for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian or another person approved by the parent or legal guardian for each transfer that occurs.

Please check the Immigration New Zealand website, <http://www.immigration.govt.nz> for details of the ONLINE-Student service and any changes and updates in their requirements or forms.

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

ACCOMMODATION POLICY - INTERNATIONAL STUDENTS

Nelson College for Girls undertakes to comply with the accommodation provisions set out in Part 7 of New Zealand's Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the School are:

- School boarding hostel
- Living in a homestay
- Living with a parent
- Living with a designated caregiver

POLICY OBJECTIVES

1. To provide a safe, supportive and suitable living environment and home life, conducive to study.
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 support the overseas parents' peace of mind through them knowing that the student is well cared for and happy in New Zealand.

PROVISION OF ACCOMMODATION

Nelson College for Girls will arrange accommodation for 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 will be dealt with initially by the Boarding Manager or Homestay Co-ordinator. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the International Dean.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be documented.
4. Any serious concerns relating to accommodation will be reported to the Code Administrator.

SCHOOL BOARDING HOUSE

Nelson College for Girls has an onsite boarding hostel that is covered by the Ministry of Education's Hostel Licence three yearly review.

1. Students are encouraged to enter boarding in their first year at the School, particularly if they are junior students in Years 9 or 10.
2. Students who enter boarding are expected to remain in the hostel for that academic year unless there are exceptional circumstances.
3. Students in boarding are expected to follow the behaviour expectations of the boarding house, and may be asked to leave boarding if they put themselves or others at risk. This may mean that the student is sent home (see Discipline Policy).
4. Should a student intend to leave, then written notice must be given five weeks prior to the departure date and changes will not take place until the end of that term.
5. Boarding students will be interviewed by the International Dean on a quarterly basis.
6. The Board of Trustees is responsible for the regular review of policies, procedures, residential facilities and staffing.
7. All staff are police vetted and subject to reference checks and interview on appointment. On appointment, their identity is confirmed and they are subject to a risk assessment for suitability to work in a school hostel.

HOMESTAY ACCOMMODATION

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

1. Any homestay accommodation to be used by international students will have:
 - a) An on-site assessment to determine that living conditions are of an acceptable standard.
 - b) If a homestay or designated caregiver, an assessment to determine that the accommodation type is not a boarding establishment.
 - c) An assessment of the residential carer's suitability and whether they will provide a safe physical and emotional environment. This will include confirmation of identity, reference checks, a police vet, interview and risk assessment.
2. If homestay accommodation is requested, the following should be noted regarding location. Although Nelson is a small city, Nelson College for Girls has a wide catchment area. All efforts will be made to locate homestays within 20 minutes' walking distance to school or on a designated school bus route (where a free bus is provided). Occasionally however this is not possible due to student demand and host family availability. In such cases, homestays in the wider Nelson area may be allocated, however suitable means of transport to school will be available.
3. Each student will be interviewed at least quarterly to ensure that their accommodation is suitable.
4. All accommodation residences will be visited at least twice yearly to ensure they remain suitable.
5. Police vetting will be carried out for all adults aged 18 years and over living in a homestay, or designated caregiver accommodation used by a Nelson College for Girls student (note that police vetting for designated caregivers is optional).
6. Nelson College for Girls will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

HOMESTAY STUDENT RESPONSIBILITIES

1. Students in the School homestay programme must make homestay payments in advance.
2. Students must not make their own private homestay arrangements.
3. Students staying in a homestay are required to exhibit appropriate behaviour, in keeping with the School's Values and Expectations document.
4. Where a student's behaviour or demands are such that homestay hosts 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 (see Discipline Policy).
5. Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given in writing to the Principal and changes will not take place until the end of term unless there are exceptional circumstances.
6. Advice and a support infrastructure for homestay carers will be provided by the Homestay Co-ordinator.
7. Following the September 2011 Copyright Amendment Bill, students in homestay situations must not illegally download from the internet content such as movies or music. Infringements by students can lead to fines of up to \$15,000 by the Copyright Tribunal.

DESIGNATED CAREGIVERS

1. Parents of each student living with a designated caregiver 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 Nelson College for Girls approving the accommodation.
2. On or before enrolment, Nelson College for Girls will meet and establish communication with the designated caregiver.
3. The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

DIVISIONS OF RESPONSIBILITY

NELSON COLLEGE FOR GIRLS

Nelson College for Girls will be responsible for:

1. Providing a 24/7 emergency contact person for problems with accommodation.
2. Selecting, monitoring and approving all accommodation.
3. Providing a support infrastructure for homestay carers.
4. Recording the results of all accommodation assessments.
5. Recording the results of all quarterly student interviews.

BOARDING - SCHOOL BOARDING HOUSE

Nelson College for Girls will expect its boarding hostel to:

1. Provide a safe and friendly living and studying environment.
2. Provide day to day care including:
 - a) three meals a day and access to snacks
 - b) shared room with no more than two students in each room
 - c) bed & sheets (the School purchases pillow, duvet & duvet cover set on behalf of the student)
 - d) study facilities
 - e) adequate provision to store clothes, books etc.
 - f) adequate lighting
 - g) adequate heating
 - h) bathing/showering/bathroom access
 - i) laundry
3. Treat the student with respect.
4. Make the student feel comfortable and part of the wider boarding family.
5. Notify the School immediately if there are any problems with the student, eg medical condition, misconduct.
6. Notify the School immediately if the student seems very homesick or depressed.
7. Provide internet access for the student.

HOMESTAYS

Nelson College for Girls will expect all residential caregivers to:

1. Provide a safe and friendly living and studying environment.
2. Provide day to day care including:
 - j) three meals a day and access to snacks
 - k) own room
 - l) bed and bedding
 - m) study desk and chair
 - n) adequate bedroom furniture to store clothes, books etc.
 - o) lamp and adequate lighting
 - p) adequate heating
 - q) assistance with transport arrangements to and from school
 - r) bathing/showering/bathroom access
 - s) laundry
3. Treat the student with respect.
4. Make the student feel comfortable and part of the family.
5. Notify the School if there are any changes or additions to the household.
6. Notify the School immediately if there are any problems with the student, eg medical condition, misconduct.
7. Notify the School immediately if the student seems very homesick or depressed.
8. Look after the student in their home to the best of their ability.

9. Provide internet access for the student.
10. A \$20 administration fee per week is included in the homestay fees.

Host families will not be expected to:

1. Pay for toll or mobile phone calls.
2. Cook special food.
3. Insure the student's goods or pay for property the student damages or loses.
4. Offer accommodation to visiting friends or relatives.
5. Comply with unreasonable requests.

REVIEW

This accommodation policy will be reviewed annually.

DISCIPLINE POLICY - INTERNATIONAL STUDENTS

An international student, once enrolled in the School, has the same rights as a domestic student and cannot be excluded or expelled from the School other than in accordance with suspension provisions of the Education Act except in the case of extreme misconduct. The principles of natural justice will be applied.

The student is expected to comply with all school policies, the Code of Practice and the provisions of the Education Act.

The following actions shall be deemed to be actions that may warrant disciplinary action.

- a) Any act that creates a risk to the safety of any person
- b) Any act that jeopardises the education of any other student
- c) Refusal to obey any reasonable instruction given by any employee or officer of the School
- d) Continual behavioural problems
- e) Significant breaches of the School's Values and Expectations
- f) Any breaches of immigration requirements
- g) Failure to make payments according to the Fee Schedule

The following process will be followed:-

Step 1: 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 Contract of Enrolment. This investigation will initially be carried out by the International Dean, in consultation with the Deputy Principal.

Step 2: If the investigation shows that the student made a minor breach, then the School's normal behaviour management processes will be used to resolve the situation.

Step 3: If a significant breach of the Enrolment Contract is found to have occurred, the School's Standdown and Suspension Procedures will be used to determine the course of action. The decision about Standdown or Suspension will be undertaken by the Principal, following the principles of natural justice.

Step 4: If the student is Stood Down from school for a day(s), then the student will still be able to be in the homestay or in the hostel. On return to school the student will meet with the Principal initially to understand the expected behaviours going forward. Their behaviour will then be monitored by a member of the Senior Leadership Team and the International Dean.

Step 5: If the student is suspended from school, then a hearing before the Board of Trustees Discipline Committee will be convened within seven school days of the suspension. The Board of Trustees will determine the outcome based on the Suspension Procedures. In waiting for the suspension hearing, the student will still be able to be in homestay or in the hostel. A programme of learning will be provided for the student to complete while not at school.

Step 6: If the student is able to return to school, then the student will meet with the Principal initially to understand the expected behaviours going forward. Their behaviour will then be monitored by a member of the Senior Leadership Team and the International Dean

Step 7: If the student is excluded or expelled from school, then the student's Enrolment Contract will be terminated by the School and the student will be sent home.

In the event of Suspension:

- a) the agent and parents or legal guardians of the international student will be Immediately notified of the matters causing concern
- b) the student and their parents/ legal guardians / agent have the right to attend the hearing and to be represented as provided for in the 1989 Education Act, provided they can be there within the seven school day parameter determined by the Education Act 1989.

COMPLAINT PROCEDURE - INTERNATIONAL STUDENTS

WHAT TO DO IF YOU THINK THE SCHOOL HAS FAILED TO FOLLOW THE CODE OF PRACTICE

If you have a complaint about Nelson College for Girls breaching the Education (Pastoral Care of International Students) Code of Practice 2021, follow Nelson College for Girls' formal complaint process first, as outlined below:

INTERNAL PROCEDURES

- Step 1** Contact the International Dean in the first instance.
- Step 2** If the complaint is not dealt with to your satisfaction, bring the issue to the Principal.
- Step 3** If you are still not satisfied with the matter, you may ask the Board of Trustees to consider the matter.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz

Or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website:
<http://www.fairwayresolution.com/istudent-complaints>.

INTERNATIONAL STUDENTS – HOW TO MAKE A COMPLAINT

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

Fairway Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

Education (Pastoral Care of International Students) Code of Practice

CODE: Nelson College for Girls has agreed to observe and be bound by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. Copies of the Code are available from the NZQA website at www.nzqa.govt.nz. The Code of Practice pamphlet is also available in different languages and provides important information for international students and their families. This is available on the NZQA website at [Code of Practice resources in different languages](#).

IMMIGRATION: Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

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

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE: International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

SUMMARY EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

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

What is the Code?

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

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can download a copy of the Code from the NZQA website at www.nzqa.govt.nz.

How do I know if an education provider has signed the code?

NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz

If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be able to study at that institution.

What if I have questions about the Code?

NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or email code.enquiries@nzqa.govt.nz.

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

Fairway Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

EDUCATION QUALITY ASSURANCE RESULTS

EDUCATION REVIEW OFFICE – NELSON COLLEGE FOR GIRLS – 13/03/2020

PROVISION FOR INTERNATIONAL STUDENTS

The college is a signatory to the Code of Practice for the Pastoral Care of International Students (the code) established under section 238f of the Education Act 1989. It has attested that it complies with and meets all aspects of the code. At the time of this review there were 42 international students drawn largely from Asia, Europe and Latin America.

Processes for orientation to the school are well considered. Care is taken to provide courses that reflect the needs and interests of students and their families. Students' pastoral and wellbeing needs are well supported. Students who set goals for academic achievement in NCEA qualifications are nearly all successful.

Students are encouraged to be actively involved in the life of the school and participate in a range of sporting, cultural and social activities both in the school and the wider community.

Students have good opportunities to share and celebrate their cultures with other students.

PROVISION FOR STUDENTS IN THE SCHOOL HOSTEL

The school hostel is an integral part of the school and can accommodate up to 151 students. At the time of this review, it catered for 100 girls, drawn from all areas of Aotearoa New Zealand, although predominately from the West Coast of the South Island. 25% of girls in the hostel are international students.

Trustees have attested that all the requirements of the Hostel Regulations are met. The principal and the hostel manager are responsible for its day-to-day operation on behalf of the board of trustees.

The hostel provides suitable accommodation for full-time and weekly boarders from Years 9 to 13 in two buildings integrated into the main school campus. Hostel practices effectively complement and support pastoral care and learning within the school. Good provision is made for girls to study independently and supervised.

The hostel staff provide pastoral care in an environment that successfully promotes student wellbeing. Students have opportunities to participate in a range of school-based activities and sports.

ERO'S OVERALL JUDGEMENT

On the basis of the findings of this review, ERO's overall evaluation judgement of Nelson College for Girls' performance in achieving valued outcomes for its students is:

Well placed.

Dr Lesley Patterson
Director Review and Improvement Services Te Tai Tini
Southern Region
13 March 2020

To read the full ERO report, please visit <http://www.ero.govt.nz/review-reports/nelson-college-for-girls-13-03-2020/>



CONTRACT OF ENROLMENT AGREEMENT

To the Parents (or Legal Guardians) and the Student:

Please ensure that you have visited our website, www.ncg.school.nz in order to access all material regarding courses offered and the facilities, equipment, staffing, available services and supports.

Senior students will have the opportunity, where appropriate, to study towards the New Zealand Secondary NCEA Qualification.

By signing this document, the Parents (or Legal Guardians) and the Student confirm that they have read, understood and agree to the Terms and Conditions of this Contract of Enrolment.

NAME OF STUDENT

Signed by Parent
(or Legal Guardian)

Print name

Date

Signed by Student

Print name

Date

Signed for and on
behalf of the School

Print name

Date