



WHANGANUI HIGH SCHOOL POLICY INTERNATIONAL STUDENTS

INTRODUCTION	1	International Students are students from overseas who are attending Whanganui High School as part of their education and who are required by the Board of Trustees to pay a tuition fee.
PURPOSE	1	Cross-cultural relations will be fostered in order to encourage positive relationships between New Zealand students and the International students.
	2	The School will endeavour to ensure there is a mix of nationalities represented within the International Student body.
	3	An effective orientation programme will be provided by the School for all International students.
	4	The roll of International Students will be limited so that at any given time no more than 2% of the School's total roll will be represented by International Students from any one country.
	5	Short-stay visits will be possible if they add positively to the climate of the School and do not compete for existing resources.
	6	Students will be placed in (Code of Practice) homestay accommodation when and where available.
	7	A tuition fee and Homestay fee will be set in May of each year for the following year.
	8	The School will establish a quality education programme and support system for the International Students.
	9	Students will be expected to behave in a manner which upholds the good name of Whanganui High School.
	10	Whanganui High School upholds the conditions of being signatory to the <i>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</i> – (updated December 2021).
	11	Whanganui High School is a financial member of SIEBA (Schools International Education Business Association of New Zealand) and we adhere closely to the international education procedures and policies resourced by SIEBA.
ASSOCIATED SUB POLICIES	1	Accommodation Policy Guidance
	2	Fees Protection Policy Guidance
	3	Refunds Policy Guidance
	4	International Student Policy Guidance
	5	Refunds Policy Guidance
	6	Staff Travel Policy Guidance
GUIDELINES	1	Guidelines relating to the education of International Students at Whanganui High School will be prepared by the Principal and reviewed by the School annually and by the Board in association with this policy every three years. (Current Guidelines attached.)
EVALUATION	1	The Board, in association with the Principal, will review this policy on a three-yearly cycle in accordance with the School's quality management cycle.
CONCLUSION	1	Whanganui High School will offer a quality education to International Students in keeping with the School's Mission Statement. In this way both the international Students and Whanganui High School in general, will benefit.

Approved by the Board

Signed Chairperson: _____

Date: _____

Signed Principal: _____

Date: _____

ACCOMMODATION POLICY GUIDANCE

Purpose:

This accommodation policy outlines factors that will be considered when managing accommodation for international students enrolled at the school. This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Rationale:

The school undertakes to comply with the accommodation provisions set out in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Policy Objectives:

1. To provide a suitable living environment conducive to study and a safe and supportive home life
2. To involve residential caregivers in the welfare of the student
3. To assist the student to successfully integrate into New Zealand life
4. To ensuring the student is well cared for and supported by the school

Approved Accommodation

All international students must live with parents or residential caregivers that have been approved by the school. The following categories of residential care may be approved by the school:

- Designated caregiver
- Homestay
- Licensed hostel
- School hostel
- Approved temporary accommodation

The school will not approve accommodation for students over 18 years of age not living with parents other than with a residential caregiver.

Use of Accommodation Agents

The school may make use of accommodation agents to organise and manage student accommodation. If an accommodation agent is used, the school will enter into a written contract with the agent and will ensure that the accommodation services provided by the agent meets the requirements of the Code.

Residential Caregivers

Onsite Assessment

Residential care accommodation for international students will undergo an on-site assessment to determine that the accommodation is of an acceptable standard, is not a boarding establishment and the residential caregiver provides a safe physical and emotional living environment.

Ongoing Monitoring

All residential care accommodation for international students will be monitored on a regular basis including visits to the accommodation and student interviews to ensure that the accommodation continues to meet required standards.

Resolving Difficulties

Where difficulties arise in residential care, the school will liaise with residential caregivers, contracted agents, students and parents as appropriate to resolve such difficulties.

Safety Checking

Safety checks, including Police vetting as appropriate, will be carried out for residential caregivers. Other adults aged 18 years and over living in the accommodation will undergo an appropriate safety check.

Designated Caregivers

- The school will have written Designated Caregiver Agreements with all designated caregivers
- The monitoring of students living in designated care will be managed in accordance with this policy and the Designated Caregiver Agreement

Homestay

- The school will have written Residential Caregiver Agreements with all homestays
- The school will have written Homestay Accommodation Agreements with all students and their families
- The monitoring of students living in homestays will be managed in accordance with this policy and the Homestay Accommodation Agreement
- Homestay fees paid to the school will be held by the school on behalf of students and paid to host families in regular payments. Remaining homestay fees at the end of enrolment will be refunded according to the schools' refund policy.

Licensed Hostel

- The school will have written Residential Caregiver Agreements with licensed hostels
- The school will have written Hostel Accommodation Agreements with all students (or their legal guardian) living in a licensed hostel
- The monitoring of students living in a licensed hostel will be managed in accordance with this policy and the Hostel Accommodation Agreement

School Hostel

- The school will have written Residential Caregiver Agreements with school hostels
- The school will have written Hostel Accommodation Agreements with all students (or their legal guardian) living in a school hostel
- The monitoring of students living in a school hostel will be managed in accordance with this policy and the Hostel Accommodation Agreement

Temporary Accommodation

- The school will assess the suitability of the accommodation considering the age and gender of the students
- The school will ensure adequate supervision is in place for all students
- The school will ensure all pastoral needs of the students are met including meals and laundry
- The school will ensure that supervisors in temporary accommodation undergo an appropriate safety check
- The school will monitor and manage risks to students

Review:

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for accommodation for international students.

FEES PROTECTION POLICY GUIDANCE

Purpose

This fees protection policy makes clear factors that will be considered to ensure that international student fees paid in advance are protected and can be made available in accordance with the school's refund policy. This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Fees Protection

The school will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

1. The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
2. The school will ensure that generally accepted accounting procedures are applied to international student fees paid in advance
3. The school will ensure that only those staff with appropriate authority will have access to international student funds paid in advance
4. The school will ensure that all international fees paid in advance shall be paid into the school's operating account or other account authorized by the Principal
5. The school will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
7. The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures.

Review

The school will review procedures relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's fees protection policy.

REFUNDS POLICY GUIDANCE

Purpose

This refund policy outlines how the school will manage a request for a refund of international student fees from the organisers of group study tours of less than one term's duration. For students travelling together, but enrolled for one full term or longer, the school's normal refund policy will apply.

Requests for a refund of fees on cancellation of a group study tour or early withdrawal by one or more students on the tour

The school will consider all requests for a refund of fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the study tour
- The circumstances leading to cancellation of the tour / student withdrawal
- The amount of refund requested
- The name of the person and organisation requesting the refund
- The name of the person and organisation who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

Non-Refundable Fees

The following fees are non-refundable:

Administration Fee:	Administration fees meet the cost of processing study tour and are incurred whether or not the tour goes ahead
Insurance:	Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of students. Tour organisers may apply directly to an insurance company for a refund of premiums paid.
Homestay Placement Fee:	Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students prior to the refund request, cannot be refunded.
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.
Tuition Fees:	<ol style="list-style-type: none"> 1. Where one or more individual student on a study tour voluntarily returns home early for any reason, there will be no refund of tuition fees except in exceptional circumstances. 2. Where one or more students return home early following disciplinary processes by the school, there will be no refund of tuition fees. 3. Where the tour is cancelled prior to arrival in New Zealand the school will consider the circumstances leading to the cancellation of the tour and may refund some or all of the tuition fees.
Outstanding Activity Fees:	Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Requests for a refund for failure to obtain a visitor visa

If students studying on a group tour fail to obtain a visitor visa, a refund of international student tuition fees will be provided less an Administration Fee of \$250.00. Evidence of visa decline must be provided to the school.

Requests for a refund in the event of natural disaster or epidemic or other event causing travel disruption

Where circumstances beyond the control of the tour organisers, relating to volcanic eruption, earthquake, epidemic or other event beyond their control result in cancellation of the tour, and the school is satisfied that cancellation is necessary, tour fees will be refunded less any relevant non-refundable fees outlined above.

Requests for a refund where the study tour is cancelled by the organiser for any other reason

The school will consider the circumstances of the cancellation, but except in the circumstances described above relating to a natural disaster or epidemic, tuition fees are non-refundable.

Requests for a refund of homestay fees

If for any reason, an international student withdraws from the tour after payment has been made, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

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 for failure to provide a course, cessation as a signatory or cessation to be a provider

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 tour organiser to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the tour organiser and the school.

Other circumstances where a refund request may be considered

In certain circumstances, a compassionate refund may be considered. The tour organiser should apply to the school for a refund outlining the circumstances leading to the early withdrawal of the student and should provide documentary evidence of these circumstances.

Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of tour organisers and families after a decision regarding a refund has been made

A decision by the school relating to a request for a refund of international student fees will be provided to the tour organiser in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Tour organisers and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.

Review and Reporting

Review

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

INTERNATIONAL STUDENT POLICY GUIDANCE

Rationale

This policy outlines the school's purpose and benefits for the enrolment of fee-paying international students. By enrolling international students, the school aims to promote internationalization, providing opportunities for students and staff from different cultures to work alongside each other in teaching and learning, providing different perspectives to develop everyone's understanding of other cultures. Our goal is for all our students to become connected global citizens, ready to live and work in the diverse and connected modern world.

Purpose

- To develop cultural understanding and insight in our students to enable them to become global citizens
- To foster international cooperation and relationships now and in the future
- To enable exchanges of benefit to language learners, and other learning and co-curricular areas such as history, geography, social studies, economics, sports, cultural activities, etcetera
- To provide the school with additional funds to enhance quality teaching and learning

Guidelines

- (Name of school) will be compliant with all aspects of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).
- International Students will be enrolled at (name of school) under a Contract of Enrolment in accordance with Section 2 of the Education Act 2020.
- Appropriate staff and resources will be allocated by the school for the recruitment, administration, and pastoral care requirements of international students.
- There will be clear procedures in place which relate to this policy.

REFUNDS POLICY GUIDANCE

Purpose

This refund policy outlines how the school will manage a request for a refund of international student fees.

Requests for a refund of international student fees

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. All refunds will be settled under the terms of this policy unless otherwise agreed by the School.

A request for a refund should provide the following information to the school:

- The name of the student;
- The circumstances of the request;
- The amount of refund requested;
- The name of the person requesting the refund;
- The name of the person who paid the fees;
- The bank account details to receive any eligible refund, including bank address and swift code where relevant and
- Any relevant supporting documentation such as receipts or invoice.

Non-Refundable Fees

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:

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.
Insurance:	Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and parents may apply directly to an insurance company for a refund of premiums paid.
Homestay Placement Fee:	Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for the student prior to the refund request cannot be refunded.
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.
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.

Requests for a refund for failure to obtain a study visa

If the Student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for enrolment of one term or less

Where the student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.

Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund for voluntary withdrawal (Enrolments of more than one term)

If the student voluntarily withdraws 21 days or more before the start date of enrolment, a refund will be provided less any non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the school receives written notice of the student's intention to withdraw from enrolment.

If the student voluntarily withdraws less than 21 days before the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of 10 weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the school receives written notice of the student's intention to withdraw from enrolment. If a student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required.

The notice period will begin the day after the school receives written notice of the student's intention to withdraw from enrolment and the student may continue to attend school during the notice period.

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

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:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
- Transfer the amount of any eligible refund to another provider, or
- Make other arrangements agreed to by the student or their family and the school.

Other circumstances where a refund request may be considered

Where a student's enrolment is ended by the school

In the event the student's enrolment is ended by the school for a breach of the contract of enrolment or as a consequence of a Welfare Issue, then the school will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- A minimum of ten weeks tuition fees from the date of termination
- Any other reasonable costs that the school has incurred in ending the student's enrolment

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

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

Where a student voluntarily requests to transfer to another signatory

If a student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. The notice period will begin the day after the school receives written notice that the student requests to transfer to another signatory.

Refund of other fees

Requests for a refund of homestay fees

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

Where the 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

Prepaid fees unused at the end of enrolment amounting to less than NZD\$1,000.00 will be refunded to the student. Sums greater than NZD\$1,000.00 will be refunded into a nominated bank account upon instruction from the parent/agent.

Outstanding activity fees or other fees

Any activity or other fees incurred by a 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

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 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

A decision by the school relating to a request for a refund of international student fees will be provided to the student or parent in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

In the event the student or their parent is dissatisfied with a refund decision made by the school or is 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.

Review and Reporting

Review

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

STAFF TRAVEL POLICY GUIDANCE

Purpose

This staff travel policy makes clear factors that will be considered in the planning and execution of overseas trips undertaken by school staff for the purpose of conducting business related to the International Student Programme. This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) and other relevant legislation.

Rationale

The school has developed a Staff Travel Policy:

- To ensure that school staff who travel overseas on international student business are kept safe and their health and wellbeing is protected and;
- To ensure that financial safeguards are in place and that there is transparency and accountability for the use of school resources when staff undertake international travel.

Guidelines

Objectives and Planning

1. All trips undertaken for international student recruitment will lead to the achievement of the international programme strategic objectives as set out in the school's strategic and marketing plans.
2. International travel will be approved by the principal. Where the principal is also travelling, the principal's travel will be approved by the Board of Trustees.
3. International travel will be planned sufficiently in advance to ensure appropriate safety measures are in place and that cost savings on flights and accommodation are maximised.
4. At the conclusion of the international travel, the staff member will provide a written report to the principal detailing the successful outcomes from the travel, a summary of expenses incurred and details of any incidents or risks posed to the staff member.

Use of School Funds

5. School funds used during international travel will be used only for legitimate international student recruitment business on behalf of the school.
6. Prior to any travel being undertaken, the school will make arrangements for funds to be made available to the staff member travelling for any travel expenses which cannot be paid in advance. Such funds will be sufficient that the staff member is not required to use their own funds or credit card for expenses relating to the business of the trip.
7. Any personal expenses incurred during the trip, such as for tourism activities, personal travel before or after business is undertaken or for personal items, will be funded by the staff member from their own funds.
8. Receipts must be kept wherever possible for expenses incurred by the travelling staff member. Where it is not possible to obtain a receipt, records of such expenses will be kept.

Airfares

9. For international flights of less than 10 hours including transfers, the staff member will book economy flights, unless prior agreement is provided by the principal for alternative class airfares.
10. For international flights over 10 hours including transfers, the staff member may book premium economy flights or equivalent, with the principal's prior agreement.

Accommodation

11. In selecting accommodation, school staff will consider the following factors:

- I. Accommodation will be of a sufficient standard to promote an appropriate image of the school, in particular, where the staff member may meet with prospective families, students or agents.
- II. Accommodation will be in an area of the town or city where the health, wellbeing and safety of the staff is protected.

- III.** Accommodation costs vary in different cities and countries and this will be taken into consideration when booking accommodation. A higher budget amount for accommodation may be required for travel in more expensive countries and cities.
- IV.** If the staff member will participate in fairs or other activities with staff from other schools, for convenience, staff may elect to stay at the same hotel and this may incur higher cost.
- V.** In planning travel, the staff member will seek the most competitive rates for flights, accommodation, car hire and other services.

Fair Remuneration or Time in Lieu

- 12.** If the staff member undertaking international travel on behalf of the school will be working hours over and above their normal contracted hours, or will travel or work on weekends or public holidays, they will be eligible for fair remuneration for the additional hours, or as an alternative, may negotiate a time-in-lieu arrangement with the principal. Remuneration for additional hours while on international travel will be agreed prior to the travel taking place and will comply with relevant New Zealand employment laws and regulations.

Health and Safety

- 13.** The staff member planning travel should undertake a risk assessment that includes a review of <https://safetravel.govt.nz/> to ensure that the intended destination(s) are safe to visit. The staff member will provide the risk assessment to the principal prior to granting approval for the travel.
- 14.** All staff members undertaking international travel will arrange appropriate medical and travel insurance at the cost of the school. Where appropriate, the school will pay for additional pre-existing medical cover for the staff member travelling.
- 15.** Where the staff member may have pre-existing medical conditions to the extent they are unable to obtain appropriate medical insurance cover, the principal will only approve any such travel after consideration of the potential exposure to financial risk for the school and the staff member and risk to the safety and wellbeing of the staff member.
- 16.** The principal will ensure the school has appropriate safety procedures for staff members travelling overseas and ensure immediate communication and response where critical events occur in the country of travel that pose a risk to the safety or wellbeing of the staff member.
- 17.** Staff undertaking international travel on behalf of the school will register with the New Zealand Government Travel Safe website prior to departure.
- 18.** The school will ensure that where the person travelling is responsible for the day-to-day operation of the International Department, the school will provide appropriate cover in their absence to ensure the safety and wellbeing of students, and to release the travelling staff member from those duties.
- 19.** The school will ensure that where the person travelling is scheduled to hold the 24/7 phone during the period of travel, another staff member will be allocated to perform this duty.

Review

The school will review this policy and related procedures as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's travel policy.