



**Tūora
Fendalton
School**

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Prospectus for International Students

International Student Enrolment Information



Welcome to Tūora Fendalton School

I am very proud to be the principal of Tūora Fendalton School with a team of very dedicated staff. We are committed to offering an inclusive setting, where we really know your children and ensure that everyone is valued for their individuality and uniqueness. We strive to foster and grow independent learners who will contribute to our school, our community and beyond, through a wide range of scholastic, cultural and sporting opportunities.

Tūora Fendalton School is a vibrant, friendly learning environment that inspires our children to be 'Team Players', 'Thinkers' and 'Communicators' who have a sense of belonging.

Please contact me if you wish to learn more about our school, have any concerns or questions.

Raewyn Saunders - Principal



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❖ **Completed signed forms and other required documents must be sent to school for the enrolment process**

Checklist

- ☐ International student Enrolment form
- ☐ Parent consent for EOTC activities
- ☐ Digital Agreement form
- ☐ International students tuition agreement form
- ☐ Fee protection and refund policy form

Copies of other required documents

- ☐ Child's passport photo page
- ☐ Parents passport photo page (parent who will live with child in New Zealand)
- ☐ **Birth certificate or kinship document of child translated into English (showing parent's names as child must live with a parent in New Zealand)**

❖ **Documents/information required before the child can start at school (can be provided on the morning child starts school)**

Checklist

- ☐ Copy of travel/medical insurance for period child is attending our school
- ☐ Copy of child's visitor or student visa
- ☐ Address in New Zealand
- ☐ New Zealand contact phone number for parent
- ☐ Immunisation/vaccination certificate translated into English (only if available)

Information about Your Rights in New Zealand

Code

Tūora Fendalton School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority (NZQA).. Copies of the Code are available on request from this institution or from the NZQA website International Students section.

Immigration

All students must meet the requirements of Immigration New Zealand to study in New Zealand.. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through Immigration New Zealand..

Eligibility for health services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health.

Accident insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website.

Medical and travel insurance

Before enrolment, international students must have appropriate and current comprehensive medical and travel insurance for the full period of the course, from leaving home to returning home. Parents will provide the school with evidence in English before starting school.

Medical and travel insurance must have the following covered:

- the student's travel to and from NZ & within NZ
- medical care in NZ, including diagnosis, prescription, surgery, and hospitalisation
- repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation
- death of the student, including cover of travel costs of family members to and from New Zealand & costs of repatriation or expatriation of the body & funeral expenses.

Our recommendations are:

Orbit - <https://orbitprotect.com/insurance-products/international-student-insurance/summary>

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

Conditions of Enrolment

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fees refund policy, and other school policies also apply.

1. Students and parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
2. Students must observe the laws of New Zealand.
3. Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
4. Because class placements are decided on the evidence of assessment after arrival in New Zealand, all information given before enrolment about placement on courses and in classes is provisional. The school reserves the right to adjust placements and individual programmes at any time if it is in the student's interests to do so.
5. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
6. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
7. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
8. All additional costs (as outlined in the school prospectus) will be paid promptly, as required.
9. The conditions of the Fee Refund Policy will be accepted.
10. All students are required to have travel and medical insurance for the duration of their period of enrolment, from home to home. Students' families normally make their own insurance arrangements but schools check that they are adequate and cover the full period from the child leaving home to the child's arrival back home. A copy in English must be provided.
11. All international students under the age of 10 must live with their parents or legal guardians (proof of legal guardianship must be supplied).
12. All disputes will be dealt with in New Zealand law.
13. The school's complaints procedure for international students (see "Complaint" document) will be used to deal with grievances.
14. Parents must inform the school of their address, telephone number and e-mail address. The parents will advise the school of any change in their contact details.

Schedule of Fees

Tūora Fendalton School International Student Tuition Fee covering teaching and operating costs. Options are as follows:

One year (4 terms)	\$13,500.00 per year ¹ or
One school term	\$ 4,250.00 per term ¹ or
Weekly (less than 1 term)	\$ 750.00 per week*

*An additional administration fee of \$500.00 is added for tuition that is less than a term.

¹ The administration fee of \$500.00 is included in the fees for one full term or more.

The administration fee is non-refundable when refunds are requested.

All fees are shown in New Zealand Dollars (NZD).

Upon payment or part-payment of fees, the school will issue a receipt which will be required by Immigration New Zealand if you are required to apply for a Student Visa for the period of tuition.

Additional Costs

Additional costs will be charged for extra services.

Activity costs are set each year by the Board of Trustees and could alter. Currently they are \$80.00 per year or less if starting during the year. This does not include gymnastics or swimming programmes which will be charged for individually.

Material costs are also set each year by the Board of Trustees. They are currently set at \$50.00 per year or pro rata if starting during the year.

Stationery costs range from \$40.00 - \$100.00 each year. Stationery is purchased from suppliers outside the school, ie stationery shops or online stores – see our Stationery page on our school website. <https://hail.to/fendalton-open-air-school/publication/yT99C2v/article/ERyIH6Z>

Uniform costs The uniform cost varies depending on the students gender and optional items and is approximately \$200.00 - \$500.00 including shoes. The uniform is purchased from suppliers outside the school. If your child is coming short term, (less than one term) the school may provide a school polar fleece for your child's use while at school.

Other costs may include:

Extra -curricular activities, such as music tuition, robotics classes, science extension classes.

Inter-school sports (Year 5 and Year 6 students)

School camp (Year 5 and Year 6 students)

Complaints

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

If you have a concern or complaint, contact the teacher involved and discuss the matter. If the matter doesn't involve a particular teacher, or you do not wish to contact the teacher concerned, or you are unhappy with the outcome of meeting with the teacher, contact Vanessa Lidstone vanessa.lidstone@fendalton.school.nz or Raewyn Saunders raewyn.saunders@fendalton.school.nz.

We want to know about any worries or concerns you have. We will always take notes about your concerns and do our best to find solutions. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

If an informal meeting does not resolve your concern, you may need to make a formal complaint.

Formal Complaints

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility:

Action

Complainant

1. Put your concerns in writing, and sign the letter. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include the names and contact phone numbers.
2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.

Principal (if complaint is about a staff member)

3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned.

Inform the chairperson of the board of trustees.

Board chair (if complaint is about the principal)

4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an investigation may take place.

When a formal complaint is received, the school may choose to investigate it, if it is deemed serious enough to warrant it, after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity. Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.

Note: If the complaint relates to an international student, and it cannot be resolved by following this process, refer to MOE's website for information or the NZQA - <http://www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand>. You must be able to show that you have tried to get the school to act before you contact them. They will consult the school to see what can be done to help you.



International Student Enrolment Form

Please supply with this enrolment form - A copy of the child's birth certificate showing parents names and copy of the child's passport. When processed, a copy of the student visa/permit or visitor visa will be required.

Student's Details:

First Names of Student <i>(Legal)</i>	Family Name of Student <i>(Legal)</i>	Preferred Name/s
Date of Birth	Gender Male / Female	Ethnicity
Period the international student wishes to enrol for: From: <i>(Date)</i> _____ To: <i>(Date)</i> _____		
New Zealand address <i>(once in NZ if known)</i> Post Code	New Zealand home/cell phone number	
Mother's Name Current Address Home Phone Mobile Phone Country of Birth Email address <i>(This is the school's main communication link to you and is your login ID to be able to access your child's learning information. Please include where possible if you wish to access this information. Please print clearly)</i> To view/receive financial information <i>(requires email address above)</i> Yes / No	Father's Name Current Address Home Phone Mobile Phone Country of Birth Email address <i>(This is the school's main communication link to you and is your login ID to be able to access your child's learning information. Please include where possible if you wish to access this information. Please print clearly)</i> To view/receive financial information <i>(requires email address above)</i> Yes / No	Agent's Name <i>(if using an Agent/Agency registered with our school)</i> Agent Company Name Mobile Phone Work Phone Email address <i>(Please print clearly)</i>

Living Arrangements:

Who will the child live with in New Zealand? *(please circle one)* Both Parents Mother Father

Name/s of person responsible for paying billing account _____

Emergency Contacts in New Zealand:

This is who the school will contact in case of emergency, if the Parent is unreachable by phone.

I consent to the people named as Emergency Contacts being able to collect my child from Tūora Fendalton School in the event of an unplanned closure, sickness or emergency.

Name	Name
Relationship to student	Relationship to student
Address	Address
Home Phone	Home Phone
Mobile Phone	Mobile Phone
Work Phone	Work Phone

Contact Details of next of kin in home country:

Name	Name
Relationship to student	Relationship to student
Address	Address
Home Phone	Home Phone
Mobile Phone	Mobile Phone
Email address	Email address

Country of Origin of Student:**Status:**

Student's Country of Birth:	Student Visa/Permit or Visitor Visa <i>(Please circle one - Passport or Immigration NZ proof required)</i>
Student's Country of Citizenship:	Visa/Permit expiry date:
Student's spoken home language:	Passport Number:
	Date Entered NZ:

Previous Education:

Attended a Pre-school or Early Childhood Centre: **In New Zealand / Outside of New Zealand / Did not attend**
(if the student is 5 or 6 years old please circle one)

Name(s) of any previous school(s) student has studied in New Zealand and dates attended:

Travel Insurance Details:

Your child must have medical and travel insurance (see "Medical and Travel Insurance Policy") to cover the period of study, from leaving home to returning home. These must be in English. Have you provided the school with a copy of your Medical and Travel Insurance document?

Yes / No

Medical Details:

Does your child have any medical conditions / requirements that we should know about? **Yes / No**
(If yes please list)

Does your child have any allergies? **Yes / No**
(If yes please give details and advise of treatment required)

Does your child need any medications administered at school? **Yes / No**
(If yes, a medication form will need to be completed and returned to school)

Is your child fully vaccinated/immunised? **Yes / No / Partly** (If partly please provide details)
(If yes, please supply immunisation certificate translated into English if possible)

Permissions:

Illness or Accident: In the event of an accident or sudden illness, I/we authorise the staff of Tūora Fendalton School to obtain such medical assistance as may be necessary when I/we cannot be contacted. I/we agree to meet any cost incurred for the treatment or transportation of my child to receive medical attention.
No / Yes

Medication: I/we give permission for staff at Tūora Fendalton School to administer medication as instructed on any completed Medicine Authority Form, if required.
No / Yes

Vision/Hearing Testing: I/we give permission for this child to undergo vision and hearing testing.
No / Yes

Dental or School Health Professional: I/we give permission for this child to be seen by a School Health Professional or Dental Nurse
No / Yes

Digital Equipment & Technologies: I/We give consent for this child to be given access at school to computers, ipads, chromebooks, the internet and other communication technologies and have read and agree to the Digital Use Agreement document.
No / Yes

Publishing of name and images: I/we give permission for this child's photo to be taken whilst participating in school activities and also give permission to have my child's first name, initial of surname, photo, published images and audio/video of student learning on our school website, school newsletters and other communication tools such as school social media apps, local newspapers and media releases.
No / Yes

EOTC Activities: I/We give consent for this child to participate in local walking trips/visits without my prior knowledge and have read the Parent Consent for EOTC Activities and give Blanket consent for this child to participate in **Lower risk** (Type A, B & C) EOTC activities while a student at this school.

No / Yes

PTA: I/We give permission for the 'Primary Contacts' name, email address & phone number be shared to the PTA

No / Yes

Permissions Comment: *(please advise of variations you wish to make for your child regarding any of the permission questions/consents above)*

Declarations:

Tūora Fendalton School expects to be able to meet the learning needs of children enrolled at the school. Does the student have any special learning or behaviour needs?

Yes / No - If yes, please supply details below

I have been informed about and received a summary of the Code of Practice for International Students.

Yes / No

I have been informed about all costs involved with enrolment and the school's policy regarding fee protection and refunds.

Yes / No

I have received a copy of the school Prospectus and policies relevant to International Students and have read and understood them.

Yes / No

I have read, understood, and accept the policies, rules and procedures regarding international students at Tūora Fendalton School, and agree to abide by them.

I agree that all disputes will be dealt with in accordance with New Zealand Law.

I confirm all the information contained in this application is true and correct to the best of my knowledge and belief.

I acknowledge that if I have provided false information or withheld relevant information, the school may terminate the enrolment.

I will inform the school if there are any changes to the details of this application.

Conditions of Enrolment at Tūora Fendalton School

1. International students

Students requiring a Student Visa to study in New Zealand are required to pay annual tuition and overseas student fees upon enrolment at Tūora Fendalton School. Upon receipt, the school will issue documentation required for Visa application purposes.

2. Activity Costs

Costs for classroom activities, extra programmes and transport for your child will be incurred during the year. A statement will be sent by email or can be accessed through the Hero app/website. The school would like these costs paid promptly.

3. Attendance

The school requires punctual and regular attendance from all students. Extended absence due to overseas travel is discouraged. You are advised to discuss any travel commitments with the Principal before any travel commitments are made.

4. Emergency or incapacity

In the event of illness, accident or emergency the school will seek to contact parents or any other emergency contacts in accordance with the emergency details completed by you on the enrolment form for the student. In the event that no contact can be made or if urgent medical or other attention is required you agree to allow the school to take the necessary steps.

5. Standards of conduct

The student and family are bound by the rules of the school, the policies of the Board and the principles of the school charter.

6. Uniform

The student will wear the uniform of the school in accordance with the uniform guidelines provided by the Board of Trustees.

7. Student information

The parent(s) will notify the school of any change in information contained in this form and the enrolment form. For the purposes of the Privacy Act 1993, this information and any other information held or acquired by the school relating to the student's education, health, welfare or safety may be released to parties outside the school at the discretion of the Principal or any person lawfully delegated on his/her behalf. In addition, any information relating to the students education at the school may be released to the PTA for the legitimate purposes of that body.

The school is sometimes obliged by law to give information to Government Departments (eg Ministry of Education, Ministry of Health and Immigration NZ) but it will not otherwise be disclosed without your authorisation.

Please complete:

I/We acknowledge the information given on this enrolment form is true and correct and we accept the above conditions of enrolment for:

Child's Name:

Signed by parent:

Parent's name:

Date:



Tūora Fendalton School

PUBLISHING & DIGITAL USE AGREEMENT

Student:

I have read (or an adult has explained to me) the Tūora Fendalton School **Digital Safety & Use Agreement** information in the "[Starting at Fendalton School](#)" publication on the school website. I know the school rules about the use of computers, the Internet and other digital technologies. I know that if I break these rules there may be serious consequences:

- My parents/caregivers may be told.
- I may lose the right to use school computers and the Internet.
- The school may also take disciplinary action against me.
- I may be charged for repair of equipment and/or technician time.

Parents/Caregivers:

- I have read the School [Digital Safety & Use Agreement](#) information and understand that my child may not access the Internet or digital technologies at school without this agreement being agreed to on the enrolment form.
- I have told my child about the content of the agreement and explained its importance.
- I understand that if my child damages equipment as a result of not following these guidelines, I may be invoiced for the cost of replacement parts and/or repairs.
- I understand that while the school will do its best to restrict student access to offensive, dangerous or illegal material on the Internet or other communication technologies, my child is responsible for choosing to have no involvement in (or "choosing not to access" such material or activities).
- I understand the school guidelines for publishing student and parent name/audio/images/video on the main school website, blogs and other communication tools such as local newspapers and media releases when school events happen and agree to inform the office if I do not agree to any of the guidelines.
- I also understand this agreement applies to communication technologies my child brings into the school environment. I agree that any technologies my child brings into the school are governed by these rules.
- My child and I agree to follow school guidelines if using school digital equipment or systems.
- I understand that helping children develop into responsible, ethical and safe users of digital technologies is a shared responsibility between the school and home. I will do my best to model the guidelines and intentions of this agreement.
- I also give permission to have my child's first name, initial of surname, published images and audio/video of student learning on the main school website, class website and in blogs and other communication tools such as local newspapers and media releases when school events happen.
- I understand that by agreeing to the Publishing & Digital Use Agreement this permission remains during the duration my child is a student at Tūora Fendalton School.

This page is a copy of the terms of the agreement that binds you and your child if agreed to on the enrolment form.



Tūora Fendalton School

PARENT CONSENT FOR EOTC ACTIVITIES

Education outside the classroom (EOTC) is the name given to all events and activities that occur outside the classroom, both on the school grounds and off-site.

Our students participate in a wide range of learning opportunities within and outside the school grounds. Students, especially senior students, may participate in a wide range of sporting events outside the school throughout the year. All class teachers are encouraged to provide extension and enrichment opportunities for their students. These learning opportunities sometimes require travel outside the school, and may extend outside school hours.

Our school uses a process, which is monitored by the principal and board of trustees, to identify and manage risk for all activity types. The Ministry of Education EOTC Guidelines identify four activity types, each with recommended parent/caregiver consent (as outlined below).

Event Type	Description	Type of consent required (Ministry Guidelines)
A	On-site – in the school grounds	
	Lower risk – e.g. sports day, horticulture, adventure-based learning (ABL) activities, painting murals, measuring for mathematics	No consent required
	Higher risk – e.g. school pool or climbing wall	Blanket consent
B	Off-site – short visits in the local community within school hours	
	Lower risk – e.g. museum, art gallery, botanic gardens, sports and recreation events	No consent or blanket consent
	Higher risk – e.g. aquatic environments (river, beach), cross-country training	Blanket consent or separate consent for each event
C	Off-site – day trips, which extend out of school hours	
	Lower risk – e.g. farm visit; day hike in a local park or in local bush; city visit; train, bus or ferry trip; swimming	No consent or blanket consent
	Higher risk – e.g. skiing, waka ama, rock climbing, swimming in natural environments (beach, river), field trip involving chemicals or heavy machinery	Separate consent for each event and risk disclosure
D	Off-site – multi-day trips further afield	
	Lower risk – e.g. trip to another region; sports tournaments; field trips to urban environments, historic sites, and "front country" (having well-formed tracks)	Separate consent for each event
	Higher risk – e.g. overseas trips; field trips into natural water, bush, or alpine environments, or other hazardous environments (for example, where chemicals, heavy machinery, or other hazards are present); outdoor education camps; outdoor pursuit journeys in the "back country" (for example, biking, tramping, canoeing)	Separate consent and risk disclosure

Staff analyse the risk associated with all EOTC activities, and identify strategies eliminate, isolate, and/or minimise the risks.

You can read more about our school's **EOTC policies and procedures** on our SchoolDocs site – there is information specifically for parents in a topic called Communicating with Parents.



Tūora Fendalton School

International Students Tuition Agreement

This agreement shall be signed by the parents of the student on behalf of the student.

School:	Tūora Fendalton School	("the School")
Student:		("the Student")
Parent/s:		("the Parent/s")

The conditions in this agreement apply for the whole time the student is enrolled at the school.

Dates of enrolment: (beginning and end dates)
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1. The School shall provide tuition to the Student in accordance with the Education (Pastoral Care of International Students) Code of Practice 2016 and the laws of New Zealand in return for a fee.

A copy of the Code of Practice is available from the School or from the NZQA website International Students section – see www.nzqa.govt.nz/.

IMMIGRATION

2. All students must meet the requirements of Immigration New Zealand to study in New Zealand.
See www.immigration.govt.nz/new-zealand-visas/options/study for more information.
3. Students may be enrolled at the School for up to 3 consecutive months in one school year if they have a Visitor Visa. Students must have a Student Visa for enrolments longer than 3 months.
4. The Student's passport and visa, and Parents' passports and visas, must be shown at enrolment. The Parents must ensure that all documentation, including visas and insurance, is kept up to date. The School will notify Immigration New Zealand if it becomes aware of a breach of visa conditions.
5. If a Parent gains a work permit, or becomes a New Zealand permanent resident, the international enrolment will be terminated, and a new enrolment procedure must be completed. The family must live within the School enrolment zone for their child to continue to be a student at the School. The School's Fee Protection and Refund Policy will apply.
6. The School will report any termination of enrolment to Immigration New Zealand immediately.

FEES

7. The tuition fee must be paid in full in order to enrol the student, or before the enrolment is renewed.
 - See the International Student Schedule of Fees for current fees.
8. The tuition fee includes all tuition costs in the New Zealand Primary School Curriculum, but does not include:
 - uniforms, stationery, workbooks, writing materials, and electronic devices
 - specialised music tuition and associated costs
 - costs associated with any extra-curricular activities, e.g. sports, ski day, camps, and day trips
 - consumable materials used in some subjects
 - specialised assessment if required
 - any specialist teaching required other than English as an additional language (EAL)
 - New Zealand school dental and health services
 - entry into academic competitions.
9. Parents are expected to pay accounts promptly to the School when invoices are issued.
10. Where fees have been paid but the student withdraws before the course begins, an administration fee will be deducted from any refund given.

FEE PROTECTION AND REFUND

11. The conditions of the Fee Protection and Refund Policy must be accepted and signed before enrolment begins. The School holds sufficient reserves to be able to refund the Student's fees if the School is unable to provide, or continue, the course of tuition.
 - See the Fee Protection and Refund Policy.

INSURANCE

12. Most international students are not entitled to publicly funded health services while in New Zealand. International students receiving medical treatment while in New Zealand may be liable for the full costs of that treatment.
13. ACC (the Accident Compensation Corporation) provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but international students may be liable for all other medical and related costs.

See www.acc.co.nz for more information.
14. The Student must have comprehensive travel and medical insurance for the full period of enrolment from leaving home to returning home. Parents will provide the School with evidence of insurance, in English, before enrolment begins.

15. Appropriate insurance, as outlined in the Code of Practice, should cover:
- travel to and from New Zealand, within New Zealand, and outside New Zealand (if part of the course)
 - medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation
 - repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation
 - death of the Student, including cover of:
 - travel costs of family members to New Zealand
 - costs of repatriation or expatriation of the body
 - funeral expenses.
16. The insurer must be a reputable and established company with a credit rating no lower than A from Standard and Poors, or B+ from A M Best. AAA is the highest credit rating. The insurer must be able to provide 24/7 cover. Our recommended insurers are Orbit (<https://orbitprotect.com/>) and Southern Cross (<https://www.scti.co.nz/>)

LIVING ARRANGEMENTS

17. The Student must be living in accommodation that complies with the Code of Practice at all times.

Definitions from the Code:

Parent:	in relation to an international student, means the mother or father of the student who is responsible for the student's well-being and financial support.
Legal Guardian:	in relation to an international student, means a person who, by court or testamentary appointment is responsible for the student's well-being and financial support, and provides for the care of the student in the student's home country.
Residential Caregiver:	means homestay carer or designated carer or, in the case of temporary accommodation, a supervisor.

18. The School may accept international students who are living with one or both parents on a permanent basis, including school holidays for children under 10.
19. The School may contract accommodation applications to an approved provider who will be responsible for placement, payments, and monitoring.
20. The Parents and Student will accept and follow the School's decisions regarding accommodation suitability.
21. The Parents authorise the School to relocate the Student to alternative accommodation if the Student's safety or well-being is compromised.
22. If staff are concerned that the Student has been or is likely to be mistreated, abused, or neglected, it is obliged to notify the relevant child welfare authority, e.g. Oranga Tamariki or the police.

Designated Care

23. The School may accept international students who are 10 years of age or older who will be living with a designated caregiver. This must be a relative or close family friend and evidence of the relationship must be shown before acceptance.
24. The Parents and the Student must sign an indemnity declaration when the Student will be living with a designated caregiver. The School must approve the accommodation.

ENROLMENT

25. An international student enrolment form will be completed at the time of enrolment, and enrolment will begin after all documentation is completed.
26. The Parents must provide any information requested in relation to the Student's enrolment before the application is processed, including a recent school report (in English).
27. The Parents must disclose any known learning differences or difficulties, and any social, emotional, or health needs the Student has. Enrolment may be terminated if the Student is found to be unsuitable for the programme the School is able to offer.
28. The School can issue a certificate of enrolment at the completion of the course and once all accounts have been paid and school resources returned if requested.

SCHOOL

Quality assurance information about New Zealand schools is available from the Education Review Office website www.ero.govt.nz/.

29. The Student is part of the regular school assessment and reporting programme and will receive the same learning opportunities as all students at the School. This includes access to extracurricular activities.
30. All classes are taught in English and are based on the New Zealand Curriculum.
31. The School will place the Student in the year level best suited to the Student's needs. The School may change a Student's class placement after enrolment if it is in the Student's best interests.
32. The School provides orientation for the Student and the Parents.
33. English for Speakers of Other Languages (ESOL) tuition is based on individual needs.
34. The Student is expected to take part in all school learning activities. The Parents give permission for the Student to take part in education outside the classroom (EOTC). There may be additional costs for EOTC activities.
35. School staff will monitor progress and deal promptly with any issues that may affect learning. If the Student is found to have unexpected learning or behaviour difficulties, the enrolment may need to be reviewed.
36. After the Student has settled in, a review conference will be held to inform the Parents about how the Student is adjusting to all aspects of school life.

STUDENT'S OBLIGATIONS

37. The Student is expected to follow all school rules and policies including attendance, behaviour, and uniform. In particular, the Student must read, understand, and sign:
- the Internet Policy and the BYOD contract

Attendance

38. The Student must follow the School's attendance rules and maintain satisfactory attendance. The Student must attend school on all occasions when it is open unless prevented by illness or other urgent or approved cause. The School reserves the right to terminate this agreement and inform Immigration New Zealand if the Student fails to comply with Ministry of Education attendance requirements.
39. The School must be notified about any planned absence by the Student and reasons given.
40. The Student must not attend school if they are unwell. The School must be notified about any absence due to illness.
41. The School must be informed about any infectious conditions the Student may show symptoms of.

Behaviour

42. If the Student's behaviour is causing concern, a meeting will be arranged with the Student, the Parents, classroom teacher, international student coordinator, and the principal to resolve any issues. The Parents may arrange to have an interpreter present. A Behaviour plan will be prepared and monitored. If the Student's behaviour does not improve, written notification will be given to the Parents and the Student may be asked to leave.
43. It is acknowledged that all relevant provisions of the Education Act 1989 will apply to the Student while in New Zealand. Any decision under these provisions to expel or suspend the Student for a specified period will terminate this agreement and the refunds policy will apply. The Parents will have no claim for damages or for compensation if this agreement is terminated in these circumstances.
44. An 'acceptable level of behaviour' means following the school rules and includes ensuring the safety and wellbeing of the international child, other children, staff and school property. Any disciplinary action against a student will be in accordance with the principles of natural justice (Service Commission website and the principles of natural justice and/or MOE website Good practice Part 1 Legal options and duties)

PARENTS' OBLIGATIONS

45. The Parents agree to provide the school with academic, medical, or other information relating to the well-being of the Student as may be requested from time to time by the School.
46. The Parents are expected to support the School and the Student's learning. If the Parents have any concerns, they must inform the School immediately.
47. The Parents will comply with all New Zealand laws. Any breach will be reported to the appropriate authorities.
48. The Parents must maintain an up-to-date visa as stipulated by Immigration New Zealand.

Contact details

49. The School must have the correct contact address and phone details for international students at all times. This includes:
- contact details for where the student is living
 - a local emergency contact
 - home country emergency contact details, e.g. parent(s) and/or next of kin.
50. If any contact details change, the School must be notified immediately.

LIABILITY

51. The School shall do its best to ensure the safety, health, and well-being of the Student but will not be liable for any damage or harm caused to the Student or the Student's property.
52. The School will not be liable for:
- any loss or damage to the Student's property, however caused, during or after school hours
 - any wilful damage done by the Student to school property incurring cost (this is the financial responsibility of the Parents).
53. In no event will the School liability exceed an amount equal to the tuition fees paid by the Student.

Force majeure

54. Neither party is liable to the other for failing to meet their obligations under this agreement to the extent that the failure was due to circumstances beyond their reasonable control (the Fee Protection and Refund Policy will apply).

PRIVACY AND AUTHORISATIONS

55. Personal information collected by the School about the Student and/or the Parents may be held, used, and disclosed to third parties to enable the School to:
- process the enrolment application
 - provide tuition to the Student
 - provide the Student and/or the Parents with information or advice about products and services that may be of interest to the Student and/or the Parents
 - communicate with the Student and/or the Parents for any purpose.
56. All personal information provided to the School is held by the School at 168 Clyde Road, Christchurch 8053.
57. Under the Privacy Act 1993, the Student and the Parents have the right to access and request corrections to any personal information concerning them held by the school.
58. Under the Privacy Act 1993, any information collected may be provided to education authorities.

59. Information relating to the education, health, wellbeing, or safety of the Student may be released to relevant parties outside the School, at the discretion of the School.
60. Photographs and videos of the Student may be used for the Student's records and in any publicity material for the School.
61. The Parents of the Student authorise staff of the School to:
- receive information from any person, authority, or corporate body concerning the Student, including but not limited to medical, educational, and welfare information
 - receive financial information relating to the Student, including bank account details, debt, and/or income of the Student
 - provide consents in respect of any activity carried out and authorised by the School
 - provide necessary consents on the Student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the Parents.

COMPLAINTS PROCEDURES

62. If the Student or the Parent's wish to make a complaint related to the welfare and support they have received from the School, the first contact is the class teacher or international student coordinator, and then the principal. (See the School's informal complaints procedure.)
63. If the problem cannot be resolved, the Student or the Parents may write to the board of trustees. (See the School's formal complaints procedure.)
64. If the complaint is not resolved through the School's internal complaints procedures, the Student or the Parents can contact NZQA about their complaint. All international students are given information about this complaints process.

ENTIRE AGREEMENT

65. This agreement consists of:
- International Student Enrolment Form
 - International Students Tuition Agreement
 - Fee Protection and Refund Policy.
66. This agreement contains the entire understanding of the parties and supersedes all prior discussions and agreements covering the subject matter of this agreement.
67. The terms of this agreement may be changed at any time by the School, and any such change will be notified to the Student in writing.
68. This agreement will be construed and take effect as a contract made in New Zealand and will be governed by New Zealand law, and the Student and the Parents submit to the exclusive jurisdiction of the New Zealand courts.
69. This agreement may be renewed yearly subject to the satisfactory performance and attendance of the Student. The issuing of an invoice for a new period of tuition, and the receipt of fees for that period will be understood by both parties to constitute a renewal of this contract for the period for which tuition fees have been paid.

70. Notices given under this agreement must be in writing and sent to the addresses set out in the enrolment application. Notices sent by post will be deemed to have been received 5 working days after posting.
71. Email correspondence is also a suitable means of communication, and emails will be deemed to have been received when acknowledged by the party or by return email.
72. Nothing in this agreement limits any rights the Parents and/or the Student may have under the Consumer Guarantees Act 1993.

TERMINATION OF AGREEMENT

73. The school's responsibility for the student ends on their last day of enrolment.
74. Either party may terminate this agreement at any time upon 2 weeks' written notice being given to the other party. If the agreement is terminated, the Fee Protection and Refund Policy will apply.
75. The school may terminate the enrolment at its discretion if:

The child is absent or consistently truanting from school.

The enrolment application is found to be inaccurate in any way.

The child's behaviour is unacceptable, and attempts to resolve it have not succeeded in the opinion of the school, after the following process:

- If the child's behaviour is deemed unacceptable, then a meeting with the child, the parents/caregiver, and the school will be arranged with a behaviour plan agreed to by school/parents and child.
- If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment.
- If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term.

EXECUTION AND ACCEPTANCE OF TERMS

76. The parties acknowledge that before signing this agreement, they have had the opportunity to seek independent legal advice in respect of its content and effect.
77. The parties agree that any dispute in relation to this agreement will be resolved in accordance with the School's policies and the requirements of the Code of Practice, including the Dispute Resolution Scheme.
78. I have read and understood the terms and conditions set out in this agreement, including the attached documents, and agree to them:
 - Fee Protection and Refund Policy

79. I have read and understood the terms of the following school policies and undertake to abide by them:
- Student Internet Use Agreement
 - EOTC agreement
80. I acknowledge that providing false information or withholding relevant information may result in termination of enrolment.

Please write clearly and print all information.

Parent name (1):

Signature:

Address:

Email:

Phone:

Parent name (2):

Signature:

Address:

Email:

Phone:

Date:

WITNESS:
(not a family member)

Signature:

Date:

School

By signing below, the authorised signatory of the School confirms that they are authorised to sign on behalf of the School, and confirms that the School is bound by the agreement in all respects.

Name:

Signature:

Position:



Tūora Fendalton School

Fee Protection and Refund Policy

Fee protection

Fees paid by international students are secure and protected against the possibility of an interruption to the course. Our school's internal procedures to monitor income and expenditure ensure that money is controlled appropriately.

Fee refunds

If a student withdraws from their course of study before the completion date, they may be eligible for a refund of tuition fees. The school will always investigate requests for a refund and act fairly.

Refund eligibility

The school will consider refunding part of your fees if:

- the student fails to obtain a visitor or study visa and is able to show the visa was denied by Immigration NZ.
- there are special circumstances and you supply proof (e.g. the child has a serious illness or accident, or you need to return home because of the death of a family member)
- your child gains permanent residency or obtains a domestic student visa during the course (you will need to provide documentation of the residency within 14 days of it being granted)
- the school is closed for a period of one week or more due to force majeure. (Force majeure means an event beyond the reasonable control of the school, such as snow, earthquake, etc.)

The school is not obliged to refund fees if your child:

- has been asked to leave the school because of poor attendance or a breach of enrolment conditions
- wishes to transfer to another educational institution for any reason
- has special needs that you did not explain to the school on the enrolment form
- behaviours are unacceptable and place the student and others at risk.

Refund conditions

- If the application is made before the start of the course date, fees will be refunded in full less an administration fee of NZD \$500 to cover any costs incurred by the school.

- If the application is made after the start of the course date and before the second half of the course, a minimum notice period of 28 days is required. The fee may be partially refunded and calculated on full school terms remaining in the contractual tuition period less:
 - The 28 day notice period from parent informing school by letter or email
 - an administration fee of NZD \$500.00
 - costs to the school already incurred
 - components of the fee already committed for the duration of the course
 - specialist fees if applicable
 - the proportion of the government levy the school is required to pay
 - any agents' fees paid by the school for the duration of the course.
- If the application is made after the second half of the course there will be no refund except under exceptional compassionate circumstances.

If a student gains permanent residency or a domestic student visa during their course

- If an international fee paying student gains permanent residency or domestic student status during their course, documentation must be provided and the student will qualify for a refund on the balance of their course from the start of the following school term less an administration fee of \$500.00 and any agent's fee paid by the school for the duration period.
- If a student gains permanent residency or a domestic student status, their international enrolment will be terminated. If the student wishes to enrol as a domestic student, they must meet the school's enrolment criteria, including living within the school's enrolment zone.

If the school ceases to provide the agreed programme or ceases to be a signatory to the Code of Practice

- If the school ceases to provide the agreed programme or ceases to be a signatory to the Code of Practice the school will deal with the fees paid for services not delivered or the unused portion of fees by:
 - refunding the amount in question to the student (or the student's parent or legal guardian)
 - transferring the amount to another signatory as agreed with the student (as specified in the Code).

How to apply for a refund

Parents must apply in writing or by email to the **principal**, setting out the special circumstances of the claim. Any refund will be based on the date that the letter of application for the refund is received.

Payment of refunds

Any refunds will be paid directly to the parent of the student unless the school is instructed otherwise in writing.

Termination of enrolment

The school is required to notify Immigration New Zealand when a student’s enrolment is terminated.

Acceptance of terms and conditions

I understand and accept these fee refund terms and conditions:

Parent’s name:

Parent’s signature:

Date:

Student’s name:
