



# Puketaha School

## INTERNATIONAL STUDENT

## GUIDE

### Introduction

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Our school hosts international students and is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021 (the Code).

As a signatory to the Code, we strive to protect international students and provide them with a positive experience that supports their educational achievement. The pastoral care we provide includes:

- supporting students in a new cultural environment
- identifying and addressing the needs of students, including their safety and well-being
- helping international students participate in New Zealand culture by enabling them to develop relationships and networks
- supporting international students to achieve their goals.

### **The Code of Practice for the Pastoral Care of International Students**

In accordance with the Code of Practice, Puketaha School:

- maintains high professional standards
- recruits international students ethically and responsibly
- provides students with comprehensive, up-to-date, and accurate information
- provides students with information before they enter into any commitments
- conducts contractual dealings ethically and responsibly
- recognises the particular needs of international students
- ensures that students are in safe accommodation
- has fair and equitable processes for addressing problems and grievances.

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

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Our full set of school policies, including those related to international students can be found at

<https://www.schooldocs.co.nz>

# Declaration

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## **ENTIRE AGREEMENT**

This agreement consists of:

- Application to Enrol as an International Student
- International Students Tuition Agreement
- Fee Protection and Refund Policy.

This agreement contains the entire understanding of the parties and supersedes all prior discussions and agreements covering the subject matter of this agreement.

The terms of this agreement may be changed at any time by the School, and any such change will be notified to the Parents/Caregivers in writing.

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.

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. As part of the enrolment renewal, we require two up-to-date address verification documents to be submitted.

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.

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.

Nothing in this agreement limits any rights the Parents and/or the Student may have under the Consumer Guarantees Act 1993.

## **EXECUTION AND ACCEPTANCE OF TERMS**

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.

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

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html?src=qs> including the Dispute Resolution Scheme

<http://www.legislation.govt.nz/regulation/public/2016/0042/7.0/DLM6748715.html>

73. I have read and understood the terms and conditions set out in this agreement, including the attached documents, and agree to them:

- International Student Enrolment Form
- Fee Protection and Refund Policy

74. I have read and understood the terms of the following school policies and undertake to abide by them:

- Digital Safety Agreement (included as part of the enrolment form)
- Education outside the classroom (EOTC) agreement (included as part of the enrolment form)

75. I acknowledge that providing false information or withholding relevant information may result in termination of enrolment.

Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

## Who Can Study at Puketaha School?

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Puketaha School is a full primary school catering for Year 1 to Year 8 students. Students are eligible to start school (Year 1) when they are 5 years old. Usually students remain at primary school until they are 12 or 13 years old.

## How does an International student qualify to attend School in NZ?

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### Immigration Requirements

1. All students wishing to enrol at Puketaha School must meet the requirements of Immigration New Zealand to study in New Zealand.
2. Students may be enrolled at the School for up to 3 consecutive months if they have a Visitor's Visa. Students must have a Student Visa for enrolments longer than 3 months.
3. 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, are kept up to date. The School will notify Immigration New Zealand if it becomes aware of a breach of visa conditions.
4. 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 School's Fee Protection and Refund Policy will apply.
5. The School will report any termination of enrolment to Immigration New Zealand immediately.

Further information on immigration requirements can be found at the Immigration NZ website:

<https://www.immigration.govt.nz/new-zealand-visas/options/study>

### Insurance requirements

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.

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](http://www.acc.co.nz) for more information.)

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.

The Code of Practice (clause 16.5) specifies that signatories must ensure that all students enrolled for 2 weeks or longer must have appropriate insurance covering:

- Travel - to and from New Zealand - within New Zealand - outside New Zealand (if part of the course) Health - 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 travel costs incurred by family members assisting)
- 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

## What's it like to Study at Puketaha School?

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Please visit our website for further information on Puketaha School. Several information brochures are included and provide more in-depth information about our schools' culture, and the day-to-day structure and activities. [www.puketaha.school.nz](http://www.puketaha.school.nz)

All schools in New Zealand are reviewed by the Education Review Office (ERO) once every 3-5 years. A copy of our ERO report is available on our website.

## What are the International Student Fees?

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Puketaha School charges the following fees for international students. All fees are shown in New Zealand dollars (NZD) and are GST inclusive.

### **International Student Fees 2025**

**(All fees are in \$NZD and include GST)**

#### **Long Term Students (10 weeks or more)**

Administration Fee (non-refundable)

Annual \$500

One Term \$250

Tuition Fee \$380 per week

Payment in full is required in advance for the whole study time.

#### **Short Term Students**

Administration Fee

(non-refundable) \$250

Tuition Fee \$420 per week

Upon full or part-payment of fees, the school issues a receipt which can be forwarded to Immigration New Zealand in support of an application for a student visa. The tuition fee must be paid in full in order to complete enrolment for the student, or before the enrolment is renewed.

## Additional fees

There may be additional fees for extra services, such as:

- Extra English language lessons
- Stationery
- Sports uniforms and activities
- Class visits and activities

## How do I enrol my child as a Student at Puketaha School?

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An international student enrolment form will be completed at the time of enrolment, and enrolment will begin after all documentation is completed.

Puketaha School operates an enrolment scheme. All students, including international students, are subject to the rules and guidelines contained in the enrolment scheme.

The Parents must provide any information requested in relation to the Student's enrolment before the application is processed.

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.

The School will issue a certificate of enrolment at the completion of the course and once all accounts have been paid and school resources returned.

## Enrolment Process

This is the enrolment process for international students:

1. An International Student enrolment package is provided to the student's parents/caregivers. This includes:
  - International Student Guide (includes schedule of fees, fee protection & refund policy, absence, withdrawal & termination policy, and the grievances/complaints policy)
  - Puketaha School International Student Policy Overview
  - Application for Enrolment (to be filled out and returned)
  - Puketaha School Information Brochures (see website)The enrollment information is available electronically from our website and also in hard copy from the office.
2. An enrolment interview can be arranged with the School Principal. This can be conducted via Skype if the parents and student are not located in New Zealand.
3. Enrolment application is received and checked to ensure that:
  - The enrollment application is complete.
  - All documents required have been provided.
  - The student's suitability for our school is assessed.
  - Insurance, visa, and passport are sighted (copies of these documents are put in the student's file).
4. Receive and receipt full fee or deposit
5. An 'Offer of Place' is completed – Immigration New Zealand requires this for the student's visa application
6. The start date for the student is confirmed.

7. The student is pre-enrolled and class placement is confirmed.
8. Stationery is arranged.

## Living Arrangements

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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, it 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, it 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 (not applicable at Puketaha School).

The School may accept international students who are living with one or both parents on a permanent basis, including school holidays.

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. Child, Youth & Family or the police.

## How does Puketaha School assist students to settle into school life in New Zealand?

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The School will help students adjust to life at Puketaha School. All students must attend an orientation at enrolment – this happens on the first day of school. This programme will include information and advice on Puketaha School's policies and procedures including communication channels, school services, facilities, student health & safety, termination of enrolment conditions and grievance procedures within the school and externally. The International Student Director will ensure that each student has her 24/7 emergency contact details and procedures for communicating with her while at the school. This orientation information is also available to the student's parents, legal guardian or residential caregiver on request to the International Student Director.

### Enrolment orientation

An initial orientation will be done with the prospective student and parents during the enrolment interview. This interview will cover health & safety procedures and a walkabout of the school.

## First-day support

On the student's first day, the student will be met by the Principal and shown to the classroom.

The child will be allocated a Guardian Teacher who is responsible for ensuring the new student has a buddy group consisting of two or more other students whose role is to help the new student with daily routines, timetables, and activities during the breaks. The guardian teacher also ensures that the student knows where to find the toilets, sick bay etc.

## First few weeks

The student's Guardian Teacher will continue to monitor the student during the first few weeks while they settle into the class and the school.

## Ongoing support

Once the initial period is over, the student's Kaitiaki Teacher will continue to monitor the student's progress with the support of the School Principal and the ESOL teacher. If necessary formal meetings will be arranged with the student and their parents.

Parents/Caregivers can talk with their Guardian Teacher, or the School Principal to discuss any queries or concerns at any time.

## School Life

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Quality assurance information about New Zealand schools is available from the Education Review Office website [www.ero.govt.nz/](http://www.ero.govt.nz/).

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.

All classes are taught in English and are based on the New Zealand Curriculum.

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.

The School provides orientation for the Student and their Parents or Designated Caregiver. Orientation includes an enrollment interview with the school principal, a walk around the school, and the opportunity to meet the teacher and visit the classroom.

English for Speakers of Other Languages (ESOL) tuition is based on individual needs.

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.

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.

After the Student has been at school for one term (approx. 10 weeks) parents will receive a progress report which will inform them about how the student is adjusting to all aspects of school life. Parents are welcome to arrange a meeting to discuss this report with the school principal.

## How do I find out about my Child's progress at School?

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Parents/Caregivers can talk with their Guardian Teacher and then the School Principal to discuss any queries or concerns at any time. Parents are welcome to arrange a meeting to discuss their child's progress with the child's Guardian Teacher. Each student will receive a written report twice a year (after two terms and after four terms) each year they are enrolled at Puketaha School.

## How does Puketaha School communicate with Parents?

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We have a wide range of communication channels between school and home. This includes:

- Fortnightly newsletters (emailed)
- Email
- Parents are always welcome to contact their child's classroom teacher with any questions or concerns.
- Class Dojo
- Puketaha School App

## Who do I contact if I have questions or concerns about my child?

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Parents/Caregivers can talk with their Guardian Teacher, or the school principal to discuss any queries or concerns at any time.

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### STUDENT'S OBLIGATIONS

32. 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 Digital Safety agreement (attached to the enrolment form)

#### Attendance

33. 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.

#### Behaviour

34. If the Student's behaviour is causing concern, a meeting will be arranged with the Student, the Parents, classroom teacher, and the principal to resolve any issues. The Parents may arrange to have an interpreter present. If the Student's behaviour does not improve, written notification will be given to the Parents and the Student may be asked to leave.
35. 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.

### PARENTS' OBLIGATIONS

36. The Parents agree to provide the school with academic, medical, or other information relating to the wellbeing of the Student as may be requested from time to time by the School.
37. 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.
38. The School must be notified in advance about any planned absence by the Student and reasons given.
39. The Student must not attend school if they are unwell. The School must be notified as soon as possible about any absence due to illness.



40. The School must be informed about any infectious conditions the Student may show symptoms of.
41. The Parents will comply with all New Zealand laws. Any breach will be reported to the appropriate authorities.
42. The Parents must maintain an up-to-date visa as stipulated by Immigration New Zealand.

#### Contact details

43. 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
  - at least one local emergency contact
  - home country emergency contact details, e.g. parent(s) and/or next of kin.
44. If any contact details change, the School must be notified immediately.

#### LIABILITY

45. 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.
46. 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).
47. In no event will the School liability exceed an amount equal to the tuition fees paid by the Student.

#### Force majeure

48. 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

49. 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.
50. All personal information provided to the School is held securely by the school.
51. 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.
52. Under the Privacy Act 1993, any information collected may be provided to education authorities.

53. 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.
54. Photographs and videos of the Student may be used for the Student's records and in any publicity material for the School.
55. 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.

## How do I make a Complaint?

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Our grievances/complaints policy is included at the end of this guide.

## What are the circumstances where Puketaha School can end enrolment of my child?

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Our Absence, withdrawal and termination policy is included at the end of this guide.

## How do I withdraw my child from Puketaha School? Will I get a Refund?

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Our Absence, withdrawal and termination policy is included at the end of this guide. Our Fee refund and protection policy is included at the end of this guide.

# Grievance Policy and Procedures

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To help international students cope with problems we encourage and help them to address concerns early before they turn into bigger problems. We let students know they can ask a friend to help them talk about their problem, especially if their English is not very good.

In the first instance, we support international students to discuss concerns or complaints with the teacher involved. If a student doesn't want to talk to a particular teacher or is unhappy about the outcome of discussing the matter with that teacher, we help them to contact the Principal or Deputy Principal, or a member of the Board of Trustees.

## **Problems with a teacher**

Make a time to speak to your student's Guardian Teacher about your concern. After a few days, if you do not think the problem has been solved, you should speak with the School Principal.

## **Problems with school friends**

Take the time to talk to your Guardian Teacher or School Principal.

## **Problems at Home**

Make a time to talk to your Guardian Teacher or the School Principal. They will discuss the concerns with you and do their best to sort things out. If necessary, contact will be made with your parents

At all of the above meetings, notes will be taken of your concerns and agreed actions/outcomes put in place.

## Guidelines for Informal Complaints

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that parents come to us to talk through a problem rather than discuss it in the community.

These are recommended guidelines for parents making informal complaints.

### **Discuss the issue with the right person.**

If the matter is a general issue, discuss it with the person concerned or a member of the management team or the School Principal.

If you have an informal complaint/concern please refer to our Informal Complaints and Concerns Policy included in this guide.

### **Work towards a resolution.**

- In most cases, constructive discussion will resolve the issue.

## International Student Grievance/Complaint Procedures

### Formal Complaint

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint. 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, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include 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.
3. Principal (if complaint is about a staff member) - 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.
4. Board chair (if complaint is about the principal) - 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.

## Still Not Satisfied?

If, after all of the above has been tried, and you feel that your problem has not been resolved then you may contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website:

<http://www.istudent.org.nz/istudent-complaints>.

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

# International Student

## Refunds Policy

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### **Requests for Refund of International Student Fees**

The school will consider requests for a refund of international student fees provided the request is made in writing to the school within twelve months after the final enrolment date of the student.

A request for a refund must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

### **REFUND OF TUITION FEES**

#### **Requests for a Refund for Failure to Obtain a Study Visa**

If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less an administration fee of \$550.

#### **Request for a Refund for Voluntarily Withdrawal:**

If an international student voluntarily withdraws *prior to* the start date of their enrolment, a refund will be provided less an administration fee of \$550.

If an international student voluntarily withdraws *after* the start date of their enrolment, a minimum of ten weeks notice of withdrawal must be received by the school in writing. Where notice of less than 10 weeks is given, one full term's fees will be retained.

Administration, insurance and homestay placement fees are non-refundable after the student has started their course.

The school, may in its sole discretion, request further information or evidence in support of a refund request.

#### **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 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

#### **Circumstances Where No Refund Will Be Made:**

No refund of international student tuition fees will be made where:

- A student's enrolment is brought to an end by the school, or
- Where a student changes to domestic student status during the period of enrolment, or
- Where a student voluntarily requests to transfer to another signatory.

## **REFUND OF OTHER FEES**

### **Requests for a Refund of Homestay Fees**

If for any reason, an international student withdraws *after* the start date of their enrolment, any unused homestay fees will be refunded, less the school's notice-period fee of two weeks.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less the school's notice-period fee of two weeks.

### **Requests for a Refund of Overpaid Fees**

Any overpaid fees will be refunded to a nominated bank account at the completion of the students study.

### **Outstanding Activity Fees or Other Fees**

Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.

# International Student

## Fees Protection Policy

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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 authorised by the School Board of Trustees.
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.

# International Student

## Absence, Withdrawal & Termination Policies

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### **Absence from School**

In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school prior to the absence or in the morning of the first day.

If the student is absent with no reason, the school contacts the parent/caregiver for an explanation. If the student has an unacceptable level of absence or is being truant from school, the Principal will follow up the absence after discussion with the Guardian Teacher. A family meeting may be held and contingencies put in place. If this does not resolve the situation, then the enrolment will be terminated.

If the student does not attend for more than 20 consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated, and will notify Immigration New Zealand. However, if the parents have previously notified the school in writing that the child will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.

If the student ceases to attend the school, the school will notify Immigration New Zealand.

### **Withdrawal from school**

Students must give adequate advance notice of their intention to withdraw from the school. Parents must write to the school before the student's last day, giving the date of the final day of attendance and the reason for leaving.

Depending on the circumstances, the fee refund policy may apply.

When a student withdraws, we document:

- the student's last day of class
- the reason for withdrawing
- whether the student is being granted a refund
- the date of notifying Immigration New Zealand that the student has withdrawn.

### **Circumstances in which tuition may be terminated**

The school may terminate the enrolment at its discretion if the:

- student is absent or consistently truant from school
- enrolment application is found to be inaccurate in any way
- student's behaviour is unacceptable, and attempts to resolve it using the school's behaviour management processes have not succeeded.

The school notifies Immigration New Zealand when a student's enrolment is terminated.

### **School closure or school unable to provide agreed educational programme**

In the unlikely event that the school closes, or is no longer able to provide the agreed educational programme the school's refund and fee protection policies will apply. The student may agree to transfer to another school and this will be worked through with the student and their family on a case-by-case basis.