



SCOTS COLLEGE

# INTERNATIONAL STUDENT ENROLMENT & ORIENTATION INFORMATION HANDBOOK



LEARNING. FOR LIFE.

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## CODE OF PRACTICE, IMMIGRATION, HEALTH & INSURANCE

Scots College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available on request from the New Zealand Ministry of Education website at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

Also refer to Appendix 1 “Summary Code of Practice for the Pastoral Care of International Students” at the end of this handbook.

### IMMIGRATION

An International Student is a student possessing a New Zealand Student Visa or Student Permit but who is the resident of another country, is from a different cultural and linguistic background to that of a New Zealander, and is in New Zealand for study purposes.

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available from Immigration New Zealand and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz)

### HEALTH

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

### INSURANCE

All International students must have a NZ based comprehensive travel, medical and personal insurance policy in place prior to departing from home, and for the duration of their stay in NZ.

The College will arrange for medical and travel insurance for the duration of the student’s enrolment at the parent’s expense.

#### Accident Insurance:

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

#### Medical and Travel Insurance:

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

## APPLICATION INFORMATION, REQUIREMENTS & PROCEDURES

Scots College welcomes applications from students from overseas.

International students participate in mainstream classes with the College providing additional English language tuition if required.

Each International Student receives a comprehensive plan for their study. This outlines everything involved in an English speaking, mainstream education at Scots College.

The College reserves the right to change a student’s year level if the course requirements or English language level are too demanding. The College may recommend that the student takes an English language course before coming to study at Scots College.

Once an International Student commences with Scots College, a carefully planned programme is put in place to ensure he receives pastoral care.

The Directors of International Students manage all major concerns relating to the students and the Headmaster maintains an overview at all times.

### AGE AND ENTRY LEVEL

Scots College accepts International students from Year 1-6 (aged 5 to 10 years) if living in Wellington with a parent, Year 7 and 8 (aged 11 to 12 years) if living in the College boarding house, and Year 9 to 13 (aged 13 to 18 years).

The College prefers students to enter at Year 9 for the Secondary School although older students will also be considered.

### ENGLISH LANGUAGE REQUIREMENTS

All applicants must be able to demonstrate a minimum capability in spoken and written English to be enrolled. This will require an IELTS grade or equivalent appropriate to the student’s age being submitted before final acceptance can occur.

The acceptance of an application is provisional on the English Language level and academic achievement being suitable for the courses that Scots College offers. If the course requirements or English Language level for the year requested by the parents proves to be too demanding, the College reserves the right to change the year level.

If a student does not have sufficient command of the English language to manage the mainstream classroom programme, it will be necessary for him to undertake a period of intensive language study at an English Language School recommended by the College, at the parent’s expense, before entry to Scots College can take place. The College is able to assist in making arrangements for this.

The College is not able to offer intensive language courses but does provide support through ESOL classes (English for Speakers of Other Languages).

To maintain ESOL standards students will be required to sit an IELTS test or equivalent, at the end of each year and students must reach an approved grade before being exempt from attending ESOL classes. The cost of ESOL classes is included in the tuition fee.

It is important that students have a genuine desire to learn and they must have a good behavioural and attendance record at their previous school.

### MENTOR

If a student's Parents or Legal Guardian are not living in Wellington during the time the student attends the College, the College will provide guardianship services. A mentor fee will apply.

### ALLOWANCE AND FUNDS

The College will hold funds in trust on behalf of the student and the parents, and will control all monies.

### PASTORAL CARE AND SUPERVISION

A programme is put in place to ensure that International Students receive comprehensive pastoral care. As with all students, they are placed in a House or group and the House Dean monitors academic and personal development and reports to parents.

The College oversees all aspects of the student's life.

The Boarding House Matron, together with the Director of Boarding and Boarding House staff, maintains a close interest in our overseas students who are boarders. The Directors of International Students deal with all major concerns relating to the students and the Headmaster keeps a careful overview.

### ENROLMENT CONDITIONS

All conditions that are part of the contract with parents, including the application forms, contractual agreement, the fees refund policy and other school policies apply, in addition to the conditions listed here.

Students and parents or legal guardians must accept and abide by the College rules and expectations regarding behaviour and conduct. Unacceptable behaviour may result in the termination of tuition. Parents will be given a Rules and Expectations Handbook prior to enrolment. This is also available from the College website at [www.scotscollege.school.nz](http://www.scotscollege.school.nz)

Students must observe the laws of New Zealand. All disputes will be dealt with in New Zealand law.

Students must observe the conditions of their visa. If a student breaks the terms of the visa, the school will report the fact to Immigration New Zealand, which may result in the student having to leave New Zealand.

The student will attend the School on all occasions when it is open unless prevented by illness or other urgent cause.

### APPLICATION PROCEDURE

When a student applies to enrol the following information will be emailed to you:

1. Prospectus flyer
2. College fees
3. International Student Enrolment & Orientation Handbook (this handbook)
4. Part one and part two of the enrolment application forms
5. Refund Conditions & Fee Protection form (conditions outlined in this handbook)
6. Gibb House (Boarding) application form (if applicable)
7. Code of Practice summary (in English in this handbook or online in other languages)
8. The College bank account details

**All of the above documents are available on our website [www.scotscollege.school.nz](http://www.scotscollege.school.nz)**

9. Instructions for an Online English assessment

The following are also available to you online, under the **International** section and should be read prior to an application being made:

10. Gibb House (Boarding) Handbook
11. Rules and Expectations Handbook
12. Student Handbook
13. Parent Handbook

Once application forms have been completed they should be submitted online to [jackmanc@scotscollege.school.nz](mailto:jackmanc@scotscollege.school.nz) or sent to Charlotte Jackman, PO Box 15064, Miramar, Wellington 6243

If these forms are submitted online, the College will deem that you have read the forms, have authorised them and will abide by them even without your signature.

The following must accompany your Application forms parts one & two, Refund Conditions & Fee Protection form and Boarding House application form (if applicable):

1. a copy of the student's latest school report, including written comments, in English for each subject
2. a coloured photo of the student
3. payment of the enrolment processing fee of NZ\$260.00

The Online English test must be completed by the student, under adult supervision.

The application & English test will be assessed by the Headmaster & ESOL teacher and if a place is available, the following information and forms are emailed to you:

1. Provisional Letters of Offer (dependent upon the student's level of English) specifying the course start and completion date, guarantee and compliance of accommodation and invoice for the first year of study
2. Contractual Agreement form
3. Information Contact sheet for parents
4. Confirmation of Acceptance form
5. Confirmation of Boarding form (if applicable)

If there are no places available, a letter will be sent notifying this.

The place of offer is conditional on the return of the:

1. Confirmation of Acceptance forms
2. Refund Conditions & Fee Protection form
3. Contractual Agreement form
4. and Payment of fees. A letter of receipt will be issued once the fees have been received by the College. This is used with the letters of offer to apply for a student visa, through Immigration New Zealand.

Once the forms have been received and fees paid, a place will be reserved for the student.

Insurance will be raised by the College, at the parent's expense or proof of an Insurance policy is required.

A student visa must be applied for by the parents.

## ACCOMMODATION – BOARDING & HOMESTAY

Wherever possible, International Students will be accommodated in the College Boarding House. There are limited places available in Gibb House.

Scots College has 5 day and 7 day boarding. Homestay accommodation is arranged, visited and families vetted by the Director of International Students Administration. A student has the opportunity to experience living with a New Zealand family during boarding exeat, weekends and holidays.

In certain circumstances International Students may live in a homestay that is pre-arranged and supervised. At all times, whether at school or in homestays, students are required to abide by the standards and rules of the College.

**Scots College** undertakes to comply with the accommodation provisions set out in the Ministry of Education Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the College are:

- i) Living with a parent
- ii) Living with a designated caregiver
- iii) Living in a Homestay
- iv) Temporary accommodation for group students and short courses only
- v) College Boarding House or approved licensed Hostel

### POLICY OBJECTIVES

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

### PROVISION OF ACCOMMODATION

**Scots College** will arrange accommodation for International Students.

### ADMINISTRATIVE REQUIREMENTS AND UNDERSTANDINGS

#### General

1. Students will not be permitted to rent a flat/room/house/apartment or live on their own.

2. All accommodation queries and issues will be dealt with initially by the designated person for accommodation: for Boarding House – Mrs Philippa Canning; Homestays – Ms Charlotte Jackman. Pastoral care issues or concerns arising from accommodation arrangements will be referred to either Mr Kerry de Graaff or Ms Charlotte Jackman.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held by Scots College.

### **Students not living with a parent**

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

### **Gibb House Boarding**

1. Students living in Gibb House are required to exhibit appropriate behaviour.
2. A separate Gibb House handbook will be distributed to all boarders outlining rules and expectations of the boarding house.
3. The minimum boarding period, unless otherwise arranged with the College, is one term.
4. A full term's notice must be given in writing should a student withdraw from the boarding house.

### **Homestay**

1. Students staying in a Homestay are required to exhibit appropriate behaviour.
2. Where a student's behaviour or demands are such that the Homestay family can not reasonably be expected to have the student continue in their care, accommodation provided by the Homestay may be discontinued.
3. Where the Homestay student wishes to withdraw from the programme, at least one term's notice must be given in writing to the Director of Boarding or, for students who do not board, to the Director of International Students.
4. Advice and support for Homestay families will be provided by the Director of International Students Administration.

### **Designated Caregivers**

1. Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend, and that the parents have selected the accommodation for their child, subject to Scots College inspecting the accommodation.
2. On or before enrolment, Scots College will meet and establish communication with the designated caregiver.
3. Designated caregivers are required to sign a Designated Caregiver Agreement
4. The relationship between the designated caregiver and student's parents may be checked to confirm that they are a bona fide relative or parent's friend.

## ACCOMMODATION – DIVISION OF RESPONSIBILITY

**Scots College** will be responsible for:

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

### HOMESTAY CARERS

**Scots College** will expect all residential homestay carers to:

- Provide a safe and friendly living and studying environment
- Provide day to day care including:
  - 3 meals a day and access to snacks
  - bed and bedding
  - study desk and chair
  - adequate bedroom furniture to store clothes, books etc
  - adequate lighting
  - adequate heating
  - helping with transport arrangements to and from College
  - bathing/showering/bathroom access
  - laundry
- Treat the student with respect
- Make the student feel comfortable and part of the family
- Set reasonable rules and boundaries & discuss expectations of these with the student
- Monitor and record communication with parents
- Notify the College if there are any changes or additions to the household
- Notify the College immediately if there are any problems with the student. Eg. medical condition, misconduct
- Notify the College immediately if the student seems very homesick or depressed
- Look after the student in their home to the best of their ability

**Host Families** will not be expected to:

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

Students are expected to obey the laws of New Zealand and accept the discipline of the College and Homestay family with guidance from the Directors of International Students.

If there is a problem, there are a number of people to talk to – the Homestay family, the Directors of International Students, the designated caregiver (if applicable) and the ESOL teacher. Each student will be given contact numbers for these people.

The Homestay provider has a similar copy of guidelines.

Students will be required to sign a contractual agreement which also has similar information.

## ORIENTATION & SUPPORT PROGRAMME

At the beginning of each year Scots College welcomes all new students, international, national and local, to the College with a variety of orientation activities co-ordinated by the House Deans and senior students and formed around the College House system. This establishes firm friendships and knowledge of College life in a way that allows all to learn together.

The orientation includes a weekend excursion to introduce International Students to a variety of outdoor activities in New Zealand.

In addition, there is an established buddy system; and both the International Student College Guide and this Enrolment and Orientation handbook provide answers to many questions students new to the College will have.

It is also appropriate that students who come from non-English speaking countries and who are a long way from their usual support networks have access to systems of support specific to their needs while they are at Scots College.

The following are provided:

- Assistance to enrol for intensive language tuition before starting College, if required
- An ESOL programme has been woven into the academic timetable. It is facilitated and taught by Mr Kerry de Graaff with class sizes often no larger than five. In addition to bringing a high quality of teaching ability to his role, Mr de Graaff takes time to develop an informal pastoral care relationship with the students
- Students who are enrolled in the Boarding House are formally introduced to the Director of Boarding. The student is assigned to a House Tutor. In addition a live-in Matron is available. They are also introduced to the Directors of International Students, Mr de Graaff, Ms Jackman and Mr Carr (College Chaplain) and other members of the International Committee
- Regular meetings of the International Student Committee with Mr Yule (Headmaster), Mr de Graaff (Director of International Students Pastoral), Ms Jackman (Director of International Students Administration), Mr Hall (Director of Boarding) and Mrs Canning (Matron) are held to discuss progress, concerns etc and Student Homestay Surveys
- Reliable and caring Homestay Hosts
- Guardianship services outlined by the College. Guardianship Services include orientation to local transportation systems, banking etc
- Weekly International Club meetings
- Distribution of orientation pack: including College handbooks, International Student College Guide, map of the city, bus timetables, a guide to Wellington – Places for Youth and contact card for people available to support students

## REFUND CONDITIONS & FEE PROTECTION

If a student withdraws from his course of study before the completion date, he may be eligible for a refund of tuition fees. If a refund of fees is requested, the following procedures and guidelines apply.

### To be eligible for any refund

To be eligible for a refund, a parent or legal guardian must apply in writing to the Board of Governors clearly setting out the special circumstances of the claim and reasons for the withdrawal of the student within one month of the last day of the student's attendance. The student must also have completed the College's official leaving process.

In every case the College undertakes to look fairly at applications for a refund of fees.

The Board of Governors may seek, and the parent or legal guardian will need to provide, additional information and/or evidence to support the claim.

### If the student withdraws prior to the student coming to New Zealand

Fees will be refunded in full less an administration charge of NZ\$500.00.

The Education Bond of NZ\$1000.00, Processing Fee of NZ\$250.00 and Acceptance Fee of NZ\$350.00 are not refundable.

### If the student withdraws after the student has reached the mid-point of his programme of study for that year

There will be no refund except under exceptional circumstances (*see Compassionate Refunds below*).

### If the student withdraws from his programme of study after the start of the course (i.e. in Term 1 or 2) but before the second half of the course (i.e. Term 3 or 4)

In determining any refund the Board of Governors will take into consideration the special circumstances of the withdrawing student and

- An administration charge of NZ\$750.00
- Costs to the College in providing tuition and guardianship
- Components of the fee already committed for the duration of the course
- Specialist fees (if applicable)
- Costs incurred in employing staff and providing facilities
- Costs already incurred for the use of facilities and resources
- Payments made to other parties
- Payments made to the New Zealand Government
- Any other costs incurred

### **Compassionate Refund**

In exceptional circumstances the Board of Governors may approve refunds on compassionate grounds in respect of the serious illness or death of

- The student
- A parent of the student
- A sibling of the student

### **If an International fee-paying student gains residency during the year**

Documentation of residency must be provided within 14 days of it being granted.

Once documentation is received the student's tuition fees will be assessed on the basis that the student is a domestic student. A refund is not applied once student fees have been assessed and billed for the current year of study.

### **The Board of Governors will make no refund**

- When a student is required to leave the College for a breach of the rules and conditions of enrolment at the College or has broken New Zealand law
- Where a student has been stood down, suspended or excluded
- Where a student returns home for any reason other than serious illness or death of a parent or student's sibling
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- If a student wants to transfer to another school or education institution
- If a student is asked to leave because of a violation of the Contractual Agreement with the College

### **Accommodation Fees**

Accommodation Fees include fees held for a student Boarding and/or staying in a Homestay.

If a student moves out of their accommodation before the end of the Contract, all unused Boarding and/or Homestay fees will be refunded, provided the student has given one term's notice that they are leaving.

If the student does not give one term's notice, then one term's accommodation fees will be deducted from any refund.

### **Guardianship Fee**

It is compulsory for an International Student to have available a Guardian.

In cases where a student does not live with a Parent or Legal Guardian who is resident in NZ during the time the student attends the College, then the College will provide guardianship services.

If a student leaves the College before the end of the College year all unused Guardianship Fees will be refunded, provided the student has given one term's notice that the student is leaving. If the student does not give one term's notice, then one term's Guardian fees will be deducted from any refund.

### **Other monies held for a student**

The College may hold monies for a range of other costs including insurance, establishment fees, student personal allowances, College incidental expenses and College uniform.

On the completion of a student's period of study, the balance held for a student will be repaid to the parent or parents.

### **Payment of Refunds**

All refunds will be paid to either the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.

### **Fees Protection**

The College has a fees protection policy to safeguard the fees paid by International Students in the unlikely event that the College may not be able to continue delivering tuition to International Students. This policy ensures that the College retains sufficient monies to meet the requirements of any refund in these circumstances.

### **Immigration**

Immigration New Zealand will be notified if any student ceases to attend Scots College for whatever reason.

Parents will be asked to sign the Refund Conditions Agreement as part of the enrolment process.

## DEPARTURE FROM THE COLLEGE

### If you wish to leave the College before the year is complete:

- talk to either of the Directors of International Students about why you want to leave OR write a letter to the Headmaster explaining your reasons
- have a letter or fax from your parents or agent agreeing to this decision to leave
- if you think you are entitled to a refund, write to the Headmaster asking for a refund and saying why you are leaving early
- complete the leaving procedures following the instructions on the School Leavers Form (the Director of Studies will give you this)
- make sure that you leave a contact address and phone number so we can contact you

### You may be asked to leave the College if:

- you do not attend regularly (i.e. you are in non-compliance with your Student Visa)
- your behaviour persistently breaks the school and/or boarding house rules
- your behaviour in your Homestay is persistently unacceptable

In cases of unacceptable behaviour, the following procedures will be followed:

1. The International Directors, House Dean and/or Director of Operations will counsel and, as appropriate, discipline you.
2. If your behaviour does not improve, the Headmaster will issue you with a Warning Letter, and your parents (and your agent) will be sent a copy of this letter. In the instance of extreme behaviour, you may be asked to leave immediately.
3. If your behaviour is still unacceptable after a Warning Letter, your Offer of Place will be withdrawn. Your parents will be notified immediately.
4. Depending on the circumstances, you may be given the option of enrolling with an alternative provider in New Zealand.

Note: If you leave the school for any reason before your Student Visa expires, the Director of International Students will notify Immigration that you are no longer a student at this school.

## INFORMATION FOR STUDENTS AND PARENTS

### ACCIDENTS AND EMERGENCIES

Scots College is responsible for all emergency procedures during College hours, and all emergency procedures outside College hours while the student is in a Homestay or a boarding establishment.

In the event of an accident or emergency, appropriate action will be taken and parents will be contacted as soon as possible by the Headmaster (Mr Graeme Yule) OR one of the Directors of International Students (Mr Kerry de Graaff & Ms Charlotte Jackman) OR the Boarding House Matron (Mrs Philippa Canning) on the emergency contact number provided on the student's application for enrolment form.

If the student has an accident while parents are outside of New Zealand, the College or the Homestay parents may need to consent to urgent medical procedures on parents' behalf, including blood transfusions if necessary.

### COMMUNICATION

Parents are required to have regular communication with their son. Parents should provide their children with calling cards so they can call home whenever they feel they need to.

Parents are encouraged to interact with Scots College and invited to visit their son's College at least once during their son's period of enrolment.

Parents can be expected to be contacted by Scots College if there are any concerns regarding their son's well-being or progress.

Parents should contact the Director of International Students – Pastoral, Mr Kerry de Graaff or Director of International Students – Administration, Ms Charlotte Jackman, if they have any concerns or issues they want to discuss about their son.

Parents can expect to receive regular reports outlining their son's academic progress.

### SUPPORT PEOPLE

If you have a problem, talk to the following people:

- Your House Dean
- Your Homestay Family
- The Directors of International Students
- Your Relatives who live in NZ
- Your ESOL teacher
- The College Chaplain

If you require support in your first language, speak to any of the above support people and it will be arranged for you.

**Scots College International Student Services**  
**College Number : 388 0850**

The following people are available to assist you:

**Directors of International Students**

Mr Kerry de Graaff Wk 388 0869 mb 021 0200 8995  
Ms Charlotte Jackman Wk 803 0591 mb 021 258 5002

**Chaplain** Richard Carr 388 0862 mb 027 645 5598

**Director of Boarding House** Mr Geoff Hall Wk 803 0594  
Hm 388 9046 mb 027 688 6686

**Assistant Housemaster** Mr Philip Smith mb 021 245 1211  
& Mr Will Struthers Mb 021 776 735

**Matron** Mrs Philippa Canning Wk & Hm 388 0875  
mb 027 588 0875

You will be given a wallet size card with contact people and their phone numbers as shown. This should be kept with you at all times.

**In an Emergency:  
Police or Fire Department or Ambulance**

**CALL 111**

**Wellington Combined TAXI**

**384 4444**

## KEY PEOPLE INVOLVED WITH INTERNATIONAL STUDENTS

**Headmaster**

Mr Graeme Yule

**Director of International Students Administration**

Ms Charlotte Jackman

**Director of International Students Pastoral / ESOL**

Mr Kerry de Graaff

**Director of Boarding**

Mr Geoff Hall

**Assistant Housemasters**

Mr Phil Smith & Mr Will Struthers

**Matron**

Mrs Philippa Canning

**Chaplain**

Mr Richard Carr

## HEALTH

If you are unwell or injured during the school day, the College Nurse is available to you. You will be introduced to the two Nurses and shown where the Medical Centre is during your orientation. If you require a doctor's appointment, the Nurse will make one for you.

If you are a boarder and are unwell or injured after school, the Matron, the Director of Boarding or either of the Assistant Housemasters will arrange a doctor's appointment for you and look after you.

If you are in a Homestay after College hours, your Homestay family will arrange a doctor's appointment for you.

Homestay parents are not responsible for your medical expenses.

## VEHICLES AND DRIVING

International Students are prohibited from owning or driving vehicles or motor bikes while in New Zealand. Therefore you are not allowed to sit your driver's license.

## HOLIDAYS

If you are a boarder, you will spend the exeat weekends and holidays with a Homestay family. You will need to remove all your clothes and books from your room and take them to your Homestay. A small quantity of gear can be stored at the College for the holidays.

## TRAVEL

All travel arrangements, either in NZ or to your home country, must be notified and authorised by the Director of International Students.

Adventure tours in NZ generally do not allow students under the age of 18 to travel with them. Return travel to your home, during the school holidays or at the end of the school year, may be arranged by your parents. If you require assistance with travel arrangements, the College will help with this through a travel agent. You will need to see the Director of International Students to arrange this.

Homestay parents are not responsible for your travel arrangements or expenses.

## MOBILE PHONE

It is important for a student to have a charged mobile phone with them at all times outside school hours, so that College staff can make contact, and for students to contact staff or Homestay families in an emergency.

Strict rules apply to the use of mobile phones during the College day.

If your mobile phone number changes, you must let the Director of International Students know immediately.

## ELECTRONIC EQUIPMENT

Students are allowed to bring audio equipment and computers to the College. Personal television sets are not allowed in the Boarding House.

## BANK ACCOUNTS & FINANCES

You will be taken by the Director of International Students to open a bank account.

Students must be financially independent. If your parents have allowed it, a NZ\$300.00 allowance (NZ\$75.00 per week), will be direct credited to your account at the beginning of each month. During the school holidays, the weekly allowance will be NZ\$150.00 per week. You will need to work out how much money you are able to spend each day to ensure there is enough money to last you until the next month.

You are advised to only carry a small amount of cash (up to NZ\$20.00) with you, as you are able to use an EFTPOS machine (electronic transfer) to withdraw money in all shops. You will also be able to get cash out at a shop or an ATM (automatic teller machine) in many shopping areas.

## CLOTHING

Bring warm clothing and casual shoes. Black lace up shoes are part of the uniform.

The average temperature in Wellington ranges from 11–20°C during summer and from 6–13°C during winter. Wellington is also known for its wind, which may cause the temperature to feel cooler than it actually is.

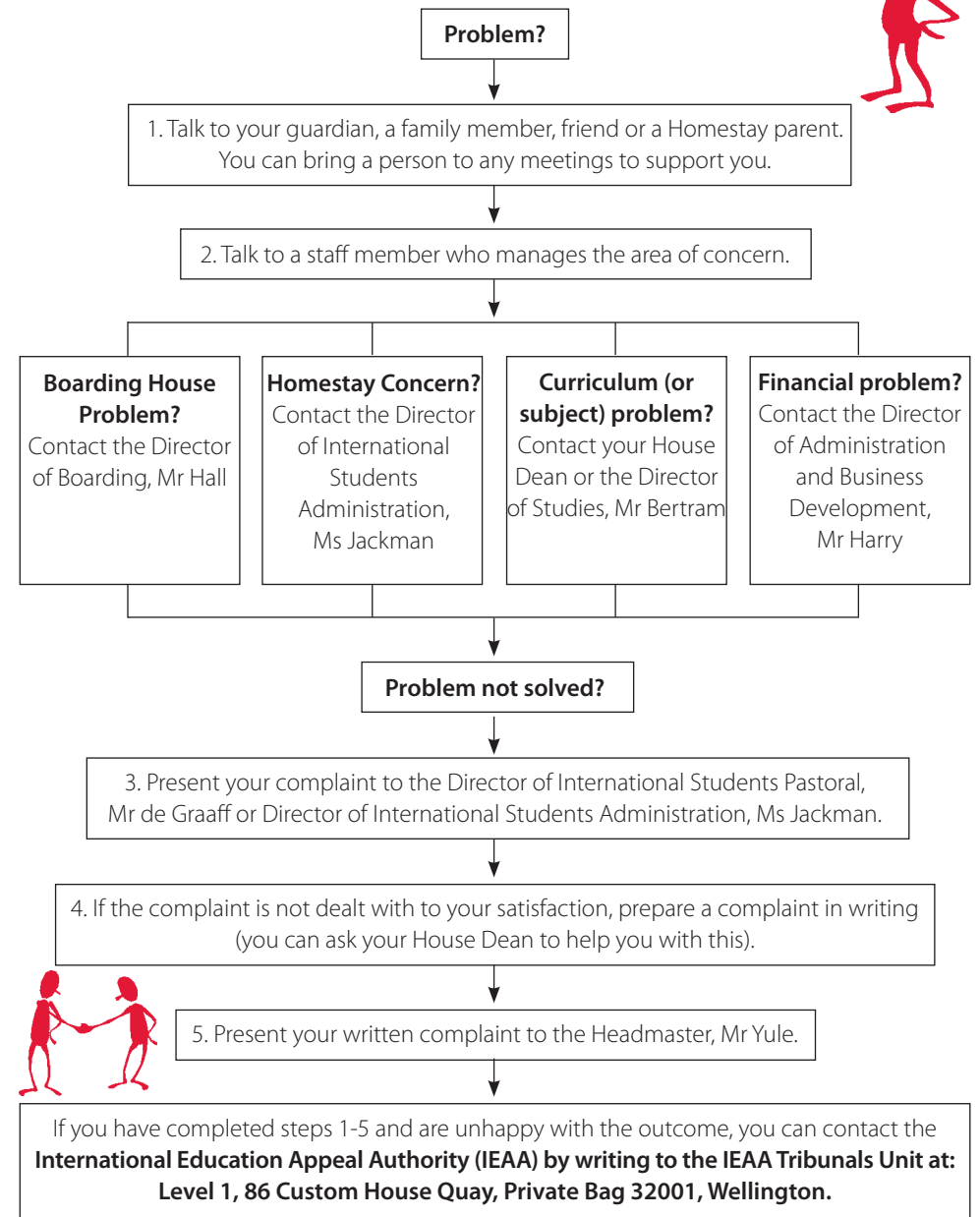
## CONTACT WITH YOUR PARENTS

We encourage you to communicate with your parents, through regular contact (at least once a week), either by emailing or phoning them.

## PERSONAL EFFECTS

The College Shop is able to supply the College uniform, stationery, telephone cards, bus tickets and personal items.

# GRIEVANCE PROCEDURE FOR INTERNATIONAL STUDENTS AT SCOTS COLLEGE



# GRIEVANCE PROCEDURE

What to do if you think the College has failed to follow the Code of Practice for the Pastoral Care of International Students:

## INTERNAL PROCEDURES

### Step 1

- Contact your Guardian, a family member, friend or a Homestay parent. You can bring a person to any meeting to support you

### Step 2

- Contact the Director of Boarding, Mr Hall, if it is a boarding matter
- Contact the Director of International Students Administration, Ms Jackman, if it is a homestay concern
- Contact your House Dean if it is a problem with the curriculum (academic programme)
- Contact the Director of Administration and Business Development, Mr Harry, if it is a financial matter

### Step 3

- If you are still unsatisfied, present your complaint to the Director of International Students Pastoral, Mr de Graaff or the Director of International Students Administration, Ms Jackman

### Step 4

- If the complaint is not dealt with to your satisfaction, prepare a complaint in writing and ask the Headmaster, Mr Yule, to consider it

## INTERNATIONAL EDUCATION APPEAL AUTHORITY

If you believe the College has breached the 'Code of Practice' and you have not been able to settle the matter following the College's internal procedure, you may bring the matter to the International Education Appeal Authority. All complaints should be made in writing and sent to the Code of Practice office.

Your documentation should include:

- Your full name
- Your physical address
- Your telephone number
- Your email address
- If someone else is acting on your behalf, your confirmation that they are authorised to act for you
- Name and address of the Education Provider your complaint is about
- Date of course commencement
- If possible, copies of the enrolment document(s) you signed

- Brief details of the nature of the complaint
- Other relevant documentation relating to the enrolment, course taken and the complaint
- Information about the steps you have taken through the institution's internal grievance procedure
- The name(s) and contact details of other organisations that you have also referred your grievance to

### Contact the International Education Appeal Authority

By writing to the IEAA Tribunals Unit at:

**Level 1, 86 Custom House Quay, Private Bag 32001, Wellington**

## GUIDELINES FOR HOMESTAY ACCOMMODATION

All new students find that living with another family is different and you may be homesick. It is normal to feel like this. To help yourself get over these feelings, it is fine to spend some of your time with friends from your own country.

It is important for you to get to know your Homestay family. Your Homestay is sharing their home with you because they want to. Show your appreciation by thanking them. Join in with activities they may be doing and ask questions.

### HOUSE RULES AND DAILY ROUTINE

There will be rules at your Homestay, please learn these. In the first days ask about the Homestay timetable, for example, when to get up in the morning, what time the bathroom is available to you, what time they want you to have meals. Make sure you know what time your host expects you to be home from school and what time the family usually has dinner. Be on time for meals and return home at the time you have said you would.

You are not a visitor in the home. It is expected that you will help with household tasks as other members of the household do.

### YOUR HOMESTAY FAMILY

#### Things that may make your stay easier:

- You may want to spend a lot of time in your room but it is polite to spend some time each evening with your hosts
- It is polite to offer to help with doing the dishes, collecting the washing off the line and setting the table for dinner. Boys as well as girls are expected to do these things in New Zealand
- Join in with your host family's weekend activities if they ask you to. You will make new friends and practice your English
- Offer to pay for yourself if you are doing anything that involves expense, for example, if you go to the movies or have a meal at a restaurant occasionally with your Homestay family
- Ask permission to do any cooking. If you would like to eat food from your own country, offer to cook a meal for your Homestay family
- It is important to make sure that the house is locked at night and when nobody is home
- Sniffing loudly or spitting is offensive in New Zealand
- If you need to stay up occasionally to study late, talk to your Homestay
- Remember to say please and thank you, as this shows you appreciate what they have done for you

### PERSONAL HYGIENE

- Ask your Homestay when you should shower each day. Try not to splash water on the floor, as it takes a long time to dry in New Zealand
- Do not spend too long in the shower – 5 minutes should be adequate
- The Homestay family is not responsible for the purchase of your shampoo or any grooming products

### FOOD

- You may find New Zealand food difficult to adjust to
- You could ask your host to cook rice or noodles once or twice a week
- Thank your Homestay parent for your meal and tell them when you have enjoyed something in particular, so that they may cook it again

### CARING FOR YOUR BEDROOM

- You need to make your bed each day. Ask your Homestay to show you how to do this
- Your sheets and towel will be washed each week
- You must keep your room tidy. You may be asked to vacuum clean it once a week

### TELEPHONE AND INTERNET

- Telephone calls made on the family's phone should be brief (no longer than 10 minutes)
- Always ask before making calls outside Wellington and NZ as these cost extra. Your host may keep a log of toll calls as you will need to pay for these
- If you wish to use the Internet, you will need to pay for your usage and may need to pay for your own phone line
- Homestay parents are not responsible for the payment of your toll calls or internet connection

### COMMUNICATION WITH THE HOMESTAY FAMILY

If you are going out the family needs to know:

<b>Where</b>	you are going
<b>What</b>	you are to do
<b>Who</b>	you will be with
<b>When</b>	you think you will come home
<b>How</b>	you will get back home
<b>If</b>	you will be away for a mealtime
<b>and</b>	a phone number to contact you

If you are going to be late, are going to miss a meal or your arrangements change, please contact your Homestay family as soon as possible.

## VISITORS

You may like to invite a friend over to your house. Remember to ask your Homestay whether it is convenient for your friend to visit. Make sure your visitor does not stay too late. 9.30pm is usually late enough.

## PRIVACY

Homestay families & students must respect each other's privacy, including their personal space and belongings. Your room is your space to be alone if you wish.

## LAUNDRY OR WASHING

- Generally your Homestay will do this for you. If your College jacket or trousers need to be drycleaned, you will need to pay for this yourself
- If you are a boarder, arrange for your uniform to be washed in the boarding house, as your Homestay family should only be asked to wash your weekend clothing

## APPENDIX 1: SUMMARY OF THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

*The following information is taken from the Ministry of Education's Code of Practice information sheet. You can download a full copy of the code from their website at [www.minedu.govt.nz/codeofpractice](http://www.minedu.govt.nz/codeofpractice)*

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

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

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

### What is the Code?

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

### Who does the Code apply to?

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

### What is an "international student"?

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

### How can I get a copy of the Code?

You can download a copy of the Code from the Ministry of Education website at [www.minedu.govt.nz/codeofpractice](http://www.minedu.govt.nz/codeofpractice).

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available on line from [www.minedu.govt.nz/international](http://www.minedu.govt.nz/international). If the educational provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

### What if I have questions about the Code?

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: [info@minedu.govt.nz](mailto:info@minedu.govt.nz)

### What if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

#### What is the IEAA?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

#### How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority  
Tribunals Unit  
Private Bag 32-001  
Panama Street  
Wellington 6146

International Education Appeal Authority  
Tribunals Unit  
Level 1, 86 Customhouse Quay  
Wellington 6011

P 64 4 462 6660

F 64 4 462 6686

E [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

W [www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)

#### What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have

committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the International Education Review Panel (the Review Panel).

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

#### What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any international students. Only the IEAA can refer complaints to the Review Panel.

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.



## SCOTS COLLEGE

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[www.scotscollege.school.nz](http://www.scotscollege.school.nz)