



KING'S COLLEGE

**INTERNATIONAL STUDENT
INFORMATION HANDBOOK**

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CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

King's College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>

Immigration

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

Eligibility for Health Services

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

Accident Insurance

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

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

N.B. Students must provide evidence of medical and travel insurance. The insurance must cover the full length of time spent in New Zealand. New Zealand Insurance cover is recommended. An overseas Insurance policy will only be accepted if it is accompanied with an English translation. The school will keep a record of the Insurance Policy number and the type of cover provided.

PRIME CONDITIONS OF ENROLMENT

King's College requires that all international students reside in one of the College Boarding Houses. It also requires that students whose parents or guardians live outside New Zealand have provisions made for a local caregiver for emergencies and occasional accommodation. The names, addresses and contact details of these caregivers must be provided to the Admissions Director. (See appendix, page 15)

STUDENT FEES AND ASSOCIATED COSTS

Application Fee (*non-refundable - GST included*)

NZ\$275

Enrolment Acceptance Fee (*non-refundable - GST included*)

NZ\$1,000

Tuition and Boarding Fees (*annual payable in advance - GST included*)

NZ\$46,250

(*This covers: classroom tuition, textbooks on loan, all on-campus board and lodging & laundry*)

ADDITIONAL COMPULSORY COSTS

(*These compulsory costs vary according to the Year level of the student.*)

Medical and Travel Insurance

NZ\$500

Laptop Computer (Senior Classes only)

approximately

NZ\$4,000

Uniform:

approximately

NZ\$1,500

LOCAL CAREGIVER OR GUARDIAN

All students whose parents live outside New Zealand must have a local caregiver available for emergencies and to provide occasional weekend accommodation (as per appendix on page 15). Any costs will be the responsibility of the parents.

NON-COMPULSORY COSTS

King's College provides access to itinerant Music teachers and Speech and Drama teachers. These teachers will invoice families of their students directly and costs will depend on the number of lessons taken.

Personal items purchased from the Friends' Shop.

It is expected that International Students at King's College participate fully in all aspects of College life.

FEES PROTECTION

King's College has a Fee Protection policy to safeguard the fees paid by International Students, in the unlikely event that the school may not be able to commence or continue to deliver tuition to the international student. The School's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

APPLICATION REQUIREMENTS & PROCEDURES

The applicant must complete the **Application Form** and produce the following documents before the application can be processed:

- a. Copy of Passport and Student Visa (if applicant is already studying in New Zealand)
- b. Two letters or testimonials supporting application
- c. Copies of most recent school report (with verified English translation where necessary).
- d. Application fee: NZ \$275 (*non-refundable*)

PROCEDURES ONCE AN APPLICATION HAS BEEN RECEIVED

1. Documents are checked and assessed
2. Applicant's file is opened and name is placed on the waiting list pending an interview with Headmaster and Admissions Director and the writing of entrance & classification tests.
3. Interview is arranged. The following forms part of the interview process:
 - a. Meeting the Headmaster and Admissions Director who will, amongst other issues, assess the English language ability of the student.
 - b. An explanation of academic and extramural programmes and house system
 - c. An explanation of the Code of Practice
 - d. An explanation of the conditions of acceptance
 - e. An opportunity for parents and student to ask questions
 - f. A tour of the College

Note: All students are required to present for interview accompanied by their parents or legal guardians. Families living overseas will have to arrange travel to Auckland.

Where adequate notice is given, the College will attempt to provide translators, but families are advised to bring their own translator, if needed.

4. Entrance and classification tests are written (applicants for year 9 only)
5. If application is successful, offer is made.
6. Offer is accepted. This requires
 - a. Both parents and student signing the Enrolment Acceptance Form
 - b. Payment of Enrolment Acceptance Fee of \$1000
 - c. Medical Form completed by family doctor
7. Parents will be invoiced for appropriate tuition and boarding fee. On payment a receipt and covering letter will be issued to enable application for student visa to be made.
8. Students to report for Orientation Day as directed by Housemaster.
9. On arrival at the College, students **MUST** provide evidence of the Student Visa and Medical & Travel Insurance (to the Admissions Director)

STUDENT PROFILE

Please note that there is a very high demand for places at King's College and that students are expected to present a strong all-round profile, incorporating academic potential, sporting participation and cultural involvement (especially performance music). Applicants who do not provide evidence of this all-round profile are very unlikely to be offered a place at the College. In addition the College engages in an extensive Community Service programme and all students are expected to be involved in this. King's College is an Anglican Church school and all students are expected to attend chapel regularly, irrespective of their personal faith.

Application should ideally be made two years in advance.

CONDITIONS OF ACCEPTANCE

The Enrolment Acceptance Form contains a number of conditions that apply to all applicants for places at King's College. The following is designed to provide clarity to parents of International Students.

1. Although a limited amount of ESOL instruction is provided to students in years 9 and 10, it is expected that all students at King's College will have the language ability to participate in normal academic programmes.
2. 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.
3. Students must observe the laws of New Zealand. All disputes will be dealt with in New Zealand law.
4. Students must observe the conditions of their Visa and Student Permit. If a student breaks the terms of the visa/permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
5. 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.
6. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
7. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
8. Tuition and boarding fees will be paid in full before the start of the new academic year, or before enrolment is renewed (whichever applies). Parents will be invoiced for fees three months before the start of the academic year to enable them to make visa arrangements. All additional costs 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.
11. All international students must live in one of the College boarding houses.
12. It is assumed that all International Students will return to their homes for the school holidays.
13. The school's complaints procedure for international students will be used to deal with grievances.
14. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.

CHANGE OF ADDRESS

Parents must inform the school of any changes of their address, telephone numbers, fax number and e-mail address. They must also undertake to keep the College up-to-date with contact details of local caregivers.

REFUND CONDITIONS for INTERNATIONAL STUDENTS

If a student withdraws from his/her course of study before the completion date, having given the College the required one term's notice, he/she may be eligible for a refund of tuition and boarding fees. The following procedures and guidelines would apply:

To be eligible for any refund:

- The parents must inform the Headmaster in writing a full term in advance of their intention to withdraw the student.

If the application is made a full term before the start of the course:

Fees will be refunded in full, less the enrolment fee of **\$1000**.

Compassionate Refunds

In exceptional circumstances, refunds may be granted on compassionate grounds, (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Headmaster and the Board of Governors,

If an international fee-paying student gains residency during the course:

A refund of the difference between fees for International Students and those with Permanent Residence may be made. Documentation of residency must be provided within 14 days of it being granted.

The Board of Trustees will make no refund:

- 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 close family member.
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.

ACADEMIC & EXTRAMURAL PROGRAMME

King's College offers a world-class academic and extramural programme. Our students are prepared for both the NCEA courses and the Cambridge International Examination system. The College's extra-mural programme caters for all abilities but the emphasis is on high achievement. All students are expected to play a both a summer and winter sport and to be involved in at least one cultural activity.

A detailed insight into all the College's programmes can be found on the website www.kingscollege.school.nz

ORIENTATION PROGRAMME AND SUPPORT SERVICES

All International Students will be provided with a thorough orientation process in conjunction with the orientation programmes for all other new students. **The Housemaster** is primarily responsible for the orientation of the students and their on-going welfare within the school community. This will be done in close liaison with the house staff (tutors and matron), teachers and other support staff (Medical Centre Nurses, Chaplains, Guidance Counsellors and Academic Support Co-ordinator).

Details of Orientation Programmes will be provided to all families in good time. The programme usually takes place the day before the first term starts and requires all new boarding students to report to their respective boarding Houses at 8am, along with all other new students. A parent is expected to accompany the new student.

The Orientation Programme will include

- Being met at the House by the Housemaster, house staff and senior students
- Assistance in unpacking
- An address by Housemaster, explaining rules and expectations
- All new students and their parents being addressed by the Headmaster
- An address by the Dean of The Lower School followed by a meeting with Form Teacher and a tour of classrooms
- An opportunity for parents to meet in private with Guidance Counsellor and /or Academic Support Co-ordinator
- An opportunity to meet with music and speech & drama teachers
- Trials in a range of sporting codes prior to selecting a summer sport
- All new students, including International Students, are provided with a mentor who acts as an “older brother” offering support and advice. This mentor remains in place for the first year
- Parents/caregivers and students need to know that **King’s College** has an ‘Open Door’ policy. Their first point of contact should be the Housemaster, but the Admissions Director, Chaplains and Counsellors are always available at short notice.

STUDENT SUPPORT SERVICES

The following staff members are available for assistance and support:

Admissions Director: Mr Mark Kennelly Tel: 276 0677 email: m.kennelly@kingscollege.school.nz

Academic Support: Mr David Ward Tel: 276 0891 email: d.ward@kingscollege.school.nz

Career Guidance: Ms Wendy Carey Tel: 276 0603 email: w.carey@kingscollege.school.nz

Counsellor: Ms Francie Morris Tel: 276 0607 email: f.morris@kingscollege.school.nz

Chaplain: The Rev Warner Wilder Tel: 276 0614 email: w.wilder@kingscollege.school.nz

Medical Centre: Mrs Bridget Caulton Tel: 276 0624 email: b.caulton@kingscollege.school.nz

STUDENT WELFARE

- King's College will take every possible step to ensure the welfare and safety of International Students enrolled at the College. Regular communication with home is maintained with newsletters and reports.
- The boarding House staff provides the most important element of the welfare and safety system.
- All the boarding houses have a Housemaster, who lives in the house with his family, four tutors and a matron, who also live on site. The Housemaster and matrons have extensive experience in dealing with teenagers and they provide very good care for all the students. The first point of contact for all parents is the house and its staff.
- The House staff will keep in regular contact with parents of International Students via phone, fax and email.
- No International Student will be allowed to stay off campus on weekends without written permission from their own parents and the host families. If the appropriate permission has been granted the College EXEAT form must be signed by the host family.
- All houses have email and pay-phone facilities and students should have no difficulty maintaining contact with home.
- International students are not allowed to drive a motorcar or travel in vehicles driven by other students while at King's unless specific arrangements have been made by the parents with the Housemaster.
- Transport to and from all off-campus school functions such as camps, sports activities, academic activities and cultural events will be provided by the College.
- Students are encouraged to seek advice from the House staff or College counsellors including personal health problems, mental health problems or drug problems. Referral information will be given and a referral made to the appropriate support agency if necessary.
- Where an International Student is unwell or injured he/she should in the first instance report to the Matron. The Matron may refer the student to the College Medical Centre where the student will be evaluated by the duty nurse and/.or doctor. The Medical Centre Sister will contact the parents directly, if necessary. Parents are reminded of the compulsory necessity for Medical and Travel Insurance cover.
- King's has an extensive Life-Skills and General studies Programme where information on sexuality education and health promotion is provided.
- The Life-Skills programme also addresses harassment issues. The College does not tolerate any harassment and the students will be made aware of avenues of action and support if they experience any harassment.

- King's College is smoke free. No smoking is permitted anywhere on school property.
- No students at King's College are permitted to possess or consume alcohol. Parents need to be aware that In New Zealand, the sale of alcohol and tobacco products is not permitted to any person under 18 years of age.
- Where the College is unable to resolve welfare and safety matters, the school, as appropriate and necessary, will contact and utilise outside agencies such as the New Zealand Police, CYFS or NETS.
- Students with additional special needs will be referred to the appropriate support person on the campus
- Attendance of international students is closely monitored at all times

WHAT DO YOU DO IF YOU HAVE A GRIEVANCE?

You will be allocated to a house tutor group and you will meet with your tutor every week. You will, also, see your Housemaster every day. Don't be afraid to raise any concerns you have about any issues at King's. We want you to be happy at the College. 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.

Problems with a teacher

Make a time to talk to your pastoral tutor or Housemaster about your concern.

If you are still not satisfied, make a time to talk to the Teacher responsible for International Students who is **Mr Kennelly**.

After a few days, if you do not think the problem has been solved by your Housemaster or by Mr van Wyk, talk to the Associate Headmaster, **Mr Fleming**,

If, after a few days, after you have spoken to Mr Fleming the problem is still there, talk to the Headmaster, **Mr Fenner**. You need to make an appointment with his PA Mrs Grace Switzer.

Problems with school friends

Take the time to talk to your Housemaster, Matron, Mentor or the Guidance Counsellor, **Ms Morris** about your concern

You can also talk with our Chaplain, **The Rev Wilder**. They are very helpful, especially with broken friendships. You don't need an appointment. Their offices are behind the chapel.

Problems with your House Staff

Make a time to talk to the Teacher responsible for International Students, **Mr Kennelly**. He/she will discuss the concerns with you and do his best to sort things out. If necessary he will contact the Headmaster on the matter and/or your parents.

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the International Education Appeal Authority may be contacted, their address is:

**International Education Appeal Authority
Tribunal Unit
Level 1, 86 Custom House Quay
Private Bag 32001
Wellington
New Zealand**

**Phone: (64 4) 462 6660
Fax: (64 4) 462 6686
Email: ieaa@justice.govt.nz**

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

CIRCUMSTANCES IN WHICH TUITION MAY BE TERMINATED

1. Where a student is absent or consistently truanting from school then the signatory will terminate the enrolment.
2. If a student's behaviour is of an unacceptable level, then a meeting with the student, the parents' nominee, and the school will be arranged. 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. There will be no refund of fees paid if this occurs.
3. An 'acceptable level of behaviour' would be seen as following the school rules and the school 'Code of Conduct' as provided to each student.
4. If an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion.
5. Upon termination of enrolment, the Immigration Service will be notified as required.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Introduction

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

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

What is the Code?

The Code is a document which 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.

When does the Code apply?

The Code commenced on the 31st of March 2002..

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 requiring a student visa to study in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from www.minedu.govt.nz/goto/international.

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

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.minedu.govt.nz/goto/international. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational 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).

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

The Code sets standards for educational 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 under the age of 18 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.

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 educational 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 educational 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 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 educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (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 educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.'

How can I contact the IEAA?

You can contact the IEAA at:

The International Education Appeal Authority,
Tribunal Unit
Level 1, 86 Custume House Quay
Private Bag 32001
Wellington
New Zealand

Phone: (64 4) 462 6660

Fax: (64 4) 462 6686

Email: ieaa@justice.govt.nz

GUIDELINES FOR GUARDIANS

People volunteering to act as guardians to overseas students should be aware that the following duties and responsibilities may be required of them:

UPON STUDENT'S ARRIVAL

- Where possible, meet the student at the airport and take him/her to the College at the appropriate time to move into the Boarding House.
- Ensure that appropriate accommodation is provided for the student if he/she arrives before the College and Boarding House re-open.

END OF TERM HOLIDAYS/BOARDERS' LONG WEEKENDS

- In some rare instances, a student may not return home for the holidays, in which case guardians are asked to ensure that parents have made appropriate arrangements for accommodation and supervision until the Boarding House re-opens.
- Confirm all holiday travel arrangements with the Housemaster.
- Provide or arrange travel to and from the airport as appropriate. When several overseas students arrive in or leave Auckland at the same time, a taxi may be used to travel to and from the airport (in liaison with the Housemaster).

WEEKEND LEAVE

- Provide weekend accommodation and supervision when necessary during boarders' weekend leave.
- Liaise with parents regarding the student's regular leave.

SICKNESS

- Arrange medical treatment, as necessary, in liaison with the King's College Medical Centre and parents.
- Should the student need to leave the College for a period of time due to him/her being infected with a contagious disease, the guardian would be expected to look after the student.
- Should the College have to close for any reason, the guardian would be expected to look after the student until either the College re-opened or arrangements were made for the student to return home.

SUSPENSIONS

- Any overseas based student suspended from the College, would have to be accommodated by the guardian until the period of suspension has ended.

OTHER

- Maintain regular contact with the student whilst he/she is at school.
- Notify the Housemaster of any problems or concerns you become aware of in relation to the student.
- Provide your address and telephone numbers (home and work) to the Housemaster so that he/she can contact you when necessary. Any changes, whether temporary or permanent, must immediately be conveyed to the College Administration and the Housemaster.
- Be familiar with the Boarding House rules and regulations by reading the Boarding House Handbook.
- If withdrawing from a guardianship role, immediately notify the Housemaster, the student's parents and the student.
- If going away, inform the student and the Housemaster. Inform the temporary guardian of the arrangement - they will assume the guardianship in your absence.

Guardians are most welcome to join the King's College community by attending Parent Meetings and other social functions. Your role as a guardian is an important one and is highly valued by the College.

We look forward to a close relationship between yourself and King's College.

B Fenner
Headmaster

OVERSEAS STUDENTS GUARDIAN NOMINATION FORM

One of the most essential parts of an application to enrol an overseas student at King's College is the nomination of a guardian. A guardian can be a relative or friend permanently residing in New Zealand and at least 25 years of age.

This form must be completed and returned to King's College at the same time as the Application for Admission form. Failure to submit this form will mean that the application cannot be considered.

Students full name

Guardian's Information

_____ Family Name

_____ Given Names

Home Address _____

_____ Post Code _____

Business Address _____

_____ Post Code _____

Telephone: Home _____ Work _____ Mobile _____

Relationship to Student _____ Guardian's Birthdate _____

I reside in N.Z. and I am willing to act as the guardian for

_____ during his studies at King's College.

Guardian's Signature _____ Date _____

In the event that the guardian is absent from N.Z. for any significant period of time, the following person shall be the acting guardian (under the same conditions as above) during such time:

Acting Guardian's Information

_____ Family Name

_____ Given Names

Home Address _____

_____ Post Code _____

Business Address _____

_____ Post Code _____

Telephone: Home _____ Work _____ Mobile _____

Relationship to Student _____ Guardian's Birthdate _____

I reside in N.Z. and I am willing to act as the guardian for

_____ during his studies at King's College.

Acting Guardian's Signature _____ Date _____