



**INTERNATIONAL
STUDENTS
CODE OF PRACTICE

2009**

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PREAMBLE

The purpose of this Manual of Practice is to provide to all interested parties the guidelines under which Cromwell College will work for the pastoral care of international students.

This Manual has been written in accordance with the requirements of the **Code of Practice for the Pastoral Care of International Students** (commenced on 31 March 2002 and revised in July 2003) which has been established under section 238F of the Education Act 1989. The Act requires that a provider must be a signatory to the Code to enrol international students.

Cromwell College has been a signatory to the Code since 2002. This manual is updated by the Director of International Students annually. This issue was updated in July 2009.

DEFINITIONS

In this Manual, unless the context otherwise requires:

- "Accommodation Agent" means a person or organisation, other than the signatory and its employees, involved in managing the placement of international students, whether individually or in a group, in accommodation on behalf of the signatory.
- "Act" means the Education Act 1989.
- "Administrator" means the person or organisation responsible for administering the code.
- "Boarding Establishment" means
 - (a) A school hostel or other hostel that provides boarding accommodation; or
 - (b) Accommodation provided to an international student in the residence of a family or household where five or more international students are accommodated.
- "Boarding Establishment Employee" means a person employed to work in a boarding establishment.
- "Code" means this Code of Practice.
- "CYFS" means the Department of Child Youth and Family Services.
- "Designated Caregiver" means a relative or close family friend designated in writing by the parents of an international student as the caregiver and accommodation provider for that student, but does not include a boarding establishment owner, manager, or employee.
- "ERO" means the Education Review Office.
- "Group students" means:
 - (a) International students holding a group visa issued by the New Zealand Immigration Service; or
 - (b) Two or more international students studying together in New Zealand for no more than three calendar months on a group visit organized by a provider.
- "Home-stay" means accommodation provided to an international student in the residence of a family or household where no more than four international students are accommodated.
- "Home-stay Carer" means a supplier of home-stay accommodation to international students.
- "IEAA" means the International Education Appeal Authority established by the code.
- "Industry" means the organisation/s responsible for representing the interests of

export education providers to the Government and its agencies, and includes their agents.

- "International Education Review Panel" means the Review Panel established by the code.
- "International student" means a person who:
 - (a) is enrolled by a provider; and
 - (b) in relation to the provider, is a foreign student as defined in section 2 or section 159 of the Act (whichever is applicable).
- "NZIS" means the New Zealand Immigration Service.
- "NZQA" means the New Zealand Qualifications Authority.
- "NZVCC" means the New Zealand Vice-chancellors' committee.
- "Parent" means the father or mother of an international student, and includes a court appointed guardian, or a person who meets the requirements of the NZIS visitor (guardian) visa/permit.
- "Private Training Establishment" means an establishment, other than an institution, that provides post-school education or vocational training, holding a current registration under Part XVIII of the Act.
- "Provider means
 - (a) a school; or
 - (b) an institution as defined in section 159 of the Act; or
 - (c) a private training establishment.
- "Recruitment Agent" means a person or organisation, other than the signatory or its employees, involved in the identification and/or recruitment of potential international students, whether individually or in a group, either in an overseas market or in New Zealand.
- "Residential Caregiver" means:
 - (a) A homestay carer; or
 - (b) A boarding establishment manager or other person responsible for the care international students in a boarding establishment; or
 - (c) A designated caregiver; or
 - (d) In the case of temporary accommodation, a supervisor.
- "Review Panel" means the Review Panel established by the Code.
- "School" means a registered school as defined in section 2 of the Act.
- "Short course" means a course of no more than three calendar months' duration.
- "Signatory" means a provider that has applied to be and has been accepted by the Administrator as being a signatory to the Code.
- "Supervisor" means a person responsible for the supervision of group students and/or other international students in temporary accommodation.
- "Temporary accommodation" means a motel, hotel, hostel, lodge or other tourist accommodation.
- "Tertiary Institution" means
 - (a) An institution, as defined by section 159 of the Act; or
 - (b) A private training establishment.

PART 1: **MARKETING, RECRUITMENT, AND ENROLMENT OF INTERNATIONAL STUDENTS**

1. **GENERAL**

- 1.1 Cromwell College will ensure that the existence and content of this Manual (which satisfies the 'Code of Practice for the Pastoral Care of International Students') are brought to the attention of all staff directly or indirectly involved with international students by ensuring they are presented with an electronic or written copy each year.
- 1.2 This Manual outlines and promotes procedures that are in accordance with the "Guidelines to Support the Code of Practice for the Pastoral Care of International Students" as published by the Ministry of Education.
- 1.3 Through the Director of International Students, Cromwell College ensures that staff are supplied with support and training appropriate to their role with international students, to assist them to understand and apply the Code. Cromwell College understands that it is required to comply with the Code in relation to group students, especially in regard to appropriate supervision and providing an appropriate ratio of supervisors to students.

2. **PROVISION OF INFORMATION**

Cromwell College provides the following information to prospective international students via this Manual on its website before they enter into any commitments:

Cost of tuition and all other substantial course-related costs are as follows:

Fees -all fees quoted in this document are in New Zealand Dollars and are based on a four term year. They include a Goods and Services tax (GST) of 12.5%

Tuition Fees - \$11,900, Golf Academy \$3700.00, Outdoor Education \$1615.00, Outdoor Pursuits - \$2700.00 (this includes a fee of \$850.00 for specialist clothing)

Accommodation Fee - This fee \$12,500 for four terms is based on the assumption that students will be in New Zealand for 46 weeks each year. It includes Hostel accommodation or Homestay accommodation during the school term and Homestay accommodation in school holidays. The accommodation fee must be paid in advance.

Bond - All students from outside New Zealand are required to pay \$500 (includes GST) which will be disbursed by the school in emergencies or for class or other unforeseen needs.

Exam Fees - Entry fees to national examinations are NOT included in the fees payable to the school and are the responsibility of the students. The cost we have to pay to NZQA is \$375 per candidate.

Stationery and other consumables - Stationery and other items used by students are to be supplied by the students. Senior students must provide their own scientific calculator.

Uniform -Year seven to twelve students must wear regulation uniform. Year thirteen students wear very tidy mufti.

Other possible costs - depending on the course of study students may require money for incidentals such as special clothing, camps, exam fees etc

Insurance - we arrange medical insurance for you. Cost is currently \$615 for a full year. Life and personal possessions insurance is optional and left to families to arrange.

Payment of accounts

When a student incurs expenses of a personal nature (telephone accounts, credit card accounts etc) the responsibility for the payment of those lies with the student and the students' family -

not the school, apartments or host family.

2.1. 1Application requirements and procedures.

- All applicants are be offered access to this Manual as it is displayed on the College website. The Application for the *Enrolment of an International Student* form (Appendix 2) requires parents to guarantee that they have considered the information in this Manual before enrolling. The truthful completion of our application form and an adequate level of English proficiency are also required for successful application.
- The College shall not be obliged to enrol any student.
- Following payment of fees for tuition and accommodation, a receipt is issued. It specifies the period of tuition paid for.
- An Offer of Place letter (see Appendix 3) follows enrolment and payment.

2.1.2 Conditions of acceptance.

These are listed on the Application for the *Enrolment of an International Student* form under Parents' Agreement and Student's agreement. (Appendix 2)

2.1.4 Refund conditions.

There may be occasions when a student who has enrolled at the College will later withdraw from the school, or will have the enrolment withdrawn because of their failure to comply with the rules and policies of the school.

In these circumstances the Board will comply with the requirements of Section 4B[7] of the Education Amendment (No 4)1 Act 1991.

- If you are accepted for enrolment and send your fees, we will return all money, less the school's actual expenses, if you withdraw BEFORE arriving at the school.
- If you change status during the year, there is no refund.
- If you withdraw from the school in your first half year, you will get half of your fees back, less any actual expenses that the school has incurred because we have committed funding to the second half year.
- If you withdraw from the school in the second half year you will normally not get a refund, unless there are special circumstances.
- If you are expelled from the school because of your behaviour or things you have done, you will normally not be eligible for a refund. But if you believe there are special circumstances, you are able to apply for a refund.
- If you wish to apply for a refund, you must make your case to the school Board of Trustees.

The same principles apply to refunds of accommodation charges.

2.1.5 The College prefers students with some English language skills both written and verbal.

2.1.6 Information on facilities, equipment and staffing.

See our website www.cromwell.school.nz

2.1.7 Information on the course/s or qualification/s offered.

See our website www.cromwell.school.nz

2.1.8 Information on accommodation available:

(a) **Homestay accommodation**

The College has a group of families experienced in Homestay accommodation who have hosted various international students over the years in their own homes. These families typically have children of their own and welcome the opportunity to interact with students from other cultures. As new host families are added to our group, they are encouraged by our Homestay Coordinator (see Position Description Appendix 6) to liaise with existing host families. All Homestay families are instructed to treat international students as they would their own children in all practicable aspects of family life, (See Appendix 7)

Our Homestay Coordinator is in frequent contact with all Homestay families and their hosted students.

See Homestay Family Application Form (Appendix 8) and Provider Agreement (Appendix 9).

See Appendix 10 for more detail on Homestay.

(b) **Cromwell College Apartments**

See our prospectus and Appendix 11, for a description of our Apartments.

- 2.2 Application process for securing accommodation.
Occurs as part of application for enrolment

13. PROSPECTUSES AND PROMOTIONAL MATERIAL

- 3.1 Cromwell College gives the assurance that promotional material gives a fair and accurate representation of the activities and services we are offering to provide.
- 3.2 As required by the *Code of Practice for the Pastoral Care of International Students*, Cromwell College includes the following standard wording, in this Manual, as part of its promotional material:

CODE: Cromwell 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.minedugovtnz/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://www.acc.co.nz>.

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand. Cromwell College arranges medical insurance for all international fee paying students. Families may have their own insurance in addition to the College's compulsory insurance if they choose.

4. ASSESSMENT OF PROSPECTIVE INTERNATIONAL STUDENTS

4.1 Cromwell College will assess prospective international students and be satisfied on reasonable grounds that students have the level of English oral and written competency, prior learning, and/or any academic pre-requisites necessary for them to participate effectively in their chosen programme of study. If these competencies are met, Cromwell College may make an offer of placement to the student.
See 2.1.5

4.2 Course placement at a particular level, could be conditional on a given level of English language proficiency or prior learning being achieved through testing once in New Zealand. See Application for the Enrolment of an International Student (Appendix 2)

4.3 If Cromwell College is not satisfied that a prospective student meets the requirements set out in clause 4.1; the College may advise the student of the English language courses and/or prerequisite course/s that must be successfully completed before and/or during their chosen programme of study before we will enrol them.

5. ACCEPTING INTERNATIONAL STUDENTS FOR ENROLMENT

5.1 Offers of course placement by Cromwell College to an international student will be based on an assessment of the extent to which the proficiencies and career intentions of the prospective international student are matched by the educational opportunities offered by the College.

5.2 The following information is also important for students and their parents to consider:

5.2.1 Details of Cromwell College's orientation programme and support services. These are as follows:

Welcome Cromwell College

About Cromwell: - When you arrive:

You will be met by the Director of International Students (Shona Bain) at the airport and driven for one hour to Cromwell where you will be taken to your home-stay family or apartments accommodation. Shona will assist you to purchase your uniform should you need one.

Your first days at school:

Shona Bain will meet you, show you around the school and talk to you about what subjects you will need to take to prepare you for your future education. You will be placed in a form group and the timetable will be explained to you. You will find out about where to buy food and some of the important school rules. Two of the most important school rules are that you are not allowed to smoke at school, nor are you allowed to smoke while you are dressed in your school uniform and you must sign out at the school office when you leave school during the school day. If you have any questions at all you can see Mrs Bain at any time and she will help you. If you find your subjects too difficult she may change your classes. At Cromwell

College you will be placed in classes with New Zealand students as soon as possible.

School Camps: - Depending on the year group you are in, you may go on a school camp. This is very different to life in a city and even very different to life in Cromwell. You stay in a camp with the other students, your teachers and some parents will cook your meals for you. It is very important to follow the instructions given to you, about what clothes and gear you are to take, because it can become very cold and wet there. You do some tramping and sightseeing and learn about plants and animals that live in these environments. All the students really enjoy going on camp.

The School Year:

The school year is divided into four terms with the long holidays during part of December and all of January. There are two week holidays in between the other terms. You may go away for the holidays as long as the Director of International Students approves of your plans, has your contact details, and as long as you return in time to start the new term.

Some important events in the New Zealand calendar are:

- New Zealand Day (Waitangi Day) - February 6
- Anzac Day - April 25
- Queen's Birthday - first Monday in June
- Labour Day - in October
- Easter

All of these days are holidays when there is no school.

Some important events on our school calendar you will be encouraged to join in are:

- Athletic Sports
- Swimming Sports
- A drama production
- Sports Tournaments
- Sports Teams
- Out of school music classes
- Various other community youth activities

5.2.2 The College's grievance procedures for international students.

Policy on dealing with complaints from international students

If an international student has a complaint against any staff member, homestay, family member, or any other person, it should be expressed to the Dean of International Students, Shona Bain. She will:

- Listen carefully to the complaint from the international student, who may wish to bring others to support the complaint.
- Check out the details of the complaint, including asking questions of the alleged offending party.
- Make a decision and set out the actions which have to be taken. This may involve action in accord with our Complaints against Teaching Staff Policy.
- Inform the student and other parties of the outcome.

If the student is not satisfied, the complaint can be taken to the Principal or the student may decide to take the matter to our Board of Trustees.

If an international student has a complaint against our Dean of International Students (Shona Bain) it should be expressed to the Principal. He will:

- Listen carefully to the complaint from the international student, who may wish to bring

others to support the complaint.

- Check out the details of the complaint, including asking questions of Shona Bain.
- Make a decision and set out the actions which have to be taken. This may involve action in accord with our complaints against teaching staff policy.
- Inform the student and Mrs Bain of the outcome.
If the student is not satisfied, the complaint can be revisited with the Principal or the student may decide to take the complaint to our Board of Trustees or to the IEAA (see Section 23).

5.2.3 The procedures that apply when a student withdraws, or is found not to be attending their course are found in Sections 14.1 and 2.1.4 of this Manual.

5.2.4 When may Cromwell College terminate tuition?

International students have the same rights in regard to school procedures and discipline, as New Zealand students. The College may terminate tuition in the event of:

- Serious disciplinary breaches (handled in accord with Ministry of Education
- Stand-down, Suspension, Exclusion and Expulsion Rules 1999, updated Feb 2004)
- Declarations in the application material which are proven to be false
- Failure to pay fees after due time.

5.2.5 Details of the Cromwell College's fee protection and refunds policy.
See 2.1.4 for refunds policy.

As indicated on our enrolment form, it is the policy of Cromwell College, not to commit international student fees already paid, in a manner which would make a refund impossible at any stage, for all or any of our international students.

5.3 Cromwell College will provide details of the following to international students if applicable:

5.3.1 Courses available for international students.
See our website www.cromwell.school.nz

5.3.2 Arrangements for the recognition of prior learning.
The College will take account of the material provided by students' previous schools on enrolment, and will assess students to determine the most appropriate courses and levels.

5.3.3 Details of credit transfer processes.
The College will ensure that where appropriate, international students are enrolled for national qualifications and therefore have the opportunity of gaining credit in an NZQA qualification. In instances where this is not possible, the college will issue the student its own notification as to material covered and credit given.

5.4 Cromwell College will advise international students on enrolment that they are required to notify the College of any change in their contact details and residential address. The College will document these details.

6. STAFF MEMBERS WORKING OVERSEAS

6.1 Staff members of Cromwell College working overseas will be conversant with this

Manual, our prospectus and:

- 6.1.1 Have knowledge of the College's programmes, administrative procedures, qualifications, and assessment systems as they apply to international students.
- 6.1.2 Be sensitive to the culture and customs of the country in which recruitment is being carried out.
- 6.1.3 Advise prospective international students of any known significant barriers relating to courses and qualifications offered by the College being recognised for employment or further study in the student's home country when the career intentions of the student have been made known to the staff member.

7. ANNUAL REVIEW OF INFORMATION

- 7.1 Cromwell College reviews all information in this Manual and its website, in consultation with relevant staff, annually, to ensure its accuracy and relevance. Cromwell College will report to its Board annually that it has carried out a review of its own performance, involving consultation with relevant staff, to ensure compliance with the Code in all aspects, as recorded in this manual.

8. IMMIGRATION REQUIREMENTS

- 8.1 Cromwell College may only enrol a prospective international student for a course lasting longer than 3 calendar months if the prospective student is the holder of:
 - (a) A current student visa or permit which is endorsed with the name of Cromwell College and the course of study the prospective student intends to undertake; or
 - (b) A current limited purpose visa or permit for the express purpose of study with Cromwell College or a current variation of permit conditions to allow study with Cromwell College.
- 8.2 If a prospective international student applies to enrol but does not have the necessary authority under the Immigration Act 1987 (usually a student visa or permit), Cromwell College will inform the prospective student of the requirement to obtain authority to study.

83 Cromwell College will comply with section 40(1) of the Immigration Act 1987 which provides that every person conducting any course of study or training commits an offence who allows or continues to allow any other person to undertake the course knowing that other person does not have the required authority under the Immigration Act 1987 to do so. 8.5

Cromwell College will follow the procedures set out in the New Zealand Immigration Service (NZIS) guidelines and advise NZIS immediately using the NZIS electronic notification form, available at www.immigration.govt.nz if an international student's enrolment has been terminated.

PART 2 CONTRACTED AGENTS

9. RECRUITMENT AGENTS

- 9.1 Cromwell College will advise recruitment agents that recruitment agents must comply with the Code. See Appendix 4 (Appointment of a Recruitment Agent of International Students for Cromwell College).
- 9.2 Cromwell College will direct recruitment agents to a copy of the Code, in the agent's first language where available.
- 9.3 Cromwell College will advise recruitment agents that their agreement may be terminated for breach of the Code by the agent. This will be stated in any written agreement between a signatory and an agent.
- 9.4 Cromwell College acknowledges that the ethical performance of recruitment agents is of paramount importance.
- 9.5 If Cromwell College becomes aware that a Recruitment Agent is:
 - (a) engaging in any false, misleading, or deceptive conduct; and/or
 - (b) contravening any of the Cromwell College's obligations under the Code;Cromwell College shall immediately advise the agent in writing that they must cease. If the agent fails to cease the activity, Cromwell College will immediately (a) withdraw their accreditation of that agent; (b) terminate its agreement with that agent; and (c) stop accepting students through that agent.

10. ACCOMMODATION AGENTS

- 10.1 Cromwell College will advise accommodation agents that they must comply with the Code. We have our own in-house accommodation agent called our Homestay Coordinator, who operates under the Position Description attached as Appendix 6.
- 10.2 Cromwell College provides accommodation agents with a copy of the Code.
- 10.3 Accommodation agents must not engage in any false, misleading or deceptive conduct, or otherwise contravene any obligations of the signatory in relation to the performance of any of the signatory's obligations under the Code.
- 10.4 Cromwell College will advise accommodation agents of the division of responsibility between themselves, itself and residential caregivers.
- 10.5 Cromwell College will have written contracts with accommodation agents confirming the accommodation agent is aware of and agrees to conform to the Code, and that the contract may be terminated for breach of the Code.

PART 3: CONTRACTS AND INDEMNITY

11. CONTRACTUAL AND FINANCIAL OBLIGATIONS OF SIGNATORIES

- 11.1 Cromwell College will comply with all relevant provisions of the Act in its dealings with international students.
- 11.2 All contractual and financial dealings between Cromwell College or their agents and international students must be conducted in a fair and reasonable manner.
- 11.3 All contractual and financial arrangements between Cromwell College and/or recruitment agents on the one hand and international students on the other hand will be recorded in writing, and international students or their parents will be given a copy of any agreement they are a party to. See Appendix 2.

12. INDEMNITY

- 12.1 Cromwell College adheres to the indemnity clauses as set out in Section 14 of the Code of Practice for the Pastoral Care of International Students.

PART 4 WELFARE

13.SUPPORT SERVICES

- 13.1 Cromwell College has designated Shona Bain, who is our Dean of International Students (see Appendix 6), and a teacher at our College, as a resource for all inquiries about pastoral care issues from international students.
- 13.2 Cromwell College provides support services to international students, including (but not limited to):
- 13.2.1 An orientation programme on arrival which is appropriate to the student. See 5.2.1.
A written homestay guide for International Students
A written homestay guide for Hosting International Students
Cell phone contact with the International Director 24/7 during enrollment
A weekly meeting with the International Director
- 13.2.2 Assistance to students facing difficulties adapting to the new cultural environment. Our orientation programme listed in 5.2.1 above, is intended to assist students to adapt quickly to the new environment. The Dean of International Students pays special attention to the student's welfare and closely monitors the orientation process. In the event of the student becoming unhappy, she will consider contacting:
- The student's agent and/or parents for advice.
 - Our IELTS teacher who will determine if language difficulties are becoming too great.
 - The student's 'buddy' or international peers to seek assistance,
 - The current homestay parents.
- The Dean of International Students will ensure that the student is consulted with on a daily basis until that student settles happily to life in our community.
- 13.2.3 Advocacy procedures are in place, to ensure students are made aware of their rights and St Peter's College's obligations under the Code and how to access internal and external grievance procedures.
See 5.2.2 and questionnaire in Appendix 12.
- 13.3 In addition to the requirements in sections 13.1 and 13.2, Cromwell College provides the following support services to international students if applicable:
- 13.3.1 Information and advice on accommodation Shona will supply this information and advice along with an assurance that she has assessed the suitability of any accommodation and found it to be adequate.
- 13.3.2 Information and advice on driving laws, driver licensing requirements, and road traffic safety, including pedestrian and cycling safety in New Zealand;
- 13.3.3 Advice on courses is provided by Shona Bain and our Careers Advisor, Ms Page.
- 13.3.4 Advice on welfare facilities, including personal health services, mental health services, drug education and counseling, and problem gambling;
Shona Bain supplies this information and advice,
- 13.3.5 Advice on accessing information on sexuality education, health promotion, and sexual and reproductive health services;
Shona Bain supplies this information and advice in addition to advice offered through our curriculum.
- 13.3.6 Information and advice on relevant New Zealand laws, including laws on the sale of alcohol and tobacco products; and/or
Shona Bain supplies this information and advice.
- 13.3.7 Information and advice on addressing harassment and discrimination.
Shona Bain supplies this information and advice and may engage the services of our Counselor – Vicki Patton.
- 13.4 Support services for international students are tailored to meet the needs of international students.

13.5 Cromwell College Office and the Director of International Students holds the following information relating to each international student at all times:

- Full name.
- Current address, accommodation type and contact phone number(s).
- Passport and permit details (photocopy of title page and student permit).
- Full names and current addresses of parents

13.6 If Cromwell College believes an international student has been harmed or abused it will notify CYFS in accordance with the CYFS reporting protocol, or the New Zealand Police, of its concerns.

13.7 Cromwell College will document where it believes on reasonable grounds that any international student is unable to protect him self or herself against significant harm or exploitation and/or unable to adequately safeguard his or her personal welfare, and ensure the following provisions are complied with:

13.7.1 Cromwell College will meet regularly with such students;

13.7.2 Cromwell College will determine whether it is appropriate to communicate with parents or next of kin of such students, and will communicate regularly with appropriate persons. In any such communications, Cromwell College will ensure that it complies with the principals of the Privacy Act 1993;

13.7.3 Cromwell College will liaise with other agencies if necessary for the care and support of such students; and

13.7.4 Cromwell College will determine the living conditions of such students and provide assistance or appropriate referral if the student is not considered to be living in an appropriate situation.

14. MONITORING ATTENDANCE TO ENSURE STUDENT WELFARE

14.1 Cromwell College will:

(a) ensure that international students are maintaining their course requirements. The Dean of International Students, Shona Bain, regularly monitors each student's attendance and progress, and intervenes if necessary. Agents and/or parents are contacted in the event of wilful poor performance.

(b) follow up in the event that a student ceases attendance before course completion. Shona Bain ensures students attend and insists on course completion. Unexplained absences are followed up by telephone to the Homestay by our office staff on the day they occur. Follow up is then performed by Shona Bain. Passport control can be exercised to prevent unplanned departure.

If an international student enrolled at Cromwell College fails to attend school, the Principal will follow the procedures set out in the Ministry of Education's Circular 99/03 'Rules for Student Enrolment Records' (or any subsequent amendments) and use the Ministry of Education's NETS-1 form where appropriate.

If a student proposes withdrawing early from the school, written approval from parents is necessary and the school's leaving form must be completed. Homestay parents need two weeks' notice.

14.3 The Education (Stand-down, Suspension, Exclusion and Expulsion) Rules 1999 apply to all international students enrolled at Cromwell College.

PART 5 ACCOMMODATION

15. ACCOMMODATION PROVISIONS

- 15.1 Cromwell College has designated Shona Bain as the Home stay Coordinator. She is the resource person for international students requiring assistance with accommodation.
- 15.2 Cromwell College will report any serious concerns relating to accommodation provision to the International Director.
- 15.3 Where Cromwell College arranges accommodation for international students the College will ensure that the applicable provisions (below) are observed for:
- (a) Home-stays;
 - (b) Apartments accommodation; and
 - (c) Temporary accommodation.
- 15.4 Cromwell College will determine and document that all international students are living in one of the following four categories of accommodation, and that the applicable provisions (below) are observed:
- (a) Home-stays;
 - (b) Apartments Establishments;
 - (c) Designated caregivers;
 - (d) Living with parents.

16. HOMESTAYS

- 16.1 Cromwell College has robust procedures for the selection and monitoring of home-stay carer's and home-stay residences which are followed by themselves and any accommodation agent, including, but not limited to:
- 16.1.1 A determination that the Homestay is not a boarding establishment;
 - 16.1.2 An assessment of the Homestay carer's suitability;
 - 16.1.3 An on-site assessment of the suitability of the residential facilities; and
 - 16.1.4 An assessment of whether a Homestay carer will provide a safe physical and emotional environment.

See Appendices 7, 8, 9, 10

- 16.2 Cromwell College has established a support infrastructure for homestay carers, and provides them with advice and information on best practice, so they can build their capability to provide high quality residential services to international students.
See "Homestay guide for Hosting International Students "- Appendix 10
- 16.3 Our Homestay Coordinator meets weekly with students in Home-stay accommodation to ensure that the accommodation is suitable.
- 16.4 Our Homestay Coordinator will visit each Homestay to ensure that the accommodation is suitable. See Appendix 6

17. CROMWELL COLLEGE APARTMENTS

- 17.1 Cromwell College Apartments has robust procedures including, but not limited to:
 - 17.1.1 Checking that local government bylaws are being observed;
 - 17.1.2 Identifying the Apartments Manager as the person with responsibility for the care of all international student residents.
 - 17.1.3 Ongoing assessment of the employees' suitability;
 - 17.1.4 Ongoing assessment of the suitability of the residential facilities;
 - 17.1.5 Ongoing assessment of whether the boarding establishment will provide a safe physical and emotional environment; and
 - 17.1.6 Monitoring and managing any risks to the safety of international students.

See Appendix 12

- 17.2 The Manager and manageress of Cromwell College's Apartments monitors and manages any risks of violence and abuse at the boarding establishment.
- 17.3 The Homestay Coordinator meets with students in our Hostel at least quarterly to ensure that the accommodation is suitable.
- 17.4 Our Homestay Coordinator will visit our Apartments at least twice a year to ensure that the accommodation is suitable.

18. DESIGNATED CAREGIVERS

- 18.1 If an international student's parent/s designate a relative or close family friend to provide accommodation for a student Cromwell College will:
 - 18.1.1 Have an indemnity document signed by the international student's parents (and not an agent) stating that the designated caregiver is a relative or close family friend and that the parents are selecting the accommodation for their child, subject to Cromwell College approving the accommodation.
 - 18.1.2 Visit the home to:
 - (a) Determine that the living conditions are of an acceptable standard;
 - (b) Assess whether the designated caregiver will provide a safe physical and emotional environment for the student;
 - (c) Determine that the accommodation is not a boarding establishment (more than four students); and
 - (d) Meet the designated caregiver and establish communication with the caregiver.
 - 18.1.3 Meet with the student weekly to ensure that the accommodation is suitable.

19. TEMPORARY ACCOMMODATION

- 19.1 In the event that temporary accommodation and accompanying supervision are necessary, Cromwell College will ensure:
 - 19.1.1 The Home-stay Coordinator assesses the suitability of the accommodation; and
 - 19.1.2 Ensures students have appropriate supervision; and
 - 19.1.3 Ensures the group students will have an appropriate ratio of supervisors; and
 - 19.1.4 Any risks to the safety of international students are monitored and managed.

21. POLICE VETTING OF ACCOMMODATION FOR STUDENTS AGED UNDER 18

- 21.1 When approving accommodation for students aged under 18:
 - 21.1.1 Cromwell College will undertake New Zealand Police vetting of all persons aged 18 or over (excluding other international students) resident in Homestay households;
 - 21.1.2 Cromwell College will ensure it is satisfied that a suitable process for New Zealand Police vetting of current and prospective apartments employees is in place; and
 - 21.1.3 Cromwell College may require that a Police vet be undertaken of designated caregivers and supervisors and/or temporary accommodation employees if it considers this appropriate.
- 21.2 Information and support for using the Police Vetting Service is available from the New Zealand Police Vetting Procedure Guidelines which can be viewed on www.police.govt.nz/service/vetting/guidelines.php

PART 6 GRIEVANCE PROCEDURES

22. INTERNAL GRIEVANCE PROCEDURES

- 22.1 Cromwell College ensures that international students are advised of and have access to adequate and fair internal procedures for dealing with grievances.

See 5.2.2 and Appendix 12

- 22.2 Cromwell College has documented procedures to deal with complaints from international students about breaches of the Code.

See 5.2.2

- 22.3 Cromwell College supplies information to each student about complaints procedures available to international students through the International Education Appeal Authority.

23. INTERNATIONAL EDUCATION APPEAL AUTHORITY

23.1 See contact details at the end of Appendix 1

APPENDIX 1: 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.

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

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 online from www.minedu.govt.nz/goto/international If the education 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 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 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 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 EM at:

International Education Appeal Authority
C/- Ministry of Education
Private Bag 47-911

Fax: (09) 374 5403 Ponsonby
Phone: (09) 374 5481 Auckland
Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

The purpose of the EPA 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 EAA 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 EM may refer the complaint to the Review Panel.

The EM 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 more international students. Only the EM 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.

APPENDIX 2

Appendix 4

Appointment of a Recruitment Agent of International Students for Cromwell College

The School andhave agreed to the following terms:

1. This agreement shall commence onand continue in force untilunless earlier terminated under clause 5.
2. The School appoints this company as its Agent to promote and obtain applications that are acceptable to the School from students outside New Zealand for tuition at the School and accommodation services on the terms advised by the School for the period of the student's tuition in New Zealand.
3. The Agent shall:
 - (a) use best endeavours to promote the tuition and accommodation services offered by the School.
 - (b) promote the School and the accommodation offered by the School in accordance with the School's promotional material, and shall not purport to the School or commit the School to any obligation to provide student tuition or accommodation without the School's prior written approval.
 - (c) supply the School with such information in its possession or under its control relating to the performance of the agency services as the School may reasonably require by notice from time to time.
 - (d) be liable for all costs, expenses and outgoings incurred by the Agent or any employee or by any other person acting on behalf of the Agent in carrying out the agency services and shall not without the prior written approval of the School:
 - incur any expenses in the name of the School
 - pledge the credit of the School
 - enter into any arrangement with any person that places an obligation on the School without its knowledge and written agreement
 - (e) comply with all statutory and regulatory laws, in particular with advertising requirements and consumer laws which are applicable to the relevant countries in which the School's tuition and accommodation services are marketed and promoted by the Agent.
 - (f) be responsible for the payment of all taxes and levies on the commission together with any bank fees or penalty payments associated with the payment of the commission.
 - (g) comply at all times within the Code of Practice for the Pastoral Care of *International Students*, available on www.minedu.govt.nz/cioto/international. Any breach of this Code may result in termination of contract.
4. Subject to the Agent complying with, observing and performing this agreement in every respect, the Agency shall be entitled to a commission of 15% of the first year's tuition fees, payable when the student begins classes at the School.
5. Either party may terminate this agreement without cause giving 5 days' notice in writing to the other party.
6. The Agent shall indemnify the School and hold it harmless from any and all costs and expenses including legal expenses and losses, damages and claims of every kind arising out of or in any way related to the operation of the Agent's business, or any act of omission of the Agent, its employees or agents acting on its behalf while undertaking any aspect of the agency services.

7. This agreement shall be construed and take effect in accordance with the domestic laws of New Zealand. In relation to any legal action or proceedings arising out of or in connection with this agreement, the Agent irrevocably submits to the jurisdiction of the courts of New Zealand, agrees that proceedings may be brought in any court including a forum constituted under the Arbitration Act 1908 within New Zealand and waives any objection to proceedings in any such court or forum on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.
8. Should any dispute or difference arise between the parties concerning this agreement they agree that they will, in good faith, endeavour to resolve the dispute by consultation and negotiation. However, if the dispute remains unresolved for the period of 30 days or more then it is open for either party to take such steps as it considers appropriate.
9. This agreement and the Agent's rights and obligations under it may not be assigned by the Agent without the prior written consent of the School.

Signed Cromwell College
Dated

Agent
Dated

Appendix 5

Dean of International Students

The school has a Dean of International Students, a teacher, support staff, and teaching staff who look after the educational side of our international students' programme. We also have a Homestay Coordinator to assist with accommodation needs.

The Dean of International Students has overall supervision of the care of students.

Skills Required

- A comprehensive knowledge and compliance with relevant sections of:
 - The Ministry of Education Code of Practice for the Pastoral Care of International Students.
 - Cromwell College Practice for the Pastoral Care of International Students
 - The Guidelines to Support the Code of Practice for the Pastoral Care of International Students (Ministry of Education).
- Good communication skills - with young people and parents (both here and overseas)
- Willingness to learn about and develop empathy with students from other cultures
- Patience and the ability to be firm but fair.
- Flexibility in time commitments (to handle issues when they arise)

Tasks

- To be responsible for the overall pastoral care and academic programmes of our international students.
- To formulate and publicise rules and guidelines in conjunction with the Principal and Board of Trustees.
- To ensure that our policies and Manual of Practice for the Pastoral Care of *International Students* are kept current.
- To monitor the work of the Homestay Coordinator, ESOL Teacher, relevant teachers' aides and other relevant parties.
- To select Homestay parents ensuring they complete an application form and, if successful, a Provider Agreement form.
- To ensure police vetting of persons involved in student accommodation is carried out according to section 21 of our Manual and that the Principal is the only person to sight the vet (BOT involvement may need to follow).
- To liaise with students' parents at least once per term to communicate news, ask their opinion, and resolve difficulties.
- To arbitrate on any request for students to change their homestay.
- To be available, in person, for student communication at times that do not keep students out of class.
- To liaise with pastoral care teachers in the College
- To liaise with the hostel manager regarding boarding students.
- To coordinate and arrange distribution of any international newsletters.
- To coordinate an annual international students' gathering in conjunction with the Homestay Coordinator.
- To be available to resolve issues when they seem to be the responsibility of no other staff member.

Review: This job description will be reviewed in November each year by the Principal and the incumbent.

Appendix 6

Homestay Coordinator of International Fee Paying Students

The school has a Dean of International Students, a teacher, support staff, and teaching staff who look after the educational side of our international students' programme. The Homestay Coordinator will look after the students when they are not at school.

Skills Required

- A comprehensive knowledge and compliance with relevant sections of:
 - The Ministry of Education Code of Practice for the Pastoral Care of International Students.
 - Cromwell College Manual of Practice for the Pastoral Care of International Students
 - The Guidelines to Support the Code of Practice for the Pastoral Care of International Students (Ministry of Education).
- Good communication skills - with young people and parents (both here and overseas)
- Willingness to learn about and develop empathy with students from other cultures
- A good network in the local community to organise a database of prospective homestay parents for either weekend, holiday or term time.
- Patience and the ability to be firm but fair.
- Flexibility in time commitments (to handle issues when they arise)

Tasks

- Find suitable Homestays for international students
- Advise about the rules and guidelines, and make suggestions for the orientation of new students.
- Develop and monitor a checklist of good practice for students and homestay parents eg helping at home, keeping parents informed etc.
- Monitor the quality of homestay provision, ensuring suitable nutrition and physical facilities.
- Give international students your phone/fax number and email (if available) since they must have a method of contact available at any time,
- Advise and help students, and if necessary, change their homestay but only after consultation with the College. The Dean of International Students will make the final decision.
- Be available, in person, for at least one hour per week for student communication at times that do not keep students out of class.
- Liaise by phone/fax or email at least fortnightly (and at any other occasions that may arise) with each host family.
- Arrange regular meetings of all homestay parents together in one venue to discuss issues related to their pastoral care.
- Find and offer alternative accommodation in holidays to give homestay parents a break should they want it. This may be contracted out in the form of a holiday programme for international students eg language school, adventure, visits or camp based activities, possibly arranged in conjunction with other Southland schools.
- Liaise with the Hostel Manager regarding boarding students and arrange homestay for these students in weekends and holidays.
- Prepare for and organise emergency homestay accommodation.
- Ensure, in conjunction with the Executive Officer, that competitively priced air tickets and transport to and from the airport are arranged for students' transport home.
- Have input into the international newsletter which the College prepares.
- Arrange an annual international students' function

Review: This job description will be reviewed each year by the Principal and the incumbent.

Appendix 7

Some Recommendations for Homestay Parents

Thank you for hosting one of our International Students into your home.

First and foremost we want you to treat your student as one of your family. If you wouldn't allow your own child of the same age do something, then don't let your student. These guidelines may help you and support you.

1. Include the student as one of your family - same meals, similar bedtimes and day trips if possible. If this is not possible e.g. day trips, ask your Homestay Coordinator to find an alternative venue for the student to go to.
2. Have no hesitation in taking the student to your doctor or dentist if necessary. They all have insurance to cover such eventualities.
3. Permit your student to go to town only one night per week unless you are taking them for something in particular.
4. Students must do 2 hours of homework per night. Their parents are paying a great deal of money for a good education. If students say they have no homework, contact the school. On top of the set homework they have a great deal of curriculum language to learn.
5. Do not allow the student to spend all their time in bedrooms playing computer games, watching videos or listening to music. There is a possible chance they are at St Peter's College because they have done too much of that in their own country!
6. It is natural that they will want to spend a great deal of their recreation time with students from their own culture but limit when and where this may happen. Your home may become a meeting point if you choose, but no more than you would let your children's friends be at your place.
7. Encourage students to go with the family on outings where they can extend their vocabulary and experience Kiwi culture.
8. Respect the boundaries that other Homestay parents put on their students. If they expect their student to be home at 1130pm, insist that they leave in time to be there. You don't want to be the cause of disharmony in another family.
9. Money is always a difficult problem to set rules about. Generally these students are used to having more money, than our students are used to. Shona Bain looks after their spending money and issues them \$20 a week. However some parents give them more money and even send them extra on top of that. If you can, keep a close eye on them and if you think they appear to be going through more money than you think is necessary, it may be wise to contact the school. Sometimes these students can be pressured into giving money to other students.
10. Sometimes these students can be rude to the mother of the household. In some cultures women are not respected as we would expect them to be. This is totally unacceptable in our culture, so if it happens, reprimand them and explain that in our culture people are treated equally and if it continues contact the Homestay Coordinator and she will try and improve the situation.
11. Students are not allowed to go away on weekends or holidays without permission. If permission is given, the Homestay Coordinator must know the address they are staying at and their travel plans
12. Do expect your student to help with tasks around the house, They share your family's good times so they must share some of the chores.
13. Do ask Shona Bain about anything that you have concerns about. We cannot help unless we know what the problem is. There will be problems - there are with our own children, and these are adolescents from another culture. No problem is too small to ask for assistance with. If it doesn't fit the "treat them as you would your own children" then ask.

But most all enjoy your student and don't get bound by all these rules. They are guidelines to help you and hopefully the network of home stay parents will work together to make it an enjoyable and rewarding experience for all.

Appendix 8

Cromwell College Homestay Family Application Form

(Before completion, you should read our Homestay Provision Agreement)

Thank you for expressing an interest in hosting a student. This form is to be completed by prospective Homestay families who intend to host international students who will be attending Cromwell College.

Please be aware that the College will have to carry out a police vet of all residents 18 years or older, to determine if there is any notified offence which could place an international student in jeopardy. The content of the report back from the police is confidential to the Principal who will consult with the family to verify details in the event of an adverse report. In determining a family's suitability, the nature of any offences and the time since they happened, will be taken into account.

A visit by our Homestay Coordinator to determine the suitability of your home will also have to occur.

Family Name:

Names of Homestay parents:

Name: Occupation: Age:

Name: Occupation: Age:

Names of children at home:

Name: Age: Name: Age:

Name: Age: Name: Age:

Names of other residents in the home:

Full name: Age:

Full name: Age:

Contact details:

Residential address:

Telephone: Fax: Email:

Business telephone:

Referees:

Please supply the names and contact details of three people whom we can contact to discuss your suitability to be a host family. Staff members at our school are eligible.

Name: Contact Phone:

Name: Contact Phone:

The home:

Exclusive space available for the student: single room / double room /(other)

Study facilities available: (desk, lamp, room, computer)

Are there smokers in the home? Y / N Views on alcohol

Dietary habits: traditional / vegetarian / other

Are you prepared to cook the occasional Asian meal? Y / N

Allow the student to cook? Y / N

Times when your family is likely to be absent and not prepared to take the student with you:

.....
.....

Religious or church involvement:

Do you, or have you hosted, students from any other schools? Y / N

Details:

Reasons for wishing to host Homestay students (please do not feel abashed about financial since that is also a major reason for the school's involvement)

.....

General:

Is there any other information, relevant to your ability to offer Homestay, which you feel needs to be shared?

.....
.....
.....

Signatures

Name: Date:

Name: Date:

Please post to: The Principal, Cromwell College, Barry Avenue, Cromwell 9310

Appendix 9

Homestay Provision Agreement

If selected by Cromwell College as a suitable Homestay host family, we as Homestay providers, agree to:

- Communicate with our student and assist them to fit into New Zealand life.
- Provide three meals (packed lunch qualifies) per day to the same standard as the rest of our family.
- Look to the physical and emotional needs of the student.
- Set and insist upon reasonable rules to protect the student's safety and diligence.
- Take reasonable steps to ensure the student's whereabouts are known at all times.
- Set reasonable times for the student to be home in the evenings.
- Provide a warm, comfortable and clean room(s) for the student's exclusive use.
- Not to purchase alcohol for the student.
- Cooperate with the school's Homestay Coordinator in regard to the Coordinator's guidelines and requests for information and inspection visitation.
- Accept that the Homestay Coordinator will make enquiries of the student about the standard of home care.
- Encourage the student to participate in activities outside those provided by the school.
- Ensure there is no pressure put on the student for extra payments without consultation with our Homestay Coordinator first.
- Contact the College immediately in the event of a serious breach of regulations.
- Contact the College immediately in the event of health, safety, behavioural or academic concerns.

In general, the best overall rule is to **'treat these students as you would treat a child of your own'**.

Cromwell College agrees to:

- Provide a Homestay Coordinator who can be consulted for advice and information.
- Communicate all relevant details regarding the student's known background and needs.
- Pay Homestay families the agreed rate for services provided.
- Give families two weeks' notice if a student's accommodation arrangements are to change.

Remuneration: The agreed rate for Homestay is:..... per week whilst the student is in residence.

Signed:

Homestay parent(s)..... Date

Homestay parent(s)..... Date

Principal: Date

Appendix 10

A student Guide for International Students Will be added shortly

Appendix 11

THE APARTMENTS INTRODUCTION

The Cromwell College Apartments were opened in 1995 and expanded in 2004. They are within ten minutes walk from school and twenty minutes walk from the town centre.

The Apartments is a large complex with flats attached by a hallway. They have a current maximum capacity of thirty two Year 12 and 13 Cromwell College students and two resident managers.

The programme aims to provide an environment where senior students can learn to flat with up to five other students.

The managers promote and support the students throughout the year, developing their management, decision making, social co-operation and problem solving skills.

The Apartments have defined guidelines and routines and the expected behaviour of students is based on trust, independence, co-operation and concern for others in a monitored, independent flatting situation.

Weekday school work is complemented by a comprehensive Sunday programme for Outdoor Education students. Golf Academy students commit to a programme of coaching, practice, game and tournament experience. Although each week is a busy one, students are strongly encouraged to participate in school and community activities. By doing so, they will gain the maximum benefit from their stay in Cromwell.

FACILITIES INCLUDE

Common Room: TV, video and DVD
Lounge furniture and pool table
Daily Newspaper
Telephone -0800 numbers recommended since phones are toll barred;
cell phones are used successfully.

Internet -There are internet and e-mail accessible computers in the complex, however the system is networked to the College computer system and is closely monitored. Hotmail and MSN are not available. Each student will have an email address which is Christian name and surname run together in lower case i.e. joebloggs@cromwell.school.nz

Laundry: 2 Washing Machines and 2 Dryers for flats 2, 3, 4 & 5. Flats 7 & 8 have their own laundries.

Six Student Flats: each with a large modern kitchen and living/dining room area. 5-6 per flat – all single rooms

-

- Manager's Flat
- Outside Quad garden area with seating and basketball hoop
- Indoor lockable storage
- BBQ- portable, gas
- Large front lawn for sport and leisure

Student's rooms are supplied with

Bed/mattress	Bedside cabinet
Mattress protector	Carpet
Duvet	Towel Rail
Pillow	Chair
Desk	Mirror
Lamp	Rubbish bin
Wardrobe with shelves	

Mail

Mail is delivered each morning Monday to Friday.

Address Cromwell College Apartments
McNulty Road
Cromwell

Telephone

Students 03 445 0623 flats 2, 3, 4, 5
03 445 1105 flats 6 & 7

Managers 03 445 1895

In emergencies students/parents can use the Managers's phone in the office.

Toll Calls

Calls can be made using Phone Cards or parents can arrange an 0800 number.

Fax Number 03 445 1806

Damages

Students are held responsible for any damage caused by their own actions or that of their guests.

STAFF INVOLVED

Managers

The Apartments' managers live on the premises in an attached apartment. The managers' role is to help organise students to roster meals, chores and to monitor budgets and student's spending. They also coordinate **compulsory** study time at the College, two nights a week.

The managers are responsible for the day-to-day welfare of the students.

Each evening the students will be checked to see that they are present at curfew time. The managers have the right to discipline students for lateness and general lack of responsibility in other areas of apartment life.

Director of International Students

Shona Bain, at Cromwell College has responsibility for the pastoral and academic welfare of all International students in regard to their academic work and progress at school and in the wider community.

Principal

The Principal meets regularly with the Managers and the Director of International Students to ensure the smooth running of the programme.

STUDENTS' DAY-TO-DAY RESPONSIBILITIES

Students are responsible for taking full part in the day-to-day running of their own flat and the Apartments as a whole. This includes:-

- communicating with the managers
- cooking on a roster system
- being responsible for keeping their own room tidy and clean
- working with flatmates on flat chores on a roster system
- helping with jobs around the hostel eg. Laundry area/Common Room
- doing personal washing and drying
- studying productively during study time
- shopping for their flat at the local supermarket
- attending and contributing to weekly meetings

Compulsory Study Time

Students will be expected to attend study on at the College on Tuesday and Wednesday nights from 7.00 pm to 8.30 pm. Supervision is by a member of the Cromwell College teaching staff.

Travel

Students are to make their own travel arrangements to and from home and the airport in Queenstown. The managers will arrange for students to be transported from the airport to

Cromwell at the beginning and end of each term. Transportation required to/from Queenstown Airport at any other time will incur a charge for each trip.

Guests

Depending on availability, rooms are available for parents to stay overnight at a small charge. Local students are able to stay only with the permission of the managers.

Sickness

If students are sick, they are to report to the Manager on duty by 8.00 am. Medical and dental appointments will be made at the local Medical Centre and bills will be charged to the parents through the school.

The closest hospital for emergencies is Dunstan Hospital, located in Clyde, 20 minutes from Cromwell.

Permission needed for:

Overnight/Weekend Passes

Students are able to have overnight leave on certain weekends nights. Generally speaking overnight leave is not available for any students during the first term. If students are away for the whole weekend it could have a detrimental effect on their OP/Golf programmes i.e. missing safety lessons on rock climbing could jeopardise the balance of the programme.

NB 'Blanket' permission letters cannot be given for the year.

Dinner Out

Students must get permission from the managers if they want to miss dinner. They must also let their flat cook know.

Missing Study

Permission from the manager is needed to miss study.

Only sporting, cultural or other official school activities will be accepted as suitable reasons to miss study. Work missed will be expected to be made up from the student's own free time.

Vehicles

Extended or regular travel in another student's vehicle must have parental permission.

Students are not allowed to have a vehicle at the Apartments.

SAFETY AND SECURITY

Safety for yourself and your own personal property is important. For your own protection you should carry **personal property insurance** for your belongings. The school assumes no responsibility or liability and provides no insurance for your personal property. To discourage theft we strongly urge you to take the following precautions:-

- Secure your money and valuables. Do not leave them visible in your room.
- Report anything or anybody suspicious.
- Do not invite strangers onto the premises.
- Make sure your clothes and books are labelled with your name. All outside doors will be locked overnight
- You are advised not to walk alone at night.
- Do not at any time tamper with the fire alarms, fire hoses or extinguishers.

Fire Prevention

Candles, incense/oil burners are not permitted. Electrical appliances should be used with common sense. Fireworks of any type are totally banned. Electric blankets are **not** permitted.

Fire Drill

This will be necessary from time to time. Vacate the building as quickly as possible whenever the alarm is sounded. Follow the directions displayed in each unit, hallway and common room.

Heating

The Central Otago winter means high power usage. Some units have wall mounted fan heaters on a timer and thermostat and oil column heaters in the halls, others have central heating. We do not encourage students to use heaters in their rooms.

- Students are responsible for ensuring all heating is turned off when either the room or unit is unoccupied.
- No clothing is to be placed on or over the heater.
- Hot water bottles are a useful addition for night warmth.
- Definitely no electric blankets are allowed.

Bedclothes

The provided duvet may be insufficient for our cold winters. A warmer and/or additional bed covering may be required. A woollen underlay or blanket is recommended.

Maintenance

Day to day care of the facility is each student's responsibility.

As with any flatting situation, wilful damage may lead to disciplinary measures, as well as being charged for repair and replacement.

Bicycles

A good quality bike is useful. The Outdoor Education programme includes mountain biking, but access around Cromwell is obviously helped by being mobile. It is recommended that each bike is locked to the bike stands. Bike helmets are compulsory, as are correct lights for any night use. A repair kit is also an advantage. Please contact the managers if you would like to discuss bicycles.

RESPONSIBLE FREEDOM

For any community to function smoothly, all members are expected to conform to defined standards of behaviour. These include the consideration of others and their property at all times. Your responsibility as a community member is to respond to the needs of others in a reasonable way. A student who participates in abusive or offensive behaviour may lose his/her privilege to reside at the Apartments.

The following are types of misconduct for which a student may face disciplinary action –

<u>Alcohol:</u>	Drinking and/or possession of alcohol
<u>Drugs:</u>	Manufacture, use, possession, distribution, sale or consumption of illegal and/or dangerous drugs.
<u>Smoking:</u>	Smoking in or around the Apartments.
<u>Safety</u>	
<u>Equipment:</u>	Misuse or tampering with fire safety equipment and/or failure to evacuate the building immediately upon the sound of an alarm or to follow specific evacuation and safety procedures.
<u>Conduct of</u>	
<u>Guests:</u>	Failure to take responsibility for controlling the conduct of guests. Having visitors after curfew.
<u>End of Day:</u>	Failing to be on the premises during the hours required.
<u>Noise:</u>	Noise that unreasonably disrupts others at any time or that violates specific quiet hours. At the discretion of the managers, radios and stereos may be allowed during study time. The volume must be kept low. The same applies at night time.
<u>Weapons:</u>	Possession of weapons or dangerous instruments.
<u>Pets:</u>	Possession of pets.
<u>Furniture:</u>	Unauthorized use or movement of individual room and lounge furniture.
<u>Vandalism:</u>	The vandalising or damage of any Apartment facilities.
<u>Explosives:</u>	Possession of explosives and flammable substances including fireworks.
<u>Computers:</u>	Inappropriate use of internet or e-mail access

CONSEQUENCES FOR MISCONDUCT

<u>Warning:</u>	A verbal and/or written warning of further action if repeated violations occur.
<u>Extra Duties:</u>	If the student's responsibilities are not fulfilled extra duties may be assigned at the manager's discretion.
<u>Restitution:</u>	A charge for repair or replacement and associated costs of damaged property.
<u>Probation:</u>	A written reprimand which indicates that continued residence is contingent upon responsible behaviour.
<u>Suspension:</u>	For a stated period of time away from the Apartments.
<u>Expulsion:</u>	On a specified date with no refund of payment as well as denied any future visits to the Apartments.

GENERAL INFORMATION

-
- Holidays: Students are to pack up and vacate their rooms at the end of each term. Adequate internal locked storage is available.
- Notices: Parents will receive a communication, in voice, e-mail or letter, from the managers twice a term. Copies of school newsletters will also be sent to parents.
- Information: Students **must** read the foyer whiteboard to keep up-to-date with what is going on at the Apartments.
- Meetings: Apartment and flat meetings will be held regularly with the manager, usually on Monday evenings.
- Complaints: Should be addressed to the managers, Principal or Apartments' liaison teacher.

DAILY ROUTINE

Morning Routines

Students will be woken up by 7.30 am. Students must arrive at Cromwell College on time each day.

Afternoon Routines

Monday is shopping day.

Golf Academy students may have tuition.

Sports practices may be scheduled for after school.

Students who are designated cooks need to prepare food for the evening and defrost anything required for the next day.

Evening Routines

Monday to Wednesday

Students on cooking duty must commence at 4.45 pm. The evening meal should be finished and kitchens cleaned by 6.45 pm, giving students plenty of time to organise themselves for study from 7.00 to 8.30 pm. This is designated a quiet time, so no television etc is allowed. Students may take a break between 8.00 and 8.10 pm if they wish to do so. Students must be in their own flats and preparing for bed by 10.00 pm.

Thursday Evening

Students must be at the Apartments to complete their cleaning according to the roster before leaving for school on Friday morning.

Friday

Cleaning is checked and students must return and redo inadequately done jobs before 5.00 pm.

Curfew is usually midnight on Friday.

Saturday

Golfers take part in their programme and outdoor pursuits students have the day to plan their own activities and relax. Preparation and lunch for Sunday activities must be done before bed time. Curfew is midnight or possibly earlier for Outdoor Pursuits students.

Sunday

Outdoor pursuits students take part in their programme. Golfers have the chance to do their own activities and relax. Students are also expected, as a group, to make time on Sunday evenings to plan their budget for the week and have it ready by 6.00 pm. Students must be in their own flats and preparing for bed by 10.00 pm.

CONDUCT CONTRACT

Included with this booklet is a copy of the Conduct Contract which you and your parents need to read very carefully, sign and return to Cromwell College.

LIFE-SKILLS PROGRAMME

- Cooking and kitchen hygiene
- Budget planning and analysis
- Time management
- First Aid
- Negotiation and Mediation
- Drugs, Alcohol and Personal health
- Study and Exam techniques

Appendix 12

Accommodation Questionnaire for International Students

Dear School Term..... Year

This questionnaire gives you the chance to comment on the care you have been receiving at your Homestay or in our Apartments. Whatever you write, will be shared with Shona Bain. She will consider carefully what you write and get back to you to discuss ways of improving areas which are not satisfactory for you. Please return this form to her when you have completed it.

- What things about your accommodation are really good?

- Do you like the food you eat?

- How could it be improved?

- Is there enough food to eat?

- Are there any problems with washing yourself or your clothes?

- Do you feel you are asked to do too many jobs ?

- Is your room and the furniture in it satisfactory?

- Are you warm enough?

- Do you feel safe enough in your accommodation?

- What is the worst thing about being in your accommodation?

- What things could make your accommodation better?

Appendix 13

International Student Accommodation Policy

Cromwell College undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students.

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

Cromwell College will arrange all 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 pastoral care issues or concerns arising from accommodation arrangements will be referred to the Homestay Coordinator.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
4. Any serious concerns relating to accommodation will be reported to the Code Administrator.

Students not living with a parent

For all students under 18 years and not living with a parent:

1. Any accommodation to be used by international students will have:
 - An on-site assessment to determine that living conditions are of an acceptable standard,
 - An assessment to determine that the accommodation type is not a boarding establishment, if the student is in a homestay or has a designated caregiver.
 - An assessment of the residential carers 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 at least 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, boarding establishment or designated caregiver accommodation used by a student.
5. Cromwell College will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Homestay

1. Students in the school homestay programme must make homestay payments in advance at the beginning of each year.
2. Students must not make their own private homestay arrangements without the approval of the Dean of International Students.
3. Students staying in a homestay are required to exhibit appropriate behaviour.
4. Where a student's behaviour or demands are such that homestay hosts can not reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student may be sent home.
5. Where the homestay student wishes to withdraw from the programme, at least two weeks notice must be given in writing to the Principal.
6. Advice and a support infrastructure for homestay carers will be provided by Mrs Bain.

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 Cromwell College approving the accommodation.
2. On or before enrolment, Cromwell College will meet and establish communication with the designated caregiver.
3. The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

Temporary Accommodation

1. Cromwell College will ensure adequate supervision, and
2. assess suitability of accommodation, and
3. monitor and manage risks to students, and
4. ensure adults aged 18 years and over police vetted

DIVISIONS OF RESPONSIBILITY

Cromwell College will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Monitoring the activities of any Accommodation Agents at least once a quarter.
- Selecting, monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all quarterly student interviews.

Caregivers

Cromwell College will expect all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including:
 - three meals a day and access to snacks
 - own room
 - bed and bedding
 - study desk and chair
 - adequate bedroom furniture to store clothes, books etc.
 - lamp and adequate lighting
 - adequate heating
 - transport arrangements to and from school
 - bathing/showering/bathroom access
 - laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.
- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student. Eg. medical condition, misconduct.
- Notify the school 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.