



2017

**Pastoral Care *of*
International Students**

Review Version 3, 20/10/2017



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1. Introduction

This document is written as a guide to help the staff of North Shore Language School, known here on as 'NSLS to meet the legislative outcomes of the Education (Pastoral Care of International Students) Code of Practice 2016, known here on as 'the Code.'

The outcomes required by the Code are represented in this document and given in the order in which they appear in the Code.

External Evaluation and Reviews carried out by the NZQA cover the school's pastoral care of international students. NSLS is rated 'Category 1' by New Zealand Qualifications Authority signifying that NSLS is "Highly Confident in educational performance" and Confident in capability in self-assessment.

All international students are required to read [pp. 37-39 of March 2017 Version 12] student handbook, entitled "Pastoral Care of International Students". This section sets out in full the obligations and responsibilities of international students. The final page of this section [p.40] is a form that all students are required to sign, indicating that they have read and understood the section.

2. Marketing and promotion

The primary marketing of NSLS is through the school's website www.nsls.ac.nz

The website is kept up-to-date displaying the current:

- facilities and surroundings which international students are likely to encounter on enrolment
- enrolment procedures for international students
- fees and fee structure for international students
- academic programmes
- student life, student welfare and student facilities.

3. Managing and Monitoring Agents

Agents play a critical role in representing schools to prospective students. When enlisting the assistance of new agents, NSLS should learn as much as we can about the agent before entering into a partner agreement.

NSLS are required to complete and record reference checks, enter into written contracts, terminate contracts where misconduct has occurred, and ensure agents have access to information relating to their duties.

These areas are discussed below.



Reference check

Reference checking provides valuable information about the experience, conduct and reputation of a potential agent.

Written contracts

Written contracts are required with each agent NSLS use, whether it be for recruitment or accommodation. A written contract sets out the terms and conditions for the partnership.

NSLS should consider how often to renew agent contracts. Renewing contracts annually or biannually may be a way of refreshing due diligence of the activities of an agent and allow schools to discontinue a contract if an agent was unsuitable.

Agent contracts that are reviewed regularly provide for the opportunity to develop a long and trusted partnership and address issues that arise.

Termination of contracts

It is important to have procedures to monitor the behaviour of contracted agents and to terminate contracts when conduct by an agent falls outside of the agreements. Agent contracts should be cancelled if conduct is found to be false, misleading or deceptive.

Information

NSLS can support agents to meet their duties under an agent agreement by ensuring they have up-to-date information provided to agents should be reviewed and update regularly.

Licensed Immigration Advisers & Approved agents by Ministry of Education.

NSLS only use above agents to recruit international students and has plans to do so in the future.

4. Offers, enrolments and contracts

NSLS endeavours to have good systems and documentation in place to manage the offer, enrolment and contract for each new international student.

NSLS also endeavours to make clear to the students themselves, and their dependents, their obligations and responsibilities as a student at NSLS and as a student on a student visa in New Zealand.

NSLS has policies and procedures for international student entry into our academic programme. The policies cover:

- full disclosure
- assessment of English language proficiency
- assessment of academic capability.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Clearly stating the entry requirement for access to programmes and ensuring that the academic programme is the right academic and English language for the prospective student. 2. Ensuring that the prospective student is a bona fide student and of good character. 3. Providing information for international students to obtain student permits and visas. 4. International students enrolling for the NSLS Academic programme must have a suitable English language capability. They must have an IELTS (or equivalent) score of 5.5 (general) OR CEFR A1-B2, to commence the NSLS Academic Programme. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The prospectus and school website set out clearly the entrance requirements and procedures, together with fees information and student protection policy. This information is also available from the website together with application forms and referee forms. The summary Code of Practice for the Pastoral Care of International Students is also included. 2. A group of staff members acts as an admissions committee and considers applications from prospective students. 3. A checklist is used for the management of applications to ensure all stages of the enrolment requirements are completed. 4. Successful application are advised in writing and subsequently sent instructions about joining.

<ol style="list-style-type: none"> 5. English Language student must have an IELTS (or equivalent) score of 5.0 (general) OR CEFR B1, in order to commence the English Language programme at Level 4. 6. Providing an efficient entrance and enrolment process for students. 	<ol style="list-style-type: none"> 5. A one step enrolment process is used (using the MOE generic enrolment form) and the Principal is available for questions regarding classes and other academic advice. 6. Students must establish their identity and nationality/residence at enrolment. Valid enrolments are entered on Take 2 system and students EFTS by month tracked. A verified copy of the student's birth certificate or passport remains on their academic file. All certificates (including those for academic achievement) must be <i>bona fide</i> and translated into English where necessary. 7. Students receive a fees invoice and receipt upon acceptance. Details of any outstanding fees can be obtained from the Administrator. 8. Student fees paid in advance are held in public trust account with tuition fees drawn monthly, and accommodation charges drawn a month in advance.
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5. Immigration matters

NSLS endeavours to have good systems and documentation in place to ensure that international students are entitled to undertake their programme and that they understand their rights and responsibilities around immigration matters.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that international students are compliant with the requirements of Immigration New Zealand. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The Administrator informs international students about obtaining permits and visas on request. 2. Students must establish their identity and nationality/residence at enrolment. A verified copy of the student's birth certificate or passport are kept on file. 3. All certificate (including those for academic achievement) must be <i>bona fide</i> and translated into English. 4. The Administrator will: <ol style="list-style-type: none"> a. Sight the visa in the passport b. Ensure that the name of the student is on the visa c. The student is enrolled in the programme that is stated on the visa d. Dates on the visa are current e. Keep a photocopy of the student's visa page on file f. Keep all emails and other correspondence from Immigration New Zealand so long as the student is studying at NSLS 5. Ensuring that students have the required health insurance for themselves and any dependents in New Zealand.

	<ol style="list-style-type: none">6. The Administrator will report to Immigration New Zealand breaches or well-grounded suspicion of breaches of student visa conditions by international students including:<ol style="list-style-type: none">a. Student failing to meet attendance requirements without good causeb. Students working more hours than allowed by the visa conditionsc. Students failing to make academic progress required by the academic programme7. The Administrator will answer all request for information from Immigration New Zealand.8. NSLS staffs are to ensure that the activities of international students are compliant with the requirement of Immigration New Zealand.
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6. Orientation

NSLS will ensure that international students will have a robust orientation into New Zealand in general and the life and study at NSLS.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that international students will have a robust orientation into New Zealand in general and the life and study at NSLS. 2. Ensuring that orientation information is available to international students before they arrive in New Zealand. 3. The orientation process for new international students will include creative orientation sessions/workshops supervised by staff and Student council representatives on entry in NSLS. 4. Ensuring that all international students will receive a complete orientation into the life and study programme of NSLS. 5. The orientation process for international students will be continuously reviewed. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Sending accepted international students orientation information, where possible by electronic means, including the relevant URL addresses related to information available on the NSLS's website: www.nsls.ac.nz 2. The Administrator, Principal and Academic Dean will ensure that all information relevant to the orientation of international students on the website is up-to-date.

7. Health & Safety

a. Well-being

NSLS endeavours to ensure that all international students enter a safe, healthy and successful time studying at NSLS and living in New Zealand.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all international students are safe in body, mind and spirit at the NSLS while they are in New Zealand. 2. Ensuring that full pastoral care is available to international students. 3. Ensuring that international students have appropriate medical care when needed. 4. Ensuring that international students are full aware of their responsibilities under the Health and Safety at Work Act 2015 while studying in New Zealand. 5. On-going communication by any means with international students of any changes to school policies and procedures that may affect them. 6. Regular review of all health & safety policies and procedures for NSLS including NSLS's "Critical Incident Plan". 7. Ensuring international students are meeting the attendance requirements of their student vis-as a health & safety issue. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Ensuring full disclosure of any potential medical and pastoral needs of international students in the application process. 2. Informing international students of which members of staff are qualified to give emergency medical advice/help on the NSLS site. 3. The operation of NSLS's "Critical Incident Plan" in emergencies of accidents. 4. Ensuring that all first aid facilities/equipment are up-to-date on site. 5. Ensuring a certain number of staff members have current first aid certificates and informing international students of who they are. 6. Informing international students of which staff members are trained and available to give pastoral care counselling when needed. 7. Providing one-on-one support for international students who are struggling academically. 8. Ensuring that international students are kept informed of administrative, academic and health & safety changes:

	<ul style="list-style-type: none">a. At fortnightly “meeting” of all staff and students where attendance is compulsoryb. Announcements at Assembly at which attendance is compulsory <p>9. Contact details (phone number) of all admin staff is made available to international students.</p> <p>10. Attendance of international student in all classes is to be recorded. If no valid reason is given for absence from classes or late submissions of assessments, international students are to be warned then interviewed, before Immigration New Zealand is informed.</p> <p>11. Regular review of ALL the above health safety procedures.</p>
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Health & Safety [Contd.]

b. General health & safety

NSLS has policies and procedures about health and safety of domestic students, international students and staff.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Provision of a safe campus and adequate facilities. 2. Provision of safety equipment where necessary and promotion of safe practical experience. 3. Good food, hygiene and health practices. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Using safety contractors to verify all facilities comply with building practices and local authority health requirements and fire codes. 2. The provision and use of safety equipment appropriate on campus and mitigation of hazards. 3. The provision of appropriate first aid equipment. 4. Appropriate safety signage and six monthly reviews of any hazards. 5. Every term fire drills will be carried out as required by the NZ Fire Service. Twice Annual earthquake drills will also be carried out. 6. All students must have read the health and safety policy in the students handbook and signed a central register. 7. Campus community participation in NSLS's health and safety procedures and requirements.

Health & Safety [Contd.]

c. Accommodation

NSLS endeavours to ensure that all international students have a safe and comfortable living environment.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all international students are safely and securely accommodated while studying at the NSLS. 2. Ensuring that the accommodation of international students at Homestay house is properly maintained, lit, heated and furnished. 3. Ensuring that the accommodation provided by NSLS for international students meets all compliance and regulations. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Student can apply for accommodation anytime, but the accommodation (Home-stay) venue will always be close to the school. 2. The accommodation will be fully furnished and overseen by NSLS. 3. The Homestay Manager will ensure that all compliance requirements and regulations on the international students' accommodation are met. 4. Using safety contractors to verify all facilities comply with building practices and local authority health requirements and fire codes. 5. International students are responsible for the cleanliness of their accommodation. 6. The Homestay Manager will ensure that the kitchen and its facilities and equipment meet all health and safety requirements.

8. Student support and advice

NSLS will endeavour to ensure that students are fully informed about services and advice so they have good ongoing support while they live and study in New Zealand.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all necessary information is presented to international students in an understandable and culturally sensitive Way. 2. Ensuring that international students are integrated into NSLS and local community life. 3. Ensuring that international students receive all necessary support to study at NSLS. 4. Ensuring that international students receive all necessary support to live in New Zealand while they are studying at NSLS. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The orientation process for international students will be reviewed every semester. 2. NSLS will maintain an environment where it is acceptable for international students to request clarification of NSLS Communications. 3. Information and advice for international and ‘English as a Second Language’ [ESL] students will be given in a manner that is both culturally sensitive and age sensitive <ol style="list-style-type: none"> a. NSLS staff will be regularly reminded of the barriers ESL students face in understanding communications in English b. NSLS student handbook and other official documents will be written in accessible English c. Academic staff will make themselves available to help ESL students with any difficulties caused by academic English d. Oral announcements and communications will be made in simple English and confirmed whenever possible in writing by whiteboard, email. 4. Academic Staff will provide general academic support to ESL students in their written assessments and class instructions when requested or required where Appropriate.

	<ol style="list-style-type: none"> 6. NSLS will provide the necessary information to enable international students to obtain pastoral, psychological and medical help when they need it. 7. During NSLS orientation international students will be informed about Maori and Pakeha cultural life, and expectations of public behaviour in New Zealand. 8. NSLS will communicate to international students about driving, fishing and general health & safety regulations and expectations, including warnings about some of the difficulties international visitors commonly experience in New Zealand.
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9. Managing withdrawal and closure

NSLS endeavours to ensure that good processes are in place for international students so they are clear on what happens if a student withdraws from a programme, fails to attend or if NSLS closes.

Policies	Procedures
<p>NSLS is committed to ensuring that:</p> <ol style="list-style-type: none"> 1. International students who are in danger of being asked to withdraw by NSLS will have the process and grounds for the request fully explained. 2. If an international student is asked to withdraw, the process will be carried out in a fair and sensitive manner. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. International students' fees are protected by the Public Trust of New Zealand. 2. To withdraw from NSLS prior to the end of the semester, international students are required to apply in writing and submit their application to the principal.

<ol style="list-style-type: none"> 3. International students will be refunded according to their entitlement in event of withdrawal in accordance with the Education (Refund Requirements for International Students) Notice 2012, and other NZ Acts of Parliament. 4. International students fees are protected in all eventualities. 5. International students can continue their studies at another school in New Zealand in the event of the closure of NSLS. 	<ol style="list-style-type: none"> 3. Before withdrawing voluntarily from NSLS, international students will be interviewed by the Principal to ensure they receive the right advice and information. 4. An international student who is asked to withdraw will have the reasons fully set out to him/her in writing by the Principal – these reasons will be consistent with grounds set out in the student handbook. 5. The process for a fee refund will commence immediately upon receipt of the student’s application for withdrawal. 6. Payment will be made directly to the student, or to an alternate provider nominated by the student in writing. 7. Refund will be made according to the rules set out in the student handbook. 8. In the event of the closure of NSLS, students will be directed to other school within New Zealand with whom NSLS has agreements.
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10. Grievance procedures

NSLS endeavours to ensure that good, robust, transparent and accessible processes are in place in the event of any grievances being raised against NSLS by international students.

Policies	Procedures
<p>NSLS is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all grievances against NSLS by international students are handled in accordance with Student Contract Dispute Resolution Scheme. 	<p>NSLS will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Giving international students the right of formal appeal submitted in writing, if they feel that any decision made concerning them is unfair. 2. Giving international students procedures to follow if they have any grievance to raise against NSLS. 3. Following the grievance procedures set out in NSLS's student handbook. 4. Allowing international students' grievance appeals to be heard by the following people/organizations in this order by: the Principal; the full staff meeting of NSLS; The New Zealand Qualifications Authority (NZQA) as an external agency for contact by students as a last resort.

APPENDIX A – Extract from NSLS student handbook

B. Pastoral Care of International Students

NSLS 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 from the New Zealand Qualifications Authority (NZQA) website at www.nzqa.govt.nz.

It is a Ministry of Education regulation that all international students are required to read and understand the following information before entering into any commitments.

1. Study Dates

Please refer to the website www.nsls.ac.nz/home/services/date_of_terms or NSLS calendar in the handbook.

2. Application Requirements and Procedures

Students will need to apply on the official application form which can be found:

- on the NSLS website at www.nsls.ac.nz
- via a request to NSLS's address, email or phone number.

Once an international student's application has been completed and signed by students and approved by NSLS, then NSLS will provide the offer of placement for the students (with Public Trust account details on), and then they forward their fees to the Public Trust Account.

When the fees have been received into the Public Trust Account (which sometimes takes several days), NSLS will forward the relevant documents to the student for them to apply to their nearest New Zealand immigration service for an international study visa. A formal offer of placement is required by Immigration NZ for issuing an international student visa. NSLS will issue a formal offer of placement after all the enrolment procedure, but receipt will be only provided after the confirmation of the payment of the school fees.

3. Conditions of Acceptance

All of the following are conditions that must be met for a student to be accepted for enrolment at NSLS:

- **ELTC** (English Language Teaching Programme / TESOL - 6 weeks): 18years or older / IELTS 5.5 or equivalent (e.g. 80% achievement in the advanced class) / 500 level in TOEFL / C pass or higher in Cambridge Certificate
- **TESOL** (Teaching English to the Speaker of Other Language - Level 4, 12 weeks): 18years or older / Minimum of 10 credits in English NCEA Level 2 or higher / IELTS 5.5 with no band score lower than 5 / 500 level in TOEFL (with an essay score of 4.5 TWE) / Pass or higher in Cambridge Certificate.
- **New Zealand Certificate in English Language (Level 3)**: Minimum age of

15 years and over. IELTS Score of 4 / CEFR high A2 -low B1.

- **New Zealand Certificate in English Language (Level 4):** Minimum age of 15 years and over. IELTS Score of 5 / CEFR high B1.
- **New Zealand Certificate in English Language (Level 5):** Minimum age of 15 years and over. IELTS Score of 6 / CEFR high B2.
- **General English:** Anyone (Classes are divided into 5 different level) - Beginner / Elementary / Pre-Intermediate /Intermediate / Upper-Intermediate).

Payment of fees in advance.

Three satisfactory character references (the names of referees are included on the application form. The name of one of them must be your pastor/minister/senior elder).

4. Assessment of Prospective International Students

Where it is impractical to accurately assess a student's level of English or prior learning while the student is still overseas, NSLS may require students to undertake English or prior learning testing on their arrival in New Zealand if results from overseas testing have been found to be unreliable.

The offer of place is conditional upon the student demonstrating a stated level of English or prior learning, and the offer of place will be withdrawn if the stated level is not achieved.

Once NSLS has accepted a student for enrolment, their acceptance is guaranteed unless the student has provided incorrect information on their enrolment documentation, or not paid their fees.

5. Course/s or Qualification/s by NSLS

NSLS offers the following courses which are accredited by NZQA:

- ELTC (English Language Teaching Programme) Certificate – (6 weeks)
- TESOL (Teaching English to the Speakers of other Language – Level4) Qualification (12 weeks)
- NZCEL (New Zealand Certificate in English Language) Level 3 Certificate (20 Weeks)
- NZCEL (New Zealand Certificate in English Language) Level 4 Certificate (20 Weeks)
- NZCEL (New Zealand Certificate in English Language) Level 5 Certificate (20 Weeks)

6. Credit Transfer

Credit transfers must be applied for at enrolment time. Credit transfers apply only to the five Level 4 EAP unit standards within the NZCEL (Academic) (Level 4) programme.

Credit transfer will be considered for Level 4 unit standards 22749, 22750, 22751, 22891, and 22892 (the five Level 4 EAP unit standards) towards the NZCEL (Academic) (Level 4)

programme, if the student has already achieved these unit standards at another New Zealand institution. Each credit transfer application will be considered on a case by case basis.

To be eligible for consideration, you must have completed the unit standard within the last two years.

This application will not be processed unless full supporting documentation is attached. Partial achievement of a standard will not be considered for credit transfer.

If a credit transfer application is being made for unit standards in the NZCEL Level 4 programme:

- a) A credit application must be made using the Credit Transfer Application section of the application form at enrolment time.
- b) Evidence of attainment of the Level 4 EAP unit standard(s) in the form of an original or certified copy of their academic transcript from the New Zealand institution or NZQA must be supplied.
- c) Payment of the Credit Transfer Application fee of \$50 + \$5 for each credit in the credit transfer application is required. Each unit standard constitutes 5 credits.

Once the credit application and supporting evidence is received, NSLS will process the credit transfer application. Students will be advised of the result of their credit transfer application prior to payment of their fees invoice, and prior to confirmation of their place on the programme.

If the credit transfer for any of the unit standards in the Level 4 programme is approved, this will mean that those credits will be awarded against the New Zealand Certificate in English Language (Academic) (Level 4) qualification at NSLS. The student will not need to undertake assessment for those unit standards where the credit transfer is applied. Please note, with the exception of assessment events associated with the unit standards already attained, the student will be required to participate fully in the programme (this includes the classroom contact time and the student-directed study time). This is because each of the fourteen units of learning in the programme leads to outcomes right across the Level 4 curriculum.

7. Orientation of NSLS

This orientation will help you to know the way the SCHOOL operates and help you maintain and participate in a safe and friendly learning environment. We encourage you to read it carefully – its aim is to help you to develop your potential so that you can have a promising future and accomplish your dreams.

We are a private academy specialising in English language training for non-native speakers as well as specialising in the training of teachers (TESOL) for domestic and international students.

North Shore Language School opened in 2002. We are a well-known academy with an excellent reputation. We are NZQA approved and accredited. We have been given the highest rating of Highly Confident for educational performance by NZQA, and rated as a category one school for two consecutive reviews (2010 and 2014). This is an achievement that we are very proud of and we feel it reflects the professionalism of all staff and the high level of academic achievement that our students attain. We also pride ourselves on providing a warm, friendly, family-like atmosphere in which all students can happily learn.

NSLS is situated on the North Shore which is a beautiful part of Auckland. There are a number of beaches in the local area. The closest beaches (Milford Beach and Takapuna Beach) are just a 5 minutes drive away. We are on main bus routes and close to convenient shopping areas. The North Shore is considered to be a very safe area to live in and we are able to assist students in finding a homestay or other suitable accommodation.

Our English language classes cater for students from Beginner level right up to our IELTS class in which more advanced students can train in English and exam techniques. The classes are small (a maximum of 12 students) and this enables the tutors to give individual attention. The tutors aim to develop the students' English language to a high level and also focus on building the students' confidence to be able to use their English to communicate with others.

North Shore Language School offers the New Zealand Certificate in English Language qualifications at Levels 1 – 5. There are programmes for students who want to learn English for general purposes (NZCEL Levels 1 & 2), as well as English for academic purposes (NZCEL Levels 3, 4 & 5).

Our TESOL programme (Teaching English to Speakers of Other Languages) is in its eighth year of operation. During that time we have successfully trained and inspired many English language teachers. In the NZQA reviews of North Shore Language School, the English Language Teaching Course (TESOL Training) has been given the highest rating of Excellent. Reasons for this highest rating included the quality of tutors and the high level of student achievement. NZQA found that the student achievement was over 98% and this was due to the support and guidance of the tutors and the use of both formative and summative assessment to create many development opportunities for the teacher trainees. The teacher trainees were interviewed by NZQA and they reported "that the tutor was 'famous' and that they had been recommended by other students to join".

8. Attendance

You must attend school from Monday to Friday to meet your immigration and course requirements.

At NSLS we want our students to aim for 100% attendance (Note: Student Visa attendance requirements require a compulsory 100%). Non-attendance may lead to expulsion from the school & visa termination, if you are absent for 3 days or more in a row.

If you are sick please telephone the school before 8:50am

Please fill out the request for 'Leave Application Form' if:

- You need to visit immigration during school time.
- You need a day off for any other special reasons.

9. NSLS Code of Conduct

The academy has rules for students and teachers. As a student you are expected to abide by the rules of the School and behave at all times in a responsible way.

1) Attendance Rules

- a.** You must attend your scheduled class and arrive on time for both morning and afternoon sessions.
- b.** If you are unable to attend the class because of illness or any other reason, please inform the school. If you are sick, please telephone the school before 8:50am. Please fill out the request for 'Leave Application Form' if:
 - You need to visit immigration during school time.
 - You need a day off for any other special reasons.
- c.** If you are away sick for 3 days or more, a medical certificate may be required.
- d.** If you need to take leave from your studies, you should apply to the Principal or Director of Studies, stating your reason for leave.
- e.** You are required to aim for 100% attendance for each course.
- f.** If you do not attend school regularly or are absent without any good reason, you may face disciplinary action and be withdrawn from the School.
- g.** School classes start at 9:15am. Try to get here early so you are ready to start on time. If you are late by half an hour or longer you must report to Reception. If you are constantly late, the Director of Studies will speak to you to find out what your problems are and may give you a warning.



2) Behavior Rules

- a.** We expect students to respect the school, your teachers, and your fellow students, and behave in a responsible way at all times, and not to act in any way, which might bring the academy into disrepute.
- b.** We expect you to interact appropriately with every person on this campus. Violence or harassment of any person on or off campus is unacceptable.
- c.** You must not use foul, obscene or abusive language at the school.
- d.** You are not allowed to bring any weapon to school.
- e.** You must not smoke on campus, as NSLS is a smoke free building. You can smoke outside the premises but do not throw the cigarette butts on the ground. Put them in the bins.
- f.** You are not allowed to have alcohol or illegal drugs while at School.
- g.** Spitting is considered a health risk and it is not an acceptable practice in New Zealand. Spitting is not allowed on campus.
- h.** Students must not deface, steal or destroy any resource belonging to the school, students or to any staff member. If such an offence is committed, the police may be called.
- i.** Students must attend each and every class on time.
- j.** Cheating or copying another student's work during a test is not allowed. Students found cheating will not be eligible to move up a class.
- k.** Students must use their own stationery.
- l.** No food or drink should be taken into the classrooms.
- m.** No cell phones on during class time.
- n.** Students may not use the photocopier, fax, and phone without permission from the Administrator or DOS. A small charge will apply.
- o.** If students have a problem or a complaint they should first discuss it with their teachers and then with a student counselor who will discuss the matter with the DOS. You can also write your complaint and submit it to the DOS or Managing Director.
- p.** Student must adhere to the NSLS Internet use Policy.

3) Administrative Rules

You must provide the School with your current address and contact phone number in Auckland. If you change your address or your phone number, you must immediately advise the School. The School is responsible for keeping up-to-date your contact details while you are staying in New Zealand if you have a student visa.

10. Exit Strategies from the course

An exit strategy is a planned approach to terminating a situation in a way that will maximize benefit and/or minimize damage. North Shore Language School has policies for exit from a course of study by a student. Students who leave North Shore Language School complete an exit interview and/or exit questionnaire to collect feedback from students that can be used for ascertaining school objectives, performance & satisfaction. This information is used to guide future planning.

The following policies may be applied according to the reason for exiting the school:

- Completion of enrolled course (See section3.2)
- Withdrawal from course (See section3.2)
- Dissatisfaction with course/school (See section 6.8)
- Expelled from course (See section4.5)

11. Grievance Procedure

NSLS is committed to providing a safe and fair work and study environment. All complaints are treated seriously and the school will attempt to resolve them as quickly as possible.

NSLS has grievance procedures available to ensure that students are able to make complaints and that complaints are responded to appropriately without prejudice to the student.

If you have concerns about your treatment by the school, by a staff member or by another student the first thing you should do is try and resolve the problem directly with the person(s) concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation.

12. iStudent Complaints

This is an external agency for contact by students as a last resort. Their contact details are: iStudent Complaints, PO Box 2272, Wellington 6140, New Zealand / Freephone: 0800 00 66 75 / Email: complaints@istudents.org.nz.

13. Staff Dedicated to International Students

NSLS has staff members dedicated specially to the interests of international students:

David Yoon, who is responsible for student welfare, can be contacted at david.nsls@xtra.co.nz. Or 09 442 4500 /021 048 2570

Deborah Shin, who deals with any permit or financial matters relevant to international students is at education.nsls@xtra.co.nz .

Peter Park / About healthy and safety 021 048 3125.

Melissa Tang , Peter Park, David Yoon / Student Support, Advice and Service.

14. Ratio of Staff to Students

The ratio of staff to students is one staff member to 12 students.

15. Travel from Auckland Airport

Students are collected from Auckland airport when they first arrive in New Zealand. Otherwise it is your own responsibility to arrange transport to and from the airport.

16. Immigration Requirements

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed on their website at www.immigration.govt.nz.

17. Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. Students who receive medical treatment during their visit will be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz.

18. Accident Insurance

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

19. Compulsory TB Testing

You will need to be screened for TB if:

- a. you are intending to stay in New Zealand for more than six months and the country stated in your passport is not included in the list below, or
- b. you are intending to stay in New Zealand for more than six months and in the last five years from the date of your application you have visited, and/or lived in, a country or countries that are not included in the list below and the combined total of time spent in the country or countries adds up to three months or more.

Australia, Austria, Belgium, Canada, Cyprus, Denmark, Finland, France, Germany, Iceland, Ireland, Israel, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Puerto Rico, San Marino, Sweden, Switzerland, United Kingdom, United States of America, Vatican City.

20. Medical Examination

You must undergo a medical examination if you plan to stay on in New Zealand after one year. The examination has three components:

- a. A physical examination by a registered medical practitioner.
- b. A chest X-ray.
- c. Blood and urine tests.

21. New Zealand Government Laws on the Sale of Alcohol and Tobacco Products

Laws and penalties relating to drugs and alcohol, and how to get help for drugs and alcohol problems can be found at www.police.govt.nz/advice/drugs-and-alcohol.

If you have any queries, please refer them to David Yoon (general enquiries & finance or visa queries).

22. Medical & Travel Insurance

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

When enrolling international students, NSLS is required by Immigration New Zealand/Ministry of Education to ensure that international students have appropriate and current medical and travel insurance for the duration of their planned period of study. Generally, students should have combined travel and medical insurance on one policy, but separate policies are permitted. An English translation is required if the medical insurance policy is in a foreign language.

Students from Australia and the UK are covered for urgent hospital treatment under a reciprocal agreement with the British and Australian Governments, but still need medical cover, travel insurance and hospital cover for non-urgent treatment.

23. Travel Insurance Policy Components

Where students have separate travel and medical insurance policies, the travel insurance policy should cover:

- a. Accident and injury.
- b. Disruption to travel plans.
- c. Cost of medical care in any “stopover” countries.

24. Suggested Minimum Content for Appropriate Insurance Policies

The policy should:

- a. Commence the minute the student leaves home for the airport on their way to New Zealand.
- b. Apply while in transit.
- c. Apply while the student is in New Zealand.
- d. Cover the student for any trips to other countries during the period of study.
- e. Cover the student for any holidays back to their home country during the period of study.

When enrolling students who are already in New Zealand, NSLS requires proof of insurance on enrolment.

25. High Sums Insured and Medical Benefits

“Sums insured” is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from \$600,000 to “unlimited cover.” In order to “future proof” policies, sums insured of one million dollars plus are suggested.

Medical benefits generally range from general practitioner visits and prescriptions through to major hospitalisation (both public and private), optical cover and emergency dental cover.

It is preferable that no excess is applied to medical claims as this could deter students seeking treatment.

26. Emergency Evacuation/Repatriation

Repatriation represents the cost of getting the student home. The benefit works two ways:

1. If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals these costs are met by the insurance.
2. If members of the student’s immediate family living overseas become critically ill or die, the policy will fly the student home, and then back to New Zealand to complete their studies.

3. Ideally the policy should have “unlimited cover” as very large sums can be incurred in these situations.

27. Accompanying Relative Cover

If an overseas student in New Zealand becomes seriously ill or dies, the policy should pay for parents to fly to New Zealand on the first available flight. The day-to-day accommodation and reasonable living costs in New Zealand for the parents should be met, as should the cost of their airfares home.

28. Personal Effects (Optional)

Insurance should cover students’ personal effects, including items like expensive musical instruments, lap top computers, and sporting equipment. Limits should be realistic but able to be increased to represent the actual value of particular items.

29. Personal Liability Cover

This benefit applies when a student causes accidental damage to property at an education provider e.g. breaking expensive laboratory equipment, spilling paint on the carpet. While persons affected could claim on their insurance, their insurance company should be provided with details of the student’s insurance to recover costs from the student’s insurer.

30. Desirable Additional Policy Components

1. Loss of fees due to emergencies

This benefit should cover fees that are lost due to unforeseen events that are insured and unrecoverable from any other source. For example:

- The student is ill, injured, or deceased in New Zealand and unable to complete a course.
- Travel delay occurs en route to New Zealand.
- A relative becomes critically ill, injured, or dies in the student’s home country.
- Fee payment should be recoverable, or tuition reinstated.

2. Mental illness

Mental illness is generally excluded from “standard” travel and medical insurance cover.

However, some in-bound student plans offer varying amounts of mental illness cover.

3. Continuation option

Travel insurance usually ends when the student has returned to their home country. However, it is prudent to ask if a continuation option is available if a student needs to return to his/her home country because of illness or injury during the policy period and is able to use the policy for on-going treatment until the policy has expired.

31. Implementation

If purchasing cover through a New Zealand insurer the student should purchase this cover at the same time they pay their fees and before they leave home, to cover them for unforeseen medical emergencies that would prevent them coming to New Zealand.

32. Appropriate and Current Insurance Policies

When checking insurance policies, NSLS will check that:

- a. The insurer/re-insurer is a reputable and established company with substantial experience in the travel insurance business, and has an excellent credit rating. AAA is the highest credit rating. The credit rating should be no lower than A from Standard and Poors, or B+ from A M Best.
- b. The insurer is able to provide emergency 24-hour, 7-day per week cover.
- c. Students have a “certificate of currency” and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits, etc. This is standard insurance practice to validate cover.

If the insurer is an overseas company, NSLS requires that students provide policy details in English in advance to allow us to ensure that the policy meets our requirements.

**INTERNATIONAL STUDENTS CANNOT BE ACCEPTED FOR STUDY, NOR
ATTEND CLASS AT NSLS UNLESS THEY HAVE THE REQUIRED IMMIGRATION
VISAS AND INSURANCE DOCUMENTATION**

33. Code of Practice for Pastoral Care of International Students

The Code provides a framework for service delivery by education providers and their agents to international students. It sets out minimum standards of advice and care that can be expected of educational providers in regard to international students. Full details of the Code can be viewed at the NZQA website.

34. Fees

Current fees can be found under the “Fees” section on our website at www.nsls.ac.nz and in the handbook. Fees are payable on acceptance of enrolment.

Please note that all prices are quoted in New Zealand dollars and are subject to change without notice. Fees are reviewed annually. Please email the financial administrator at education.nsls@xtra.co.nz if you are uncertain.

35. Fee Protection

Student fees are protected by an independent Trust Account operated by the New Zealand Public Trust. Accommodation and tuition costs are paid by the Public Trustee to NSLS monthly. On enrolment, students sign a payment schedule showing the monthly payments to NSLS of their fees. Fees held in the Public Trust Protect Account are government guaranteed.

36. Withdrawal & Refund Policy

Before withdrawing from NSLS, students are urged to discuss the matter with the academic adviser. To withdraw from NSLS, students are required to apply in writing and submit the application to the academic adviser. The withdrawal date cannot be prior to the date that the application is submitted.

The process for a fee refund will commence immediately upon receipt of a student's application for withdrawal. The process will be completed within 30 days. Payment will be made directly to the student, or to an alternate provider nominated by the student in writing.

Withdrawal and refund policies and procedures

Domestic students: Domestic students are entitled to a refund as follows:

- If the course is of three months duration or more.
- If the withdrawal occurs up to the end of the eighth day after the start of a course.

The school must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or \$500.

Domestic students withdrawing from courses of less than three months duration should refer to the school's refund policy outlined below (in the international student section).

International students: International students are entitled to a refund as follows:

Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the school requires the student to attend the establishment:

- In such cases the school may deduct up to 25 per cent of the fees paid, provided the school incurred costs to this amount and can justify these costs.

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

- In such cases, the school must pay an amount equal to the fees paid less a deduction of 25 per cent.

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

- In such cases, the school must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the school may retain 100 per cent of the payment.
- All applications of refund must be made to the Managing Director in writing, accompanied with all original documents and account details.
- The refund, once approved, will be paid directly to the student's account by the Public Trust.
- Tuition fees cannot be transferred to another person. If the student's tuition fee is from the bank or Study Link Loan, the amount of the refund will be refunded to the bank or Study Link.
- All fees are received and refunded in NZ dollars. The Academy is not responsible for any currency fluctuations between enrolment and issuing of refunds.
- No refund is available if the student is expelled from the Academy.
- If you want to withdraw from our school to transfer to another school, you must:
 - a. Get an offer from a new school
 - b. Once you have this offer, you must apply to immigration New Zealand for Variation of Condition
 - c. If they approve the change you can then withdraw from our school
 - d. You are required to attend the existing course before getting the approval from Immigration New Zealand
 - e. The NSLS refund policy will be applied if you withdraw from the NSLS course
- Students may be allowed to join a course as a late arrival after the scheduled course starting date. The provision of NSLS's refund policy applies from the scheduled course starting date and NOT the date on which the late student arrives.



37. Additional Expenses While Studying

Students need to budget carefully for their expenses whilst studying. A typical budget would cover:

- NSLS fees
- Air fares
- Compulsory health insurance
- Photocopying and printing fees: 10 cents per single page
- Internet fees
- Personal costs i.e. stationery, toiletries, telephone calls/rental, small items of clothing, etc.: approximately \$50+ per adult per week
- Food costs during semester breaks: \$250 to \$270 per week per family
- Car purchase (optional): an example would be \$6,000 for a 10-year-old car
- Car registration and insurance: \$1,500+ per year
- Petrol costs
- Holiday accommodation motel costs if sightseeing: \$120 or more for two people per night
- Textbooks: approximately \$150 for textbooks each term
- Further medical examination if studying for more than one year: \$500



North Shore Language School

PASTORAL CARE OF INTERNATIONAL STUDENTS

This one-page form is to be signed by all international students and returned to NSLS before acceptance for enrolment can be confirmed.

Please write clearly

Name: _____

Address: _____

I have read the document entitled Pastoral Care of International Students including the refund and fee protection policies and I have properly understood the regulations that are written in it.

Signed : Date :

Please scan and email this page to education.nsls@xtra.co.nz

post it to:

North Shore Language School
122 Wairau Road
Glenfield, Auckland, 0627 NZ.

Please do not send the other pages. **Just email/post this one page**

