



Agent and
Parent
Handbook



**OTUMOETAI
COLLEGE**
INTERNATIONAL STUDENTS
New Zealand



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www.otumoetaicollege.co.nz



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SECTION [A]

Introduction to New Zealand
and Otumoetai College



LOCATION

Tauranga - Western Bay of Plenty - North Island - New Zealand

Otumoetai College is one of 12 high schools in the Western Bay of Plenty area. It was established in the city of Tauranga in 1965, a city of now some 140,000 people settled by the warm, sunny coast of white sand beaches. Tauranga is surrounded by farms, horticultural land and the sea. The Port of Tauranga exports kiwifruit, oranges and many other fruits to all parts of the world. Flowers and timber are also important exports. As well as this Tauranga is a popular recreation area for water sports - surfing, water skiing, swimming, wind surfing and sailing.

THE CITY OF TAURANGA

Tauranga is a very beautiful, friendly, peaceful and safe city in which to live. Tauranga has few traffic problems and students walk or bike to school.

www.bestoftauranga.com

OTUMOETA I COLLEGE

Otumoetai is a Maori word meaning "The standing (tu) sleeping (moe) tide (Tai)." It refers to the tide which may be rough outside the entrance but when it comes into the harbour it is calm.

Otumoetai College is a state owned high school of 2,000 students, for boys and girls. The current international roll is 80. Parents can expect that students who come to study here will join New Zealand classes and have the opportunity to make New Zealand friends. They live in New Zealand homes as part of our families and are well looked after.

www.otc.school.nz

THE CURRICULUM

Otumoetai College enrolls students from Year 9 when students are 13 years old, to Year 13 when they are up to 19 years old. In Years 9 and 10 students follow a broad general education;

In Year 11 they are prepared for the National Certificate of Education Achievement Level 1 (NCEA)

In year 12 they are prepared for the National Certificate of Education Achievement Level 2 (NCEA)

In Year 13 they are prepared for the National Certificate of Education Achievement Level 3 (NCEA) To qualify for entry to University degree courses.

Year 13 students can be prepared for Level 4 (NCEA) and the scholarship examinations. The school offers a full range of NCEA subjects in Year 13.

Further information on the New Zealand Education System can be found at www.studyinnewzealand.govt.nz

Special E.S.O.L programmes of International English Curriculum Support (IECS), International English Oral Communication (IEOC), International English Language Development (IELD), International English Academic Purpose (IEAP) and International English University Entrance (IEUE) are available for International Students. Senior students can prepare for IELTS Examinations.

For further details on the International English Programme refer to www.otc.school.nz

SCHOOL FACILITIES AND STAFFING

There are specialist rooms for art, music, workshop technology, drama, soft and hard technology, hospitality, languages, physical education, computing, as well as science laboratories and a large well stocked library centre. The school is set in extensive grounds with a swimming pool, gymnasium, tennis, and netball courts and sports fields. Otumoetai College has over 140 teaching staff who are university qualified and teacher trained. All Otumoetai College teaching staff are required to be listed with the Teacher Registration Board.

To view the Otumoetai College school facilities and see the virtual tour go to www.otc.school.nz

OTHER ACTIVITIES

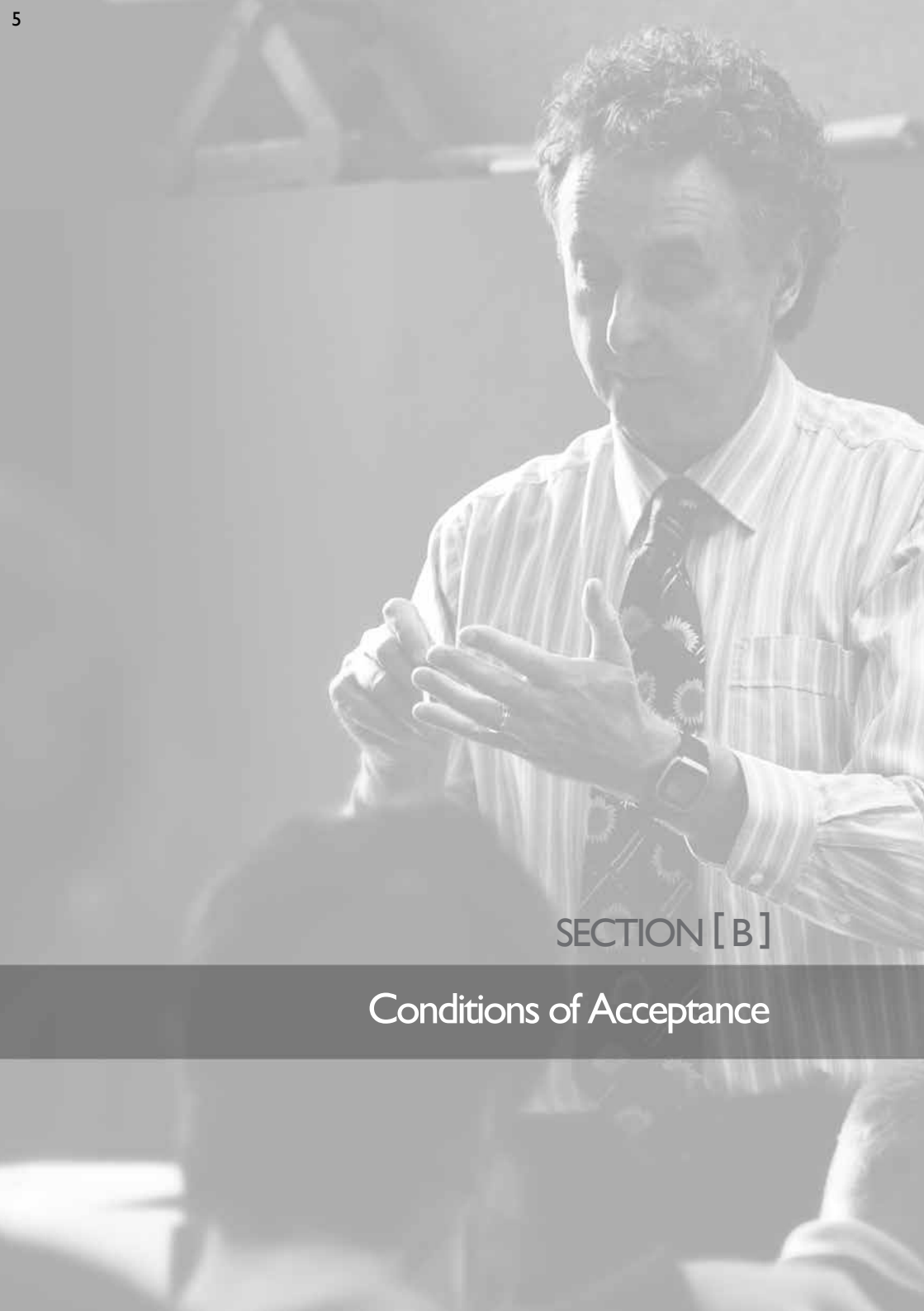
Students are encouraged to take part in cultural and sports activities. Swimming, sailing and other water sports are important, as the sea and harbour are so close. There are many active school teams in all sporting codes as well as fitness activities in the school gymnasium and community action centre. The school has a strong tradition in art and music, (there are choirs and several instrumental groups) and its drama productions are renowned for their high quality.

WHY OTUMOETAI COLLEGE?

Students will choose to come to Otumoetai College because they wish to:

- Study at a large New Zealand secondary school which has excellent academic results.
- Become part of a school in which there is a relatively small number of international students.
- Live in a small city, which has a pleasant, safe, warm environment.
- Have individual academic supervision and personal care.





SECTION [B]

Conditions of Acceptance

CONDITIONS OF ACCEPTANCE

1. That Otumoetai College has a place available for the student in school and that a suitable homestay is available.
2. That all Otumoetai College application forms are completed accurately and include the \$500.00 registration fee.
3. The application is supported with recent school reports, attendance records and a reference from the school that the student is currently attending.
4. The successful completion of an on-line English test organized by the school.
5. On being offered a provisional place at Otumoetai College, full payment of fees must be made. This includes Insurance*
6. On payment of fees a new Offer of Place will be provided with a receipt to support your application for a student visa with New Zealand Immigration prior to coming to Otumoetai College.
7. The application for Tuition form gives Otumoetai College an indication of the level of study chosen.
8. The successful completion of the enrolment interview and an English language test if appropriate.
9. It may be recommended that a student attends a High School English Language preparation course before beginning at Otumoetai College.
10. Students should be between the ages of 13 and 19 Years.

If any of the conditions of acceptance are not met, then a place at Otumoetai College may not be offered.

*Insurance

Otumoetai College requires each student to have comprehensive travel and medical insurance. Otumoetai College is able to arrange this for the student. If the student has arranged insurance in their own country, then Otumoetai College must sight a copy of the insurance policy before the student arrives for the enrolment interview.

PRE ENROLMENT REQUIREMENTS

This involves the completion of all Otumoetai College International Student application forms. The application for Tuition form gives the College an indication of the level of study and the subjects chosen. As part of this pre-enrolment process the application forms must be supported with:

- A) Evidence that the student is between the ages of 13 and 19 years.
- B) Recent school reports (last two years) and attendance records.
- C) A character reference from the student's school.
- D) Disclosure of health and behavioural problems.
- E) Results of an accredited English examination or proof that the student's level of English is sufficient to study at the High School level OR The student will be required to sit an online English Test organized by the school.
- F) The enrolment process is completed at the enrolment interview that is held at Otumoetai College. As part of the process the student may be required to complete the following tests:
 - An English Language Proficiency Test.
 - A Mathematic Test.
 - A Science Test.

These tests will assist the College in placing the students at the level that is best suited to their ability, knowledge and level of English.

ENGLISH LANGUAGE REQUIREMENTS

Students are required to meet the following English Language requirements:

- A) Year 9, Year 10 and Year 11 up to Pre Intermediate Level.
- B) Year 12 and Year 13 Intermediate level or advanced.
- C) If the student does not reach the required standard of English, they will be placed in a lower class level or they will be referred to a language school to undertake a foundation course.



SECTION [C]

Support Services

Otumoetai College enrolls only a small and select number of international students each year and so it is able to offer many special personal services to them and their parents within the current tuition fees.

ORIENTATION PROGRAMME

An orientation programme will be provided which will cover the following aspects:

- Introduction to Tauranga and the local environment.
- Familiarisation with the school layout, and management systems.
- Information about the local transport systems, banking etc.
- School rules, procedures, counselling and support systems.
- English competency testing.
- Academic planning.
- Familiarisation with New Zealand laws, culture and learning.
- New Zealand Police representative gives tips on how to keep safe in Tauranga.
- Meet other key personnel: nurse, guidance counsellor, sports manager, music, drama and international staff.

ACADEMIC PROGRAMME

- An ESOL programme is offered to students who need additional English support. At present this is up to 12 hours per week.
- Students will have an interview with the Director and / or Careers staff to guide their subject choices during their years at high school.

CAREER PATHWAYS

Careers staff can assist students with subject selection at Otumoetai College and pathways to New Zealand tertiary institutions.

HEALTH SERVICES

Both the Director and Homestay Manager are available in school or after hours at home to discuss personal matters or problems with students, parents or homestay parents. The College also has two full time guidance counsellors, two nurses, a physiotherapist and an on-site doctor located in our health centre.

PRIVATE TUITION

Some musical instruments are taught in the school at no extra charge. If parents wish, we will arrange private teachers for music and dance lessons and/or subject tuition if students wish for extra coaching outside school hours. In these two cases the private teachers would charge fees.

HOMESTAY ACCOMMODATION

- Otumoetai College provides only homestay accommodation, where students are placed in a family home, within a reasonable distance of the College.
- Otumoetai College has a Homestay Manager who is responsible for making sure homestays are suitable places for young people to live.
- A set of "Guidelines for Homestay Families" is available for the homestay family and for the student.
- The Homestay Manager monitors the homestay carefully to make sure the student is happy and well looked after.
- \$50 per week for "pocket money" e.g. to pay for going to the movies, toiletries or a meal out with friends etc. Other expenses are outlined in the Personal Accounts section.
- Students apply for accommodation by completing the Application For Accommodation Form as part of the Pre-Enrolment Process.
- The information provided by the student on the completed form enables the Homestay Manager to make the best possible placement of a student into an appropriate homestay.
- The parents and the student will be informed as soon as it is possible about the homestay placement.
- Otumoetai College is an approved Signatory to the Code of Practice for the Pastoral Care of International Students and fully complies with all regulations. www.nzqa.govt.nz/

FINANCE MANAGEMENT

Otumoetai College operates an account for each student (see Schedule of Fees www.otc.school.nz) for school related expenses. In this school account, money will be held to pay homestay fees, airport pick up fee and insurance. Once the students leave, any outstanding debts may be covered by unused homestay fees. Any money left in the students school account will be refunded as per the refund policy. (refer to Section F)

PERSONAL ACCOUNTS

Each student will be responsible for their own personal expenses such as personal living, telephone accounts, medical expenses, airfares, uniform, school stationery, examination fees and any private lessons. Each student has an in school budget which generally covers subject related costs however if there is a short fall the student is expected to cover that.

The college will assist the students to open their own personal bank account. Then the parent and student can administer the running of these accounts. We suggest the bank is provided with the student's home address, to which the bank statements will be sent.

Here is a breakdown of some of the personal expenses.

Personal Allowance	\$ 50.00 per week
New Uniform	\$400.00
Stationery and subject costs*	\$250.00
NCEA Examination Fees	Refer to www.nzqa.govt.nz/

FEES CHANGE

Tuition fees and homestay payments may change after an annual review.

*Please note that some courses have additional costs that need to be met by the student

EXTRACURRICULAR ACTIVITIES

Students are encouraged to take part in cultural and sporting activities (such as the choir and band) and other team activities. Extracurricular activities may incur additional costs.

TRAVEL

- Students can be met at Auckland International airport when they arrive in New Zealand and be escorted to Tauranga.
- The College has an International Student Travel Policy. For safety reasons students cannot travel independently without permission.

STUDENT VISAS

The International Department can assist with the renewal of student visas when this is necessary as there is no New Zealand Immigration office in Tauranga.

REPORTING

- An interim report will be provided for parents during Term 1 and Term 3
- Full school reports are available twice during the year. These reports will be sent to the agents during term 2 and Term 4, for forwarding on to the parents.





SECTION [D]

Otumoetai College Basic
Expectations for Students

OTUMOETAI COLLEGE BASIC EXPECTATIONS FOR STUDENTS

1. Students must come to school each day and stay at school all day.
2. Students are expected to arrive at school on time: be on time for lessons, assemblies and form periods.
3. Students must wear the correct school uniform and wear it tidily at all times.
4. Students must be willing to learn and be prepared with their own books, pens and pencils.
5. Students must move around the school and use school equipment and furniture without damaging it.
6. Students must be honest and show respect for others.
7. Students must practice careful road behaviour and cyclists must always wear a helmet.
8. Students must not smoke at school or in the home of their homestay.
9. Students must not consume alcohol or use illegal drugs as this may result in the termination of their enrolment and return home at the parent's expense.
10. All teachers will establish a set of appropriate classroom rules and routines which must be complied with.

These expectations are fully explained as part of the Otumoetai College orientation programme when all students are provided with a copy of the International Student handbook.



SECTION [E] Fee Protection

FEE PROTECTION

1. Otumoetai College ensures that the fees paid by our international students are secure and protected in the event of:

- A) Closure of the school.
- B) The course of educational instruction is not provided.
- C) A student who is required to return home.
- D) A student transfers to another institution.

2. Otumoetai College is obligated to protect all fees paid in advance as set out in the Consumer Guarantees Act 1993. In compliance with this regulation: The Otumoetai College Board of Trustees undertakes to hold enough funds in reserve and these will be available to refund the portion of unspent fees if applicable.





SECTION [F]

Managing Withdrawal and Closure

THE REFUND POLICY IS BASED ON SECTION 4B (7) OF THE EDUCATION AMENDMENT (NO 4) ACT 1991

- To be eligible for a refund an application must be made in writing by the Parents, Legal Guardian or the Education Agent acting on behalf of the student.
- The registration fee is not refundable under any circumstances.
- The annual tuition fee must be paid in full on receipt of the offer of placement and again before the commencement of any subsequent year in which the student is to study at Otumoetai College.
- If a student has paid full fees but then withdraws before arriving in New Zealand, the College will refund all tuition fees paid less any commission if paid.
- If a student starts at Otumoetai College and decides to leave the College within one term or part thereof the College will retain the tuition fee for one term minimum.
- If the student decides to withdraw during the second half of the course no refund is payable. For example, in the case of a four term course, the second half of the course begins on the first day of the third term of that course. In exceptional circumstances a refund may be made.
- Exceptional circumstances include returning home in the case of:
 - The student's serious illness.
 - Death or serious illness of a close member of the student's family. In these circumstances the school will retain amounts to cover costs already incurred. The balance will be refunded. Medical evidence must be provided.
- In all cases when a student leaves Otumoetai College for any reason the balance of their personal expenses account will be refunded to the parents once all expenses have been settled. A statement of expenditure will be provided.
- All refunds will be remitted to either the Parents of the Student or to the Agent appointed by the Student's parents. Refunds will not be paid directly to the student unless authorised by the parents.
- In determining any refund the Board of Trustees will take into account the special circumstances of the withdrawing student and:
 - The cost to the school in providing tuition.
 - Costs in employing Staff and providing facilities.
 - Payment of any Government levy.
 - Payment of the Education Agent's commission.

continued

- No refund will be made for a Student who is requested or required to leave the school because of misbehaviour; poor attendance, non-compliance with school rules or regulations, or breach of New Zealand Law.
- Refunds may take several weeks to be processed.

THE WITHDRAWAL OF AN INTERNATIONAL STUDENT

International Students who wish to withdraw from Otumoetai College must:

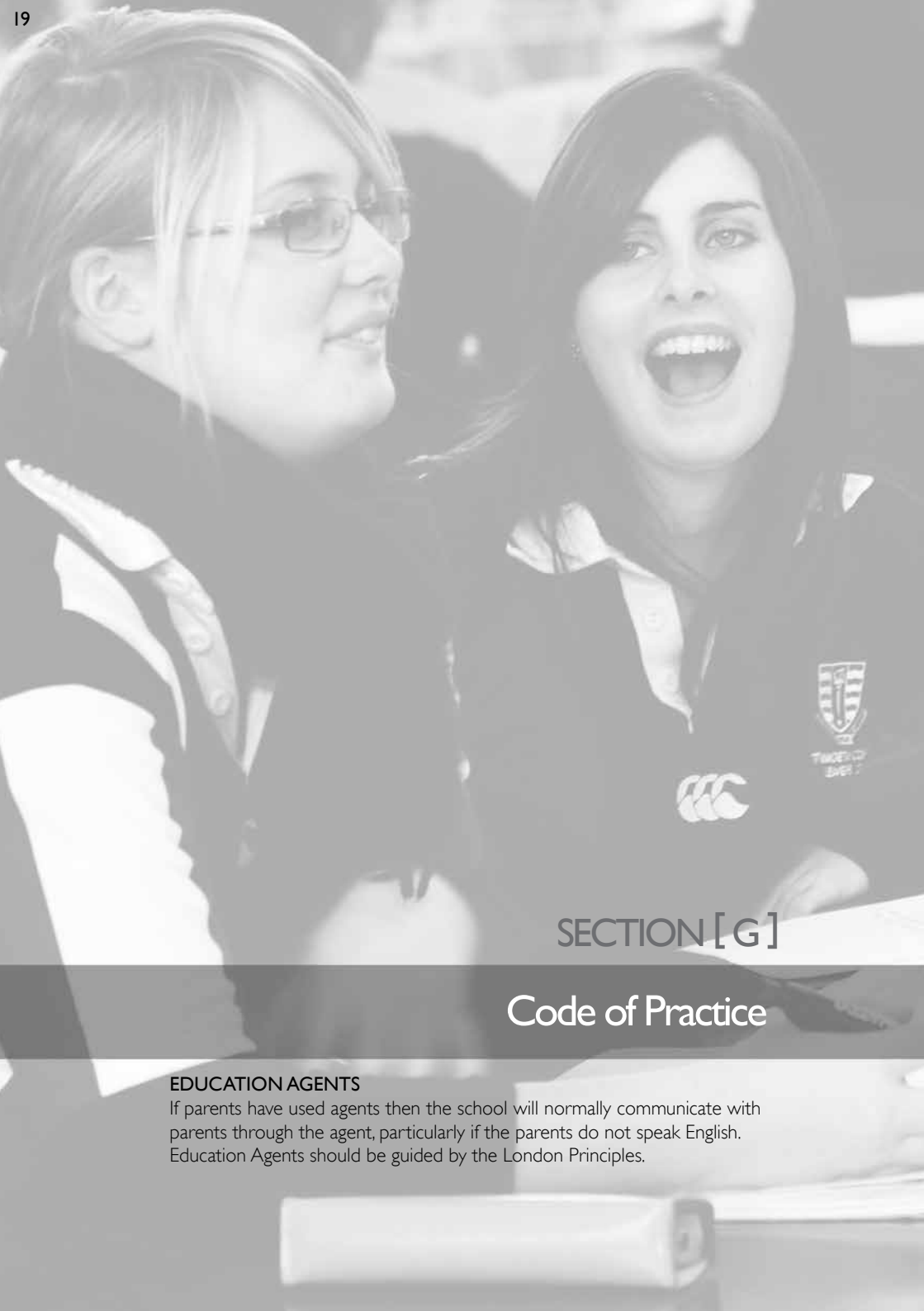
- Provide written approval from their agent in lieu of parent's signing the leaving form.
- Complete the school's leaving form.
- Give homestay parents one weeks' notice if this involves terminating their homestay arrangement.

STAND DOWNS, SUSPENSIONS, EXCLUSIONS AND EXPULSIONS FROM OTUMOETAI COLLEGE

An international student once enrolled at a school has the same rights as a domestic student and cannot be excluded from school other than in accordance with the stand down and suspension provisions of the Education Act 1989. The decision to suspend a student will be made by the Principal on the grounds of gross misconduct or continual disobedience.

In addition, where a decision is made to exclude a student from the school's homestay arrangements and this necessitates a return home, the following procedure will be followed:

- The agent and parents of the international student will be notified of the matters causing concern.
- A decision will be made as to whether the student should be given permission to enrol with an alternative provider in New Zealand.
- The Principal's decision can be referred to the Board of Trustees where the student has been suspended or removed from the homestay.
- The student has the right to attend the hearing and to be represented as provided for in the Education Act 1989.



SECTION [G]

Code of Practice

EDUCATION AGENTS

If parents have used agents then the school will normally communicate with parents through the agent, particularly if the parents do not speak English. Education Agents should be guided by the London Principles.

CODE

Otumoetai 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 www.nzqa.govt.nz/

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 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 will be liable for the full cost 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.health.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 www.acc.co.nz

MEDICAL AND TRAVEL INSURANCE

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

Please contact at any time:

Director of International Students Otumoetai College
PO Box 8033, Cherrywood 3145
TAURANGA, NEW ZEALAND
Telephone: 006475762316 Ext. 760
Email:international@otc.school.nz

THE LONDON STATEMENT

A Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants The London Statement of Principles provides suggestions on a number of factors that could be addressed under each of the principles.

PRINCIPLE 1: Agents and consultants practise responsible business Ethics

- Avoiding conflicts of interest
- Observing appropriate levels of confidentiality and transparency
- Acting professionally, honestly and responsibly
- Refraining from being party to any attempt by students or others to engage in fraudulent visa applications
- Acting in the best interests of the student at all times
- Declaring conflicts of interest
- Being transparent in fees to be paid by students and commissions paid by providers
- Providing clear avenues for handling complaints and resolving disputes
- Complying with relevant laws and regulations.

PRINCIPLE 2: Agents and consultants provide current, accurate and honest information in an ethical manner

- Providing realistic and appropriate information that is tailored to the individual student's circumstances, particularly in relation to language skills, capacity to pay and level of study
- Specifying the rights and responsibilities of the student in the country of destination
- Refraining from claiming a direct government endorsement or privileged relationship with a public official or member of the government where one does not exist; including for example the misuse of national brand logos
- Providing a registration number or other identifier on advertising material
- Using institutions' officially approved material in promoting providers with whom agents have an agreement.

PRINCIPLE 3: Agents and consultants develop transparent business relationships with students and providers through the use of written agreements

- Signed by the student and the agent
- Signed by the provider and the agent
- Include information on the arrangements put in place by agents and consultants on behalf of the student, such as itemised payment

schedules of fees and services, and refund and transfer policies

- Provide details on information provided under Principles 1 and 2, as a means of guiding agents and consultants to give appropriate information to students so that both students and agents understand what has been agreed to
- Maintain student confidentiality
- Are archived in an appropriate manner so that the agreements can be made available to the student or an appropriate authority within a reasonable timeframe.

PRINCIPLE 4: Agents and consultants protect the interests of minors

- Ensuring that the prospective student has adequate representation and support from a guardian and/or legal counsel during meetings with the agent or consultant and that this is recorded as informed consent before any money changes hands
- Ensuring that the client has the legal capacity to enter into any commitment.
- Acting not only in accordance with relevant laws and regulations, but competently, diligently and fairly as befits dealings with minors.

PRINCIPLE 5: Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ

- Providing information to students about the accreditations the agents have met, the training they have undertaken, the memberships they hold to professional associations or processes undertaken to become registered and accredited education agents and consultants
- Providing information about themselves that support comparison of registration, qualifications and experience.

PRINCIPLE 6: Agents and consultants act professionally

- Participating in training courses and professional development wherever possible
- Becoming members of professional associations and networks that promote and support best practice in the recruitment of international students.

PRINCIPLE 7: Agents and consultants work with destination countries and providers to raise ethical standards and best practice

- Sharing information on best practice in the recruitment of international students by education agents and consultants.



SECTION [H]

International Student Contract and
Dispute Resolution Scheme

INTERNATIONAL STUDENT CONTRACT AND DISPUTE RESOLUTION SCHEME (DRS)

MAKING A COMPLAINT

IF YOU HAVE A COMPLAINT AND NEED HELP, HERE ARE THE PROCEDURES YOU CAN USE

Please seek help with your problem before it becomes a big problem - talk to us first.

INTERNAL PROCEDURES

If you have a complaint about one of the following-

- Homestay - contact the Homestay Manager.
- Finances - contact the International Office Manager.
- Curriculum (subjects) - contact the Director of International.
- Guidance - (maybe personal problems) see the Guidance Counsellor
You can make an appointment at the Guidance Office.

If a complaint is not dealt with to your satisfaction, bring the issue to the Principal.

If you are still not satisfied with the matter, you may ask the Board of Trustees to consider the matter.

INTERNATIONAL STUDENT CONTRACT DISPUTE RESOLUTION SCHEME (DRS)

If you believe the school has breached the Code of Practice and you have not been able to settle the matter following the School's Internal Procedures, you may bring the matter to the DRS.

CONTACTING THE INTERNATIONAL STUDENT CONTRACT DISPUTE RESOLUTION SCHEME (DRS)

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA (a government organization). They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website www.nzqa.govt.nz, or send an email to gadrisk@nzqa.govt.nz

IF YOU NEED MORE INFORMATION ON THE COMPLAINTS PROCESS, CONTACT NZQA ON 0800 697 296

Or - if it is a financial dispute- contact FairWay Resolution on 0800 77 44 22 FairWay Resolution is an independent service with experience in helping people to resolve disputes.

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



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For further information please contact:

The Director of International Students - Otumoetai College
PO. Box 8033, Cherrywood, Tauranga 3110, New Zealand
Telephone: +64 7 576 2316 Facsimilie +64 7 576 4139
E-mail: international@otc.school.nz www.otc.school.nz

Otumoetai College is a Signatory to the New Zealand Ministry of Education Code of Practice for the Recruitment, Welfare and Support of International Students.



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