



**ŌTŪMOETAI
COLLEGE**

Kia māramahia te ora e te akoranga
Let learning enlighten life

Growing powerful thinkers and learners

International Agent
and Parent Handbook



www.otc.school.nz



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Welcome to
Ōtūmoetai College

Message from the Principal

Kia ora koutou, I want to personally welcome you to Ōtūmoetai College!

We are a multi-cultural school that values diversity and embraces students from all over the world. At Ōtūmoetai College you will find our high expectations of achievement and behaviour create a learning environment that will enable you to achieve your personal best in your academic studies, sport, the arts, or cultural pursuits.

Our school provides a wide curriculum that includes a full range of subjects at all



levels. We offer a wealth of opportunities for International students to follow their sporting passion, or to try something new. Our arts and culture programmes are also varied, and many International students enjoy being part of our performance groups.

We are committed to providing a safe and supportive environment, with everything we do and say being underpinned by and through our school values:

Striving for excellence

Kimihia tōu ake maunga teitei

Working together

Whakakotahitanga

Respecting one and all

Whakakoha tētahi ki tētahi

Standing strong

Tū pakari i te ao

We will strive to provide you with real world experiences as well as new situations which challenge what you think and know, in order to inspire you to want to learn more.

Thank you for considering being a part of us!

Ma te wa

Mr Russell Gordon, Principal



“We are committed to providing a safe and supportive environment.”

— Mr Russell Gordon, Principal



Section A

Introduction to Ōtūmoetai College and the Aotearoa New Zealand Education System



Welcome to the Bay of Plenty, Aotearoa New Zealand

Ōtūmoetai 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 160,000 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, windsurfing 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





Coming to study in Aotearoa New Zealand

Ōtūmoetai College

Ōtūmoetai 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.

Ōtūmoetai College is a state owned co-educational high school of 2,000 students. The College holds places for up to 80 international Students. Parents can expect that students who come to study here will join Aotearoa New Zealand classes and have the opportunity to make Aotearoa New Zealand friends. They live in Aotearoa New Zealand homes as part of our families and are well looked after.

International Students in Aotearoa New Zealand

Educational institutions in Aotearoa New Zealand offer a wide variety of programmes and Aotearoa New Zealand welcomes international students at all its institutions.

When you study in Aotearoa New Zealand, you can be assured of gaining an internationally recognised qualification.

Aotearoa New Zealand welcomes international students from all over the world to our education institutions. Aotearoa New Zealand's qualifications are world class, and we have several systems in place to make sure our international students are looked after.

How NCEA works

The National Certificate of Educational Achievement (NCEA) is the main national qualification for secondary school students in Aotearoa New Zealand. NCEA is recognised by employers, and used for selection by universities and polytechnics, both in Aotearoa New Zealand and overseas.

Watch the following video that explains how NCEA works: www.nzqa.govt.nz/assets/qualifications-and-standards

NCEA overview

- Each year, students study several courses or subjects.
- In each subject, skills and knowledge are assessed against a few standards. For example, a Mathematics standard could be: Apply numeric reasoning in solving problems.
- Schools use a range of internal and external assessments to measure how well students meet these standards.
- When a student achieves a standard, they gain several credits. Students must achieve a certain number of credits to gain an NCEA certificate.
- There are three levels of NCEA certificate, depending on the difficulty of the standards achieved. In general, students work through levels 1 to 3 in years 11 to 13 at school.

Students are recognised for high achievement at each level by gaining NCEA with Merit or NCEA with Excellence. High achievement in a course is also recognised. For more information, read about Endorsements.

Using NCEA after you leave school

NCEA and other national certificates are recognised by employers and used as the benchmark for selection by universities and polytechnics. NCEA is also readily accepted overseas, including by universities. Prospective employees can create a summary of their results from their Record of Achievement. For more information, see using NCEA after leaving school.

NZQA brochures and videos

A range of publications and resources are produced by NZQA, including brochures to support student, family, and community understanding of NCEA:

A brochure is available for international students considering studying in or currently studying in Aotearoa New Zealand:

Thai. Korean. Japanese. Simplified Chinese. German. Spanish

Website links

- 1. Study In Aotearoa New Zealand**
Hear from students and discover what it would be like to live, work and study in Aotearoa New Zealand. Find Information for parents and hear from graduates forging successful careers around the world.
www.studyinnewzealand.govt.nz
- 2. Home - NZQA**
NZQA is the Aotearoa New Zealand Qualifications Authority. NZQA is responsible for administering NCEA and the Aotearoa New Zealand Code of Practice for the Pastoral Care of International Students
www.nzqa.govt.nz
- 3. National Certificate of Educational Achievement (NCEA)**
www.nzqa.govt.nz/ncea
- 4. The Aotearoa New Zealand Code of Practice for the Pastoral Care of International Students**
www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Code-of-Practice-Amendments-2019.pdf





Why Ōtūmoetai College?

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

- Study at a large Aotearoa 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.

The Ōtūmoetai College Curriculum

Ōtūmoetai 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.

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) International English Tertiary Entrance (IETE) and International English English (IEEN) 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 and information centre. The school is set in extensive grounds with a swimming pool, gymnasiums, tennis, and netball courts and sports fields. Ōtūmoetai College has over 140 teaching staff who are university qualified and teacher trained. All Ōtūmoetai College teaching staff are required to be registered with the Aotearoa New Zealand Teachers Council.

To view the Ōtūmoetai 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.

Section B

Conditions of Acceptance





Conditions include

1. That Ōtūmoetai College has a place available for the student in school and that a suitable homestay is available.
2. That all Ōtūmoetai College Application Forms are completed accurately and include the 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. On being offered a provisional place at Ōtūmoetai College, full payment of fees must be made. This includes Insurance*
5. On payment of fees a new Offer of Place will be provided with a receipt to support your application for a student visa with Aotearoa New Zealand Immigration prior to coming to Ōtūmoetai College.
6. The Application Form gives Ōtūmoetai College an indication of the level of study chosen.
7. The completion of the enrolment interview and an English language test if appropriate.
8. It may be recommended that a student attends a High School English Language preparation course before beginning at Ōtūmoetai College.
9. Students should be between the ages of 13 and 19 Years

Pre-enrolment requirements

This involves the completion of all current Ōtūmoetai College International Student Application Forms (refer to www.otc.school.nz). The Application 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.

- F) The enrolment process is completed at the enrolment interview that is held at Ōtūmoetai 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 (equivalent to 4-5 on the IELTS scale).
- B) Year 12 and Year 13 Intermediate level or advanced (equivalent to 5-6 on the IELTS scale)
- 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.

*Insurance

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



Section C

Support Services





Ōtūmoetai College enrolls only a small and select number of international students each year (80 students – 4% of the College roll).

This enables the College 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 Aotearoa New Zealand laws, culture and learning.
- A Aotearoa 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.
- Students are provided with the Ōtūmoetai College International Student handbook that provides a whole range of information on Aotearoa New Zealand, Tauranga and Ōtūmoetai College.

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 Ōtūmoetai College and pathways to Aotearoa 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

- Ōtūmoetai College provides only homestay accommodation, where students are placed in a family home, within a reasonable distance of the College.
- Ōtūmoetai College has a Homestay Manager who is responsible for making sure homestays are suitable places for young people to live.
- The “International Student Residential caregivers Guide” provides guidance for the homestay families.
- 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.
- Ōtūmoetai 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

- Ōtūmoetai 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, digital expenses, 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 Fee
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

Student visas

The International Department can assist with the renewal of student visas when this is necessary as there is no Aotearoa 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.

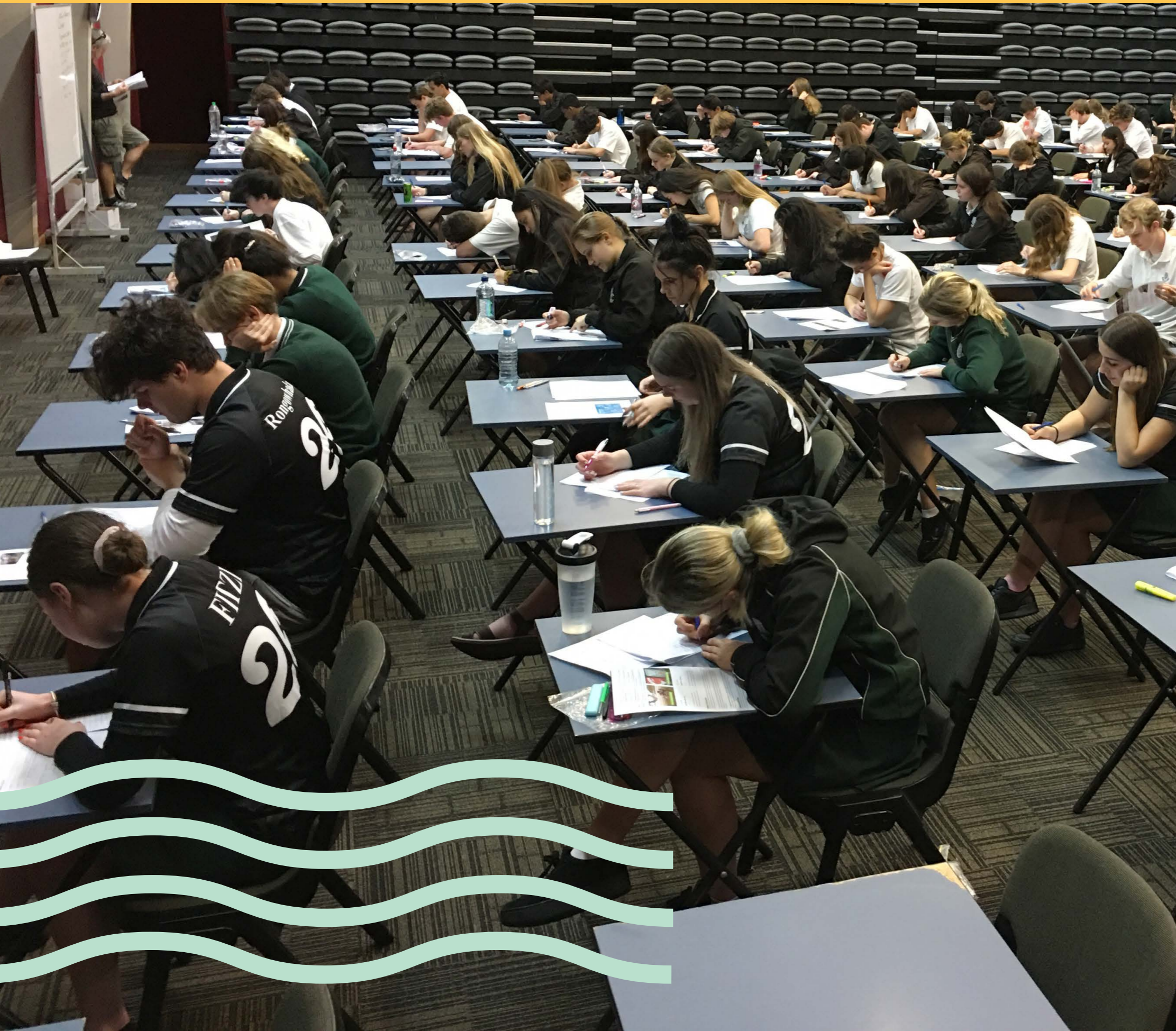
Extracurricular activities

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 Aotearoa New Zealand and be escorted to Tauranga.
- The College has an International Student Travel Policy. For safety reasons students cannot travel independently without permission.





Section D

Ōtūmoetai College Basic Expectations for Students and Fee Protection

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 or vape 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.
11. Always ask for help when you need it.
12. Students may not own, borrow or drive a car, motorcycle or scooter while under the care of Ōtūmoetai College.
13. Students are expected to comply with the Ōtūmoetai College Travel Policy (refer to Ōtūmoetai College Website www.otc.school.nz).

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



Fee protection

1. Ōtūmoetai 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. Ōtūmoetai 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 Ōtūmoetai 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.
3. Refer to: www.otc.school.nz – Fees Protection Policy



Section E

Managing Withdrawal and Closure



Ōtūmoetai College

refund policy

Request for a refund of international student fees

1. All refunds will be settled under the terms of this refund policy unless otherwise agreed to by the school. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. A request for a refund should provide the following information to the School:
 - A) The name of the student
 - B) The circumstances of the request
 - C) The amount of refund requested
 - D) The name of the person requesting the refund
 - E) The name of the person who paid the fees
 - F) The bank account details to receive any eligible refund
 - G) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

1. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
 - A) Registration Fee: Registration fees meet the cost of processing an international student application. Registration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - B) Insurance: Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - C) Homestay Placement Fee: Homestay placement fees meet the cost of processing a request for homestay accommodation by the Student. Costs incurred for arranging homestay accommodation for the Student

prior to the refund request, cannot be refunded.

- D) Used Homestay Fees: Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- E) Portion of Unused Tuition Fees: The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.
- F) Administration Fees: Administration fees paid for time the Student has already spent at the College cannot be refunded.

Request for a refund for failure to obtain a study visa

If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment

If the Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment

If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider

If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to either:

- A) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- B) Transfer the amount of any eligible refund to another provider or
- C) Make other arrangements agreed to by the student or their family and the school.

Where the Student's enrolment is ended by the School

In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:

- A) Any non-refundable fees set out in this policy
- B) Ten weeks tuition fee
- C) Any other reasonable costs that the school has incurred in ending the student's enrolment

Where the Student changes to a domestic student during the period of enrolment

If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Where a student voluntarily requests to transfer to another signatory

If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Request for a refund of homestay fees

If for any reason, the Student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Requests for a refund of fees unused at the end of enrolment

Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the Student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees

Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of Aotearoa New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made by the School

A decision by the School relating to a request for a refund of international student fees will be provided to the Student or family in writing and will set out the following information:

- A) Factors considered when making the refund decision
- B) The total amount to be refunded
- C) Details of non-refundable fees

The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.

Stand downs, suspensions, exclusions and expulsions from Ōtūmoetai 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 Aotearoa 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 and Training Act of 2020.

Aotearoa New Zealand Code of Practice for the Pastoral Care of International Students





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

Ōtūmoetai 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 Aotearoa 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 Aotearoa New Zealand while studying, and reporting requirements are available through the Aotearoa 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 Aotearoa 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 Aotearoa New Zealand citizens, residents, and temporary visitors to Aotearoa 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 Aotearoa New Zealand.

Section G

Guidelines for Educational Agents





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

Grievance Procedures and Student Complaints



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 istudent complaints. 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 at [istudent.org.nz/contact-us](https://www.istudent.org.nz/contact-us) or send an email to: complaints@istudent.org.nz

If you need more information on the complaints process

istudent complains on 0800 006675 (free call) or from outside of Aotearoa New Zealand +64 4 918 4975

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.

Please contact at any time:

Director of International Students Ōtūmoetai College
PO Box 8033, Cherrywood 3145
Tauranga, New Zealand
Telephone: 006475762316 Ext. 760

Aotearoa New Zealand



For more information contact:

105 Windsor Road, Bellevue, TAURANGA

p. 07 576 2316

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