



**Sacred Heart
Girls' College**
HAMILTON

POLICY 16: INTERNATIONAL (FEE PAYING) STUDENTS

The daily life of the College will be permeated with the values of Jesus Christ and the teachings of the Catholic Church. Special links will be maintained with the Sisters of Our Lady of the Missions as the College Founders and their special charism reinforced in the College.

1.0 Purpose and Scope

Sacred Heart Girls' College welcomes students from other countries and recognises that students from overseas culturally enrich the life of the college. International students are encouraged to participate fully in the life of the college and are treated under the same policies and procedures that apply to all students.

This policy shall be read in conjunction with the Schools International Education Business Association of New Zealand Incorporated and Ministry of Education Code of Practice for the Pastoral Care of International Students at www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/.

2.0 Guidelines

2.1 The Principal (or delegate) has the delegated authority and responsibility for the care, safety and wellbeing of the international students while they are at the college.

2.2 The Principal shall:

- appoint a teacher with ESOL qualifications or equivalent to provide appropriate English language teaching;
- ensure that the number of international fee-paying students will not exceed 5% of the maximum roll;
- regularly receive and act on (if necessary) reporting on international students, and student achievement;
- provide the Boards finance sub-committee with a monthly and annual financial/programme report;
- be responsible for any within school hours disciplinary matters which involve international student(s) in accordance with the grievance and disciplinary practice procedures afforded a New Zealand non-international student at Sacred Heart Girls' College;
- ensure access to the Director of International Students, International Manager or work with Deans or Counsellors, to assist in safe-guarding the educational interests and welfare of international students.
- ensure preference will be given to students who have:
 - enrolled at a Catholic college in their home country; and/or;
 - studied English for at least three years;
 - ensure there are procedures in place which;
 - maintain professional standards in the delivery of education for international students;
 - safeguard the educational interests and welfare of international students;

- comply with the approved “Code of Practice for the Pastoral Care of International Students;”
- comply with the approved “Schools International Education Business Association of New Zealand Incorporated.”

2.3 The Board of Trustees is responsible for:

- formally delegating the responsibility for the care and safety of the international students while students are attending the school/student programme, to the Principal;
- the annual review of the international student fee framework;
- reviewing the annual financial and programme report and make the necessary informed decisions, as required;
- completing a strategic review of the international students programme on a triennial basis, or sooner if required;
- reviewing on an annual basis the operational plan for the marketing, support and resourcing of international students;
- agreeing that fee paying international students are primary beneficiaries of revenue generated by their enrolment and that any surplus from fees will be reviewed in order to improve facilities and resources for the whole student body.

REVIEW:

This policy shall be reviewed by the Board of Trustees

Review schedule: February Triennially

Review due next: February 2021

REFERENCES:

- Code of Practice for the Pastoral Care of International Students 2016
- Department of Labour (Immigration) Policy, July 2005
- Procedures for International Students Fees; Refunds and Fee Protection
- Board Delegations of Authority
- NZ Immigration requirements
- Schools International Education Business Association of New Zealand Incorporated
- Application for enrolment which includes responsible use agreement, code of behaviour fees, contract for acceptance and terms of condition
- Education Act 1989 www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/

This policy shall be read in conjunction with the Board of Trustees Fee Protection, Accommodation, Managing Agents and Refunds Policies.

Approved by the Board of Trustees at the meeting held on 23-10-2018



CHAIRPERSON



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**POLICY 16.1:
FEES PROTECTION**

Guidelines

- 1.0 This policy ensures that international student fees paid in advance are protected and can be made in accordance with the College's Refund Policy. This policy shall be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 at www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/.
- 2.0 The Principal shall ensure that the staff member in charge of international education reports on its fee protection policy directly to the Principal.
- 3.0 The Principal shall provide the following safeguards on its fee protection mechanisms and accounting procedures:
 - 3.1 The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored.
 - 3.2 The school will ensure that generally accepted accounting procedures are applied to international student fees paid in advance.
 - 3.3 The school will ensure that the staff member in charge of international education will have access to international student funds paid in advance.
 - 3.4 The school will ensure that all International fees paid in advance shall be paid into the school's operating account or other account authorised by the Principal.
 - 3.5 The school will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student.
 - 3.6 The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
 - 3.7 The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures.

Approved by the Board of Trustees at the meeting held on 23.10.2018



CHAIRPERSON



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POLICY 16.2: ACCOMMODATION

Guidelines:

1.1 This policy outlines the factors that will be considered when managing accommodation and International Students enrolled at the College. This policy shall be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 at www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/.

2.0 The Principal shall provide a suitable living environment conducive to study and a safe and supportive home life. Involve residential caregivers in the welfare of the student. Assist the student to successfully integrate into New Zealand life and ensure the student is well cared for and supported by the school.

2.1 Approved Accommodation

All international students must live with parents or residential caregivers that have been approved by the school. The following categories of residential care may be approved by the school:

- Designated caregiver
- Homestay
- Licensed hostel
- Approved temporary accommodation.

The school will not approve accommodation for students over 18 years of age not living with parents other than with a residential caregiver.

2.2 Residential Caregivers - Onsite Assessment

Residential care accommodation for international students will undergo an on-site assessment to determine that the accommodation is of an acceptable standard, is not a boarding establishment and the residential caregiver provides a safe physical and emotional living environment.

2.3 Ongoing Monitoring

All residential care accommodation for international students will be monitored on a regular basis including visits to the accommodation and student interviews to ensure that the accommodation continues to meet required standards.

2.4 Resolving Difficulties

Where difficulties arise in residential care, the school will liaise with residential caregivers, contracted agents, students and parents as appropriate to resolve such difficulties.

2.5 Safety Checking

Safety checks, including Police vetting as appropriate, will be carried out for residential caregivers. Other adults aged 18 years and over living in the accommodation will undergo an appropriate safety check.

2.6 Designated Caregivers

- The school will have written Designated Caregiver Agreements with all designated caregivers;
- The monitoring of students living in designated care will be managed in accordance with this policy and the Designated Caregiver Agreement.

2.7 Homestay

- The school will have written Residential Caregiver Agreements with all homestays;
- The school will have written Homestay Accommodation Agreements with all students and their families;
- The monitoring of students living in homestays will be managed in accordance with this policy and the Homestay Accommodation Agreement;
- Homestay fees paid to the school will be held by the school on behalf of students and paid to host families in regular payments. Remaining homestay fees at the end of enrolment will be refunded according to the schools' refund policy.

2.8 Licensed Hostel

- The school will have written Residential Caregiver Agreements with licensed hostels;
- The school will have written Hostel Accommodation Agreements with all students (or their legal guardian) living in a licensed hostel ;
- The monitoring of students living in a licensed hostel will be managed in accordance with this policy and the Hostel Accommodation Agreement.

2.9 Temporary Accommodation

- The school will assess the suitability of the accommodation considering the age and gender of the students;
- The school will ensure adequate supervision is in place for all students;
- The school will ensure all pastoral needs of the students are met including meals and laundry;
- The school will ensure that supervisors in temporary accommodation undergo an appropriate safety check;
- The school will monitor and manage risks to students.

Approved by the Board of Trustees at the meeting held on 23.10.2018



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POLICY 16.3: MANAGING EDUCATION RECRUITMENT AGENCIES

Guidelines

- 1.0 This policy provides clear and consistent guidance for relationships between the school and reputable education recruitment agencies who recruit students for the school. This policy shall be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 at www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/.
- 2.0 The Principal shall enter into working relationships with reputable agencies, once a reference check has been carried out and all supporting documentation has been submitted by the agency, i.e. an Agency Application Form, and other supporting documentation the school deems necessary. Results of reference checks will be recorded by the International staff.

2.1 Ethical Conduct

New Zealand is a signatory to the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (To be known as the London Statement of Principles) and operates under the Education (Pastoral Care of International Students) Code of Practice 2016. Recruitment agencies will be informed about, and will comply with, the requirements of the Code and the London Statement of Principles.

2.2 Action For Breach

Where agencies are found to contravene the Code and/or the London Statement of Principles, the school will apply the appropriate sanctions as detailed in the Agency Agreement.

2.3 Commissions

- The school will pay commissions to the agency as set out in the Agency Agreement. The commission rate will be 15% of tuition fees and the school reserves the right to make other commission or incentive arrangements with selected agencies by special negotiation.
- The school will pay commissions to contracted agencies upon receipt of an invoice. Commission payments will be made within 4-6 weeks after the student has commenced at the school and is subject to the tuition fee being received by the school.
- The school may elect to make special arrangements with trusted agencies to allow the agency to withhold commissions from tuition payments due to the school. Such arrangements are at the sole discretion of the Principal and no commissions should be withheld by an agency without prior agreement from the Principal.
- Where a student does not see out the entire period of their enrolment at the school, the school may, on a case by case basis, decide whether or not to request a refund of all or any part of any commission fees paid to an agency.
- The school has no obligation to pay commission fees to any agency with whom the school does not have a signed Agency Agreement.

2.4 Agency Monitoring and Review

The school will review the conduct and performance of its agencies as a part an annual self-review. The school will collect and record appropriate evidence of agency reviews.

2.5 Reporting

The staff member in charge of international education will report directly to the school Principal on the performance of the school's contracted agencies and report any breaches of the Code that may lead to the termination of an agency contract.

Approved by the Board of Trustees at the meeting held on 23.10.2018



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POLICY 16.4: REFUNDS

Guidelines

1.0 This policy outlines the factors that will be considered when a request for a refund of international students' fees are made to the school. This policy shall be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989 at www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/.

2.0 The Principal shall:

2.1 Requests for a Refund of Tuition Fees

Consider requests for a refund of international student fees provided the request is made in writing to the school within twelve (12) months after the final enrolment date of the student. A request for a refund must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

2.2 Requests for a Refund for Failure to Obtain A Study Visa

If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided, less an administration fee of \$600.00.

2.3 Requests for a Refund for Voluntary Withdrawal

- If an international student voluntarily withdraws *prior to* the start date of their enrolment, a refund will be provided less an administration fee of \$600.00.
- If an international student voluntarily withdraws *after* the start date of their enrolment, a minimum of ten (10) weeks' notice of withdrawal must be received by the school in writing. Where notice of less than ten (10) weeks is given, one full term's fees will be retained.
- Administration, insurance and homestay placement fees are non-refundable after the student has started their course. The school, may in its sole discretion, request further information or evidence in support of a refund request.

2.4 Requests for a Refund for Failure to Provide a Course, Cessation as a Signatory or Cessation 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:
- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider.

2.5 Circumstances Where no Refund will be made no Refund of International Student Tuition Fees will be made Where:

- A student's enrolment is brought to an end by the school, or:
- Where a student changes to domestic student status during the period of enrolment, or:
- Where a student voluntarily requests to transfer to another signatory.

2.6 Requests for a Refund of Homestay Fees

- If for any reason, an international student withdraws *after* the start date of their enrolment, any unused homestay fees will be refunded, less the school's notice-period fee.
- Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less the school's notice-period fee.

2.7 Requests for a Refund of Fees Unused at the End of Enrolment

- Prepaid fees unused at the end of enrolment amounting to less than NZD\$50.00 will be refunded to the student in cash, unless otherwise directed by the parents.
- Sums greater than NZD\$50.00 will be refunded into a nominated bank account.

2.8 Outstanding Activity Fees or Other Fees

Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.

2.9 Review and Reporting

- The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.
- The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

Approved by the Board of Trustees at the meeting held on 23-10-2018



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