Hastings Girls' High School

Ngā Rau Huia o Ākina

International Policies

Table of Contents

International Department Vision 1

Our School Values 1

International Student Policy 2

Accommodation Policy 3

Fee Protection Policy for International Students 6

International Student Refund Policy 7

Manging Recruitment Agencies 11

Supervised Groups Policy 13

International Student Holiday/Travel Policy 16

International Student Permission to Work Policy 17

International Student Driving Policy 18

Complaints Policy 19

Hastings Girls' High School – Ngā Rau Huia o Ākina

Mrs Lisa Akers, Principal

International Department Vision

At Hastings Girls' High School we are a culturally diverse, vibrant and welcoming community where girls are empowered to lead, achieve, and make meaningful impact in the world. Hastings Girls' High School provides a focused, safe learning environment, where international students are known by staff, supported and challenged by our curriculum.

Our school provides international students with a stimulating and caring student experience with recognised academic pathways focused on the New Zealand Qualification Authority (NZQA). NZQA is an internationally recognised, robust, and well-respected formal qualification framework and Hastings Girls' High School provides excellent pathways to tertiary institutions throughout New Zealand.

We are proud that our international students play a crucial role in strengthening our school's global culture and look forward to growing our international student groups within our school community.

Our School Values

Pono – Honesty

Kaitiakitanga – Guardianship

Whakawhanaungatanga – Building positive relationships

Manaakitanga – The Act of Showing Care

Whakaute – Respect

International Student Policy

Rationale

This policy outlines the school's purpose and benefits of the enrolment of International Students to Hastings Girls' High School – Ngā Rau Huia o Ākina.

By enrolling international students, the school aims to further foster a vibrant, multicultural environment for cross cultural understanding that prepares both our domestic girls and international students to navigate, lead, and thrive in an increasingly interconnected global economy.

Purpose

1. To further develop cultural understanding in our students to enable them to become global citizens.
2. To foster lasting and meaningful international cooperation and relationships.
3. To enable exchanges that benefit language learners, and other curricular areas such as History, Geography, Social Sciences, Sport, and Cultural groups, etc.
4. To provide the school with additional funds to enhance quality teaching and learning.

Guidelines

1. Hastings Girls' High School – Ngā Rau Huia o Ākina will be compliant with all aspects of the "Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021" and the Education Act 1989 https://sieba.nz/assets/Member-Resources/NZQA/NZQA-Code-of-Practice-2021.pdf.
2. International students will be enrolled with Hastings Girls' High School under a contract of enrolment in accordance with section 2 of the Education Act 1989.
3. Appropriate staffing and resources will be provided by the school for the recruitment, administration and pastoral care requirements of international students.
4. There are clear and robust processes and systems in place to support international students that is annually reviewed and reported to the Principal and board.

Accommodation Policy

Purpose

The accommodation policy outlines factors that will be considered when managing accommodation for international students enrolled at Hastings Girls' High School. This policy aligns with the "Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021" and the Education Act 1989.

Rationale

The school undertakes to comply with the accommodation provisions set out in "The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021" (The Code).

Policy Objectives

1. To provide a suitable living arrangement conducive to study and a safe and supportive home life.
2. To involve residential caregivers in the welfare of the student.
3. To assist the student to successfully integrate into New Zealand life.
4. To ensure that the student is well cared for and supported by the school.

Approved Accommodation

All international students must live with parents or residential caregivers that have been approved by the school, including

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

The school will not approve accommodation for students 18 years of age not living with parents or a designated caregiver.

Use of Accommodation Agents

The school may make use of accommodation agents to organise and manage student accommodation. If an accommodation agent is used, the school will enter into a written agreement with the agent that ensures that the services provided by the agent meet all standards and requirements of the code.

Residential Caregivers (Homestay families)

Onsite Assessment

Residential caregivers' 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 that the residential caregiver provides a safe physical and emotional living environment.

Ongoing Monitoring

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

Resolving Difficulties

Where difficulties arise, the international department will liaise with residential caregivers, contracted agents, students and parents as appropriate to resolve any difficulties.

Safety Checking

Safety checks including police vetting and reference checking will be carried out for residential caregivers. Other adults age 18 years or over living at the accommodation will undergo an appropriate safety check.

Designated Caregiver

1. The school will have a written designated caregiver agreement with all designated caregivers.
2. The monitoring of all students living with designated caregivers will be managed in accordance with this policy and the designated caregiver agreement.

Homestay

1. The school will have written Residential Caregiver Agreements with all Homestays.
2. The school will have written Homestay Accommodation Agreements with all students and their families.
3. The monitoring of students living in Homestay accommodation will be managed in accordance with this policy and the Homestay Accommodation Agreement.
4. Homestay fees paid to the school will be held by the school on behalf of the 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.

Licensed Hostel

1. The school will have written residential Caregiver Agreements with Licenced hostels.
2. The school will have written hostel Accommodation Agreements with all students or legal guardian living in a licenced hostel.
3. The monitoring of students living in a licenced hostel will be managed in accordance with this policy and the hostel Accommodation Agreement.

Temporary Accommodation

1. The school will assess the suitability of the accommodation considering the student's age.
2. The school will ensure that there is adequate supervision in place for all students.
3. The school will ensure that all pastoral needs of the students are met, including meals and laundry.
4. The school will ensure that all supervisors have undertaken all required safety checks.
5. The school will continue to monitor and manage risks to students.

Review

The school will review the conditions relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for accommodation for international students.

Fee Protection Policy for International Students

Purpose

This fee protection policy makes clear factors that will be considered to ensure that international student fees paid in advance are protected and can be made available in accordance with the school's refund policy.

This policy should be read in conjunction with the Education (Pastoral care of Tertiary and International Students) Code of Practice 2021.

Fees Protection

The school will ensure that it's fee protection processes and accounting procedures provide the following safeguards.

1. The school will ensure that all fees paid in advance from international students are accounted for in such a way that individual student balances are clearly identified.
2. The school will ensure that robust accounting procedures are applied to international student fees paid in advance.
3. The school will ensure that only those with the appropriate authority will have access to international student fees paid in advance.
4. The school will ensure that all international student fees paid in advance will be paid into the school's operating account or other account nominated by the Principal.
5. The school will transfer fees paid in advance to revenues at appropriate intervals throughout the enrolment period of the student.
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees liability at any time.
7. The school will ensure that the operation of this fee protection policy is audited as part of the audit process.

Review

The school will review the conditions relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review.

Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's fees protection policy.

International Student Refund Policy

Request for Refunds of International Student Fees

1. The school will consider all requests for a refund of international student fees.
2. The request should be made in writing to the school as soon as possible after the circumstances leading to the request via the school 'Request for Refund' form.
3. The 'Request for Refund' form asks for
   a. The name of the student
   b. The circumstances of the request
   c. The amount of the 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 of the person who paid the fees including bank address and swift code
   g. Any relevant supporting documentation such as receipts, invoices and visa information
4. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.

Non-Refundable Fees

The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur because of receiving an application for enrolment and cannot be refunded.

a. **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
b. **Insurance Fees:** Once insurance is purchased the school is unable to issue a refund of insurance premiums paid on behalf of a student. Students and parents may apply directly to the insurance company for a refund on premiums paid.
c. **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation for the student. Costs incurred for the arrangement of homestay accommodation for the student prior to the refund request cannot be refunded.
d. **Unused Homestay fees:** Homestay fees paid for the time that 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 Fee**: 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.

Request for a Refund for Failure to Obtain a Study Visa

5. If the student fails to obtain the appropriate visa, a refund of student academic fees will be refunded less any administration fee that has been paid. Evidence of the visa decline by Immigration New Zealand must be provided to the school.

Request for Refunds for Enrolment for One Term or Less

6. Where the student is enrolled for one term or less and withdraws early, either before or after the start of enrolment, other than when they have failed to secure the appropriate visa and have supplied evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
7. Where the school terminates the enrolment of the student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Request for a Refund for Voluntary Withdraw from Enrolment of More than One Term

8. If the student voluntarily withdraws **21 days or more** before the start date of enrolment a refund will be provided less any non-refundable fees as outlined in the policy. The 21 days will be counted from the day after the school receives written notice of the student's withdrawal.
9. If the student withdraws **less than 21 days** before the start date other than when they have failed to obtain the appropriate visa, and have provided evidence of this, a refund will be provided less a minimum of 10 weeks tuition fees and any other non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the school receives written notice of the student's withdrawal.
10. If a student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice will start the day after receiving written notice of the student's intention to withdraw. The student may continue to attend school over this 10 week notice period. The notice period does not include weeks that occur over the scheduled school holidays.

Request for Refund where the School Fails to Provide a Course, Ceases as Signatory, or Ceases to be a Provider

11. 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 that were not delivered,
    b. transfer the amount of any eligible funds to another prover, or
    c. make other arrangements agreed to by the student or their family and the school.
12. For the avoidance of doubt, this clause does not apply where the format of the education provided by the school changes (for example delivery of remote learning), but where the school continues to offer education for international students.

Other Circumstances where a Refund Request May Be Considered

Where the student's enrolment is ended by the school

13. If the student's enrolment is ended by the school for a breach of the contract of enrolment, or as a consequence of a welfare issue, then the school will consider a refund request less
    a. any non-refundable fees set out in this policy,
    b. a minimum of 10 weeks tuition fees from the date of termination, and
    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

14. If the student changes to a domestic student after enrolment has commenced, this contract will be treated as being terminated on the date that the school is advised of this change of status. The student will be treated as having voluntarily terminated the Agreement on this date and any refund will be calculated accordingly. The student will be treated as having given no prior notice for the purpose of Clause 10 of this policy, unless the student has previously advised the school in writing of the student's intention to Immigration New Zealand for a visa that will change the student's status. In the event that the school has received written notice of the intent to change status, the period after this notice is given will be counted as part of the notice for the purpose of clause 10.

Where a student voluntarily requests to transfer to another signatory

15. If a student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. This notice does not include weeks that fall on scheduled school holidays. The notice period will begin the day after the school receives written notice that the student requests to transfer to another signatory. Where less than 10 weeks' notice is provided, a refund may be calculated based on a refund that would have been due, if the termination had taken place 10 weeks after notice was given.

Refund of Other Fees

Request for a Refund of Homestay Fees

16. If for any reason, the student withdraws after their stay in a homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
17. Where the 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.

Request for a Refund of Fees Unused at the End of the Enrolment

18. Unless otherwise agreed in writing, all eligible refunds of fees of NZD$1,000 or more received from outside of New Zealand will be refunded to the bank account (in the source country) from which the funds were originally transferred.

Outstanding Activity Fees or Any Other Fees

19. Any activity fees or any other fees incurred by the student during their enrolment and owed to the school at the time of withdrawal will be deducted from any eligible refund.

Rights of families after a decision regarding a refund has been made

20. A decision made by the school in relation to a refund will be provided in writing to the student and parents and will set out the following information
    a. factor considered when making the refund decision,
    b. the total amount to be refunded, and
    c. details on non-refundable fees.
21. In the event that the student or parent is dissatisfied with the decision made by the school, or the process the school followed when making the refund decision, they have the right to have the refund decision reviewed by Study Complaints, Dispute Resolution Scheme.

Review

The school will review the conditions relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

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.

Manging Recruitment Agencies

Purpose

This policy is to provide clear and consistent guidance for relationships between the school and education agencies. This policy should be read in conjunction with the Agency Agreement, and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Contracts

The school will sign agreements with all education agencies who recruit students for the school.

Reference Checks

The school will enter working relationships with reputable agencies. Reference checks are completed, and are recorded by staff, and agreements are only entered into after all the supporting documentation that the school deems appropriate has been received.

Ethical Conduct

New Zealand is a signatory to the Statement of Principles for the Ethical Recruitment of International Students by Educational Agents and Consultants (to be known as the London Statement of Principles) and operates under the "The Education (Pastoral Care of Tertiary and International Learner) Code of Practice 2021". Recruitment agencies will be informed about, and will comply with, the requirements of the code and the London Statement of Principles.

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.

Commissions

The school will pay commission to the agency as set out in the Agency Agreement. The commission rate will generally 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 generally pay commissions to contracted agencies upon receipt of an invoice. Commission payments will be made withing 4 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 school, and no commissions should be withheld by the agency without prior arrangement from the school.

Where the 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 commission fees paid to an agency.

The School will have no obligation to pay commission fees to any agency with whom the school does not have a signed Agency Agreement.

Agency Monitoring and Review

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

Reporting

The International Director 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 the agency contract agreement.

Supervised Groups Policy

Purpose

This policy outlines the factors that will be considered when managing supervised groups enrolled at the school. This policy should be read in conjunction with "the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021' and the Education Act 1989.

Rationale

Hastings Girls' High School has developed a policy

1. to ensure that students enrolled as part of a group are properly supervised,
2. to ensure the safety and wellbeing of the students and the quality of academic and social education of the international students within the school,
3. to ensure compliance with "the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021".

A supervised group is considered to be 2 or more international students travelling together to New Zealand under the supervision of an adult or organisation other than Hastings Girls' High School, and who are enrolling with the school for a period of up to 3 months.

Policy Objectives

1. To ensure the safety and wellbeing of all supervised group international students who enrol with Hastings Girls' High School.
2. To consider the particular needs of students enrolling as part of supervised groups, and to ensure the administration and pastoral care of these students meets the requirements of the Code.

Enrolment of Supervised Groups

Hastings Girls' High School will enrol supervised group students on the ENROL system as per Ministry of Education Guidelines for groups to ensure that they are recorded as international students.

Use of Education Agents

Hastings Girls' High School does not accept any supervised group students through an education agent without first following the policy and procedures for management of educational agents, including having a signed and current Agency Agreement with the education agent.

In order to ensure that Hastings Girls' High School and an education agent understand and meet their duty of care of the students, the International Director will draft a memorandum of understanding for each supervised group. The MOU will provide details of the group including expected numbers and ages of the students, arrangements of group supervision and accommodation, agreed pricing schedules, timelines programme requirements and the roles and responsibilities of both parties.

Accommodation for Supervised Group Students

Hastings Girls' High School will ensure that supervised group students stay in appropriate accommodation as defined by The Code.

Appropriate accommodation may include

a. Residential Caregiver – including Homestay families
b. Hotel, Motel, Licenced Hostels, or other supervised-group accommodation options
c. Staying with students' parents or legal guardian

If an accommodation agent is in the placement of supervised groups on behalf of the school, we will have a current, signed agreement with that Accommodation Agent.

Insurance for Supervised Group Students

The Code requires that all students enrolled with a signatory for 2 weeks' duration or longer must have appropriate insurance cover. However, for the school to meet the obligations and duty of care for international students, **Hastings Girls' High School requires that all enrolled students have appropriate insurance cover – including those who are enrolled for less than two weeks.**

Hastings Girls' High School will therefore ensure that all supervised group students have appropriate insurance for the duration of their enrolment, and if practicable, for the duration of their time in New Zealand, including travel between their home country and New Zealand.

Insurance Policies Deemed Appropriate, whether Arranged by the School of by the Student or Family Provides Cover for

a. Medical expenses in excess of $1,000 000.
b. Repatriation or expatriation of the student as a result of serious illness or injury or death of a student including cover for:
    - travel costs of family members to and from New Zealand,
    - costs of repatriation or expatriation of the body, and
    - funeral expenses.

Group Supervision

Hastings Girls' High School will ensure that all supervised group students enrolled at the school have proper supervision. The number of supervisors and the type of supervision for a group will be negotiated and detailed in the memorandum of understanding. Factors in deciding proper supervision will include:

a. Number of students
b. Ages of students
c. Duration of visit
d. Levels of student's English language proficiency
e. Activities the students will be involved with – If Education Outside the Classroom (EOTC) activities are undertaken, the school's EOTC guidelines will determine appropriate supervision ratios and other safety measures put in place for these activities.

Orientation

Supervised group students will be provided with an orientation on arrival as per the school orientation procedures.

Visas

The school will ensure that all supervised group international students will have the appropriate visa to study at Hastings Girls' High School.

Review

The school will review this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review. Review outcomes are reported to the Principal on the operation of the school's policy for international supervised groups.

International Student Holiday/Travel Policy

Rationale

Hastings Girls' High School provides oversight for the travel plans of all international students both domestically and internationally to ensure that all travel plans are safe and properly supervised.

Guidelines

1. All international students must apply and have their travel plans approved PRIOR to booking and paying for travel.
2. Each travel plan should be submitted at least 3 weeks in advance to allow international staff the appropriate amount of time for safety checks and permissions to be obtained.
3. Hastings Girls' High School will not be responsible for any loss of travel payments should the school decline a travel plan.
4. All overnight stays must have the approval of the natural parents or guardian.
5. If the student requires time off school for travel, then permission must be granted by the International Director. Whether this time off is granted is determined by the student's attendance record and academic performance, or if it is deemed that travel can be undertaken during the school holidays.

Travel Plan Procedure

1. Travel plan to be submitted via the school travel plan document 3 weeks prior to travel commencing.
2. Travel plan filled in and signed by homestay family and returned to international department.
3. Written permission is provided by natural parents or guardians.
4. Holiday plans are checked and appropriate information sourced.
5. Application accepted or declined and student, homestay and natural parent or guardian is informed of outcome.
6. If approved, student may proceed with the booking.

Additional Information

1. Short term travel away with the host family or the students' own parents also needs a holiday form to be completed, but no other permissions are required.
2. A student who is traveling with another homestay family must complete all stages of the travel plan.

Review

The school will review this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review. Review outcomes are reported to the Principal on the operation of the school's policy for international travel.

International Student Permission to Work Policy

Hastings Girls' High School is guided by New Zealand Immigration Department policy and visa conditions that allows students in Year 12 and 13 to apply for a Variation of Conditions of the Student Visa, if they wish to be employed part time.

Rationale

The New Zealand Immigration policy allows international students to gain relevant work experience in an English-Speaking environment. Students will then be able to build their curriculum vitae, gain valuable work experience, and to secure future referees for future employment.

Students will be able to grow their social network and to earn independently.

This may also help students with future permanent migration or work visa applications.

Guidelines

1. The school will comply with the Immigration Act 1987 and will monitor and manage any updates as provided by the Ministry of Immigration to always ensure compliance.
2. The International Director will be responsible for ensuring that international students comply with the conditions of their visa as outlined on Immigration New Zealand's website https://www.immigration.govt.nz/.
3. The primary purpose of the international student visa is for study, and international students working part time will be carefully monitored by the school, the homestay family, parents and employers to ensure that the safety of the student is always being met.
4. The International Director will be responsible for monitoring any student with a variance of conditions that allows them to study part time.

Review

The school will review this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review. Review outcomes are reported to the Principal on the operation of the school's policy for International Student Permission to Work Policy.

International Student Driving Policy

Hastings Girls' High School does not allow international students to drive or own a vehicle while they are enrolled with the school. However, when a student turns the age of 17 they may learn to drive with a qualified instructor, with the permission of the natural parents, homestay parents, and the Director of International.

The following conditions must be met:

1. Written permission is provided by the student's natural parents/guardians.
2. Written permission is given by the Homestay family.
3. The student's insurance policy must cover driving in New Zealand.
4. The student is 17 years or older.
5. Lessons are provided by an authorised driving instructor only.
6. Once the restricted licence is gained, the licence must be given to the International Department, and it will be returned to the student once they have signed out of Hastings Girls' High School.
7. The student must not drive or own a vehicle of any type until they have graduated from Hastings Girls' High School.

Review

The school will review this policy as part of the annual self-review. The school will collect and record appropriate evidence for the review. Review outcomes are reported to the Principal on the operation of the school's policy for international student driving.

Complaints Policy

Definition

An approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the school. Complaints may relate to pastoral care, accommodation, the education programme, or any other element of the student's enrolment. Complaints can be made formally or informally and are dealt with through the school's internal complaint procedures.

Where a student is unable to access a school's internal complaint process or is dissatisfied with the outcome of that process, a formal approach may be made to the Code Administrator/DRS or iStudents complaints.

Purpose

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve complaints by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Rationale

If we comply with Outcomes 13-20 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a formal complaint is laid.

To ensure that complaints are dealt with fairly and effectively, we must have clear and robust processes in place.

Managing Complaints

The school will ensure that its procedures for dealing with complaints will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a complaint and have it resolved.
2. Clearly defined internal procedures which the school follows to resolve complaints from international students, their parents, or other parties.
3. An undertaking to deal with all complaints in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe.
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a school's internal process.
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.

Review

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of the international student programme will report directly to the Principal on the operation of the Complaint Policy.