



Hastings Girls' High School

Ngā Rau Huia o Ākina

Pre-Departure Information



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WELCOME TO NEW ZEALAND

Welcome to New Zealand!

New Zealand is a special place to visit, travel and study. We have beautiful beaches, lovely forests, snowy mountains, green farmland, interesting cities and towns and friendly, welcoming people.

The population of New Zealand is 5.1 million people. English, Māori and New Zealand Sign Language are official languages, although most people speak English.

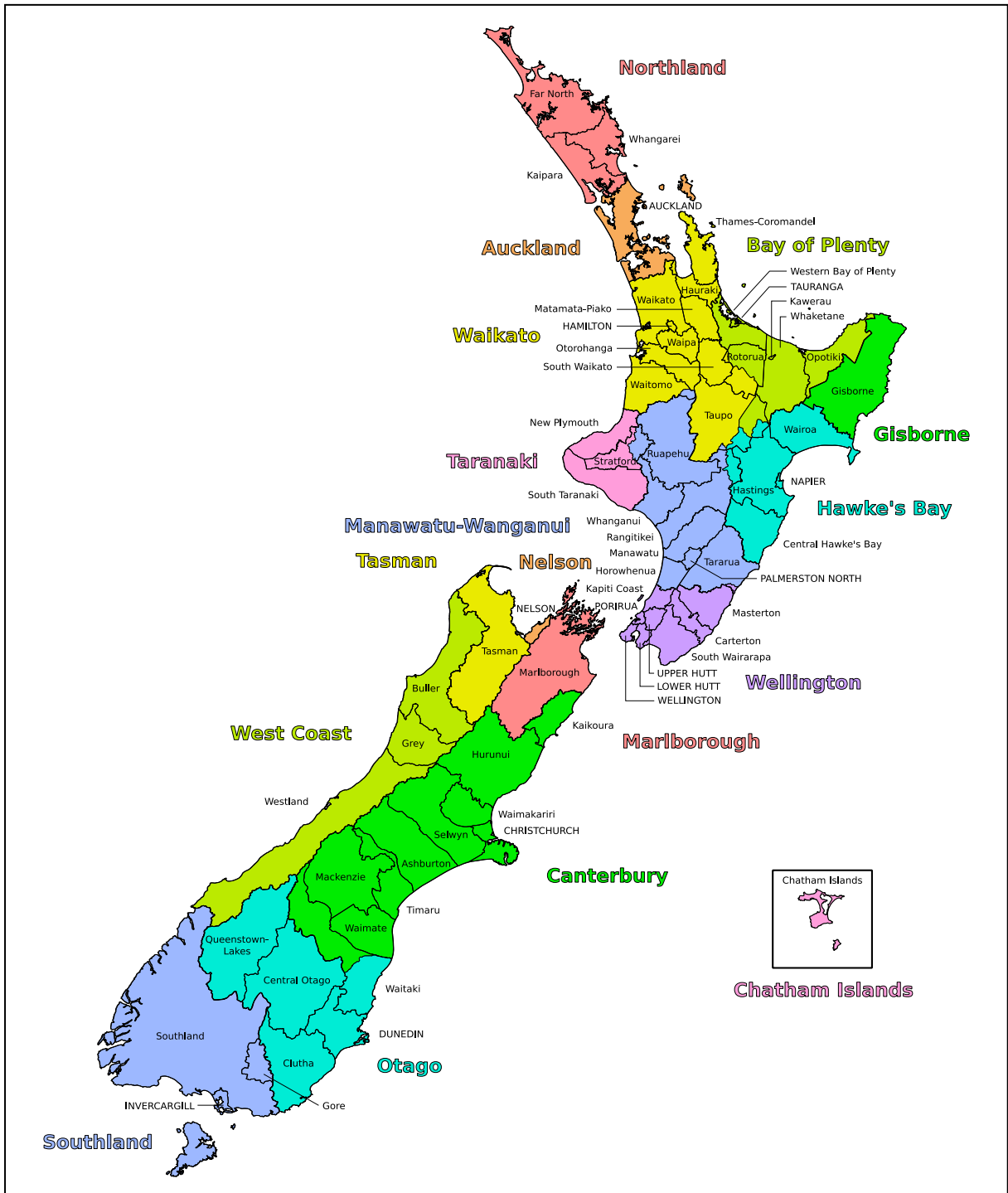
New Zealand is a popular place for international students. We have an excellent educational system that is recognised around the world.

We are very glad you are coming to New Zealand and spending time in one of our schools. We hope you enjoy your time here, learn something new and make new friends.



OUR REGION

Below is a map of New Zealand. Can you find Hawke's Bay?



New Zealand Seasons and Climate

The average New Zealand temperature decreases as you travel south. January and February are our warmest months, and July is our coldest month of the year.

A helpful website to check the climate and weather in your region is:

www.newzealand.com/int/feature/new-zealand-climate-and-weather



Spring

September – November

Average daytime temperatures 16 - 21 °C (61 - 69 °F)



Summer

December – February

Average daytime temperatures 21 - 31 °C (69 - 87 °F)



Autumn

March – May

Average daytime temperatures 17 - 21 °C (62 - 70 °F)



Winter

June – August

Average daytime temperatures 12 - 16 °C (53 - 61 °F)

The weather in New Zealand can change fast. Be prepared for changes in weather and temperature, particularly if doing outdoor activities.

WHAT YOU SHOULD PACK

Below are some items we suggest you pack for your time in New Zealand. Depending on the time of the year you are coming, you will need to bring different things.

- Return airline ticket
- Passport and current visa to study in New Zealand
- Travel/medical insurance policy
- Any medication you take
- Laptop and mobile phone
- Pocket money
- Adapter plug(s) for electrical items. The electrical supply is 230/240 volts

If you are bringing anything valuable (i.e. camera, phone, laptop, etc) you **MUST** have copies of the purchase receipt. You will not be able to claim for insurance if you don't have proof of the purchase price.

Spring and Summer

If you are coming during our spring and summer months we suggest:

- Swimwear
- Sunhat, sunglasses and sunscreen
- Shorts and/or skirts
- T-shirts and/or short sleeve shirts
- Jumper and/or sweatshirt
- Light raincoat
- Good walking shoes and sandals
- Your choice of other clothing and footwear

Autumn and Winter

If you are coming during our autumn and winter months we suggest:

- Swimwear (we often go for a hot swim)
- Warm waterproof jacket
- Jumper and/or sweater
- Long pants and/or jeans
- Long sleeved shirt and/or t-shirt
- Scarf, hat and gloves
- Good walking shoes
- Your choice of other clothing and footwear

WHEN TO ARRIVE IN NEW ZEALAND

We recommend that you arrive just a few days before school starts as it can get a bit lonely waiting without knowing anyone and your host parents will probably work. We do not want you to arrive late, as orientation is very important and you will meet all the other international students starting at the same time.

Pocket Money

We suggest that families budget for around \$80.00 - \$100.00 per week for personal spending although this is entirely up to your family!

Changing Money

If you have some money to change into New Zealand dollars it is easiest to do this at the Auckland Airport.

Bank Accounts

It is advisable to open a New Zealand bank account if you are here for a year or longer. It does not cost anything to open a bank account and it makes life easier while you are staying in New Zealand. In New Zealand most people use a debit card/ EFTPOS card for their spending, and do not carry cash. You must remember to close your bank account before you leave.

TRAVEL AND MEDICAL INSURANCE

The New Zealand Government requires you to have insurance to cover your travel and the cost of medical treatment during your stay in New Zealand. Insurance policies must be approved by the school and must meet the requirements of The Education (Pastoral of Tertiary and International Learners) Code of Practice 2021.

If you go to the doctor while you are in New Zealand, you will need to pay for the visit and then claim the cost back later with your insurance company. Ask the school to help you do this.

Please note that if you have a current medical condition we MUST know about this for insurance purposes.

To claim on your insurance for lost or stolen items, you must have your proof of purchase.

Getting Insurance

The school will arrange insurance for you through Unicare Insurance which you can find more about here: <https://www.uni-care.org/> or you can organise your insurance yourself. The school requires an English translated version of your document, and a copy of the original document for our records. You can view the school's insurance policy online on our International website page.

VISAS

It is compulsory for all International Students to have a visa whilst studying at a secondary school in New Zealand. If you are here for a short-term stay, you may only require a New Zealand Electronic Travel Authority. Students studying for more than one term have to apply for a student visa. On the visa it must state Hastings Girls' High School. If your visa has another institution, you will need to change the status of your current visa by applying with Immigration New Zealand for a variation of conditions. There is a cost involved and you can find out more at <https://www.immigration.govt.nz/study/once-you-have-a-student-visa/check-or-change-your-student-visa-conditions/>

NEW ZEALAND QUALITY STANDARDS

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. (The Code of Practice).

This legislation outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

As an international student you can expect that

- The quality of teaching and learning you will receive will be at a high educational standard
- The marketing information that you receive before you enrol is clear, complete and accurate so that you can make a well-informed decision about whether an education provider is the best choice for you.
- Education agents give you reliable information and act with integrity and professionalism

- You will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have and that you will receive all the proper documentation
- You are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- Your study environment is safe, and that you have a safe place to live.

You can learn more about the code here <https://www2.nzqa.govt.nz/tertiary/the-code/>

THE SCHOOL WEBSITE AND POLICIES

This is the school's website: www.hastingsgirls.com and you can see all international policies in the International section of our website.

Code of Practice: Hastings Girls' High School has agreed to observe and be bound by the "Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021" (the Code). Copies of the code are available from the school or from New Zealand Qualifications Authority at: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> See the end of this booklet for more details.

School Uniform

During your time at the school, you will need to wear the school uniform. School uniform can be bought from our local U SHOP <https://hastings.uniformgroup.co.nz/category/hastings-girls'-high-school/162.aspx>

You will need to wear black leather or 'leather look' school shoes like the ones shown here.



Must have a heel →



SCHOOL TIMETABLE

Bell Times 2026

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Ākina	–	8.30	8.30	8.30	8.30
Block 1	8.30	8.45	8.45	8.45	8.45
Block 2	9.30	9.45	9.45	9.45	9.45
Interval	10.30	10.45	10.45	10.45	10.45
Block 3	11.00	11.15	11.15	11.15	11.15
Block 4	12.00 Ākina/Assembly	12.15	12.15	12.15	12.15
Lunch	1.15	1.15	1.15	1.15	1.15
Block 5	2.00	2.00	2.00	2.00	2.00
End of Day	3.00	3.00	3.00	3.00	3.00

SCHOOL MAP



ORIENTATION

Orientation starts on your first day of school, and you will need to bring your school bag containing some snacks and water, pen and paper, and a computer if you are bringing one. Please wear your school uniform.

Please be aware that there is a strict no cell phone policy at school so if you bring it to school please leave it in your bag and on silent.



You will meet **Mrs Jen Fugle**, Director of International on your first day, your allocated buddy, and International Committee members. We will complete a tour of the school, set up your computers and finalise your timetable, then you will go into your first class!

Mrs Jen Fugle

Emergency Contact

Our school's 24/7 emergency contact number is: **027 351 5223**. Please call this number if you need urgent help when you're in New Zealand.

The international emergency phone may **only** be used by students for the following situations:

- Missed, cancelled, or delayed flights.
- A distressing or unsafe incident at home, in a homestay or in the community.
- Police, airport, or medical emergency requiring immediate support.
- Urgent welfare matters where the student's safety is at risk.

What the Phone is Not For

Students must not use the emergency phone for:

- Requests about uniform, timetables, lunch passes, stationery, assessment queries.
- Friendship issues, transport questions, minor homestay preferences.
- Any matter that can wait until the next school day.
- General enquiries or after-hours chatting.

Non-urgent communication must occur by email within the hours of 8:00am–4:00pm, Monday–Friday.

EXPECTATIONS OF STUDENTS

- Use the emergency number only for genuine emergencies.
- If unsure, ask yourself: *“Is someone unsafe right now, or is something time-critical that cannot wait until morning?”*
- If the matter is not urgent, please email the Head of International or speak to staff during school hours.

The school phone number is **06 873 1133** and you can call this number during school hours.

Curfews in New Zealand

Most of our Homestay families have, or have had, children so can relate to you wanting to go out and get involved. Curfews can be tricky and each family will have their own guidelines around this. The older you are the later your host family will allow you to be out at night but New Zealanders go to bed quite early compared to international standards, and there is not a vibrant nightlife for those under 18.

Discussion and communication are key to curfews working well with you and your host family.

The most important thing is to inform your host family your location, especially if you are going to be late home, are not home for dinner, staying at a friend’s house, etc. This is polite and also for your own safety.

Let your homestay parents know:

1. Where you are
2. Who you are with
3. What your plans are (e.g. We are going to the movies)
4. What time they can expect you home
5. How you are getting home

ACCOMMODATION/HOMESTAY FAMILIES

While staying at our school you will be living with a local homestay family or you may be staying in group accommodation if you are coming over for a short-term stay. If you are staying with a local homestay family, you will be sent the family profile in advance so that you can make contact with them before your arrival. The homestay families love to hear from you!

We very carefully match you and your host family, so the information that you give us about yourself, what you are hoping for, and your hobbies is very important.

Every host family is different. We have host families that are single parents, older, younger couples, families with children, some with other international students, and families with lots of pets! Most of our host parents work.

Every homestay family is very carefully checked to make sure they are suitable, and every household member who is over 18 is police checked.

You will have your own room, but it is common to share a bathroom with the family.

Your host family will treat you like one of the family, and of course you are allowed friends around to visit. Make sure that you ask your host family before you have any friends around, and when they leave, please ensure that you have not made a mess, and if you have, get your friends to help clean up! If you wish to have friends to stay overnight, please ask your host family.

If you are unhappy with your homestay placement we will ask you to try and work things out. If this does not work, we will do our best to move you to another suitable family. There are sometimes personality clashes, and we understand this. If you or your host family decide to make a change we do require 1 or 2 weeks' notice.

SCHOOL INFORMATION

Getting to School

After the first day of school, if you are close enough you might walk to school or ride a bike. You might even catch a school bus. Or you might drive in the car with your family.

We drive on the left side of the road, so if you are crossing a road you need to be very careful—make sure you look both ways! Remember look right first, then left, then right again...then cross the road.

Mobile Phone and Internet Use

- Please bring your mobile phone with you. You can buy a New Zealand sim card and credit to make calls and send texts and this means that you can call and text the school and your homestay family and friends easily.
- We will provide you with a sim card if you need one.
- Make sure that you exchange numbers with all of your host family so that you can call or message them when you need to.
- Other than your first day at school cell phones are not allowed to be used during school hours. If you bring your phone to school please leave it in your bag, on silent, and do not take it out.
- Please ask your host family before using the internet. Most of our families have unlimited internet but please check with them before you download a lot of information like music and movies!
- There is free Wi-Fi at school for you to use.

Bring Your Own Device

It is required that all senior students bring a device to school to use the internet and assist with their learning. Most of our junior students also bring a device.

Attendance at School

You are required to attend school every day as part of your visa requirements. If you can't come to school because you are sick, your host family must call the Student Centre and speak to an Attendance Team member. If you are feeling unwell during school time you can go to the International Office and let staff know or go to the Student Centre and let them know so that you can make arrangements to go home.

International Committee and Buddy

We have a school buddy system and you will be matched with a buddy prior to your arrival so that you can make contact with one another before your arrival. Your buddy will help you to settle into school and classes and they will introduce you to their friends.

We also have an International Committee and members will also support you to settle into the school when you arrive.

Music Lessons

Music instrument tuition is available at Hastings Girls' High School. We offer lessons in



- Drums
- Flute
- Guitar
- Piano
- Trombone
- Trumpet
- Violin
- Voice

It is compulsory for students taking Music as a subject to participate in instrumental lessons, and other students across the school are also welcome to register their interest. Please note that lesson spaces are limited and cannot always be guaranteed.

Sports

Hastings Girls' High School offers a wide range of sporting opportunities across the year, catering for students of all abilities and interests. Whether students are looking to compete at a high level or be involved socially with friends, there is a place for everyone in sport at HGHS.

Our sports programme runs across all four terms, with different sports offered seasonally:

- Badminton Terms 2 & 3
- Basketball Terms 2 & 3
- Football Terms 2 & 3
- Hockey Terms 2 & 3
- Kī o rahi Terms 1 & 4
- Netball Terms 2 & 3
- Rugby Terms 2, 3 & 4
- Touch Rugby Terms 1 & 4
- Volleyball Terms 1 (Seniors) & Term 4 (Juniors)
- Waka ama Terms 1 & 4

Fees vary depending on the sport and are due prior to participation.



NCEA AND ACADEMIC INFORMATION

NCEA (National Certificate of Education Achievement) is New Zealand's national assessment system run by NZQA (New Zealand Qualifications Authority). This system allows for internal (in the classroom) and external (end of year examination) assessments. It is a flexible system allowing students lots of choices in subjects. You can find out more about the system here <https://www2.nzqa.govt.nz/ncea/about-ncea/>

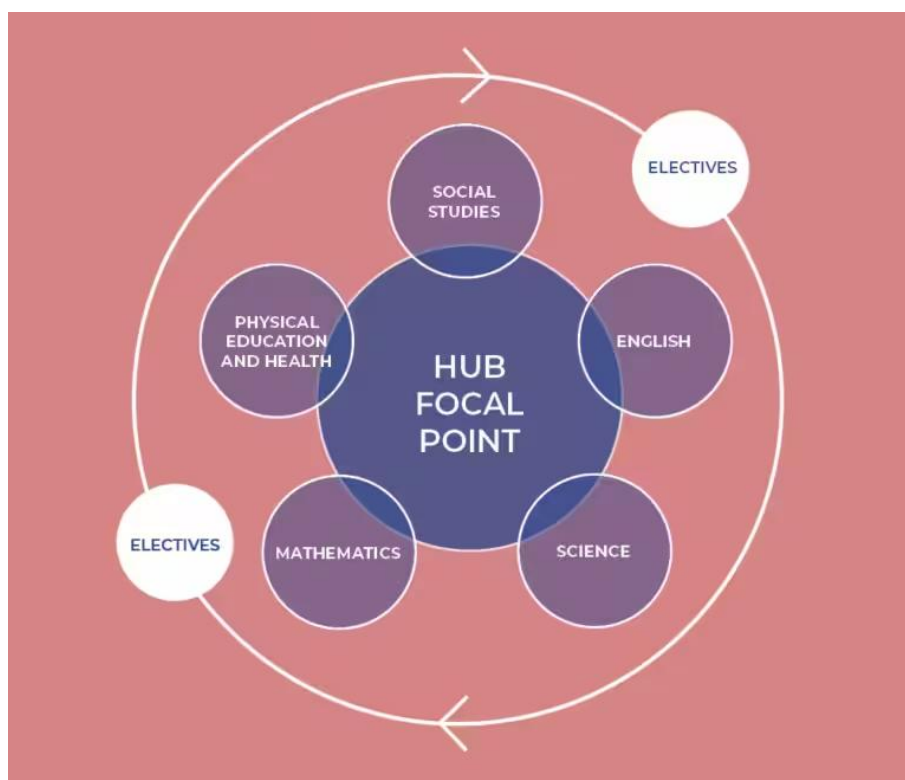
Each subject is divided into a number of standards, each of which have a number of credits given to it. As each standard is achieved the student gains credits. You can build up credits during the year, or even over more than one year, and once you've got credits, they last forever. Standards can be passed at Merit and Excellence showing higher levels of understanding but this does not give more credits. You need 80 credits to achieve an NCEA certificate at each level: Level 1, 2 or 3 - 60 credits at that level or above, plus 10 Literacy and 10 Numeracy credits.

External Examination Fee

At Hastings Girls' High School our International senior students – Year 11, 12 and 13 sit NCEA exams that are recognised throughout the world at universities and high schools. The cost to sit this exam is \$383.30.

Curriculum – Junior School Year 9 and 10

Hastings Girls' High School is recognised for its innovative and responsive curriculum design. Our place-based local curriculum is tailored to the interests, skills, and strengths of our students, fostering confidence and a love of learning. Teachers collaborate to create a rich, integrated curriculum that enables students to develop skills and knowledge through a shared focal point.



For comprehensive information on our junior curriculum, please see <https://www.hastingsgirls.com/curriculum/junior-curriculum/>

Junior Hub Choices

- *Pacific Connections* – Languages, cultures, traditional songs and dances of Aotearoa and the Pacific Islands
- *The Living World* – Science and the environment
- *The Creative world* – Performing arts and creativity
- *Exploring the Outdoors* – Adventure, nature and exploration
- *Contemporary Innovation* – Design, create and produce

Junior Electives

Please see the HGHS website for electives junior students can choose from:

Year 9 <https://www.hastingsgirls.com/curriculum/junior-curriculum/electives-year-9/>

Year 10 <https://www.hastingsgirls.com/curriculum/junior-curriculum/electives-year-10/>

Curriculum - Senior School Years 11, 12 and 13

Please see the HGHS website for the senior curriculum:

<https://www.hastingsgirls.com/curriculum/senior-curriculum/>

WORKING IN NEW ZEALAND

If you are in Year 12 or 13 and have the right student visa, you may be able to work up to 20 hours part time during the school terms, and full time during the school holidays. For more information please see <https://www.immigration.govt.nz/formshelp/application-for-a-variation-of-conditions>.

You will need to submit a variance of conditions form and a letter from your parents giving you permission to work, and a letter from Hastings Girls' High School giving the same permission. There is a fee to apply for the Variance of Conditions with Immigration New Zealand. Hastings Girls' High School will ask for your Variance of Conditions to be terminated if we feel that work is affecting your academic study.

DRIVING

International students are not allowed to drive at all while studying at Hastings Girls' High School unless you live with your own parents. However, you can sit the driving test and undertake driving lessons with a professional driving instructor business only, such as the AA Driving School. BUT you must provide your parents' permission in writing to the school before you begin.

BUS SCHEDULES

Please visit the bus website for a comprehensive list of bus times in Hawke's Bay:

<https://www.gobay.co.nz/assets/Bus-Timetable-PDFs/2026-timetables/GoBay-full-timetable-March-2026.pdf>

TRAVELLING AROUND NEW ZEALAND

You can travel around New Zealand if you are using a tour company or have the permission from the International Department at Hastings Girls' High School. All travel MUST be pre-approved, so please make sure you have spoken to staff before you make any bookings.

There are many tour operators that offer specific tours for international students in New Zealand. Some suggestions are WEIR Tours, NZET, Whenua Iti, The Student Tours and Flying Kiwi.

HOLIDAYS

Travel back to your home country is normally only permitted in the mid-year holidays and after the school year finishes in December of each year. We will allow you to travel home at other times for special circumstances only and we require a letter from your parents explaining why.

Permission for this travel will be given at the Principal's discretion. All holidays must be undertaken after the last day of term and before the start of the next term. Any days off school will result in absence being marked on the school computer system.

FOOD AT HOME AND SCHOOL

- Here at Hastings Girls' High School we provide lunch every day. We offer a different menu every week.
- Just remember, food in New Zealand may be different to what you are used to – always try it first, then if you don't like it, it is okay not to eat it again.
- Make sure that you bring extra snacks and water to eat and drink with you to school.
- Your Host family will supply you with two meals per day during the school week (as you will have lunch at school) and they will provide three meals per day on the weekend. They will also supply you with snacks to eat.
- Why not bring a recipe with you so that you can try and cook a special meal for your host family?

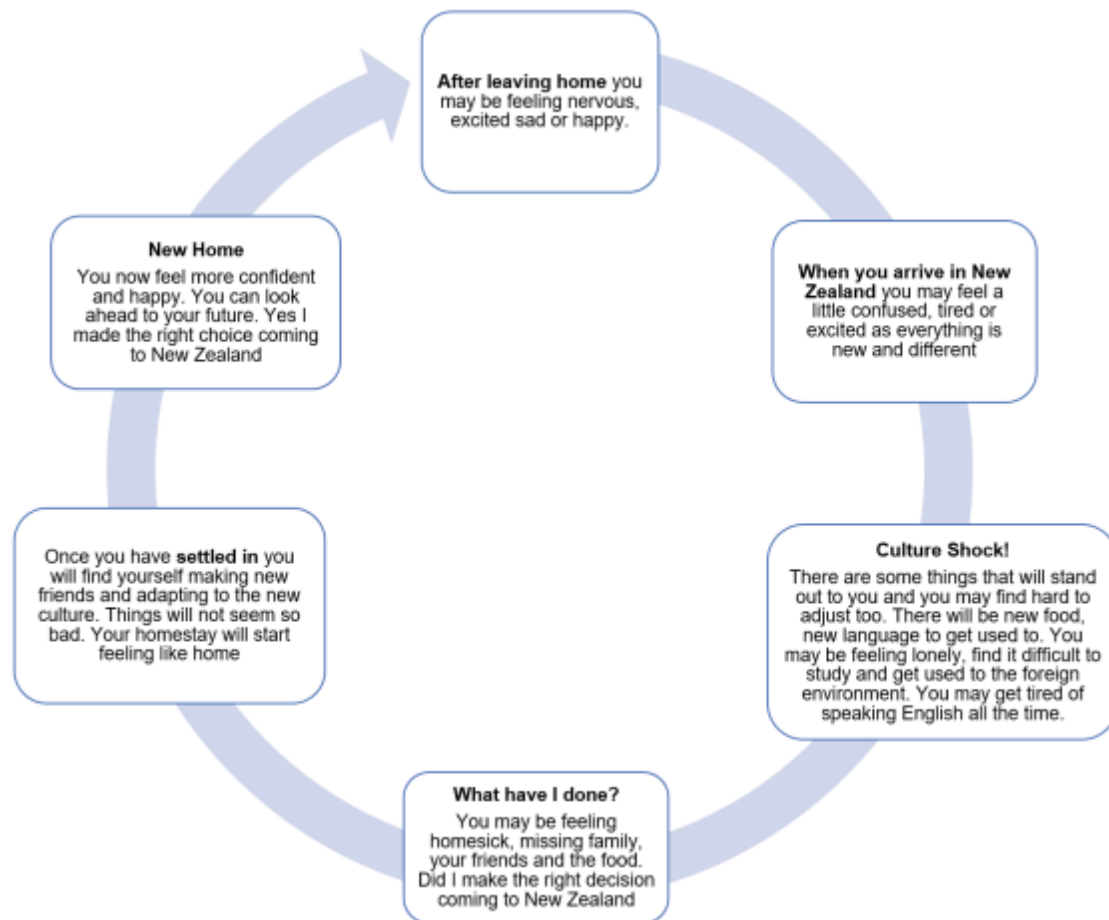
CULTURE SHOCK

Culture shock is a term used to describe the anxiety and feelings felt when people have to operate within an entirely different cultural or social environment, such as a foreign country. Culture shock is very common!

As a new student at Hastings Girls' High School, you may find adjusting to a different educational system, food, culture and in some cases language to be more challenging than you expected.

Here at Hastings Girls' High School we have a team of expert teachers and staff that are all here to help. This includes our Deans, Counsellors, Nurse and of course the International Department team members. We are all here to help should you be feeling homesick, or if you have any other problems.

The following information may be helpful. A pattern of cultural adjustment often occurs over a period of several weeks or months. There are usually three phases in Culture Shock.



Phase I - The Honeymoon

During this initial period you may feel super excited and exhilarated. Everything is wonderful and exciting!! For some students, however, the novelty wears off and they start missing home.

Phase II - The Rejection

- You may miss your usual ways of dealing with school or work, social relationships, family members and everyday life.
- You may feel homesick and may idealise your life back home.
- Your motivation may diminish, and you may feel like withdrawing from your new friends. This is a natural reaction to living in a new culture.

Phase III - The Recovery

- It is important to understand that as time passes you will be better able to enjoy your new surroundings.
- Feelings and attitudes about being at school in New Zealand will improve, and you will start to feel great again!
- You may become more relaxed, regain your self-confidence, and enjoy life in New Zealand. A more balanced view of life will develop.

Ways to Diminish Feelings of Culture Shock

- Recognise what is happening and realise that these reactions are very common and short lived.
- Reach out to your school buddy, your school friends, your homestay family and the International Department staff for help instead of withdrawing. We are all here to help!



Please Ask!

- If you are not sure about anything, please ask! We have very helpful and caring staff that will take great care of you!
- In New Zealand it is a good thing to ask questions. If something upsets you, confuses you or makes you angry please talk with someone at your school.
- Talking always helps.



COMPLAINTS PROCEDURE

Hastings Girls' High School has established guidelines for students who have a complaint or grievance against the school. The procedure for dealing with such an issue is:

1. International students who consider that they have a concern, complaint or grievance with Hastings Girls' High School should in the first instance discuss the concern with the Head of the International Department.
2. If that matter is not resolved to the satisfaction of the student, the student or their authorised agent/representative should then take the matter up with the Principal.
3. If the matter is still not resolved satisfactorily, the student should put their concern in writing to the Board of Trustees of Hastings Girls' High School. The Board will then consider the matter and come to a decision.
4. If after doing all these things, you still feel that the problem has not been satisfactorily resolved you can contact **Study Complaints**.

Study Complaints | Nga Amuamu Taurira will assist domestic tertiary learners and international students to resolve financial and contractual disputes with their education provider, and following breaches of the Tertiary and International Learners Code of Practice can consider claims for redress. Please view their website for more information and/or to make a complaint www.studycomplaints.org.nz.

- Email: help@studycomplaints.org.nz
- International phone: 64 4 918 4975
- Freephone (within New Zealand) 0800 006 675
- On social media: Facebook: www.facebook.com/study.complaints

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 its 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 provider, 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.