



Selwyn House School

Information for International Students and their Families



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Further information about Selwyn House School is available on our website www.selwynhouse.school.nz and in our marketing material available from our Enrolments Registrar. This brochure includes additional important information relevant to international students but does not constitute a legally binding document.



Welcome to Selwyn House School

Welcome to Selwyn House School, the only International Baccalaureate (IB) Primary School in the South Island of New Zealand. The school offers quality education and our caring and dedicated teachers are committed to helping girls find personal and academic success.

We celebrate the rich diversity and global influences international students bring to our community. Attending Selwyn House School prepares girls for further study within New Zealand or back in their own country.

Living in our modern Boarding House provides rich opportunities for girls to make friends, to speak English and to experience New Zealand's great outdoors. Wireless Internet is available throughout the school making it easy for girls to keep in touch with family and friends at home.

At Selwyn House School, students, teachers and parents belong to one community of learners, to promote adaptation and humanity through international citizenship. Youthful fun and exuberance are encouraged as well as extraordinary hard work and determination.

If you would like further information about studying at Selwyn House School, please contact our Enrolments Registrar Charlotte Johnson by email:
c.johnson@selhouse.school.nz

We look forward to meeting and sharing with you the difference a Selwyn House School education can make.

Should you wish to reserve a place in our school please complete the Application for Enrolment and return this to the school together with a copy of a student Visa and Passport.

Yours sincerely

Donna Ellery
Deputy Principal
International Dean
Selwyn House School
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Selwyn House School Contacts

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School Office – Holderness House

Education Offered

Selwyn House School Curriculum

Selwyn House School is an authorised International Baccalaureate School and offers the Primary Years Programme (PYP) of the International Baccalaureate (IB). We believe that a challenging international curriculum exposes our students to a variety of perspectives on human understanding and to the universal human values that are necessary for happiness and productivity throughout life. Our programme is underpinned by the New Zealand curriculum and girls are measured against National Standards for Reading, Writing and Mathematics.

New Zealand Education System

	Student's age	NZ Year level	USA and Australian equivalent grade level	National exams/ qualifications
Selwyn House School	5	Primary School Year 1	0	National Standards
	6	Year 2	1	
	7	Year 3	2	
	8	Year 4	3	
	9	Year 5	4	
	10	Year 6	5	
	11	Year 7	6	
	12	Year 8	7	
	13	Secondary School Year 9	8	
	14	Year 10	9	
	15	Year 11	10	NCEA Level 1
	16	Year 12	11	NCEA Level 2
	17	Year 13	12	NCEA Level 3

Pathways from Selwyn House School



Christchurch offers excellent pathways to quality private secondary schools. These can be viewed at:
<https://www.flipsnack.com/MedburySchool/private-school-education-in-christchurch-new-zealand.html?>



Further information about education options in Christchurch can be found at:
www.christchurcheducated.co.nz

Subjects and Extracurricular Activities

Selwyn House School offers an extensive range of classroom subjects and various sporting, cultural and academic extracurricular activities. Please contact the school's Enrolment Registrar s.paisey@selwynhouse.school.nz for a copy of our Curriculum Handbook.

International students are expected to study the same subjects as all the other girls however ESOL (English language) help is available for all International students, on a one-to-one or small group basis. In addition, English is taught in classrooms everyday.



Orientation

At the beginning of each year (weekend prior to school commencing) all boarding students (including all International students who will be boarding) go on a three-day 'Boarders' Retreat'. This has proven to be very successful in building valuable relationships between students and staff while also setting expectations for the year.

All students and either parents of students or guardians are encouraged to visit Selwyn House School prior to starting class. This is an important time to discuss any issues or concerns.

The orientation programme includes:

- A meeting with the International Dean to discuss the student's academic, cultural and sporting aspirations and expectations
- An informal chance to meet members of staff
- An opportunity to meet caring buddies who will help the new student to settle in
- A tour of the school, and an introduction to school and Boarding House programmes

Selwyn House Pastoral Care Programme

Selwyn House School is committed to providing a physically and emotionally safe and supportive environment of all girls. The emotional and physical wellbeing of our students is pivotal to their success at school and in their future lives.

Physically and emotionally healthy girls:

- Are happy
- Are able to deal positively with life's changes
- Experience a sense of connectedness with the school and others
- Engage productively in learning
- Are well placed to develop into balanced and successful young adults

Class teachers have the major pastoral care responsibility for the students in their class, working closely with the Boarding House Manager and parents to support and nurture their development.

In addition, a range of experienced staff is available at different levels to assist. The classroom teachers set up an environment where pastoral care is an integral element, and underpins the daily interactions between and amongst both staff and students.

The school-wide Pastoral Care Programme is structured around the IB Learner Profile, transdisciplinary skills and PYP attitudes that help to foster positive behaviour.

The IB Learner Profile attributes are recognised through Essential Agreements, Unit of Inquiry classroom activities and during Team Time gatherings where certificates or special mentions are awarded to students who continually display the Learner Profile attributes.

Buddies

All girls new to Selwyn House School are assigned a caring buddy from the same class who will help a new student settle in. The role of the buddy is to ensure the new student is included in all school activities throughout the day. She helps the new student to learn the routines and expectations of the school and introduces her to people in the school community. Girls new to the Boarding House are also assigned a buddy to help them settle in and learn the systems in the Boarding House.

Houses

Girls at Selwyn House School are assigned to a House upon enrolling. Houses are made up of girls from every year level and each House is lead by a Year 8 Leader. Houses build collegiality and provide support at school sporting events.

Pastoral Care in the Boarding House

Boarding House staff carefully monitor the wellbeing of all boarders. Pastoral Care meetings are held throughout the year to ensure the girls' pastoral care needs are met at school, in the Boarding House and in homestay accommodation.

International Baccalaureate Learner Profile

The aim of all IB programmes is to develop internationally minded people who, recognising their common humanity and shared guardianship of the planet, help to create a better and more peaceful world. As IB learners we strive to be:

Inquirers

We develop our natural curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.

Knowledgeable

We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.

Thinkers

We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.

Communicators

We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.

Principled

We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.

Open-minded

We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and are willing to grow from the experience.

Caring

We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.

Risk-takers

We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.

Balanced

We understand the importance of balancing different aspects of our lives - intellectual, physical and emotional to achieve well-being for ourselves and others. We recognise our interdependence with other people and with the world in which we live.

Reflective

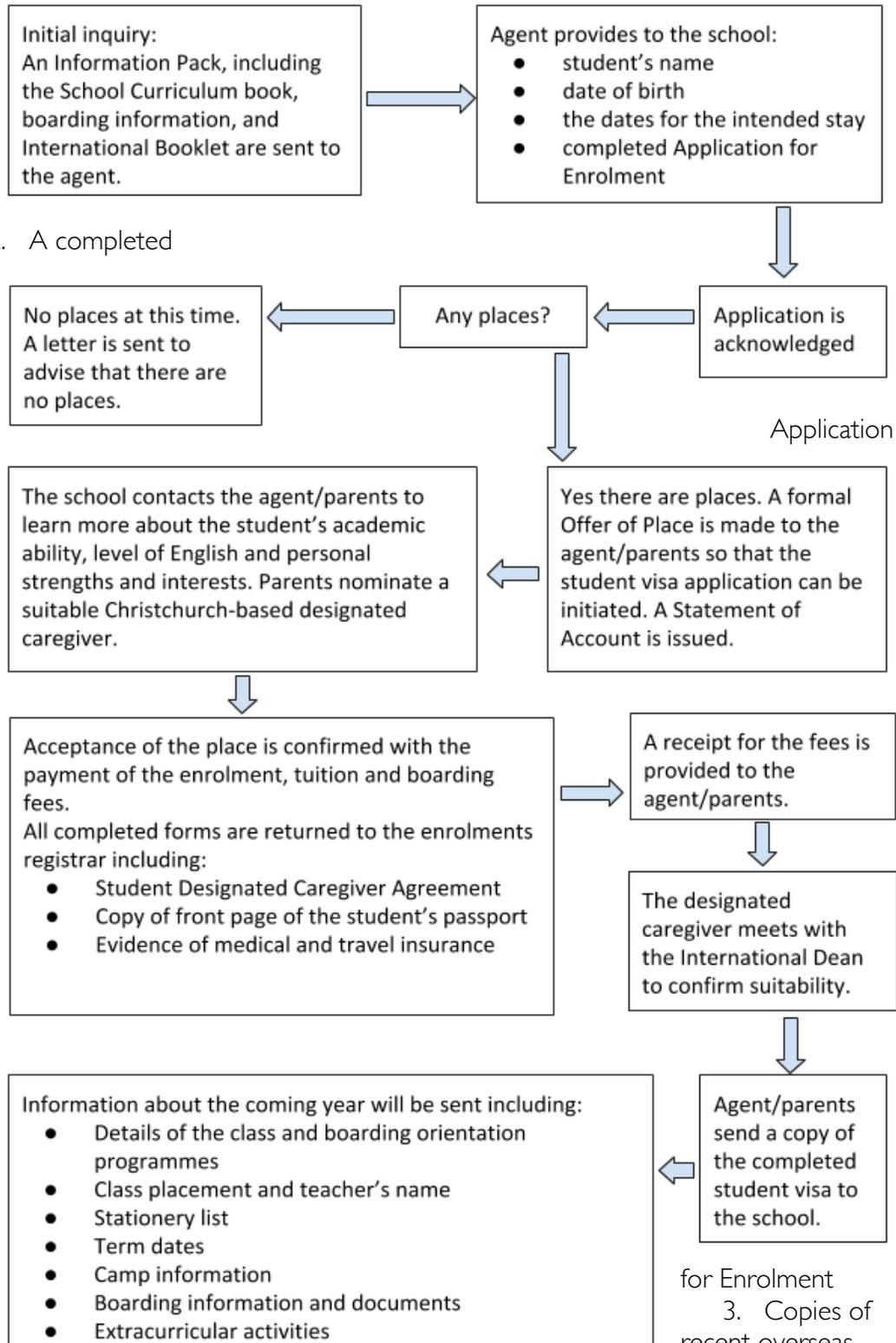
We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

Enrolment Process for International Students

Pre-enrolment Requirements

Before we can consider your daughter's application to become a student at Selwyn House School, we require the following information:

1. A photocopy of the title page of her passport



translated into English. Or New Zealand school/language school reports (if applicable)

3. Copies of recent overseas school reports,

4. A letter of recommendation from the Principal of her current school (if available)
5. Any other supporting material you may have; for example, cultural and/or sporting achievements and interests
6. Details of the intended length of enrolment, including start and end dates

Student Visas

Every International student who is not a New Zealand Citizen or New Zealand Resident must have a valid student visa before studying in New Zealand.

As soon as a student has been offered a place at Selwyn House School, she should apply to the New Zealand Embassy or diplomatic representative in her own country.

Requirements for a student visa normally include:

- Student's Passport
- A completed and signed 'Application for Student Visa' form with a passport-size photograph
- A written Offer of Place, provided by the school
- A receipt for payment of tuition and boarding fees
- A guarantee of accommodation
- Evidence that funds are available to support the student during her stay in New Zealand
- Evidence of student's health and travel insurance

A student visa is usually valid for a year's course of study and parents/guardians must remember to apply for a new visa each year before the old one expires.

Note: All non-New Zealand residents who need a student visa will be required, by the New Zealand Immigration authorities, to pay each year's school fees in advance (see Appendix B - International Students' Procedure).

Students cannot commence classes until a current visa for Selwyn House School has been sighted.

Full details of visa and permit requirements, and reporting requirements are available through Immigration New Zealand and can be viewed on their website at: www.immigration.govt.nz

English Proficiency

Selwyn House School requires that all international students are reasonably proficient in English before they start classes. If English is not the student's first language, she will be assessed on arrival. If further English study is required we can provide ESOL support.

Accommodation



Selwyn House Boarding House

International students attending Selwyn House School must either live with their parents in Christchurch or in our Boarding House.

The Boarding House is licensed for girls between the ages of 9 – 13 years. This modern, family-like environment provides accommodation for four girls in each room with an ensuite bathroom and separate toilet. The Boarding House has wifi and students are encouraged to make contact with their families whenever they would like.

The Boarding House Manager is the main point of contact for families and, supported by caring tutors, provides excellent care for students.

The Boarding House is closed for school holidays during which international students can travel home or stay with a home stay family.



Christchurch-based Designated Caregiver

It is the policy of the Ministry of Education New Zealand that all International Students (non-New Zealand citizens) whose parents live overseas must have an English-speaking Christchurch contact who is prepared to take on the responsibility of Designated Caregiver.

This person must be over 21 years of age, have close and regular contact with the student's parents and be able to make decisions on their behalf. She/he should be easily accessible to the school, be responsible for arranging suitable Homestay accommodation (including holidays, weekend and term break Homestay), authorise school trips and expenses, and undertake to make visa, medical and travel arrangements for the student if necessary. She/he is also responsible for arranging emergency accommodation if the school/boarding house is closed for any reason.

It is also very helpful if the Designated Caregiver can attend school functions, such as orientation days, learning conferences and parent-teacher interviews.

Parents are required to enter a contract with the School where both parties agree to the appointment of a suitable Caregiver. The Caregiver must also sign, agreeing to the terms and conditions outlined in the contract.

Selwyn House School can recommend approved Designated Caregivers for individuals. These people offer excellent service and charge approximately \$3,500 per year. Information is available from the school.

Parents: If you are living in Christchurch, but leave at any time, you must notify the Enrolments Registrar. If you leave for an extended period, for example longer than two weeks, you must also appoint a Christchurch-based, English-speaking Designated Caregiver and complete a Student Designated Caregiver contact (Appendix C). Please note that there must always be a responsible adult over 21 years of age living in the house with the student.



Medical and Travel Insurance

International students must have appropriate and current travel insurance while studying in New Zealand and for travel within and to and from New Zealand.

International students must have comprehensive medical insurance that covers them for diagnosis, prescription, surgery, hospitalisation and repatriation or expatriation.

Students must provide evidence of their medical and travel insurance when they apply to the New Zealand Immigration Service for their study visa.

Details of the policies will also be required by the school for entry to Selwyn House School.

Students are only entitled to publicly-funded health services while in New Zealand if they are:

- A resident or citizen of Australia
- A national of the United Kingdom in New Zealand; or
- The holder of a temporary permit that is valid for two years or more (please check your entitlement)

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs 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.moh.govt.nz.

We strongly recommend that the insurance also covers the student's travel to and from New Zealand.

Information on suitable insurance schemes are available from the following companies:

Southern Cross Health Society

Private Bag 99925, Newmarket, Auckland 1149, New Zealand

New Zealand call: 0800 800 571 or +64 9 379 4970 if you are overseas or email info@scti.co.nz

Uni-Care Educational Travel Insurance

Private Bag 68910, Newton, Auckland 1145, New Zealand

Telephone: +64 9 623 9890, Email: insure@uni-care.org.nz

Or refer to the New Zealand Immigration Service website www.immigration.govt.nz

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

School Expectations

Attendance is closely monitored at Selwyn House School and students are expected to be present in class unless they are ill. Teachers note absences at the start of each day. These are entered into the school database, and unexplained absences are followed up.

If students need to leave class during the day, they must first tell their teacher along with an email from the Boarding House Manager or student's designated caregiver. On leaving the school grounds the student must sign out at the school office and sign back in on return.

Students are expected to make travel bookings early to fit in with term dates, so that they do not miss classes. If this cannot be avoided, parents or designated caregivers must make a request of 'Special Leave' to the Principal or Boarding House Manager in advance. If students fail to attend school, the Principal will follow the procedures set out in the Ministry of Education Circular 99/03 "Rules for Student Enrolments Records" (or any subsequent amendments).

Behaviour Expectations

All students of Selwyn House School are expected to uphold the school's values. Failure to do so may result in termination of the enrolment.

Circumstances in which tuition may be terminated

1. If the student's behaviour is of an unacceptable level, then a meeting with the student, the parents/designated caregiver, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents warning the danger of termination of the enrolment. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of the term, or earlier if the school decides, and will not be eligible to return the following term.
2. If an Application for Enrolment is found to be inaccurate in any way the contract may be terminated at the school's discretion.

Upon termination of enrolment, the Immigration Service will be notified as required.

International Student Fees – Payment Refunds

All international student fees are payable prior to the beginning of the school year in accordance with the New Zealand Government requirements for a student visa. Should the school not be able to continue tuition, the fees will be refunded to the student.

Please see Appendix B – International Students' Procedure

Complaints Procedure

Any concerns should be addressed, in the first instance to the class teacher (if a class matter), to the Boarding House Manager (if a boarding matter) or to the Business Manager (if a financial query). If your concern has not been adequately resolved please contact the Principal or Deputy Principal. The school's Complaints Procedure is available upon request from the school Principal's P.A.

Further information about external agencies who support international students to resolve complaints is outlined in Appendix D – Education Code of Practice (for the pastoral care of International Students) 2016

Appendix A

Cost Guide for International Students (2018)

Fees for 1-Year Study

Application/Enrolment Fee	\$1,200 on application, once only cost
Tuition Fees	\$25,000 per annum
Boarding Fees	\$13,000 per annum (7 days per week, excluding holidays)
Disbursement Bond	\$1,000 (balance refunded if unused)

Fees for 1-Term Study

Application/Enrolment Fee	\$500.00 on application, once only cost
Tuition Fees	\$6,250.00
Boarding Fees	\$3,250 (7 day per week, excluded holidays)

Voluntary Subscriptions	
SHPA Fee (Selwyn House Parents' Association)	\$50.00 per year
Capital Building Plan	\$600.00 (per family) per year

Other Costs (estimated and charged as applicable)

Camps	\$200 - \$350
Boarders' Retreat	\$100
Boarding Weekend Activities	\$20 (per weekend)
Field Trips	\$100
Stationery	\$80 - \$150
Apple laptop computer	\$1,650 (not provided through the school)

Other costs students may incur (estimated and charged as applicable)

Itinerant Music Lessons	\$28 - \$38 per lesson
Speech and Drama Lessons	\$29 (individual)
Additional ESOL (individual tuition)	\$40 per lesson
Sports	\$250 (varies per sport and includes costs/travel)
Bus	\$2.70 per journey
Production Tickets	\$25

Designated Caregiver and Residential Caregiver Costs

Please note, these external costs provide a guide only.

Designated caregiver	\$3,500
Residential caregiver	\$32 – 34 per night \$230 – 240 per week

Uniform Costs

Prices as at April 2016. Prices may be subject to change.

	Junior - Senior
Blazer	\$225.00 - \$245.00
Gym Dress	\$189.00 - \$219.00
School Tie	\$27.00
White Blouse (long sleeve)	\$55.00
White Blouse (short sleeve)	\$49.00
Cardigan	\$137.00 - \$169.00
Scarf	\$23.00
School Hat	\$58.00
Black Socks (pkts of 3)	\$12.00 - \$19.00
P.E Shorts	\$34.00 - \$44.00
PE Top	\$65.00 - \$71.00
Polar Fleece	\$84.00 - \$89.00
Trackpants	\$89.00
Swim Suit	\$59.00
Summer knit top	\$69.00
Summer knit shorts	\$39.00 - \$41.00

Compulsory headbands, scrunchies, ribbons, bathing caps and sun/sport hats to be worn with the uniform are available to purchase from the school office:

Blue Headbands	\$11
Blue/Brown Scrunchies	\$6
Blue Ribbons	\$2
House Colour Bathing cap	\$6
Blue Sun/Sports hat	\$15

Limited supplies of second hand uniforms are available through the school shop. These prices are approximately half the costs of a new uniform.



Appendix B

Procedure: International Students

This procedure should be read in conjunction with the Education Act 1989 Section 4 and the Ministry of Education, Education (Pastoral Care of Students) Code of Practice 2016. This procedure also acknowledges the Immigration, Health & Safety, and Vulnerable Children Acts.

Rationale:

Selwyn House School welcomes International full fee-paying students each year and celebrates the rich diversity and global influences they bring to our community, and will provide a quality learning experience based on their needs.

Objectives:

1. To ensure that all international students have the best possible learning opportunities whilst at Selwyn House School.
2. To ensure that all barriers to learning specific to these girls, are recognised and programmes established to cater for their needs.
3. To ensure that the school recognises its responsibility to oversee the wellbeing of all students enrolled at Selwyn House School and that the standards set for the care of these girls in the Ministry of Education *Code of Practice for the Pastoral Care of International Students* are met.

Procedures Regarding International Students:

All international students not living with their parents are required to live in the Selwyn House School Boarding House.

For the benefit of the student, a certain standard of English is desirable which allows the student to interact effectively with the educational and pastoral care programmes and activities of the school.

1. Each year the school will offer a number of places to fee-paying international students, (i.e. overseas fee-paying students). The tuition fees for such fee-paying international students will be reviewed and set by Selwyn House School Trust Board annually.
2. International students will be admitted to Selwyn House School at the discretion of the Selwyn House School Trust Board. Factors taken into consideration when accepting a student will include, among other criteria, the availability of places in a particular class level in the year of application, the age of the student and whether any siblings currently attend Selwyn House School or another school in Christchurch, and the degree of English language support needed by each student.
3. The Selwyn House School Trust Board has overall responsibility for matters relating to international students.
4. All fee-paying international students are required to pay the annual tuition and boarding fees in advance and prior to enrolment. The Selwyn House School Trust Board guarantees the tuition fees of International Students are protected:-

- Funds will be separately coded and accounted for.
 - The auditor will be able to identify the International Student funds.
 - The Selwyn House Trust Board will ensure that there is always a sufficient amount of money available to refund unspent fees throughout the year.
5. A fee-paying international student who withdraws from the school's tuition and boarding may apply for a refund of unused tuition fees. The refund of any such fee paid beyond the notice period will be at the discretion of the Selwyn House School Trust Board. A minimum of one term's notice of withdrawal must be given. Such refunds as may be approved will incur an administration fee of \$50 per week for the remainder of the stay deducted from any refund.
 6. The conditions under which a refund will be made are:-
 - failure by a student to obtain a study visa
 - voluntary withdrawal by a student
 - the school ceasing to provide the educational course as contracted with a student
 - the school ceasing to be a signatory to the Code
 - the school ceasing to be a provider
 7. Selwyn House School will notify the NZ Immigration Service if any student on an International Student Visa withdraws from tuition at the school.
 8. All international students are required to have a valid Student Visa for the duration of their enrolment at Selwyn House School. Short-term international students (fewer than three months) may attend under the conditions of their Visitor's Visa.
 9. All international students are required to have comprehensive medical insurance for the duration of their enrolment that covers them for diagnosis, prescription, surgery, hospitalisation and repatriation or expatriation.
 10. All international students are required to have travel insurance within and to and from New Zealand.
 11. At the time of enrolment each international student will make available to the Enrolment Registrar of Selwyn House School, sufficient proof to establish compliance with the school's enrolment requirements and valid Student Visa.

Responsibilities of Designated Caregivers of International Students

1. Arrange for the student to be met on arrival in Christchurch.
2. Arrange suitable and safe home stay accommodation.
3. Arrange for student's travel, medical and banking facilities.
4. Attend to all immigration requirements i.e. current and correct Student Study Visa.
5. Ensure the student complies with school term dates.
6. Be available in case of emergencies.
7. Attend student-led learning conferences.
8. Report to parents all comments from the student-led conference.
9. Keep in regular monthly contact with the student to monitor her progress and wellbeing.

- I 0. Be in contact monthly with the International Dean, give them copies of all correspondence concerning the student and contact her at any other time if there is a concern.
- I 1. Be available at any time for the student's support and protection.
- I 2. Arrange for private tutoring as necessary.
- I 3. Provide guidance to ensure the student's behaviour and discipline out of school is appropriate.
- I 4. Monitor the student's home stay and communicate regularly with host parents.
- I 5. Be responsible for ensuring student's home stay fees are paid.
- I 6. Provide authorisation in emergencies for medical treatment when parents cannot be contacted.

NB: In many situations, home stay parents may (if different) undertake a number of these tasks.

Appendix C

Designated Caregiver Agreement

All international students must have a Christchurch-based Designated Caregiver.

This document records the Student Guardianship Agreement between three parties: Selwyn House School, the Designated Caregiver and the parents of the international student.

The intention of this Agreement is to ensure the student's care, safety and wellbeing. Selwyn House School reserves the right to decline a Designated Caregiver.

Certification

This is to certify that _____ is the student guardian of _____ while she is a student at Selwyn House School.

This agreement will commence on _____ and will continue until another formal agreement is made.

Terms and Conditions

Designated Caregiver and parents will read, and abide to, the Terms of the Designated Caregiver Agreement

1. The Designated Caregiver agrees to a Police check prior to the arrival of the international student.
2. The Designated Caregiver will adhere to New Zealand laws.
3. The Designated Caregiver will read and understand the Vulnerable Children Act and section 59 of the New Zealand Crimes Act (Anti-smacking law).
4. The parent, Designated Caregiver or student may terminate this Agreement at any time upon written notice to the Principal.
5. The school may terminate this Agreement at any time upon written notice to the parents and Designated Caregiver.
6. If a Designated Caregiver Agreement is terminated a new Designated Caregiver must be arranged immediately and another formal contract signed.
7. It is essential that school records on Designated Caregivers are up to date at all times.
8. Parents will inform the Designated Caregiver of all necessary information regarding the health and wellbeing of the student.

Acceptance of Selwyn House School Terms of Designated Caregiver Agreement

Parents/Caregiver:

I/we _____ agree to the appointment of _____ as the student guardian of our daughter.

Signed: _____ Date: _____

Details of Christchurch Designated Caregiver:

Title: _____ First Name: _____ Last Name: _____

Home Address:

Telephone: _____ Mobile: _____

Email:

Designated Caregiver

I _____ agree to comply with the terms of the Designated Caregiver Agreement outlined in this document.

Signed: _____ Date: _____

Selwyn House School approves of this Designated Caregiver:

Signed: _____ Date: _____

Appendix D

Education (Pastoral Care of International Students) Code of Practice

New Zealand's quality standards

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

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

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' 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

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from:
www.nzqa.govt.nz

How do I know if an educational provider has signed the code?

The New Zealand Ministry of Education maintains a register of all signatories of the Code. This is available online from: www.nzqa.govt.nz. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the Principal, International Dean or the Boarding House Manager. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If the School has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

