

# KINGSWAY SCHOOL



## International Student Handbook

KingsWay School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority

<http://www.nzqa.govt.nz/about-us/news/new-code-of-practice/>

# Welcome to International Students

## From the Principal

Thank you for your interest in our school. I look forward to welcoming international students from all over the world who are motivated to experience New Zealand education and who will respond to the challenge of hard work and to involvement and participation in academic, sporting and cultural activities.

KingsWay School is a Christian, co-educational school with proud traditions. Our school has a fine record of providing opportunities for all students who are determined to succeed and who wish to achieve their full potential.

We aim to assist our students to take full responsibility for their learning and behaviour and we know that quality learning comes from a close partnership between home and school. We have a well qualified caring staff who encourage all students:

- To aim for excellence
- To work towards achieving their God-given potential in all areas
- To have enquiring minds, a sense of discipline, co-operation and responsibility.
- To develop an appreciation of their cultural background, a capacity for leadership and concern and respect for others.
- To demonstrate high standards of honesty, integrity, courtesy, tolerance and loyalty.
- To prepare for future tertiary and vocational opportunities and to acquire the skills and knowledge necessary for their chosen career.

I look forward to meeting those students who have chosen New Zealand as an educational destination and I hope that the association with KingsWay School will be challenging and rewarding throughout their stay in our country.

Graeme Budler  
**Principal**

## CONTENTS

Code of Practice for the Pastoral Care of International Students .....	4
About KingsWay School .....	4
School Mission Statement .....	5
School Motto .....	5
Statement of Faith .....	5
Criteria for Enrolment .....	6
Enrolment Procedure .....	7
Conditions of Study at KingsWay School .....	7
Refund Conditions .....	8
Rules in New Zealand .....	8
Homestay Information .....	8
Homestay Charges .....	9
Designated Carer .....	9
Transport and Buses .....	10
Immigration .....	10
Insurance .....	10
Arriving at the Airport .....	11
Uniforms .....	11
Starting School .....	11
Health, Safety and Wellbeing.....	11
Conditions for Terminating the Enrolment Contract .....	14
Complaints Procedure .....	14
Summary of Complaints Procedure .....	16
Summary of Application Process .....	17

## CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

KingsWay School are signatories agreeing to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Quality Authority (NZQA). Copies are available from the NZQA website at <http://www.nzqa.govt.nz/about-us/news/new-code-of-practice/> or from the link on the school website [www.kingsway.school.nz](http://www.kingsway.school.nz) or from the International Department at KingsWay School.

For a summary of the Code click below:

- English <http://www.nzqa.govt.nz/about-us/news/new-code-of-practice/>
- Different languages <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>

### About KingsWay School

KingsWay is a State-integrated composite coeducational school with the special character being Christian. To maintain the Christian status, the majority of domestic students have to be Christian. However international students are not required to profess a Christian faith but are expected to participate in all classes including Biblical Studies. The curriculum followed is the National Certificate of Education Achievement (NCEA) and is taught through a Biblical World View.

KingsWay has a Preschool, Primary School, Middle School and Senior School.

**Situation:** KingsWay is situated on the northern fringe of Auckland City, about half an hour from the city centre. It is near the coast and a beautiful beach.

**Climate:** Auckland has a temperate climate with winter rainfall (about 124 days of rain) and temperature between 12 – 15 degrees C. Coldest temperature are in July and August. Summer temperatures are between 20 to 25 degrees and the peak of summer temperatures are in January and February.

**Transport:** Buses serve the school from a radius of 50 km and travel costs may be incurred.

**Accommodation:** Students stay in homestays or with designated carers who are family or close family friends. There are very few apartments, most homes have a small garden. For costs, see the fees page.

**Years of Entry:** Year 1 to Year 13

**Size:** Approximately 1,300 students spread over 3 campuses.

**Recreation:** A range of sports include, but not limited to, Football, Hockey, Netball, Rugby, and Basketball. We also offer Drama, Dance, Music and Visual Arts along with various cultural activities. The school puts on a production every year and students display their talents in drama, art and music. See our website for more details.

**Facilities:** The school has excellent facilities including a sports hall, hard courts and field, computer suites, music, dance and drama studios, art rooms, hard technology and soft technology facilities and science laboratories. Please see our website for more specific details on classes offered.

**Academic Year:** The academic year starts at the end of January and finished in mid-December. New Zealand has 4 terms with a 2 weeks' holiday between each term, excepting the December (summer) holidays which are about 6 weeks long.

**TERM DATES – See the term dates on the KingsWay School website**

### **APPROXIMATE AGE FOR EACH YEAR LEVEL**

Note New Zealand counts age from the year a child is born.

<b>Year</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
<b>Age</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>

**English Language Proficiency:** Students will be tested for evidence of their ability in English. If they do not have adequate functional English, they will be required to attend an English Language course for a term or more or for very young primary students the school may suggest additional support at an additional cost.

### **School Mission Statement:**

“To be a Christian community of learning that nurtures young people towards their full potential as servant leaders in the kingdom of God.”

### **The School Motto:**

Servant Leaders are people of Godly character who are willing to act on what they believe.

### **Statement of Faith**

KingsWay School is a Christian School

KingsWay School is non-denominational. Whilst teachers and school families represent many different Christian congregations, we hold to the following truths.

- We believe in the Triune God, eternal in three persons, Father, Son and Holy Spirit; One God, the only living and true God, the creator of Heaven and Earth.
- We believe in Jesus Christ, the only begotten Son of the Father; that he was conceived by the Holy Spirit, born of a virgin, crucified, died and was buried, was resurrected from the dead and ascended into Heaven; that He is presently at the right hand of God the Father as prophet, priest and king and will personally return to earth in power and glory to judge the living and the dead.
- We believe that the Holy Scriptures of the Old and New Testaments as originally given are the inspired and infallible record of the revelation of God to man, and are the supreme authority in all matters of life and faith.
- We believe in the sovereignty of God in creation, providence and redemption.
- We believe God’s acts of creation, and not evolution, are responsible for the origin of all things, and that creation according to the Biblical record is an historical event.

- We believe in the Providence of God whereby He upholds the universe, governs the world, supplies the needs of His creatures and brings His will to pass.
- We believe that man was created in the image and likeness of God to have dominion over the Earth and to do all things to the glory of God.
- We believe in man's universal fall into sin through Adam's transgression and in his subsequent guilt, depravity, judgement and condemnation.
- We believe in the free offer of salvation to all men and the necessity of faith in the Lord Jesus Christ to be saved.
- We believe that to those who believe God imputes righteousness – not on account of their faith or good works but because of God's grace.
- We believe in the necessity of the work of the Holy Spirit to apply the benefits of Christ's redemption to individual sinners, working in them at times regeneration, faith, repentance, sanctification, and glory to God.  
We believe the Holy Spirit's indwelling of the believer begins at regeneration and enables the believer to continuously die unto and be forgiven for sin and to live unto righteousness.
- We believe in one Holy, universal Church, the Body of Christ, to which all God's redeemed people belong and in which they are united through the Spirit.

## Criteria for enrolment

International Students enrolling at KingsWay School must:

- Acknowledge that KingsWay is different and be prepared to support the Christian character of the school.
- Be placed in a home stay approved by the school unless living with a parent.
- Have parents sign the Tuition Agreement and application forms.
- Prove that they have adequate medical and personal loss insurance throughout their stay in New Zealand.
- Inform KingsWay School of any sickness, behavioural, disability or special education needs **before** enrolment.
- A minimum of pre-intermediate level of English is required prior to enrolment at KingsWay School. KingsWay School is required to assess a student's English Language competence prior to commencement. Where the English is not considered adequate the student will be referred to a language school for further skills or for very young primary students additional support may be suggested at additional cost
- Include two of the most recent school reports and examination results. These reports must be translated into English (official transcripts only will be accepted). KingsWay School will also request a comprehensive reference from a past School Principal or Head teacher with each application.
- Immunisation Certificate
- Completed KingsWay School's Medical Form
- Have parent's written consent to study at KingsWay School.
- Meet the conditions of New Zealand Immigration Service.
- Accept the direction of the professional staff of KingsWay School in subject and level placement.

## Enrolment Procedure

All documents can be emailed to [international@kingsway.school.nz](mailto:international@kingsway.school.nz)

- **Application form** completed and signed by the parents
- **Confidential Report** form from the last school attended by the student submitted direct to the International Department.
- Copies of the **last 2 school reports**
- **Copy of the passport** page with the student's photograph and details
- The **application fee** is NZ\$500
- An **interview** will be arranged either at the school, through Skype, We Chat or Kau Kau or by telephone
- If accepted a **Conditional Offer of Place** will be issued
- **Invoice** will be sent for tuition and homestay if applicable with details for payment. Fees **must be** paid in advance – a requirement for the visa
- **Payment** received, **Receipt** issued and **Offer of Place** updated with Receipt Number and payment details
- **Medical and Health Insurance is compulsory** in New Zealand and has to be acceptable according to the Code of Practice for International Students. This can be purchased through the school if necessary
- **Immunisation Certificate** submitted
- **Medical forms** submitted
- **Cyber Safety form** submitted

**Important Note:** No student will be admitted to KingsWay School without the correct visa and insurance. All information and application forms relating to Visas and permits are available online. Go to: [www.immigration.govt.nz](http://www.immigration.govt.nz).

## Conditions of study at KingsWay School

- Students are required to attend all classes and be on time. Completion of all work including homework is mandatory.
- KingsWay School guarantees the accommodation and students must stay in an approved home stay under the school's home stay programme for the length of their visa/permit. All students attending KingsWay School are not permitted to be in a flatting/hostel situation. They must have adult supervision at all times.
- If students return to their home country during the school holidays, they may not take extra time away from school unless authorised by the school Principal. Requests must be made in writing by parents. Students must not return to their home country before the end of the school year, having completed all course work and taken the appropriate examinations.
- Student visa/permit will be issued for KingsWay School. Students may not transfer to another school until that visa/permit expires or it has been reissued to another school through an official transfer process involving NZ Immigration.
- If there is an adult designated as your parent's representative in New Zealand this person must keep that role until the expiry date of your visa/permit.
- Parents must sign all the required documentation which proves that they understand and accept the conditions of enrolment at KingsWay School.
- KingsWay School must be informed **immediately** of all changes of detail. This includes such things as the student's or parent's change of address, telephone numbers email or other changes.

## Refund Conditions

Please refer to the Application Forms for this information.

## Relevant Rules in New Zealand

### 1. Driving a car in New Zealand:

International Students attending KingsWay School are not allowed to own motor vehicles. If a student wishes to learn to drive a car in New Zealand, permission must first be sought in writing from the student's parents and from the Director of International Students. Driving lessons are only to be taken from a licensed instructor when a student has reached the legal age for driving as in his/her own country.

### 2. Travel within New Zealand

Travel within New Zealand must be approved in advance by the School. KingsWay School has the right to reject any travel plans that contravene the Code or the school's own protocol.

### 3. Travelling overseas (returning home)

The International Department needs to be notified of any intended travel plans and flight details need to be provided and details of how the student will get to the airport and be returned to their homestay at the end of their trip.

### 4. Can I have a part-time job?

Students in Year 12 or 13 can apply for a variation in their visa after permission is given from the Director of International Students to undertake a part time job for no more than 10 hours per week.

## Homestay Information

- All International Students at KingsWay School must **reside** in a KingsWay School approved and supervised home stay.
- We offer a very comprehensive programme of care for our students and our home stays are carefully chosen, police vetted and monitored. Homes are inspected according to the requirements of the Code of Practice. KingsWay School always aims to go much further than those requirements. We have always said "if a child of mine was going to study overseas, what sort of environment would we want for them, and what safeguards would we want?" This is of utmost importance and guides our homestay selection, monitoring and care of students.
- We are not always able to meet all the requirements specified by some students (e.g. "no small children, no cats and dogs, a piano, very close to school"), although we try to meet as many of them as possible. Our own first criteria are that the hosts are Christian, are warm and friendly and the house of a comfortable standard.
- Some Home stays are within walking distance of the school but some may travel a fair distance.
- Homes are usually houses with some ground, not apartments.
- Students will have their own fully furnished room, all meals provided including a lunch to bring to school, and their laundry done.
- It is hoped that the student will become one of the family and spend time talking and socializing with them.
- There are no servants in New Zealand. We all share household chores. Students will be expected to help wash or dry dinner dishes and to keep his/her room tidy.
- Students must be considerate in their use of hot water, electricity and telephone. Some houses only have rain water tanks, so water needs to be conserved and showers need to be short. Hours

on the Internet are forbidden unless the student gets the hosts' agreement. Internet may be switched off after a certain time at night. It is common in New Zealand homes that school age children use their computer in an open family area and this may be expected.

- Students must keep regular hours. They are here to study. Week nights should be spent studying. If students go out at weekends they must get permission and approval from their host family who must be informed of where they intend to go along with any change of plans. They must be home at the time specified by the hosts. They must have their cell phone with them at all times in order to be contacted if necessary.
- No student may be alone with anyone over the age of 18 years who has not been police vetted. This is in accordance with KingsWay's implementation of the Code of Practice for International Students to ensure their safety which we are responsible for.
- No students may stay overnight at another home. If there is an exceptional circumstance that may require the student to move to another home for a night this can only be arranged with the authority of the International Department.
- If a student has a problem with their homestay, they should contact the International Students Office as quickly as possible. They will discuss the issue and if not resolved immediately, will arrange a meeting with the home stay family and student. If the problem is unresolved, it may be necessary for the school to change the home stay family.

## Homestay Charges

- The fee is \$270 per week. This is payable in advance, a requirement for the visa, assuring accommodation for the year. (Students staying with a parent or designated caregiver will need evidence of funds for the year according to the current Immigration Policy.)
- If a student has to change home stay more than once because of his/her unreasonable demands or misbehavior a further placement charge will be made.
- If a student goes away during the holidays, they must first fill out a permission for travel slip and get authorization from the Head of the International Department. A charge of \$100 per week applies during their absence.
- At the end of the school year, most students return to their home countries. The board payments stop during this time. If the student is returning to the homestay the next year, he/she can either:
  1. Pack up his/her gear and take it home *or*
  2. if convenient, leave it at the homestay, *or*
  3. If it is not convenient for the homestay to store it, we can make alternative arrangements.
- If students are not going home during the long holidays, families are paid as usual and the student will need to pay additional homestay fees to cover the duration for the long holidays. For most New Zealand families, the long holidays at Christmas time are usually special family time and for most families it would not be convenient to continue having a homestay student.

## Designated Care (A private arrangement by the family)

- A Designated Caregiver is either a **family member or a close friend** of the family who knows the student well and with whom the parents wish their child to live.
- **An agent** representing the family **may not be the Designated Caregiver**.
- All details of the designated caregiver must be completed in the application form and the parents must sign that they take responsibility for this placement and that the student may not move from this placement unless it is to a home approved by KingsWay School.

- Designated caregiver are required: to be interviewed, have everyone over 18 years old police vetted, have a house inspection to make sure the house meets the minimum standards as outlined in the *Code of Practice for The Care of International Students*, and have visits twice per year to ensure the welfare of the student. Designated caregivers are responsible for students after school hours.
- No designated caregiver will be approved unless there is an adult member of the household who is able to communicate in English.
- Students may not live in rented flats or apartments or in any circumstances not approved by the School. Should this occur, KingsWay School will terminate the enrolment of the student.

## Transport and Buses

- As KingsWay is a State Integrated School, bus services operate in a 50 km radius from the school.
- Some bus routes are free but on some routes there is a charge. Bus cards called AT HOP cards may be purchased from various outlets and can be used. Students are responsible for paying their own transport to and from school and topping up their transport cards.
- The bus routes are on the KingsWay Website under services.  
<http://www.kingsway.school.nz/student-services/bus-routes>
- For further details please contact the Bus Co-ordinator on [buses@kingsWay.school.nz](mailto:buses@kingsWay.school.nz)
- Some homestays are within walking distance of the school.
- Some homestay parents may drive their children to school and pick them at the end of the day.
- Some homestays are on public bus routes and students are able to catch these to and from school.

## Immigration

- Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>.
- Students may not work while they study unless they have permission detailed on their visa authorizing this.

## Insurance

- Most international Students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may 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](http://www.moh.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](http://www.acc.co.nz).
- **Medical and Travel Insurance:**  
International students must have appropriate and current medical and travel insurance while studying in New Zealand.
- **Purchasing Insurance:**  
Before starting school, students must have medical insurance. If purchased overseas, the insurer must be reputable and have a credit rating no lower than "A", emergency 24/7 cover, have the

certificate and policy wording in English from the insurance company and statement of the duration of the cover, medical sums insured, repatriation benefits and other details. This must be viewed by the school prior to starting at the school.

## Arriving at the Airport?

- Should you wish, KingsWay School can arrange for someone to meet students at the airport and deliver them to their new home. There is a charge for this and arrangements need to be made in advance.
- Upon arrival you will be taken to your host family's house, where you will be welcomed as one of the family. They will help you to learn about New Zealand and show you around their neighbourhood.
- New Zealand has very strict biosecurity laws. Please read what is not allowed into the country. <https://www.mpi.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/>  
Note you cannot even bring any food from the aeroplane or you will be fined.
- On the aeroplane you will be required to fill out a Customs Declaration Card. You can find this in different languages. Here is the English link: <http://www.customs.govt.nz/news/resources/forms/documents/passenger%20arrival%20card%20English%20language%20version.pdf>

## Uniforms

- School uniforms are required for all students which is an additional cost, not included in the fees. See here: <http://www.kingsway.school.nz/student-services/uniform>

## Starting School

On arrival at KingsWay School you will undergo an Orientation Programme. This programme has been designed to assist you to integrate successfully into the New Zealand school system. It will include:

- Welcome by relevant staff
- Time for buying uniforms from the uniform shop
- Orientation to the Bible
- An English Placement Assessment if not already completed
- Orientation tour of KingsWay School
- Introduction to the Buddy Programme
- Understanding the New Zealand culture and environment

## Health, Safety and Wellbeing

### Health:

- On both campuses there are qualified nurses available daily to ensure students are **cared for** if unwell or injured. Before visiting the Health Centre, students should get a note from their teacher so their absence from class is accounted for. The nurse usually lets the International Department know if an international student is in the centre and someone will check up on the student. If the student is too ill to remain at school, they are sent home and either the homestay or an international staff member will drive them home or accompany them to the doctor. The Medical and Health Insurance covers most of the cost of Medical Services.

- In New Zealand, to see a doctor, one should go to a Medical Centre. It is not necessary to go to a hospital unless the doctor refers one or it is an emergency requiring immediate medical attention.
- The first choice of Medical Centre should be **Silverdale Medical Centre** as that is closest to the school and the school has a special arrangement with them for our international students.

**Silverdale Medical Centre:**

**Address:** 7 Polarity Rise, Silverdale, Auckland 0930

**Phone:** 09-427 9997

**Hours** 8am to 8pm 7 days a week

**After Hours Medical Care: Should a student need care outside of regular hours**

**Shorecare Smales Farm**

**Location:** just off the Northcote exit of State Highway 1.

Ground floor, Sovereign House

Please follow the signs into Smales Farm

**Website:** <http://www.shorecare.co.nz/smales-farm/>

**Phone:** 0800746732

**Hours:** Open 24/7 365 days of the year.

No appointment is necessary

**North Shore Hospital**

**Address:** 124 Shakespeare Road, Takapuna, Westlake AUCKLAND 0622

**Website:** <http://www.waitematadhb.govt.nz/Hospitals-Clinics/North-Shore-Hospital>

**Phone:** 09 486 8900

**Hours for Emergency Department:** 24 hours a day and only for serious injury or health concerns that need urgent attention.

**In case of an emergency**

- If it is a medical emergency needing immediate assistance and treatment dial 111
- The school staff 24/7 contact
  - Mrs Fran Garside +64274985273
  - Mrs Heidi Seet +6421820990
- If a desperate situation arises where specialised counselling services are needed during non-school hours, care givers should take students to be assessed by a medical doctor and they will refer them to the relevant specialist organisations.

**Counselling:** We have superb counsellors on campus who listen to concerns students may have and guide them accordingly. Students can make an appointment on their own or staff may request for the counsellor to see a student. If further specialised support is needed the counsellors will refer students to relevant specialist organisations.

**Support Services and Advice Websites and Phone Numbers**

Alcohol Laws and penalties <http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties>

Asian Health Support Services (09) 4868953

Bikewise [www.bikewise.co.nz](http://www.bikewise.co.nz)

Budgeting resources: <http://www.sorted.org.nz/life-events/studying>

Chinese Lifeline (09) 5222088  
Chinese New Settlers Service Trust [www.chineseservice.org.nz](http://www.chineseservice.org.nz)  
Drive Safe: <http://www.drivesafe.org.nz>  
Drug and Violence Support [www.dare.org.nz](http://www.dare.org.nz)  
Earthquakes and other natural disasters: <http://getthru.govt.nz>  
Ethnic Affairs Language Line [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)  
Family Planning Association [www.fpan.org.nz](http://www.fpan.org.nz)  
Human Rights Commission [www.hrc.co.nz](http://www.hrc.co.nz)  
International Education Appels (09) 3745403  
Land Transport Authority [www.ltsa.govt.nz](http://www.ltsa.govt.nz)  
Mental Health [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)  
New Zealand Drug Foundation [www.nzdf.org.nz](http://www.nzdf.org.nz)  
New Zealand Immigration [www.immigration.govt.nz](http://www.immigration.govt.nz)  
NZTA information for visiting driver: <http://www.nzta.govt.nz/safety/driving-safety/visiting-drivers/>  
Sexual and reproductive advice: <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>  
Sun safety: <http://www.sunsmart.org.nz>  
Water Safety in New Zealand [www.watersafety.org.nz](http://www.watersafety.org.nz)  
Youthline [www.youthline.co.nz](http://www.youthline.co.nz) or Ph 0800376633 or free text to 234

**Careers:** KingsWay has excellent trained staff in the Careers Department to guide the students in their subject selection and career pathway. In addition, there are Career Days where students have the opportunity to visit and engage in tasks at a place of work of their choice. They also have subjects in Senior School such as Future Sure where they learn many relevant skills to assist them with their future choices.

**Sports:** A variety of sports are available for selection and are played after school hours. KingsWay students perform successfully and sport is an excellent way to integrate into the school community and make friends. See the school website for sport selections:

<https://kingsway.worldsecuringsystems.com/kingsway-online-services/sports-registrations>

**International Department:** The International Department have a caring, supportive staff whom students may approach at any time. Hot water is available at breaks for noodles or hot drinks and a microwave for heating meals.

#### **Staff**

Mrs Garside heads of the International Department and staff may be contacted as follows:

Mrs Fran Garside:

Email: [international@kingsway.school.nz](mailto:international@kingsway.school.nz)

Landline: +6494270984 Mobile: +64274985273 WeChat: Fran\_GarsideKWS

Mrs Heidi Seet, Homestay Coordinator:

Email: [homestay@kingsway.school.nz](mailto:homestay@kingsway.school.nz)

Landline: +6494270920 Mobile: +6421820990 WeChat ID: Minoday71

Pastor Han, Korean Pastoral Carer and Administration Assistant:

Email: [yung.han@kingsway.school.nz](mailto:yung.han@kingsway.school.nz)

Landline: +6494270920 Mobile: +6421810562 Kakao ID: hisdisciple

## **Conditions for Terminating the Enrolment Contract**

If a student withdraws voluntarily after enrolment the Refunds Policy applies. (See Refunds Policy).

If the Board of Trustees terminates the student's place here for misbehavior or other reasons the Refunds Policy also applies.

If the student fails to attend regularly and continues to be truant after International Department staff have intervened to assist in improving their attendance, the unsatisfactory attendance will then be reported to the New Zealand Immigration Service. The parents will be informed of a hearing that will be required to take place with the Disciplinary Committee of the Board of Trustees. Parents may appoint a representative to attend the hearing. The Board of Trustees may terminate the student's place at KingsWay School.

If the student fails to attend for 20 consecutive school days without good reason (e.g. illness, explained by a detailed certificate from a New Zealand registered medical practitioner) the parents and the Immigration Department will be notified that the student's name has been removed from the School roll. Prior to this, every effort will be made to encourage the student to attend regularly.

Unsatisfactory attendance can mean that the student will not be offered a place at KingsWay School in the subsequent year.

Places at KingsWay School may also be terminated if the Board of Trustees is satisfied on reasonable grounds that –

- (a) the student's gross misconduct or continual disobedience is a harmful or dangerous example to other students at the school; or
- (b) because of the student's behaviour, it is likely that the student, or other students at the school, will be seriously harmed if the student is not stood down or suspended for an unspecified period."

Students in KingsWay School homestays may have their school places terminated if, in the view of the Board of Trustees, their behaviour out of school places them at such risk that the school can no longer accept responsibility for their safety.

## **Complaints Procedure (When things go wrong – who to tell and how to proceed)**

KingsWay School will give you special help and support while you are studying here. They will make sure you are treated fairly and that you get the support you need to study properly.

You will be given an emergency contact card upon arrival and the telephone number of KingsWay School's 24-hour help-line should you have any problems after school hours.

## Right Steps to make a Complaint

Refer to: <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

1. First, ask your school to resolve your complaint (this could be about the homestay, something at school, finances, or your agent, or something else). Speak to the International Department Coordinator for the steps to be taken. People to talk to with school matters are in order:
  - a. Teacher
  - b. Dean
  - c. Mrs Garside
  - d. Mr Utting

Once written submissions are discussed and if the complaint cannot be resolved, then there are further steps that can be taken.

2. If your complaint cannot be solved by the school process, then you could contact the NZQA. NZQA is a government organisation and can provide an independent assessment and will either investigate your concerns or give advice. Complaints can be submitted on the NZQA website or emailed to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz) If information is needed on the complaints process you could contact 0800697296
3. If it is a financial dispute, you can contact iStudent Complaints and this service does not incur a cost. This is an independent service experienced at helping people with disputes and contactable on 0800006675

See the Summary of Complaints Procedure below.