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Information Handbook
for
International Students

WELCOME

Welcome to Otamatea Christian School,

Thank you for your interest in enrolling as a student at Otamatea Christian School. We hope that what you find out about our School will encourage you to spend your secondary years with us.

You will find our School a friendly and supportive place with staff and students wanting to help you make the most of your time here.

We think that the partnership between home and school is important in raising students' achievement. We always aim to keep open and regular communication between school and home.

Everything that happens here is integrated with our Special Character. You will have every opportunity to grow into a fully rounded young adult – an active Christian and responsible citizen who places a high value on education.

The more you involve yourself with the School and the extra-curricular community based activities such as sport and music, the more you will get out of your time here.

Otamatea Christian School began life as a private school in 1987 to support the Christian beliefs of parents who attended the Congregational Church and other surrounding district churches. Those parents that chose our school wanted their children educated with positive Christian values. Our school is privately funded and our staff are dedicated and faithful to provide Biblically based Christian Curriculum and Christian Education.



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VISION

(What we see)

GRACE AND TRUTH **WISDOM AND FAITH**

Tomorrow's Community Leaders for Life

MISSION

(What we do)

Otamatea Christian School has a threefold mission

1. To affirm basic Christian values by training up students in the way they should go.
2. To equip students adequately so they can lead others to Christ.
3. To facilitate excellent stewardship of spirit, mind and body, thereby producing disciples, who are released in their godly gifting(s) and ordained calling.

How we do this :

a. By providing an education that fosters spiritual and academic growth as well as releasing the talents of each student for God's service.
b. By providing support to Christian families in the education and training of their children, in the ways of the Lord.
c. By providing an education, that develops responsible, mature and balanced young people with a view of life fashioned and unified by GOD'S WORD.
d. By promoting and teaching the lordship of JESUS CHRIST, the fullness of the HOLY SPIRIT and the ultimate authority of GOD'S WORD in all aspects of the school.

VALUES

(What we are)

SPIRITUALLY	ACADEMICALLY
Grace & Truth Wisdom & Faith Honouring & Serving Integrity & Stewardship	Teachable Creative & Innovative Engaged & Motivated Diligent & Responsible

SPECIAL CHARACTER

Special Character Agreement

The School has a Special Character Agreement with the Ministry of Education which it must adhere to.

Special Character Definition

Otamatea is a composite primary and secondary school established by the Maungaturoto Congregational Church as a ministry of the church for parents choosing a God-centred, Biblical world-view, Christian education for their children.

The Mission Statement for Otamatea Christian School is as follows:

To provide a Biblical Education for students that will equip them for life and eternity, the goal being the implementation of God's Kingdom, through Christian teachers who understand, teach and mentor from the Biblical Worldview, which recognises that God, and not man, is the focal point of all life and learning.

The Special Character of the School is determined by the Christian beliefs, values and lifestyle of the Christian Church as determined from time to time by the Eldership of the Maungaturoto Congregational Church and is to be upheld in word and fulfilled in practice by staff who are recognised by the Eldership of the Maungaturoto Congregational Church as qualified church ministry team members.

Because God is the Creator of heaven and earth, of all things visible and invisible, sustaining and ruling over creation including man …And is the source of all wisdom and knowledge. God the Father, Jesus His Son and the Holy Spirit are relevant to every area of study and endeavour in the school.

The School reflects this by

a) Using the Bible as the basis for exploring God's world, and as a standard against which to compare and interpret all curriculum material.

b) Teaching Christian values and behaviour through the process of acknowledgement of sin, repentance and acceptance of Jesus' gift of grace.

c) Using prayer as a key tool in learning, inviting the Holy Spirit into every learning situation.

d) Encouraging each child to give their best because God creates and equips each person for their unique role in His servic, and acknowledging achievement in accordance with the child's effort.

e) Inextricably integrating knowledge of the world and Christian beliefs, through an integrated approach of an appropriate Christian curriculum and developed program plans.

f) Acting as a continuum and extension of the teaching provided in Christian homes.

g) Providing an environment where children, parents and teachers can experience Godly relationships, showing the character of Christ in love, discipline, respect, honour and trust, and witness an exemplary demonstration of Biblical truths in the lives of others.

h) Employing staff who are role models for students, who promote values and standards based on Biblical principles.

IMMIGRATION AND HEALTH INFORMATION

Otamatea Christian School is an independent, private Year 1-13 co-educational school that is funded through student fees and private donations.

We aim to foster the full potential of the individual in the spirit of the Gospel Values of Jesus Christ.

The School provides a limited number of places to Christian international fee paying students from a variety of countries including those that speak English as their first language e.g England, Canada, United States of America; Those that are bilingual or multilingual but have a good level of English Language Proficiency e.g. South America and most European nations; Students from Asian nations are also considered but they need to have a moderate level of English Proficiency if they wish to gain Year 11,12 or 13 qualifications. Younger students do not need as high a level of English proficiency as they will be diagnosed and placed on an appropriate level of learning as diagnosed by the A.C.E diagnostic tests in English, Mathematics, Word Building, Social Studies, Science, and Literature.

Signatories to the Code statement:

Otamatea Christian School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice, 2021. Copies of the Code are available from the NZQA website at http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/

Students must meet the requirements of Immigration NZ to study in NZ.

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed on their website at www.immigration.govt.nz**.**

Eligibility for Health 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.

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.

Medical and Travel Insurance

International Students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. International students may not be entitled to publicly funded health services while in New Zealand, so they may be liable for the full cost of any treatment.

The following are the requirements from the Code of Practice for International Students for Insurance:

- Otamatea Christian School, on your behalf, can purchases insurance cover through Southern Cross, a New Zealand insurance company. This company meets the requirements of the NZQA. This cover is purchased at the same time you pay your fees and must be in place BEFORE you leave home. Fees are dependent on whether cover is for a family or individual and how long you expect to stay in New Zealand. There are two policies offered Student Essentials and Student Max. Premiums range from $44 NZ for an individual for 1 month through to $375 for 12 months for an individual student under the Student Essential policy. And $55 for a month to $500 for 12 months under the Student Max policy. For Family Insurance or Longer Terms of insurance please refer to the Southern Cross International Student Travel Insurance website: https://www.scti.co.nz/**international-student**

You may however organise your own insurance, but it must meet the NZQA requirements.

- If purchasing insurance overseas:

(a) Proof of cover is a requirement of the enrolment process.

(b) The insurer MUST BE reputable and be an established company with substantial experience in the travel insurance business and have a credit rating of no lower than "A".

(c) The insurer MUST BE able to provide emergency 24 hour, 7 day per week cover; they must be contactable at any hour of the day or night.

(d) The students must have a "certificate of currency" and policy wording in English from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits and other relevant information.

(e) If the insurer is an overseas company, the student must provide policy details in English to the School in advance to allow the school to ensure that the policy meets their requirements.

For further details please see our website: **www.otamateachristianschool.com**

HEALTH AND SAFETY:

- Cover up. The sun is very fierce in New Zealand as we have a very low ozone atmosphere protection. **You will burn badly** so wear a hat and long sleeves. Use sun block cream.
- Do not share drinks or drink bottles. Meningitis and hepatitis are dangerous diseases and are easily passed this way.
- Never accept an unknown drink or a cigarette or a tablet from another person.
- Have lots of safe fun in New Zealand.
- Parents will be informed if the student is to be involved in EOTC (outdoor activities), and special clothing / equipment required for this, eg walking shoes for shorter trips, hiking boots for mountain/bush hiking.
- Advice will be available to parents informing where these can be purchased, hired or loaned and the relevant costs, as well as help from staff and/or caregiver to do this.

Please ask us if you need anything.

FEATURES OF OTAMATEA CHRISTIAN SCHOOL INTERNATIONAL STUDENTS' PROGRAMME

Our students from overseas are provided with the following:

- A safe, supportive and active Christian School environment
- A supportive relationship between the School, overseas agents, students and home-stay families
- Ease of contact for students with agents and home via phone and e-mail
- Safe, supportive and monitored home-stay care
- Contacts with private tutors if extra intensive English second language lessons are required by the student
- A broad experience of New Zealand culture and life-style
- Supportive student relationships and friendships with the students of our School
- Support services of our staff for International Students, Support and Counsel through the church Pastoral Team.
- Extra curricula sporting and cultural activities and opportunities.
- Education outside the classroom activities; school trips; and social activities for **all** individual and group students.
  NB: Parents will be informed of any risk and associated risk management strategies, by email, in first language if required, and then asked to sign an EOTC form (available on website, (www.otamateachristianschool.com)
- Accelerated Christian Education Curriculum levelled at each student's level of learning.
- Where needed an English Second Language Teacher will provide in class ESOL tuition on an individual basis, sometimes teaching may be in small groups, this will depend on the duration of the stay or until they are no longer in need of extra tuition. Our aim here is to assist each student to become independent in their use of English in each of their various subjects and to be confident in oral communication skills.
- Accommodation options including homestay and designated caregivers.
- First language support during orientation if required for students that do not have English as a first language.
- Regular support meetings with the Director of International Studies.
- Access to professional counselling through the Medical Centre, a registered councillor or Maungaturoto Congregational Church with language support if required.

COURSES OF STUDY

Our school offers the Accelerated Christian Education Program to students from Year 1 to 13. This program focuses on individualised programs of learning and mastery based learning.

Recognised New Zealand Certificates can be obtained by Year 11, 12 and 13 students at Senior level. The ACE High School Certificate (HSC) and High School Advanced Certificate (HSAC) are accepted by universities and tertiary institutes throughout New Zealand as an entry level qualification. Please refer to the 'International Prospectus' for information on ACE certificate requirements.

For students requiring ESOL instruction the key features and outcomes of some of the teaching programs that may be used to improve Oral and Written English literacy are outlined on the next page.

Key Features and Outcomes of Programs offered to International Students

Student Programmes Offered and Key Features For in Class Room Learning:	**Out Comes**
Individualised **Diagnostic Testing** and Curriculum	Students are to be placed on the level of curriculum that they can attain at. Teachers can address specific gaps in learning and educational needs.
Accelerated Christian Education (A.C.E Mathematics English Social Studies Science Word Building . Small units of work . Progressive building blocks . Mastery Based . Individual level of learning in each subject area. . Regularly assessed throughout the unit of work.	Solid mastery of basic concepts in 5 curriculum areas. (3 for less able students – English and Word Building are compulsory.) Student will master English and Word Building, Building step by step upon their original language skills. Students will show progression in their reading of the English language as they progress through their Social Studies and Science program. Students that study mathematics will learn English terminology for mathematical processes and build their mathematical vocabulary. They will be able to follow instructions and solve problems.
A.C.E English As Your Second Language Program (Students who are motivated to learn and have a higher level of English understanding) . Powerful presentations integrating audio, visual, and kinaesthetic ways to learn. . Active participation required. . Total Physical Response (TPR) (concrete understandable English. . Math-orientated lessons with semi-translation of numerals to teach the names. . Intense reading and phonemic (sound system) mastery, including phonics and linguistic type activities. . Suitable for small group teaching.	. Students will develop and improve their aural and oral English language skills whether they are visual, aural, oral or kinaesthetic learners. . Students will be able to use the English numerations system appropriately. Students will improve their reading ability and have developed a sound phonemic awareness. . Students will be able to listen to and use language that will allow them to function in the learning centre. . Students will be able to ask questions, make statements, express their needs and ideas in English.
Videophonics (9 years and up) . phonics based teaching . visual rather than verbal . letters and letter sound exercises . blending exercises . repeat sound exercises . practice exercises . applications of reading and writing skills . action videos and colour art. . skill-pack workbooks.	Phonemic awareness and mastery.
Afternoon Interactive Program Year 7 to Year 13 . Opportunity to relate verbally and communicate with English speaking students. . Learning specific English terminology in music, art, dance, physical education and technology . For long-term students the opportunity to prepare work and items for participation at student convention nationally and internationally.	. Students will ask questions, converse and gain understanding through communicating with English Speaking Students. . Students will gain understanding of cultural differences and cultural expressions. . Students will be exposed to terminology specifically used in a variety of subject areas. . Students will participate in convention events.
Cultural Activities . NZ History: Visit to Waitangi and Paihia. . Local History: Visit to the Kauri Museum . Local Interest Events: As they arise. . Scenic Attractions: Kai Iwi Lakes Waipu Beach Waipu Caves Mangawhai Walk Way Rotorua	. Appreciation for the history and heritage of New Zealand and the Treaty of Waitangi. . Appreciation for the history and heritage of Maungaturoto and the surrounding district. . Appreciation for the blessing we have as a country of beautiful scenery.

TYPICAL OTAMATEA CHRISTIAN SCHOOL WEEK

Middle School Year 7 to 10			
MORNING PROGRAM (Individualised Education Program) 8.45-10.15			
Devotions	Mathematics	English	Word Building
MORNING BREAK			
MORNING PROGRAM (Individualised Education Program) 10.45-12.15			
	Social Studies	Science	Literature
LUNCH BREAK			
AFTERNOON PROGRAM (Rotational Groups) 1.00-3.00			
Sustained Silent Reading	Rotation A	Rotation B	Duties
AFTERNOON PROGRAM (Homework and ESOL)			
	Homework until picked up to go home or ESOL classes.	ESOL class two times a week.	
AFTERNOON PROGRAM ROTATIONS	1. The Arts: Drama, Music, Dance	2. Technology: Skills based	3. Health and Physical Education

Senior School Year 11 to 13			
MORNING PROGRAM (Individualised Education Program) 8.45-10.15			
Devotions	Mathematics	Mathematics/English	English
MORNING BREAK			
MORNING PROGRAM (Individualised Education Program) 10.45-12.15			
	Christian Studies	Typing/Key Board Skills	Electives
LUNCH BREAK			
AFTERNOON PROGRAM (Individualised Education Program) 1.00-3.00			
Senior Electives	Senior Electives	Senior Electives	Duties
AFTERNOON PROGRAM (Homework and ESOL)			
	Homework until picked up to go home or ESOL classes.	ESOL class two times a week.	

SCHOOL UNIFORM

Some of the uniform is supplied on site. The remainder of the uniform will be ordered for you. The school colours are Navy, White and Red. Below is an overview of our school uniform. If you are a long term international student (more than 1 term) we would expect you to purchase the uniform. If your stay is shorter than that then you can wear your own clothes in keeping with the uniform code.

Years 7-13		
Jacket/Jumper	Red	
Cap	Navy	
Shoes and Sandals	Black leather	Not sneakers or jandals. Canvas not accepted
PE Top	Red and black sports top	
PE Shorts	Plain black shorts	
BOYS		
Shirt	Navy or White	
Shorts or Long Pants	Navy	Length: 3 fingers above the knee
Socks	Navy	
GIRLS		
Blouse	White	
Skirt	Navy	Length: Just below the knee
Girls stockings	Black or skin tone	
White Socks	White	Longer ankle socks Knee length socks (Y7 & 8)

Otamatea Christian School International Fees Schedule (4.2.1)

Tuition Fees Guide* - 1st January 2027 December 2027

FULL SCHOOL YEAR (Four school terms)	
APPLICATION FEE: Full year application Three Terms Two or less terms	 $1000 $ 750 $ 500
TUITION FEE: Includes books and other education resources as well as E.S.O.L tutoring, diagnostic testing and any other related student services.	$14,000 per student
PACEs (Work Book) if provided by the school	$200.00 a term minimum for up to 12 books + $12.00 for any additional PACESs used.
ADMINISTRATION FEE: Includes: International office administration, pastoral care, photographs, activity fees, ID photos. Full year Three Terms Two terms or less	 $2,000 $1,500 $1,000
NZ GOVERNMENT LEVY weekly	$11 a week
TOTAL COST for a full 40 week term	$16,440 per year + application fee and PACEs
ONE TERM PLACEMENTS **For those students living in New Zealand without a parent.**	
APPLICATION FEE: 1st year per application	$500
TUITION FEE: (per term) Includes books and other education resources as well as E.S.O.L tutoring, diagnostic testing and any other related student services.	$3,500 per student
PACEs (Work Book) If provided by the school	$200.00 a term minimum for up to 12 books + $12.00 for any additional PACEs used.
ADMINISTRATION FEE:(per term) Includes: International office administration, pastoral care, photographs, activity fees, id photos	$1000
NZ GOVERNMENT LEVY	Absorbed into application fee
TOTAL COST	$4,500 per term + Application fee and PACEs
SHORT TERM PLACEMENTS (Less than one term) **For those students living in New Zealand without a parent.**	
APPLICATION FEE: One-off fee paid by students enrolling for the first time. (Non-refundable).	500.00
TUITION FEES This is inclusive of tuition, student services, resource fee and government levy.	$350.00 per week
PACEs (Work Book) If provided by the school	$100.00 minimum for up to 16 PACEss + $12.00 for any additional PACEss used.
GOVERNMENT LEVY	Absorbed into Application Fee
ADMINISTRATION FEE:(per week) Includes: International office administration, pastoral care, photographs, activity fees.	$100.00
TOTAL COST	$ 450.00 per week + Application Fees and PACEs

Note 1 to 3 school days = half a week. 4 to 5 school days = a full week

HOME STAY FEES	
HOMESTAY PLACEMENT and ADMIN FEE PER WEEK FOR 46 WEEKS	NZ$250 NZ $300 NZ $13,800

What's not included

Uniform (unless short term stay)	$300
PACEs (Work Booklets) **Other Stationery**	$800.00, or $200.00 a term Allow up to $100
Extra-curricular activities (sports/music)	Allow up to $500 per year
Class trips	Approx. $35 per term (if Honour Roll gained)
Student visa	Approx. $1000 per year
Student insurance (compulsory)	Approx. $400 per year
School camps/Convention	Allow $400 per year
ACE Certificate Fees (Y11/12/13)	Allow $120 per certificate
Airport transfer	$200 each way
Pocket money	Maximum of $20 per week recommended

BANK ACCOUNT DETAILS

Bank:	ANZ Bank
Branch:	Whangarei
Branch Address:	Bank Street, Whangarei
Account Number: **Account Name**	060365001337303 International Account
Beneficiary:	OTAMATEA CHRISTIAN SCHOOL
Beneficiaries Address:	98 Hurndall Street, Maungaturoto, 0520
Reference:	Student's Surname then first name

REFUNDS: Please refer to the enclosed 'International Student Information Booklet' for conditions surrounding this or the school website: https://www.otamateachristianschool.com

PASTORAL CARE AND BEHAVIOUR MANAGEMENT

PASTORAL CARE

Pastoral Care is the means whereby the school can provide for the students' emotional and social needs amidst a caring non-threatening environment to ensure students are secure and confident in their learning environment. Any student under stress should receive appropriate and, where necessary, confidential support by the best qualified people available. The teachers of the school are supported by the school board and should be given appropriate support when dealing with difficult situations by the school board.

Where appropriate, liaison with parents/caregivers regarding their children's welfare will take place. Counseling in subject choices and career possibilities will be available to all students.

BEHAVIOUR MANAGEMENT

The school's Behaviour Management Policy recognises the need to build a Christian learning community. This requires that staff, parents and students strive to work together.

The focus is to create a positive, encouraging, school climate, so that students enjoy being in school. This requires that staff focus on good and positive character traits in the students. A teacher's management style must recognise the need for positive relationships and meaningful learning – which means discipline can be a guiding and loving process. Discipline is a necessary corrective action that needs to be administered by the teacher. A teacher's genuine concern about students and awareness of their needs provides the context for discipline that is gentle, that yields sincere changes in students.

The main objective is to bring the student to a place of genuine repentance where they acknowledge and regret the behaviour that has caused them to be disciplined.

The school's discipline procedures seek to establish in each student:

- Self-control and self-discipline.
- Consideration of others.
- Recognition and respect for authority.
- Submissiveness and obedience to authority.
- Acceptance and fulfilment of God's will for their life.

All behaviour is to reflect and uphold good Christian standards and principles.

Helpful Community Groups and Community Contacts

Doctor: Maungaturoto Medical Centre open 8.00 to 5.00 pm

Telephone 4318-516 A/H 09 423-8086

Health Line: Telephone 0800 611 116 **Kaipara Public Health Team:** Telephone 021 735 313

Maungaturoto Pharmacy: 431 8508 **Ambulance/Police/Fire-brigade:** Telephone 111

Linking Hands: 431 8969 **Otamatea Community Services:** 431 9080 (Counselling)

New Zealand Police: Emergency 111 **Maungaturoto:** 09 4311150

Child Youth and Family: Phone: 0508 326 459 **Email:** cyfcallcentre@cyf.govt.nz

Enquiries from schools: Phone: 0508 ED ASSIST (0508 332 774) **Email:** edassist@cyf.govt.nz

Pastoral Care - Paul Chambers: Work Hours 09 4318 172 Cell Phone: 0274 713889

ACCOMMODATION

The types of accommodation that are available for all International students including Young International and group students are:

1. Living with a Designated caregiver
2. Living with a Homestay.
3. Living with Parents

Application for accommodation is included in the Application to Enrol as an International Student form.

Homestay Payment

Payment in 2015 is $250 per week this is inclusive of GST and an administration charge. There is also a Homestay Placement Fee of $200 which is a one of payment to secure the Homestay. Parents are required to pay home stay fees a term in advance to the school which will then be paid into your Homestay providers back account by the school Secretary. The school secretary is responsible for all these payments and any queries regarding these payments should be made directly to her at **otamateachristianschool@gmail.com**

If a student is absent from their home stay a retainer of $75 per week is payable to the home stay parents. Exceptions to this are negotiated directly with the host family. Students may not stay with friends, unless in the care of an approved responsible adult. Any arrangements to be away from the home stay must first be discussed with the Director of International Students and a, 'Permission to Travel Form' is to be completed.

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 home the next year, he/she can either:

1. Pack up his/her belongings and take it home or if convenient, leave it at the home stay, or
2. If it is not convenient for the home stay to store it, we can make alternative arrangements.

If students are not going home during the holidays, families are paid as usual.

Changing Home Stay

If a student needs to change home stay for good reasons, there is no extra charge for this. However, if a student has to change home stay more than once because of his/her unreasonable demands or misbehaviour a further placement charge will be made.

GENERAL INFORMATION

Internet Access

You will need to complete the internet contract and return it to the school office. Access to the internet is a privilege and not a right. The internet at Otamatea Christian School is to be used for educational and or research purposes.

If you are sick

If you are too sick to come to school, your homestay parents or your parents should ring the school to let us know you are sick. You must also bring a letter from your homestay parents when you return to school, explaining that you have been sick. You should give this letter to your Homeroom Teacher during Home room.

If you feel sick at school, you should go to the School office or see the school principal to get permission to go home or be in the sick bay.

How to overcome culture shock

- Understand that there are, and will continue to be, differences, uncertainties and confusion. You need to accept that this is not home.
- Avoid judging things as right or wrong, merely different.
- Laughter is the best medicine for culture shock – read funny stories, watch movies which make you laugh.
- Mix with the locals so we can learn from each other. Avoid having friends only from your own country.
- Acknowledge your progress.
- Remind yourself that lots of people live in different cultures and that you can, and will, succeed in adjusting.

School communication with Parents

Prior to enrolment, communication will be established with the parent/s of each prospective student using the following: emails, phone calls, formal letters and text. Depending on the language barrier, it may be necessary to use a first language speaker from the country of application.

In the case of emergencies, the International Studies Director, Mrs Lynette Bell, should be contacted on +64-27892 0026. This is available 24/7, but a roster will operate on weekends and holidays. Likewise the International Director will phone parents should an emergency arise in NZ regarding their child.

In addition to twice yearly school reports on student progress and pace tests., the International Director will make a follow up phone call / skype call to discuss any issues. If an international student does not speak English as a first language, then a first language speaker will be employed by the school to be present if it is deemed necessary.

A monthly email will be sent to parents from the International Director, with comments from class teachers showing progress and/or concerns. If needed, a first language speaker will be used to translate this.

While they are not personal, the weekly school newsletter will also be emailed to parents.

Communication between Students and their Parents

Students are to have weekly contact with their parents via email, phone or skype calls.

More frequent contact to be encouraged if the student is ill, homesick, or there has been a crisis at home.

A private area should be available for calls, preferably made from homestay, but calls can be made through the school if and when necessary.

The student is to keep a log of all calls, and show The International Director at weekly meetings.

Students' who are reluctant to make weekly contact, should be prepared beforehand, by the homestay parent or a staff member.

The cost of any calls should be received from parents, or provision made for calling and or reverse charge calls to parents.

What are the conditions of study at Otamatea Christian School?

You must prove that you are a **"serious student"** by keeping to the following requirements:

1. You must attend all lessons and be on time. You must be ready to apply yourself fully to all school work.
2. Although a student can indicate the subjects and levels at which they wish to study, the final decision will lie with the school.
3. You will have obtained a student permit to study at Otamatea Christian School.
4. You will reside in a homestay approved by the school and comply with home stay rules.
5. Your parent's contact address must be provided to the school, including physical address, phone, fax numbers and email address. You must notify the school of any change immediately.
6. As Otamatea Christian School has guaranteed you accommodation you must stay in an approved homestay under the college's homestay programme for the length of your visa/permit. All students attending Otamatea Christian School are not permitted to be in a flatting situation. They must have adult supervision at all times.
7. If you return to your home country during the set school holidays, you may not take extra time away from school unless authorised by the school Principal.
8. Your student visa/permit will be issued for Otamatea Christian School. You may not transfer to another college/school until that visa/permit expires or it has been reissued to another college/school through an official transfer process involving NZ Immigration.
5. 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.
6. Your parents must sign the parent contract, which proves that they understand and accept the conditions of enrolment at Otamatea Christian School.
7. Otamatea Christian School must be informed immediately of all changes of details i.e. student's or parent's change of address, telephone numbers etc.

Arrival and Transport

What happens when I arrive at the Airport?

Should you wish, Otamatea Christian School can arrange for someone to meet you at the airport. This needs to be arranged in advance.
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.

What will happen when I start school?

On arrival at Otamatea Christian School:

• All students will have an interview and undergo diagnostic testing to place them at their diagnostic level and for senior students this will be a time in which subjects will be selected.

• International Students will be required to purchase a school uniform. Please fill in the uniform application form and provide all the required measurements so that your uniform can be ordered• Students starting in January will have an Orientation Day before the official start date of the school. All students are required to wear their full school uniform on this day. The programme on this day will assist you in:

- Adapting to the New Zealand culture - familiarising you with the social environments and processes of the school - placing you at your appropriate level of English through diagnostic testing.

Can I drive a car in New Zealand?

International Students attending Otamatea Christian 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.

Can I travel within New Zealand?

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

Can I have a part-time job?

If a student is in Year 12 or 13 the student can apply to the Principal for permission to undertake a part time job for no more than 10 hours per week. **Lynette Bell, Principal, Senior Teacher, E.S.O.L**

Suggested resource: A copy of the Guide to Living and Studying in New Zealand – An introduction for international students, parents and families can be downloaded from:
http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStuddentsAndParents/Livingandstudyingnz.aspx

Procedures for Attendance, Non-Attendance, Follow-up Procedure, and Procedures for Student Withdrawal

Attendance

1. International students will be required to attend all classes while enrolled at Otamatea Christian School.
2. In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school by telephone on the morning of the absence. If the absence can be foretold, e.g. an appointment, the school should be informed the day prior to the appointment.
3. When the student is absent with no reason, the parents/caregivers will be contacted by the school for an explanation.
4. When an international student is absent from class, the parent/caregiver must email or write a note to the principal (ocsprincipal87@gmail.com) to inform them of the student's absence and the reason for that absence. The International Student's Teacher(s) will check with the school office to see whether they have been contacted regarding the student's absence. If not, they will contact the student's homestay parents to see why the student is absent.
5. When a student is being truant from school, then the school's pastoral care person will become involved. A meeting with parents/homestay parents and agent (if applicable) will be organised.
6. If the student does not attend for more than 20 consecutive days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Department informed. However, if the parents have notified the school in writing that the student will be absent for a period of time and the full reason been given, the place will be held, proving all fees have been paid.

If a student is not attending:
In the event that an International student ceases attendance, the Principal will act in accordance with **clause 16.2:**

If an international student enrolled at a registered school (as defined in the Act) fails to attend that school, the Principal must follow the procedures for Stand-down, Suspension, Exclusion and Expulsion.

- The Principal must follow the procedures set out in the Ministry of Education's Circular 2013/21 'Rules for Student Enrolment Records'.
- If the situation cannot be rectified then the enrolment will be terminated and the Immigration Department notified. In this case there will be no refund of fees.

Circumstances for Termination of Tuition

1. Where a student is truant or consistently absent from school, then the signatory will terminate the enrolment.
2. If a student's behaviour is unacceptable, either at school or in the homestay, then a meeting with the student, the parents/caregivers and the school will be arranged. If the behaviour does not improve, the school will follow its discipline procedures. If the situation requires the student to be stood-down, suspended or excluded, there will be no refund of fees.
3. If an Enrolment application or any other information required for the enrolment processes is found to be inaccurate in any way the contract may be terminated at the school's discretion.
4. If the student or anyone representing, you provides false information
5. If the student acquires a criminal charge or commit a criminal act

6. If the student is not making any serious attempts in your classes to progress
7. If the student harasses, abuses or insults a teacher, a host parent, another student or a member of the public
8. If the school can't provide for the student's needs
9. If the board decides to terminate your enrolment
10. If the student fails to attend regularly and continues to truant after all International Education staff efforts to get them to attend, the unsatisfactory attendance will be reported to the New Zealand Immigration Service. The parents will be informed that there is to be a meeting of the Board of Governors in regards to discipline, the parents may appoint a representative to attend the hearing. The Board of Governors may terminate the student's place at Otamatea Christian School. Unsatisfactory attendance can mean that the student will not be offered a place at Otamatea Christian School in the subsequent year.
11. In all cases, upon termination of an enrolment, the Immigration Department will be notified as below:

The Otamatea Christian School Principal will notify New Zealand Immigration Service immediately using the NZIS electronic notification form, available at http://www.immigration.govt.nz, if an international student's enrolment has been terminated.

If a student withdraws from school:

1. Intention to withdraw must be made in writing, by the parents, one month prior to the student's last day, giving the final date of attendance and the reason for leaving.
2. The Immigration Department will be notified.
3. The Refund Procedures will apply.

Other circumstances around withdrawals from Otamatea Christian School

Places at Otamatea Christian 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 Otamatea Christian School Homestays may have their school places terminated if, in the view of the Board of Governors, their behaviour out of school places them at such risk that the school can no longer accept responsibility for their safety.

Fees Protection and Refund Policy

Good Practice

The *(Pastoral Care of Tertiary and International Learners) Code of Practice 2021* requires all education providers to provide international students (or their parents) with a fees protection policy when the international student is enrolled. A fees protection policy ensures:

- That the student's fees can be returned to them in the event of an emergency or if a situation arises where a refund is necessary.
- That the school's obligation to return the fees can be met.

Rationale

Otamatea Christian School has developed a fees protection and refund policy to be provided to international students in accordance with outcome 20, clause 80 and clause 81 (1-3) of the 2021 Code.

To ensure that international student fees are handled consistently with normal accounting practices. This means that those funds are secure from misappropriation and are only made available to the School in accordance with the School's Refund Policy or in the event that the School is not able to provide tuition for the student.

Purpose

1. To ensure that these fees are not spent in advance.
2. To ensure in the event that the school is unable to continue to provide tuition, the unspent portion of the fees is available to be returned to the student.
3. To ensure that funds from international students are accounted for separately from other School accounts and in such a way that individual student contributions can be protected and monitored.
4. To ensure that international students' payment may be drawn down in accordance with the School's Refund Policy.

Procedures

1. Accounting procedures are in place to ensure that monies are available for release.
2. International fees shall be paid into the school's separate coded account ANZ 06 0365 00133730 03 'International Account' for Foreign Fees
3. These monies will be audited on an annual basis.
4. These monies will be available for approved refunds resulting from withdrawal from the School or in the event of the School not being able to provide tuition.
5. Fees will be set annually by the Board of Trustees
6. Fees are to be paid in advance on an annual **(NZ $14,000 + application fees, administration fees, and PACE charges)**

Evidence

1. Accounting records
2. General School Accounts
3. Bank Records

Evaluation Accounting records, International Student Account and General School Account

Fees Protection Procedure for International Students

All International Students will be required to take insurance which protects the payment of fees so that if they default for any reason their remaining tuition time and costs will be covered including:

a) illness, injury or death in New Zealand resulting in the course not being completed.
b) travel delay occurring enroute to New Zealand that causes delay to when the student starts attending the school.
c) a relative becomes critically ill, injured, or dies in a student's home country and they need to return home to attend to these matters leaving the course uncompleted.

Fees Protection Procedure for the School

a) Otamatea Christian School Board of Governors undertakes to hold sufficient financial reserves and maintain sufficient bank credit to repay any international student's fees for which a refund is deemed appropriate by the Board of Governors or by the Principal as the Board's agent.

b) The above also applies if the School is utilised by an International Parent as fund holder and distributor of any international student's home-stay accommodation fees.

Process for depositing fees within required time:

4. Fees are to be deposited into the 'International Account' for foreign fees that is registered with the ANZ, bank account number: 06 0365 0013373 03.
5. Otamatea Christian School will invoice the Parents of individual students when that student is not travelling with a group, or the Agent or Tour Group Leader for group students prior to their visit. Fees are inclusive of GST. The fees will include all costs for the student whilst on the homestay, except for personal spending money. Accommodation fees will be itemised separately and paid directly to the Homestay provider.
6. To secure a place 25% of the fees must be paid to Otamatea Christian School at least two months before arrival with the balance being paid two weeks before arrival.

Refund Policy International Students

If a student withdraws from his/her course of study before the completion date due to a voluntary withdrawal, or the school ceasing to provide a course of education contracted with a student, or the school ceases to be a signatory or a provider then he/she may be eligible for a refund of tuition fees. If a refund is requested, the following procedures and guidelines will apply:

To be eligible for a Refund:

- To be eligible for a refund, parents must complete a Refund Application form and give it to the Board of Governors setting out the special circumstances of the claim within one month of the last day of attendance. You must also complete the official leaving process and attach the leaving certificate.
- In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.

If the application is made before the start of the course:

- Fees will be refunded in full, less an Application Fee of NZD $1000.00. This includes if a student is not granted a study visa or permit to attend Otamatea Christian School.

If the application is made after the start of the course (*i.e. in Terms 1 or 2*), but before the second half of the course (*i.e. Terms 3 & 4*):

Fees will be refunded less:

- An Administration Fee of NZD $2000.00
- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees *(if applicable)*
- Appropriate proportions of salaries for teachers and support staff (*if applicable*)
- Costs already incurred for the use of facilities and resources
- The proportion of the Government Levy the school is required to pay
- Any other costs already incurred.

If the application is made after the second half of a course:

- There will be no refund, except under exceptional circumstances. (*See Compassionate Refunds below.)*

Compassionate Refunds:

- In exceptional circumstances, refunds may be granted on compassionate grounds (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Principal and the Board of Governors.

If an international fee-paying student gains residency during their course:

- No further fees are to be paid
- The new resident will then abide by the school enrolment scheme. Documentation of residency must be provided within 14 days of it being granted.

The Board of Trustees will make no refund:

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a student has been stood-down, suspended or excluded
- Where a student returns home for any reason other than serious illness, accident or death of a close family member
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- If a student wants to transfer to another school or educational institution

Homestay Fees

If you move out of your Homestay before the end of your Contract:

- The Homestay Placement Fee of NZD $200.00 will not be refunded.
- All other unused Homestay Fees will be refunded, provided the Homestay has been given two weeks' notice that the student is leaving
- If the student does not give two weeks' notice, then two weeks' Homestay fees will be deducted from any refund.

Payment of Refunds:

- All refunds will be paid to either the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.

NOTE: The New Zealand Immigration Service will be notified if any student ceases to attend OTAMATEA CHRISTIAN SCHOOL for whatever reason.

Parental and student agreement with refund conditions in policy above:

'We agree with these refund conditions'

Parent's Signature: _____Date: _____

Print Parent's Full Name: _____

Print Student's Full Name: _____

This policy will be reviewed annually in December of each year.

Principal:	Mark Bell	Date 09/2026 signed: Mark Bell
Chairman:	Paul Chambers	Date 09/2026 signed: Paul Chambers

OTAMATEA CHRISTIAN SCHOOL PROCEDURE TO MONITOR VISA EXPIRY AND REPORT TERMINATION OF ENROLMENT TO IMMIGRATION NZ.

Immigration Requirements:

9.1 Signatories must inform prospective International students that they must meet the requirements of Immigration New Zealand to study in New Zealand.

i) Information for this is written in the O.C.S International Student Handbook and published on the Otamatea Christian School Website under International Students.

A. Monitoring Visa Expiry

1. The principal is to sight the visa in the student's passport and check if the name of the signatory is on the visa and the dates on the visa.
2. The school secretary will photocopy the visa title page and the visa page of the students passport and keep the information on file as part of the student's record.
3. The school secretary is to keep a list on file with student names and visa due dates.
4. The school secretary will also keep a record in a book of expiry dates of visas of each individual student in written form.
5. The school secretary will inform students two months prior to visa expiry in writing to advise them to seek renewal of their visa.
6. The Board will meet with the student about their visa expiry.
7. Where necessary advice will be obtained from Immigration New Zealand or the student will be advised to seek advice from Immigration New Zealand or an Immigration advisor.
8. If a student is travelling with a parent the parents passport and visa details will be sighted, photocopied and filed, to ensure that the parent's visa/permit enables them to live with their child throughout the period of her/his enrolment.

B. Termination of Enrolment

1. Possible reasons for termination:
   a. Low attendance
   b. Breaking fundamental School policies.
2. The principal will identify students through tracking, monitoring and learner support interviews.
3. If Learners do not improve in spite of the support given to them, their names will be forwarded to the Board of Governors of Otamatea Christian School.
4. For any visa to be terminated, the principal of Otamatea Christian School will inform Immigration New Zealand immediately using the electronic notification form available at www.immigration.govt.nz

WHAT DO I DO IF SOMETHING GOES WRONG?

Grievance Procedures for International Students

INTRODUCTION:

When concerns and complaints arise they need to be dealt with in a fair, efficient manner following an established criteria.

Concerns and Complaints

Definitions

A **concern** is anything a person wishes to raise with the school. This can be done in an informal and confidential way. The matter may just require clarification, or some modification of school procedures. If the matter cannot be resolved at this level, the person with the concern may make a formal **complaint**.

OBJECTIVES:

1. All concerns and complaints whether they are verbal or written need to be addressed as soon as possible.
2. Complaints are to be dealt with quickly and fairly.
3. Complaints will be dealt with in accordance to provisions in the policy.

Addressing concerns

If you have a complaint about Otamatea Christian School breaching the Education (Pastoral Care of international Students) Code of Practice 2016, follow Otamatea Christian School's formal complaint process first:

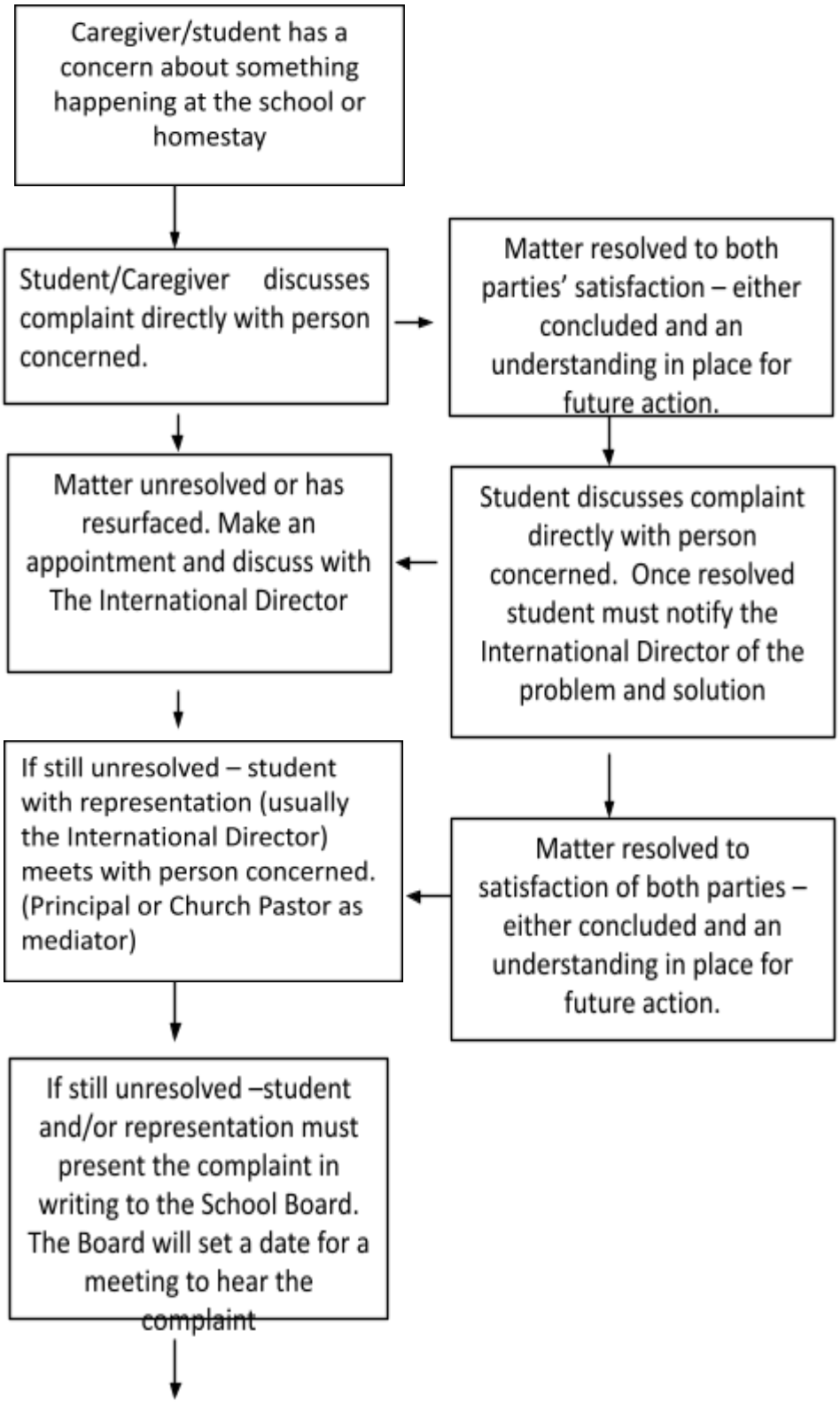
General Procedures for making a Formal Complaint

1. Student discusses complaint directly with person concerned. Once resolved student involved must notify the International Director of the problem and solution.
2. If still unresolved- student must inform the International Director.
3. If still unresolved - student with representation meets with Principal or Church Pastor for mediation.
4. If still unresolved the student and/or the person representing the student must present the complaint in writing to the School Board. The Board will set a date for a meeting to hear your complaint.
5. Bring an Advocate (Support person) with you to the meeting who can help you express your complaint.
6. The Board of Governors will then convene a meeting in which the complaint is discussed and a resolution put forward and acted upon.
7. You will be notified of the outcome within 1 week of your complaint being heard, prior to this if immediate action is necessary.

If this does not resolve your complaint, you can contact the New Zealand qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz
Or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website:
http://www.fairwayresolution.com/istuden-complaints

NZQA has produced a brochure for international students about the complaints process (PDF 149KB). This brochure is available on the NZQA website:
https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf.

Complaints Procedure for School Concerns



If still unresolved NZQA who will approach FairWay Resolutions Limited to resolve the matter under the International Student Contract Dispute Resolution Scheme (DRS).

Summary Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.
New Zealand educational providers have an important responsibility for international students' welfare.
This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code) and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.
The Code also establishes the DRS to receive and adjudicate on student complaints.

Who does the Code apply to?
The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?
An "international student" is a foreign student studying in New Zealand.

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 http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/.

How do I know if an education provider has signed the Code?
The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/

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 the New Zealand Immigration Service and you will not be able to study at that institution.

Accident and Emergency Procedures

Assessment of Risk and Critical Incident Response

Otamatea Christian School is responsible for international students who are not living with parents, at all times. Therefore, if an international student is involved in an accident or emergency situation at any time, the International Student Director (who is also in charge of pastoral care) will be available 24 hours per day, 7 days per week, to deal with the situation.

1. The school will endeavour to ensure that activities supervisors and/or "activities organisations" are properly trained or certified.
2. In the event of a death or other traumatic event, the Board of Governors will contact the relevant embassy or police and they will make contact with the parents. (Not the school)
3. The school will endeavour to provide a first language speaker to communicate to students and parents, and where possible, first language health staff to ensure accuracy of information.
4. The school board will make all possible endeavours to assist the parents to come to New Zealand and meet their wishes regarding arrangements for the students.
5. The school board will make all endeavours to provide support for friends and caregivers of the student.
6. Reference to the Ministry of Educations Emergency Management Documents will be made in the case of the following emergencies:
    a. Preventing and Responding to Suicide
    b. Abuse
    c. Earthquake
7. All homestays and the school will be required to have and familiarise the student with evacuation plans including fire drills.
8. All parents will be required to fill out a Health Declaration Form.
   It is essential that all health information, including mental and physical, is disclosed on the Health Declaration, provided to the school, as this may be relied upon in the event of and accident or emergency situation.
9. All students are required to have Medical and Travel insurance as described above.
10. The school Board of Governors is legally responsible for the safety of all students on these experiences/trips regardless of whether any incident is caused by the actions or omissions of a teacher, outside helper, student or commercial operator contracted by the board. It is recommended, but not required, that the school has public liability insurance.
11. It is essential that the school has current contact details of parents and homestay parents, and it is the responsibility of both parties to inform the school of any changes to contact details.