



Christchurch Boys' High School

Fees Refund Policy for International Students

1. An application for refund of fees must be made in writing. The parents/guardians must apply in writing to the Board of Trustees explaining why the student has withdrawn from the course and the reasons for seeking a refund.
2. If the application is made before the start of the course, fees will be refunded in full less an administration charge of \$500.00 to cover costs incurred by the school.
3. If the application is made after the start of the course, but before the second half of the course, fees will be refunded less:
 - a) An administration charge of \$500.00.
 - b) Costs to the school already incurred for tuition.
 - c) Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff (if applicable).
 - d) Costs already incurred for the use of facilities and resources.
 - e) The proportion of the Government Levy the school is required to pay.
 - f) Any other costs already incurred.
4. If the application is made after the second half of the course, there will be no refund except in exceptional circumstances to be determined by the Board of Trustees.
5. No refund will be made to a student enrolled at the school prior to the 1st of March who becomes a Permanent Resident or whose parents gain a Work Permit or Long Term Business Visa after the 1st of March (in any year).
6. The Board of Trustees will make no refund:
 - a) Where a student is asked to leave the school because of misbehaviour, poor attendance or violation of school rules.
 - b) Where a student wishes to transfer to another school for whatever reason.
 - c) Where a student returns home for any reason other than the student's serious illness or serious illness or death of a close family member.
 - d) If the enrolment application is found to be inaccurate in any way and the contract is terminated.



Christchurch Boys' High School

Accommodation Policy for International Students

Rationale

International students are enrolled at the school only if appropriate accommodation is available to them, either through the school agent's homestay programme or with an approved designated caregiver.

Objective

1. To provide a suitable living environment conducive to study and to a safe and supportive home life.
2. To involve a host family in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.
5. To assist students who do not have an appropriate alternative.

Guidelines

1. Students must either be in a homestay provided by the school or its agent, and monitored by the school or its agent, or in an approved homestay designated by the student's parents.
2. If parents have designated a homestay outside the school's homestay programme, the parents must sign the designated caregiver's agreement.
3. For students in the school homestay programme, homestay payments are made to Christchurch Boys' High School or the homestay agent in advance at the beginning of each term or year.
4. Students are not permitted to own or rent a flat/room/house/apartment or live on their own.
5. If there are problems in a particular homestay, the student must first discuss the situation with the homestay agent or Director of International Students.
6. Should the problems persist, the homestay agent may arrange for a change of homestay.
7. Students must not make their own private homestay arrangements without the approval of the Director of International Students.
8. Students are required to exhibit appropriate behaviour.
9. All homestay families in the school's homestay programme shall comply with the NZQA's mandatory Code of Practice for the Pastoral Care of International Students.
10. Special care shall be taken with all students under the age of eighteen years in accordance with the Ministry of Education's mandatory requirements.

11. Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, homestay service may be discontinued.
12. Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given in writing to the Headmaster.

Evaluation

The Director of International Students shall include a statement about the effectiveness of the accommodation programme in the annual report.

Evidence

- Log of telephone calls and communication between all stakeholders.
- Recorded monitoring of host families.
- Recorded student progress reports.



Christchurch Boys' High School

International Students: Grievances and Complaints

Rationale

To promote and ensure the welfare of international students through the establishment of procedures for dealing with complaints from international students or their authorised agents/representatives.

Purpose

As a signatory to the Code of Practice for the Pastoral Care of International Students, Christchurch Boys' High School is required to have a policy to deal with complaints from international students or their authorised agents/representatives. This is to ensure that the interests, rights and responsibilities of all parties are met in dealing with complaints and grievances.

Guidelines

1. Procedures to be followed are outlined in the attached document: "Internal Grievance Procedures: What to do if you have a problem".
2. The document referred to above will be given to all international students and displayed in the International Students' Office.
3. Students are entitled to and may request advocacy and interpretation at any time within the process.
4. Complaints and grievances will be dealt with as expeditiously as possible. If a complaint or grievance is not resolved within 14 days of the Board of Trustees receiving the complaint, the complainant may refer the complaint to the New Zealand International Education Appeal Authority, c/- Ministry of Education, Private Box 1666, Wellington (IEAA) seeking their assistance in resolving the dispute.
5. Outcomes will be documented in writing and a copy provided for the student and the student's authorised agent/representative.
6. This policy will be reviewed in accordance with the school's policy review procedures.