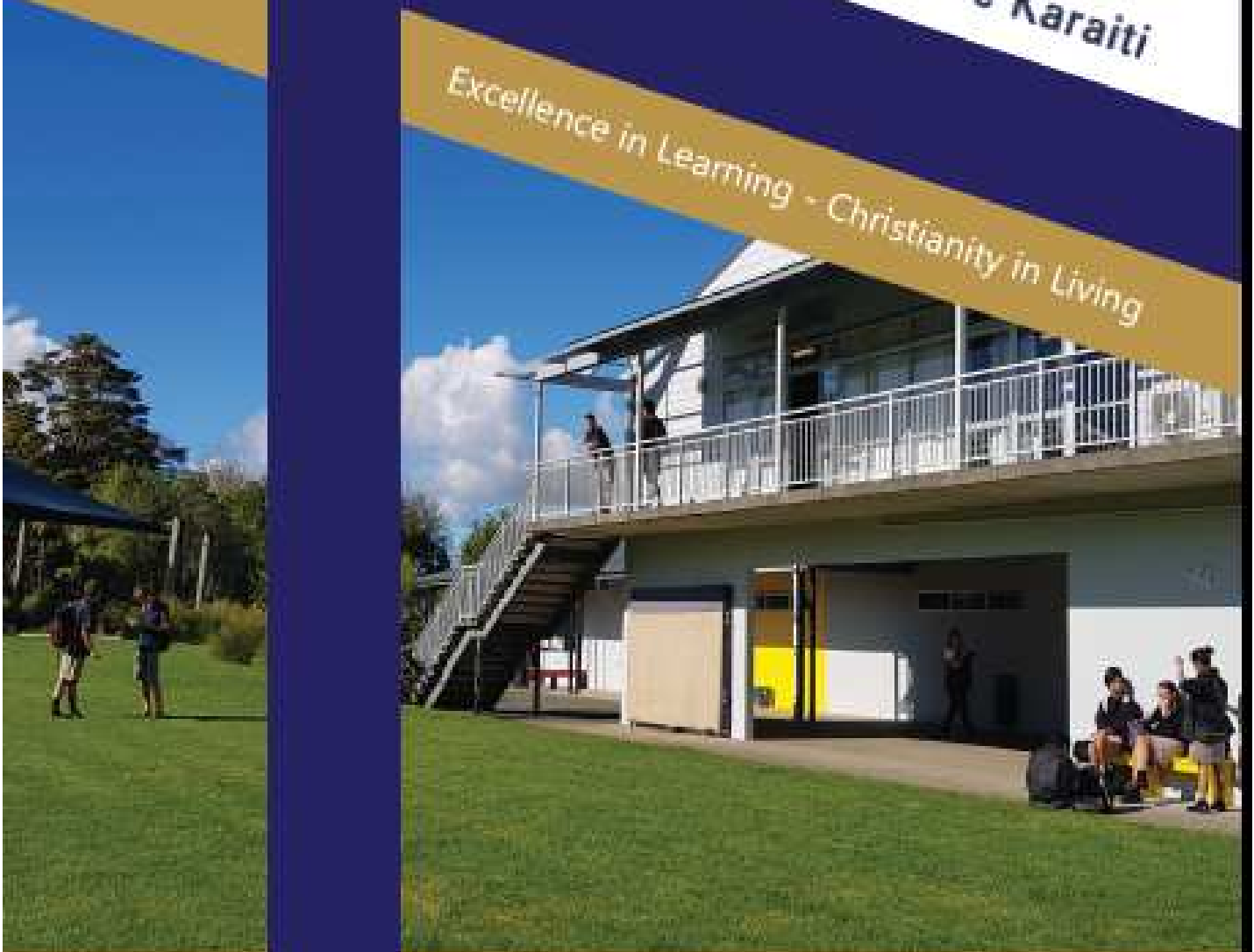


Excellere College

Whaia te Maramatanga o Te Karaiti

Excellence in Learning - Christianity in Living



International Prospectus 2022

Excellere College is a signatory to the New Zealand Code of Practice for the Pastoral Care of International Students from Year 7 to Year 13.

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Welcome

Welcome to Excellere College

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

You will find our College 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. So, for the years you spend with us, there will be 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 College and the extra-curricular activities such as sport and music, the more you will get out of your time here.

Excellere College began life as a private school in 1980 to support the Christian beliefs of parents who attended Alive Church. Since then the College has extended its student body to include families from other Churches who want their children educated with positive Christian values. In order to reduce costs for families the College integrated as a Special Character Area School in 1996. Integration has meant that the College has continued to grow, while offering greater options in the Senior College. NCEA Courses are now embedded, without compromising the Christian world-view.

Vision

(What we see)

‘Excellence in learning; Christianity in living.’

Mission

(What we do)

‘Educating students to develop and excel in their God-given gifts and talents, according to His Word and purpose.’

Values

Compassion

Integrity

Honour

Special Character

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

Special Character Definition

Excellere College is a composite primary and secondary school established by the Alive Trust as a ministry of the church for parents choosing a God-centered, Biblical world-view, Christian education for their children.

The Mission Statement for Excellere College 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 Board of Alive Trust, and is to be upheld in word and fulfilled in practice by staff who are recognised by the Board of Alive Trust 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 service, 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

Excellere College is a State Integrated Year 1-13 co-educational college

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

The College provides a limited number of places to Christian international fee paying students from a variety of countries in particular Korea.

Excellere College is a signatory to the New Zealand Code of Practice for the Pastoral Care of International Students. Students must meet the requirements of Immigration NZ to study in NZ.

Code

Excellere College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the NZQA www.nzqa.govt.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 Services

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.health.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.

Features Of The Excellere College International Students' Programme

Our students from overseas are provided with the following:

- A safe, supportive and active Christian College environment
- A supportive relationship between the College, 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 College
- Support services of our staff for International Students, Guidance Counsellor, and each College Team Leader.
- A range of sporting 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.excellerecollege.school.nz)

- A regular mainstream subjects programme for each student at their level of learning
- An English Second Language Teacher who also provides a minimum of two hours ESOL tuition per week for the duration of the stay or until they are no longer eligible based on their ELLP score. Our aim here is to assist each student to become independent in their use of English in each of their various subjects classes.
- Accommodation options including homestay and designated caregivers.
- Access to first language (Korean) speaker for orientation, weekly student meetings.
- First language support during orientation, at weekly meeting with International Director, and 24/7 in emergency situations.
- Access to professional counselling through the Anglian Care Counselling Service, Whangarei, with first language support if required.

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 Excellere College 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 College office and see a First Aider 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 Director Mr Les Gribben, should be contacted on +64-27-6145311. 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 achievement based on ELLP and/or National standards, the International Director will make a follow up phone call / skype call to discuss these, using a first language speaker if needed.

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 parent's 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 college if necessary.

Student 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.

Courses Of Study

A broad range of subjects is available and encouraged at each year level. These are subject to availability and assessment in New Zealand. Multi-level courses are also available for senior students across Years 11 to 13. Opportunities are included in the school programme for instrumental tuition, and opportunities for education outside the classroom. School, inter-school and district sports and cultural events are available as are extension and enrichment opportunities.

Years 7, 8 and 9

Students in Year 7, 8 and 9 enjoy the structure and security of a single homeroom situation with their individual Teachers taking them for their core subjects. Year 7, 8 and 9 subjects include English/Drama, Mathematics, Science, Social Studies, Te Reo Maori, Art, Technology, Music, Physical Health and Wellbeing, and Christian Living.

In Year 7, 8 and 9 special attention is given to any student experiencing learning difficulties through Specialist Teacher and Teacher Aide assistance and support. Students who are achieving at a very high level also have the opportunity to participate in Children with Special Abilities programmes. The school provides ESOL support for our international students.

Students in Year 7, 8 and 9 become accustomed to being taught by different teachers for some subjects. The technology programme covers the areas of Foods, Materials, Structures and Mechanisms, Information, Design Technology, ICT and Communication, Electronics. The students are taught these subject areas and some others by specialist teachers in specialist classrooms.

Year 10

All Year 10 students follow a common course of core subjects. These include: English, Mathematics, Science, Social Studies, Physical Education, Health, Art, Music, Foods, ICT and Communication, and Christian Living.

Year 11

Studies at this level are made up of internally and externally assessed Achievement Standards which contribute to the National Certificate of Educational Achievement (NCEA) Level One. Students study five subjects with English and Mathematics being the compulsory ones. Standards are also available in ESOL. For the full range of subjects available see the curriculum option booklet.

International students will be expected to do some of the ESOL standards when they reach the appropriate level.

Year 12

Studies at this level are made up of internally and externally assessed Achievement Standards which contribute to the National Certificate of Educational Achievement (NCEA) Level Two. ESOL standards are available.

Depending on their abilities and achievements to date, Year 12 students, on the advice The Senior College Team Leader, may take a combination of the subjects offered at the Year 11 and 12 levels.

Year 13

Studies at this level lead to assessment against Levels 3 and 4 Achievement and/or Unit Standards in a maximum of 5 option subjects for each student. Extension opportunities are available in the form of New Zealand Education Scholarship Trust (NZEST) examinations. Depending on their achievements and abilities to date, Year 13 students may, on the advice of The Senior College Team Leader, take a combination of the subjects offered at the Year 11, 12 and 13 levels.

The College and Tertiary education institutions highly recommend that Year 13 students take English as a desirable basis for future studies and employment.

Depending on the students level of competence in English, International students are encouraged to sit some New Zealand standards.

ESOL

All international students will complete English language tests to assess their ability. They then receive weekly ESOL classes at their level. We recommend that students have a sound basic understanding of English so they can integrate with our students. This is also important as teachers and assessments are in English. We encourage the mainstream of all ESOL students.

COURSE STRUCTURE

	A	En	Physical	Mathem	Sci	S	Techno	O
L e v el	Art - Music	En glis h	Phy sical Education	Mathem atics	Sci enc e	Geogr aphy	Grap hics	Video Confer enceOpt ions
	Art - Visual	Vocati onal prac tice		Ap plicative Mathem atics		Plu nke t	Comp uting	
		ESOL				Bib lic al	Hospit ality	
L e v el	Art - Music	En glis h	Phy sical Education	Mathem atics	Bio log y	Plu nke t	Y Enter prise	Video Confer enceOpt ions
	Art - Visual				Phy sics	Bib lic al	Hospit ality	
					Chem istry		Comp uting	
L e v el	Art - Music	En glis h	Phy sical Education	Mathem atics Calculus	Phy sics	Plu nke t	Y Enter prise	Video Confer enceOpt ions
	Art - Visual				Bio log y	Bib lic al	eme	ions

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. Teachers should be given appropriate support when dealing with difficult situations.

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 college's Behaviour Management Policy recognises the need to build a Christian learning community. This requires that staff, parents and students 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 in students. A teacher's management style must recognise the need for positive relationships and meaningful learning – which means discipline can be a guiding process, rather than the use of threats, and external punishments. 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 college'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.

Transport

Foreign fee-paying students are not eligible for travel on Ministry of Education buses. Since there are no other bus services to the school, **transport will either be provided** by the Homestay or Designated Caregiver, or the International student may walk a short distance if appropriate but must be accompanied by another student. Because of the semi-rural location of the college, no bicycles should be ridden by International students. Where the student requires transportation to and from extracurricular activities, it is expected that the caregiver will provide this.

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.

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

UNIFORM

Caregivers will be required to accompany students to make uniform purchases.

All Uniform to be purchased from
Uniform Hub,
392 Kamo Road,
Phone 4352576.

Visit www.whangareischooluniforms.co.nz for detailed pricing

Years 7-13		
Hoodie	Black	College logo present
Jacket	Anorak	College logo present
Cap	Black	College logo present
Shoes and Sandals	Black leather	Not sneakers or jandals. Canvas not accepted
PE Top	House coloured tops	
PE Shorts	Plain black shorts	
BOYS		
Shirt	Navy	College logo present
Shorts or Long Pants	Khaki	
Socks	Black	
GIRLS		
Blouse	White	College logo present
Skirt, Shorts or culottes	Khaki	
Girls stockings	Black or skin tone	

MAIN COLLEGE RULES

Rule Use appropriate language

Reason We are made in God's image and our language should honour Him.
We respect other people
We respect our self

Interpretation

We use people's given names when talking to and about them.
We avoid using names that may cause an individual to feel uncomfortable.
We don't use obscene words, or blasphemy
If we accidentally use an inappropriate word, we apologise immediately.

Rule Electronic media including cell phones.

Reason Could disrupt the class learning
Could disrupt your learning
Could disrupt the teacher teaching

Interpretation

If electronic media is brought to school it must be handed into the office before 8:50 and collected after 3pm.
Teachers must pre approve the use of electronic media in their classrooms.
Music media must be approved by a teacher before it can be played at school.

Rule Follow instructions

Reason We can learn effectively
You and others are safe
We can complete our work
The teacher can teach

Interpretation

We reply when a question is directed to us
We understand and work to the guidelines in the classrooms
We follow these school rules

Rule Respect property

Reason Your belongings are not damaged or taken without your permission
Other people's belongings are not damaged or taken without their permission
School property is not damaged or taken without permission

Interpretation

We only use our own property
We look after all equipment, materials and buildings at school
We report any damage as soon as we can
If we have permission to use another person's property we return it in good working condition or replace it with a new one.

If we have permission to use school property we return it in good working condition or pay a replacement fee or arrange to work for the school to remove the debt.

We hang up our bags, zip or close them, leave our shoes in a row.

Rule Respect other people

Reason Everyone has the right to be safe when at school

We want a bully free environment

We use manners and respect so we get a positive response from other people

Interpretation

We are kind and courteous to other people, and that includes visitors.

We don't pressure other people into doing things they don't want to do or say

We do not touch anyone inappropriately, and that includes during contact activities such as: Bull-Rush, Play-Fighting, Scragging.

We don't play any contact activities unless an adult referees the activity

Rule No alcohol, smoking, weapons, pornography or illegal drugs

Reason Everyone has the right to be safe when at school

Alcohol, smoking and illegal drugs can affect our learning

Some things are harmful to our well-being

Interpretation

We do not bring anything that advertises any of these products to school

We do not bring any of these things to school

We hand in any form of medication to the office before school. Asthma Inhalers may be held onto for your use, but not to be shared.

We tell a staff member if someone else is in possession of any of these things

Rule Follow the Uniform Code

Reason We want the School to look tidy

The school community agreed all students will wear the correct uniform for their level

Interpretation

We wear the school PE uniform for PE and Sports times.

We only wear hats outside; Sunhats must be worn in summer

Hair must be off the face and can be tied back with hair ties.

A stud earring or keeper.

College students may wear natural makeup.

Swimwear must be modest.

We wear, uniform only, items at school

Rule Walk when indoors and when under the instruction of a staff member

Reason Everyone has the right to move safely around the school

Noise levels are kept low

We do not distract other students' learning

We do not distract staff members who are working

Interpretation

We walk in single file when moving around with a teacher as a class group
We do not distract classes as we walk past them

Rule Stay in the Designated Areas

Reason Staff need to know where people are at all times during the school day in case there is an emergency
Parents expect their children will be at school in case they need to contact them.

Interpretation

We keep to our own home rooms and don't visit other home rooms
We keep away from the following areas unless we are with a staff member: Car parks, Bus Bay Area, Camp Grounds, School Office, Staffroom, Shop, Teachers' Spaces, Cleaners' cupboards.
We use the correct paths.
If we have a parental note to leave the grounds we show it at the office and sign the leave book before going to the doctor or to meet our parent, and sign again when we return to school. Having others sign you out and in is not acceptable.

Rule Care for the environment

Reason We want our school to be litter free
We want our school to look clean and attractive
Rubbish can be unhealthy

Interpretation

We put our rubbish in the nearest bin
We pick up any rubbish we see
We leave any gum products at home
We use the concrete paths and walkways for travel
We report any damage we cause to growing things

Rule Lunch Eating

Reason All students will eat lunch in their designated areas, and will be supervised by their Home Room Teacher.
If it is wet or too cold, the Home Room teacher will allow students to eat their lunch in the classroom
Students will be released at 1.30 when all litter has been placed in the rubbish bins.

Rule Talk when allowed

Reason Everyone has the right to be heard when at school
Noisy environments can disrupt learning
Noisy environments can disrupt teaching

Interpretation

We wait for permission before we speak
We take turns talking
We listen to others when they are speaking
We are silent during assembly
If we need to interrupt a conversation between adults, we start by saying "Excuse me please" and wait for a response.

The College Expects International Students To:

- Notify the International Director if any of the following details change:
 - Contact Details
 - Accommodation type
 - Residential address
 - Immigration status
- Regularly attend a local Christian church.
- Follow the conditions of agreement with their International Students Agent and Home-stay Parents
- Work hard at school and do their homework
- Practise their English as much as possible
- Be involved in sports and other cultural activities
- Tell a trusted adult or staff member if you need help or a problem is worrying you
- Abide by the College's International Students' Rules:
 - * no driving or purchasing cars
 - * no drinking alcohol under the age of 18
 - * no drugs
 - * no smoking
 - * no overnight stays with friends during the week. Students must give details of any outings with friends to their home-stay family, including destination; expected time home; means of travel; and contact names/phone numbers.
 - * phone your home-stay family if you will be late home
 - * be at home at night during the week unless you are at a school or family function
 - * ask permission of the home-stay parents and agent to go out of the Northland region
 - * pay for all international phone calls/cell phone calls.
 - * not to lend or borrow money, credit cards or cell phones
 - * tell the College of any problems
 - * follow the College's rules regarding hours of attendance, work completion, behaviour, providing absence notes, uniform and leaving the school grounds
 - * do homework and personal study - 2 or more hours a night is recommended

These rules are provided for your safety. They are the same rules we set for our families and we expect you to follow them.

Breaking the College's or home-stay rules could result in students being sent home with no refund of fees.

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.

The Excellere Week

The College week operates on a daily five period programme.

Home Room	8.50-9.10am
Period One	9.10-10.00am
Period Two	10.00-11.00am
Morning Break	11.00-11.20am
Period Three	11:20-12.20pm
Period Four	12.20-1.20pm
Lunch	1.20-1.55pm
Warning Bell	1.55pm
Period Five	2.00-3.00pm
End of School	3:00 pm

2021 Term Dates

Term 1	Monday 2 nd February	Thursday 16 th April
Term 2	Monday 3 rd May	Friday 9 th July
Term 3	Monday 26 th July	Friday 1 st October
Term 4	Monday 18 th October	Wednesday 14 th December

International Fee Paying Student

FEES 2021 - All values in New Zealand dollars and include NZ GST.

Tuition Fees

Tuition fees for one year	11,500.00	
Administration Fee	575.00	
Total fee cost	12,075.00	fee to be paid before student VISA issued
Homestay Finding fee	172.50	one off
Homestay, Designated caregiver monitoring fee	150.00	per year
Homestay payment with food, accommodation & travel <i>The first weekly/fortnightly payment to be paid on receipt of offer of place and invoice.</i>	250.00	
Homestay transfer	30.00	
School uniform new (approx..)	300.00	
External examination fees	375.00	Fees vary according to qualifications sought at Levels 1-3.

As with all students, international students will need to pay:

- Subject related costs where the student is able to take home a finished product eg art
- Various field trips related to subjects
- Sports teams expenses
- National examination fees
- Special equipment required for EOTC (outdoor activities)

The Tuition Fee Covers:

- All classroom tuition cost including – English and ESOL classes if required.
- School Administration costs.
- NZ Taxes (GST)
- Some school trips (subject oriented)
- Student ID and school computer/internet fees.
- Government levy.
- Loan of school text books for a year.

The Tuition Fees do not cover:

- Travel cost
- Stationery
- National Examination Fees (NCEA)
- School trips or camps
- Geography trips
- Course material costs eg Art, Hospitality

FACILITIES

Excellere College is a co-educational area school in beautiful Northland, New Zealand.

Excellere College is set amidst 10 hectares of natural grounds and playing fields, which provide a very pleasant setting.



Refunds For International Students

Excellere College is a signatory to the New Zealand Code of Practice for the Pastoral Care of International Students.

This policy is based on Section 4B (7) of the Education Amendment (No 4) Act 1991, as follows:

If a student withdraws from his/her course of study before the completion date, 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 Trustees 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 Administration Fee of NZD \$575.00. This includes if a student is not granted a student permit to attend Excellere College.

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 \$575.00
- 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
- 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 Trustees.

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 \$172.50 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 EXCELLERE COLLEGE for whatever reason.

Fees Protection

Excellere College Board of Trustees 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 Trustees or by the Principal as the Board's agent.

The above also applies if the College is utilised by an International Parent or International Student's Agent to act as fund holder and distributor of any international student's home-stay accommodation fees.

What Do I Do If Something Goes Wrong?

Introduction:

When complaints arise they need to be dealt with in a fair, efficient manner following an established criteria. For the purposes of this policy 'complaints' are defined as being statements which express concern about some matter.

Objectives:

1. All complaints whether they are verbal or written need to be addressed within 24 hours.
2. Complaints are to be stated in specific terms.
3. Complaints will be dealt with in accordance to provisions in the policy.

Procedure:

Steps:

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 usually International Director or Vertical Form Teacher and concerned person with Principal as mediator.
4. If still unresolved- student and/or agent/representation must present the complaint in writing to the School Board. The Board will set a date for a hearing.

If still unresolved- then IEAA can be approached

What Is The International Educational Appeal Authority (ieaa)?

The IEAA is an independent body established to deal with complaints from International students about pastoral care aspects of advice and services received from their education provider or the provider's agent. The IEAA enforces the standards in the Code of Practice.

How To Make A Complaint To:

1. Your International Director

See the Director in her office or make an appointment through the school office. Text or call the phone numbers provided to you by the Director.

2. Excellere College Board

All complaints should be made in writing and sent to:

The Excellere College Board Chairperson

C/- Excellere College

PO Box 4237, Kamo

Whangarei 0141

3. IEAA

All complaints should be made in writing and sent to: Rachael Cole

IEAA Tribunals Unit

Level 1, 86 Custom House Quay

Private Bag 32001

Panama Street

Wellington 6146

Phone + 64 4 462 6660

Fax + 64 4 462 6686 or +64 462 6707

Email ieaa@justice.govt.nz

Website www.justice.govt.nz

What Will The IEAA Do?

The purpose of the IEAA is to adjudicate on complaints from International students. The IEAA will investigate complaints if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

What Can The Review Panel Do?

The review panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more International students. Only the IEAA can refer complaints to the Review Panel.

A Summary Of The Code Of Practice For The Pastoral Care Of International Students.

The Code sets standards for the 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 IEAA and the Review Panel to receive and adjudicate on student complaints.

Complaints Procedure

