



# Blue Mountain College International Students

## WITHDRAWAL OF INTERNATIONAL STUDENTS FROM BLUE MOUNTAIN COLLEGE AND ATTENDANCE REQUIREMENTS

### Withdrawal

International students who wish to withdraw from Blue Mountain College must:

1. Provide written approval from their agent in lieu of parents signing the leaving form.
2. Complete the schools leaving form.
3. Give homestay parents two weeks notice if this involves terminating their homestay arrangements.

### Attendance Requirements

1. The school treats international students as it does domestic students and the schools policies apply.
2. Form Teachers and/or Deans will inform Dean of International Learners in the event of an unexplained absence and she will contact the homestay parents.
3. Discipline procedures will be applied in the event of truancy or continuing truancy and the students parent/ and agents where applicable will be notified. These can involve:

Visits to the home by school staff in the case of students aged under 16 years of age.

Stand-down or Suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students.

4. Parents and Agents of International Learner who are failing to meet course requirements will be contacted promptly.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

#### Code of Practice

Blue Mountain College has agreed to observe and be bound by the **Code of Practice for the Pastoral Care of Tertiary & International Learners** published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education – website at [Code of Pastoral Care for international students :: NZQA](#)



# Blue Mountain College International Students

## REFUND POLICY FOR INTERNATIONAL STUDENTS

This policy is based on the relative section of the Education Act, the Fair Trading Act 2022, the Consumer Guarantees Act 1993 and accords with the Education (Pastoral Care of International Learners) Code of Practice 2021.

### Policy Statement

Blue Mountain College has established the following policy for tuition refunds of International pupil fees as stated in the Tuition Agreement

- 1.1 Either party may terminate the Agreement at any time by giving the other party one month written notice.
- 1.2 On termination by the College the student is entitled to a refund of a portion of the tuition fee paid. This portion shall be calculated on the basis of the proportion that the number of College days remaining in the contracted tuition period, counting from the day after the student last attends the College, less twenty College days, bears to the total number of days in the contracted tuition period.
- 1.3 In accordance with the Code, if this agreement is terminated due to the College ceasing to provide a course of educational instruction as contracted with the student, or due to the College ceasing to be a signatory to the Code, the College will:
  - a) refund to the student or the student's parents the amount of any fees paid for services not delivered or the unused portion of fees paid; or
  - b) if directed by the student or the code administrator or the agency responsible for fee protection mechanism, transfer the said amounts to another signatory as agreed with the student or the student's parents.
- 1.4 Should the termination of enrolment be due to students continued misconduct, expulsion or failure to provide true and accurate information on enrolment, there will be no refund of fees other than homestay fees.
- 1.5 On termination by the student:
  - a) Where the tuition period is for six months or longer
    - (i) In the first two months of the tuition period the student is entitled to a refund of 50% of the tuition fee paid;
    - (ii) After the first two months of the tuition period no refund of the tuition fee shall be made.
  - b) Where the tuition period is for less than six months, no refund of tuition fee shall be made.
- 1.6 In addition to the amounts calculated under 1.2, 1.3 or 1.4 above, the student shall be entitled to a refund of any unused portion of any homestay fees paid.

1.7 Notwithstanding the conditions of clauses 1.4 and 1.5 above, in exceptional circumstances (such as a serious illness to the enrolled student or a member of the student's immediate family resident overseas) the College may decide to grant a refund greater than the amount to which a student may otherwise be entitled.

1.8 In the event of the College needing to be closed for a period longer than five consecutive days within a College year due to unforeseen circumstance, causing the College to be unable to provide tuition, the College will refund a fair proportion of the tuition fees, as calculated by the College, reflecting the period of the closure (excluding the first five days).

### **Refund Procedures**

Blue Mountain College has established the following procedures with regard to tuition refunds.

1. A copy of the refund policy will be given to parents prior to enrolment.
2. An application for tuition refund must be made in writing by the student's parents to the Board of Trustees of Blue Mountain College explaining the reason/s for why a refund is requested, including any special circumstances.
3. The criteria for refund as detailed in the Refund Procedures will be applied by the Board of Trustees of Blue Mountain College. The decision on the application for refund will be in writing.
4. If there is a dispute in the decision on the refund, then the process outlined in the Grievance Procedures must be followed.

### **Evaluation**

The Principal and Finance Manager will report to the Board of Trustees annually with reference to the effectiveness of the policy.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

### **Practice**

Blue Mountain 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 on request from this institution or from the New Zealand Qualifications Authority – website at [Code of Pastoral Care for international students :: NZQA](#)



## Blue Mountain College International Students

# Medical and Travel Insurance Policy

### Rationale:

Blue Mountain College has developed a medical and travel insurance policy

- To ensure the safety, well-being of the students studying at Blue Mountain College
- To ensure that the school is protected in the event of an emergency
- To ensure compliance with the Ministry of Education's Code of Practice for the Pastoral Care of Tertiary & International Learners (2021) (The Code of Practice).

### Policy Requirement Advice

1. All students are required to have appropriate and current medical and travel insurance for the duration of their planned study, as specified in the Code.
2. Blue Mountain College shall advise all prospective students of the standard wording as set out in the Code of Practice, and provide information on Blue Mountain College's medical and travel insurance requirements.
3. Students purchasing insurance should purchase insurance cover at the time of fee payment and before they leave their home country.
4. Where insurance is provided from a New Zealand company, policy details should be provided in the student's first language where possible.
5. In the case of overseas policy providers, students or Agents must provide the school with confirmation of insurance and dates of cover, as per the Code of Practice, before the student leaves his or her country of residence.

### Verification of Policies

Verification of policies will be undertaken prior to enrolment in accordance with Outcome 15 of the Code and Code Guidelines.

As part of the verification process, Blue Mountain College shall ensure that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hour, 7 day per week cover.

- Students have a “certificate of currency” and policy wording 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 etc.

Where a student is not in possession of an appropriate and current medical and travel insurance policy the school undertakes to:

- Advise the student of the medical and travel insurance requirement.
- Provide the student with a default policy or policy choices which meets the requirements of the Code of Practice Guidelines.

The cost of default insurance will be met by the student.

## Recording of Policy Details

For each student Blue Mountain College shall record the:

- a. Name of the insurer
- b. Policy number
- c. Policy start and end dates.

## Policy Renewals

For each student, prior to the expiry of their medical and travel insurance policy, Blue Mountain College shall issue a written reminder to the student advising that policy renewal must be completed.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

### Code of Practice

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# Blue Mountain College International Students

## Homestay Policy

All students who study at Blue Mountain College must be homestay. The school has this as a requirement because it believes it is in the best interest of the students. Academic language and greater study times are available within a homestay environment. It is a safer environment.

Homestays are arranged for the student by the Homestay Manager employed by the college. Students must complete a "Request for Homestay" application prior to their arrival in New Zealand to assist the Homestay Manager in finding a suitable family.

### Management of Homestays

The school employs a Homestay Manager to select and monitor homestay carers for International Students. The focus is on finding families who will provide a safe physical and emotional environment.

### Guidelines

1. All Homestay carers over the age of 18 years of age will be police vetted
2. The Homestay Manager will make an assessment of the homestay carer's suitability to provide suitable accommodation and appropriate physical and emotional support and guidance
3. The school provides guidelines and support structure for homestay providers through the homestay manager
4. The homestay manager will carry out ongoing monitoring of the homestay families. This involves a physical visit to each students home at least once a term

### Appendix

1. A profile of homestay carers must be produced. This needs to include:
  - a. Full names of all residents
  - b. Address and contact phone numbers
  - c. Occupations
  - d. All information of relevance (description of home, family interests etc)
2. All caregivers are provided with copies of policies and guidelines relating to the care of students
3. Information about the homestay family must be provided to the Director of International Students in order for the student's family and agent to be fully informed about arrangements for the student's care
4. A Homestay Contract must be signed by parents of students under the age of 20 years of age before a student is placed in Homestay
5. A Homestay Provider Agreement must be signed by both Homestay Parent and Homestay Manager and a copy retained by both parties.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

### Practice

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## Blue Mountain College International Students

# GROUP STUDENTS POLICY

### Code of Practice:

Group Students means:

- a) International learners holding a group visa issued by the New Zealand Immigration Service; or
- b) Two or more international learners studying together in New Zealand for more than three calendar months on a group visit organized by a provider.

### Rationale

Blue Mountain College have developed a Group Student Policy –

- To ensure the safety and well-being of the students and the quality of academic and social education of any group of International Students studying at Blue Mountain College.
- To ensure compliance with the New Zealand Ministry of Education's Code of Practice for the Pastoral Care of Tertiary & International Learners (2021).

### Policy Statement

1. Blue Mountain College policies and procedures relating to the Code of Practice will apply to Group Students – see Blue Mountain College policies and procedures, including those for accommodation, Application and Information sheet, International Students' Handbooks.
2. Information given to group students will be adjusted to meet the requirements of the particular group and the period of study. Such information will be provided in writing and separately.
3. An application/enrolment form will be completed for each student giving full contact details and any special health, learning or other need.
4. All group student arrangements and conditions shall be set out in an agreement to be signed by Blue Mountain College and the group organiser.
5. Blue Mountain College shall designate an appropriate person from Blue Mountain College to oversee the tour operations.

**Group Supervision:**

Supervision/Pastoral Care is to be provided to all group students in accordance with *The Code of Practice for Pastoral Care of International Students*.

Blue Mountain College will ensure that the group supervisor has the required skills and knowledge, as outlined in the Guidelines.

Should an **emergency** situation arise the New Zealand based staff member / group supervisor will be responsible for all actions taken in an emergency situation and will follow the procedures laid down in Blue Mountain College's EOTC RAMS forms.

- The designated person will, in conjunction with the group leader, notify the school and the student's parents.
- All emergencies will be documented by the designated person. If this is not possible then by the most senior person present.

**Medical and Travel Insurance Policy for Group Students****Policy Requirement Advice**

- All group students are required to have appropriate and current medical and travel insurance for the duration of their planned period of study in New Zealand, as specified in *The Code of Practice*.
- Blue Mountain College shall advise all prospective groups of the medical and travel insurance requirements as per the standard wording in the Code of Practice.
- Group students should have combined medical and travel insurance.
- Group students purchasing insurance through a New Zealand insurer should have insurance cover before they leave their home country.
- Where insurance is provided from a New Zealand company, policy details should be provided in the group's first language where possible.
- Where overseas policies are used, the group organiser should provide the school with confirmation of insurance and dates of cover, as per the Code of Practice, before the students leave their country of residence.

**Verification of Policies**

Blue Mountain College must verify groups are in receipt of an acceptable Medical and Travel Insurance policy.

Verification of policies will be undertaken prior to enrolment.

As part of the verification process Blue Mountain College shall ensure that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hour, 7 day per week cover.
- Students have a "certificate of currency" and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. Blue Mountain College must ensure that the insurance cover is appropriate.



Where the group is not in possession of an appropriate and current medical and travel insurance policy Blue Mountain College undertakes to:

- Advise the group of the medical and travel insurance requirements.
- Provide the group, at their expense, with a default policy which meets the requirements of the Code of Practice Guidelines.

### **Recording the Policy Details**

For each group Blue Mountain College shall record the:

- a) Name of the Insurer
- b) Policy number
- c) Policy start and end dates.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

#### **Code of Practice**

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# Blue Mountain College International Students Grievances and Complaints Policy

## Purpose:

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

This policy should be read in conjunction with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code).

## Rationale:

If we comply with Outcomes 13-22 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a complaint is laid.

In order to ensure that grievances are dealt with fairly and effectively, we must have clear and robust processes in place.

## Managing Grievances:

The school will ensure that its procedures for dealing with grievances will include the following:

1. A clearly communicated internal process for international learners, their parents, or other parties to raise a grievance and have it resolved
2. Clearly defined internal procedures which the school follows to resolve grievances from international students, their parents, or other parties
3. An undertaking to deal with all grievances in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a grievance
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.

## Review:

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

## Reporting:

The staff member in charge of the international student programme will report directly to the Principal on the operation of the Grievance Policy.

*This policy has been approved by the Board of Trustees*      *Approval Date:* \_\_\_\_\_

*This policy has been reviewed on:*      *Review Date:* \_\_\_\_\_



# Blue Mountain College International Students Fees Protection Policy



## Rationale:

Signatories must ensure that the fees paid by international learners for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the closure of a course of educational instruction or a signatory.

Obligations for schools to protect fees paid in advance are set out in the Consumer Guarantees Act 1993.

International Student Fees must be processed in a manner that is consistent with normal accounting practice. Funds need to be secure from misappropriation and be available to the student in accordance with the Refund Policy and in accordance with the Education Act should the school not be able to continue to provide tuition. Funds should only be made available to the school once the income associated with those funds has been earned.

## Purpose:

1. To ensure that funds from international students are accounted for in such a way that individual student contributions can be monitored and protected.
2. To ensure that if in the event that the school is unable to continue to run a course or programme that the unspent portion of the fees is available to be returned to the student.
3. To ensure that refunds of fees can be made to the student in accordance with the Refund Policy.
4. To ensure that funds are released to the school in a timely manner once the revenue associated with those funds has been earned.

## Policy Statement:

Funds from international student fees will be separately coded and accounted for.

The Board of Trustees will ensure that there are always sufficient cash reserves available to refund unspent international fees throughout the year.

Accounting and administration procedures are in place to record and identify funds held on behalf of each individual student.

Funds shall be released to the school for course costs not more often than fortnightly, in arrears.

Where funds are held by the school on behalf of other parties (e.g. homestay payments) then funds shall be released for payment as required.

Accounting records and bank accounts will be audited on an annual basis.

Details of this Fee Protection Policy will be provided to parents (via their agents) in written form upon enrolment.

## Evidence:

1. Specific transaction records from International Student Administration System.
2. School accounting records.

## Approved:

**Review due: 2023**

## Signed:



# Blue Mountain College International Students

## Discipline Policy

### Exclusion of Students from School:

An International learner, once enrolled at a school, has the same rights as a domestic student and cannot be excluded from school other than in accordance with the stand down and suspension provisions of the Education Act.

The decision to suspend a student will be made by the Principal on the grounds of gross misconduct or continual disobedience.

In addition, where a decision is made to exclude a student from the school's homestay arrangements and this necessitates a return home, the following procedures will be followed:

- The agent and parents of the International learner will be notified of the matters causing concern
- A decision will be made as to whether the learner should be given permission to enrol with an alternative provider in New Zealand
- The Principal's decision can be referred to the Board of Trustees where the student has been suspended or removed from the homestay
- The student has the right to attend the hearing and to be represented as provided for in the Education Act

All International Students are required to sign a Contract of Behaviour and School Rules and Policies Agreement (copy attached) as per the Code of Practice Outcome 15.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

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