



## Pastoral Care

St Catherine's College is a signatory to the New Education (Pastoral Care of International Students) Code of Practice 2016 passed by the New Zealand government and published by the New Zealand Qualification Authority (NZQA). The College has agreed to observe and be bound by this Code. Further information and copies of the Code are available from:

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

The Education Code applies to pastoral care and provision of information only and not to academic standards.

If you have concerns about your treatment by your educational provider or by the agent of the provider, please refer the following grievance procedures.

## Orientation Procedures

Students will be met at the airport by our Homestay Coordinator. She will take each student to their homestay families and help the students settle in. Each student and her homestay family will work through a questionnaire during the first week to help the student settle into family life in New Zealand. Each homestay family will help their student with orientation and are responsible for showing the student how to get to the College on the first day.

Our International Student Coordinator takes the student through an orientation programme at the College. She helps them with their subject choices, stationery needs and any issues relating to school life. Financial matters, such as opening a bank account, are part of the orientation process. Students see the International Student Coordinator regularly since she works at the College. She is readily available at all times by phone.

## Grievance Procedures

When you come to New Zealand, you expect as an international student to receive a high standard of education and to feel safe and well cared for while you study here. If you have a complaint, follow the following steps:

### Internal Procedures

- Contact the Homestay Coordinator if it is a homestay issue, or the International Student Coordinator if it is a matter relating to the curriculum or financial matters.
- If the complaint is not dealt with to your satisfaction, bring the issue to the Principal, Mr Steve Bryan.
- If you are still not satisfied with the matter you may ask the Board of Trustees to consider the matter.

If you believe your complaint is not resolved following the College's internal procedures, you may bring the matter to the New Zealand Qualification Authority (NZQA) by phone on:

0800 697 296

Or email [qadrisk@nzqa.govt.nz](mailto: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/istudent-complaints>

### Health and Travel Insurance

Students must hold Health and Travel Insurance while studying at The College. It should cover your travel to and from New Zealand. It must be presented at the point of enrolment at school.

Most students are not entitled to publicly funded health service while in New Zealand. Full details on entitlements are available through the Ministry of Health at:

<http://www.health.govt.nz/>

The Accident Compensation Corporation provides accident insurance for all NZ citizens, residents and temporary visitors to NZ, but international students may be liable for all other medical and related costs. For more information, go to:

<http://www.acc.co.nz>

### Immigration

Full details of Visa and Permit requirements can be obtained through the New Zealand Immigration Service, and can be viewed on their website at:

<http://www.immigration.govt.nz/new-zealand-visas/options/study>

### Closure

In any situation where St Catherine's College is not able to offer tuition to the international students who had enrolled, students should be replaced to another school, the unused portion of fees will be refunded.

### Attendance Requirements

- The school treats International Students as it does domestic students and the school policies apply.
- Whanau Teachers and/or Deans will contact the homestay parents in the event of an unexplained absence.
  - Discipline procedures will be applied in the event of truancy or continuing truancy and the student's parents and agents where applicable will be notified. Suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students may be invoked.
    - Parents or Guardians and Agents of International Students who are failing to meet course requirement will be contacted promptly.

- Those students who wish to renew their visa for a following year's study must full fill the requirement of excellent attendance of 95%.

Students who meet the attendance requirements will have a fulfilling and rewarding educational experience at St Catherine's College.

### Support & Services

St Catherine's College provide support and services to make sure that international students achieve their goals in a safe and comfortable environment.

*\*St Catherine's College does not provide immigration service in accordance with the Immigration Advisors Licensing Act 2007.*