

**ST BENEDICT’S SCHOOL**  
**HANDBOOK FOR THE**  
**ENROLMENT of INTERNATIONAL STUDENTS**

Reviewed April 2009

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# Code of Practice for the Pastoral Care of International Students

St Benedict's School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students 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 <http://www.minedu.govt.nz>

## Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand - Immigration Service, and can be viewed on their website at <http://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 <http://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 <http://acc.co.nz>.

## Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Students must provide evidence of medical and travel insurance on enrolment. The school will keep a record of this cover provided.

## Prime Conditions of Enrolment

1. That the student meets all immigration requirements and fees are paid in full prior to commencement of tuition.
2. That the student's needs can be met by the school. This is at the principal's discretion.
3. That the school has a spare place available for the student.
4. That the student is covered by current travel and medical insurance.
5. St Benedict's School requires that all international students live in the following type of accommodation:
  - i. With their parents or legal guardian. (proof of legal guardianship must be supplied)

Or : If in years 7 or 8 may stay with a caregiver designated by the parents and who they can attest to as being extended family or acceptable friend of the family.

## Tuition Fees and Associated Costs

### **COMPULSORY COST OF TUITION AND OTHER COURSE-RELATED COSTS.**

|   |                                 |
|---|---------------------------------|
| Administration Fee ( <i>non-refundable</i> )      | NZ \$500.00 (GST exclusive)     |
| Tuition Fees ( <i>annual payable in advance</i> ) | NZ \$ 11,500.00 (GST exclusive) |

This covers: classroom tuition, textbooks on loan, ESOL tuition if required, initial class stationery pack, Activity Fee (school trips/outings), Year 7 and 8 technology fees and the Catholic School's Board Attendance Dues. It does not include any camps.

### **ADDITIONAL COMPULSORY COSTS**

These compulsory costs vary according to which year the student is in.

|   |  |
|---|--|
| Uniform   | Varies according to gender and size.<br>Boys NZ \$140 approx. for winter<br>PE \$180 approx<br>Girls NZ \$200 approx for winter<br>PE \$180 approx |
| Camps (Year 7/8)  | Varies year to year. It depends on location and activities.  |
| Technology Fee - Year 7 & 8 students only                 | \$250 per School Term  |
| Specialist tuition to meet special needs other than ESOL. |  |

### **NON-COMPULSORY COSTS**

|                                  |   |
|----------------------------------|---|
| General School Donation for 2009 | NZ \$111.87 for 1 student<br>NZ \$197.29 for 2 students or more |
|----------------------------------|---|

***It is understood that all children will participate fully in all aspects of St Benedict's School life.***

### **OPTIONAL**

ICAS: International Competitions and Assessment for Schools Competitions.  
After School Care  
Out of School Tuition

## **FEES PROTECTION**

The Board of Trustees guarantees to hold in reserve sufficient funds to meet any refund requirements should the school not be able to continue tuition.

## **Application for Enrolment Requirements and Procedures**

The applicant/guardian must complete the International Student Application for Enrolment Form and produce the following documents before the application can be processed:

- a. Passport
- b. Student visa/permit
- c. Copies of recent school report with English translation.
- d. Health insurance documentation
- e. Travel insurance documentation
- f. Medical information
- g. Signed Health form
- h. Administration fee: NZ \$562.50(*non-refundable*)

## **PROCEDURES ONCE AN ENROLMENT HAS BEEN RECEIVED**

1. On receipt of a completed enrolment application, the parents will be informed of an interview time.

This interview will involve:

- The prospective student
- The parents, and/or an agent if this is the desire of the parents.
- A translator (*if required*)
- The principal or nominated staff member

The interview will consist of:

- Tour of the school
- Explanation of the Conditions of Enrolment (*see below*)
- Classroom and daily programme explanation
- Ensuring the parents understand the Code
- Making an appointment time to visit the home of the designated caregiver
- Answering any questions the family may have.

2. The parents/agents will be informed in writing of school's decision within 7 days of the interview.

3. If there are no current available places, the parents/agents will be notified and will be given the option of being placed on a waiting list.
4. When a place becomes available, they will be notified and given 14 days to accept or decline the placement.
5. Placement in a particular year or class is at the discretion of the principal.
6. If enrolment is accepted the parents have up to 14 days, to accept the placement by paying the fees. Once the tuition fees have been received and receipted by the school, the pupil may attend St Benedict's School.

## **Conditions of Acceptance**

***In addition to the conditions listed here, all other school policies also apply.***

1. Although an elementary level of English is desirable, no student will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at St Benedict's School.
2. Students and parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition and enrolment at St Benedict's
3. Students must observe the laws of New Zealand.
4. Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
5. Because class placements are decided on the evidence of assessment after arrival in New Zealand, all information given before enrolment about placement on courses and in classes is provisional. The school reserves the right to adjust placements and individual programmes at any time if it is in the student's interests to do so.
6. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause. The school requires notification from the parent regarding any absence.
7. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
9. All additional costs (as outlined on page 3) will be paid promptly, as required.
10. The conditions of the Fee Refund Policy will be accepted
11. All students are required to have travel and medical insurance for the duration of their period of enrolment. Proof must be provided that the insurance purchased is adequate.
12. All disputes will be dealt with in New Zealand law.

13. The school's complaints procedure will be used to deal with grievances.
14. Parents must inform the school of their address, telephone number, fax number and e-mail address (whichever applies). The student and/or parents will advise the school of any change in the contact details of the student or parents.
15. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.
16. The school reserves the right to decline an enrolment for students with specific learning needs in cases where the school is unable to provide for the students needs.

## **FEE REFUND GUIDELINES.**

For enrolments as from January 1<sup>st</sup> 2009 the basic fee for international students meeting all our requirements shall be:

**\$11,500 per year (GST exclusive) per child.**

This fee is required payable in advance, term by term, or multiple of terms by agreement.

**A one off Administration / Enrolment Fee of \$500 (GST exclusive) per family upon application.**

Part terms that arise from the student departing the school shall be deemed full terms and charged in full.

Refunds of monies paid in advance, should the student depart, shall be for full terms only and not include the current term during which the student is attending our school.

These fees include all other fees such as activity levies, and stationery.

Out-of-school tuition can also be arranged but at full cost to the International Student.

Students can be enrolled but may not attend school until fees and the 'Letter of Indemnity' are received by the school along with other enrolment information such as the student's full name, current address and phone numbers, photocopy of passport and permit details and full names and current addresses of parents (and any other contact details) in their home country.

The School will make no refund:

- Where a student has been stood-down, suspended or excluded
- Where a student returns home for any reason other than serious illness or death of a close family member
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.

In any dispute regarding the above, the decision of the Board of Trustees St Benedict's School is final.

## **Curriculum Programme**

Programmes at St Benedict's School commonly feature the following:

- Educational activities in which students investigate issues and solve problems.
- A balanced curriculum which emphasises excellence, high achievement, discovery and exploration; and encourages higher order thinking .
- Opportunities to see the relevance of learning by applying it in a practical way to solve real problems;
- Learning activities and experiences (both in and outside school)
- Teachers adapt the programmes for the students to ensure the curriculum focus for each emerging adolescent is on personal development as well as on academic achievement.

We focus on educating the whole child, spiritually, emotionally, intellectually, socially, personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

St Benedict's is an integrated Catholic school. We teach the faith traditions of the Roman Catholic Church and support the parish of St Benedict's in Khandallah. It offers programmes in all areas of the New Zealand Curriculum. This includes:

### **Classroom Programmes**

- ◇ Religious Education
- ◇ Mathematics
- ◇ English
- ◇ Science
- ◇ Social Studies
- ◇ Health/Physical Education
- ◇ Information and Communication Technology
- ◇ Library Information Skills
- ◇ Environmental Education

### **Cultural Programmes**

- ◇ Instrumental Tuition
- ◇ Choir
- ◇ Orchestra
- ◇ Kapa Haka Group
- ◇ Arts Festival / School Production
- ◇ Speech, Drama
- ◇ Electives

### **Technology /Arts Programmes**

- ◇ Food Technology
- ◇ Biotechnology
- ◇ Electronics Technology
- ◇ Materials Technology
- ◇ Music
- ◇ Art
- ◇ Drama
- ◇ Dance
- ◇ Information and Communication Technology

### **Sports Programmes**

- ◇ Recreational Sports Programme
- ◇ Saturday Sports Competition  
(*Hockey, Netball, Cricket, Softball*)
- ◇ Rugby (Year7/8)
- ◇ Swimming Competition
- ◇ Basketball/ Miniball
- ◇ Netball

### **Children with Special Abilities**

### **Learning Support Programmes**

- ◇ Writing and mathematics Extension Programmes
- ◇ Mathematics Competitions
- ◇ Technology Challenges
- ◇ Science Fair
- ◇ Learning a new language.
- ◇ Reading Recovery Programme
- ◇ Small Group 1:1 Tuition when required
- ◇ Teacher Aides working alongside children in classrooms
- ◇ Booster programmes in Oral Language, Numeracy and Literacy

Details of the curriculum can be found on the Ministry of Education's website <http://www.minedu.govt.nz>

## **Orientation Programme and Support Services**

The principal is responsible for the orientation of the students and their on-going welfare within the school community. This is done in close liaison with the classroom teachers and the appointed International Students ESOL teacher. .

An initial orientation will be done prior to or during the enrolment interview with the prospective student and parents. On the student's first day, he/she will be met by an administration staff member and shown to the classroom. All students will be mainstreamed immediately upon arrival. Shortly upon commencement they will be withdrawn for further orientation, English testing, and teaching, as required.

The classroom teacher will be responsible for ensuring the new student has a buddy group consisting of two or more other students whose role is to help the new student with daily routines, timetables, and activities during the breaks. He/She will also ensure the student knows where to find the toilets, office etc.

The principal will continue to monitor the student during the first few weeks while the student settles into the class and the school. The principal will also be available for support of all students, the classroom teacher, and the parents/caregiver.

Once the initial period is over, the principal will continue to monitor the student and his/her progress through informal meetings and where necessary through formal meetings with the student, the classroom teacher, and/or the parents/caregiver.

Parents/caregiver and students can be assured that St Benedict's School has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher or the principal to discuss any queries or concerns.

## **What do you do if you have a grievance ?**

We want all students to be happy at St Benedict's School. There are times however, when things do not go as smoothly or as well as desired. These are the recommended strategies for overcoming these problems.

### **Problems with a teacher**

Make a time to talk to your classroom teacher about the concern.

If your concern is the classroom teacher, make a time to talk to the Principal.

If you do not think the problem has been solved by your classroom teacher, talk to the Principal.

### **Problems with school friends**

Take the time to talk to your class teacher quietly about the concern.

You can also talk with our senior teachers. They are very helpful, especially with broken friendships.

***At all the above meetings, notes will be taken of your concerns and of the solutions put in place.***

If the student still has concerns they can be put in writing to the Chairperson of the Board of Trustees. If, after all the above have been tried, it is felt that your problem has not been resolved, student/parent may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority  
C/- Ministry of Education  
Private Bag 47 911  
Ponsonby  
Auckland  
New Zealand

Phone: (64 9) 374 5481  
Fax: (64 9) 374 5403  
Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

***If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.***

***We hope your stay at St Benedict's School is a happy one.***

## **Frequently asked questions**

### **1. When is St Benedict's School open?**

- a. Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 8:50 am and school closes for the day at 2.50 pm
- b. The school terms are given in the main school prospectus along with public holidays, when the school is closed.

### **2. What do I need for the classes?**

- a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need.

- b. For the specialist classes – wood and plastics technology, electronics, food technology, and art - you need to wear your college style black leather shoes.
- c. When your class has PE you will need your PE uniform.

**3. What if I am sick or cannot come to school?**

- c. If you are sick and cannot come to school, make sure that your parents or caregivers contact the school to let the school know. When you return to school you will need to have a written note explaining your absence.
- d. If you feel sick at school or if you hurt yourself at school, you need to go to the Office and tell the office staff, who will look after you.
- e. If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or caregiver needs to let the school know in advance through a written note.

**4. What if I change my address or phone number?**

- a. If you change your address or phone number your parents or caregivers need to let the school know by giving you a written note to take to your teacher or the school office.

**5. What about breaks and meals?**

- a. There is a break in the morning from 10:30 am to 11.00 am and a break for lunch from 12:45 pm to 1:30 pm. You need to bring your own packed lunch for morning tea and lunch. You are able to order your lunch on a Thursday.

**6. What do I do if my lunch disappears?**

- a. If your lunch disappears from your bag or desk, let your classroom teacher know as soon as you find out. He or she will do what they can to find your lunch. They will also make sure that you do not go hungry at lunch time.

**7. What do I do if I am bullied?**

- a. If you are teased or bullied at school, coming to school, or going home from school, you must let your classroom teacher or the principal know as soon as you can. We do not tolerate bullies and will do everything we can to prevent you being bullied.

**8. May I use my e-mail at school?**

- a. E-mail can only be used under supervision and when the computer agreement contract has been signed. This also applies to using the Internet - a teacher must be present.

Do not bring any floppy disks or CDs or flash drives from home and use them in the school computers.

## **School Rules 2009**

### **1. GENERAL**

- Once at school, all students must stay at school and not leave the school grounds until the end of the school day except with written permission from their parent or the principal.

- Students can enter the classrooms at 8.30am Prior to this, they can wait in the library or outside.
- Classrooms are out of bounds at all times unless the teacher is in the room or if permission has been given.
- Students are not allowed out of their classroom during lesson time without permission from a teacher.
- Students causing damage must report breakages to a teacher on duty. Repair of property wilfully damaged will be charged to the family of the student who caused the damage.
- Lost Property is stored in the seat cupboards in the middle level of the school. It can be collected from there.
- No radios, walkmans, electronic games or skateboards/roller blades allowed at school. Mobile phones are allowed for emergency use only and to contact parents or caregivers before and after school.

## **2. UNIFORM**

- Full uniform (either general or sports) must be worn, and worn correctly, at all times. Students are to be in either one uniform or the other.
- `College' style black leather shoes or sandals are the uniform shoes. Leather shoes must be worn in terms 2 and 3. (Sports shoes may be worn with the sports uniform) Students can opt for either shoes or sandals during terms 1 and 4.
- Black leather `College' shoes must always be worn for Technology.
- Long hair must be tied back.
- Jerseys are to be worn correctly.
- The only jewellery allowed will be watches and studs (1 per ear). Earrings or sleepers are not allowed. Any religious or cultural jewellery worn around the neck is to be kept out of sight
- No nail polish or make up is to be applied.
- During Terms 1 and 4 a hat must be worn during the breaks. Students without a hat must play in the shade. There is a school beanie for winter, which is optional.
- Scarves only to be worn outside the classroom during winter.

## **3. AFTER SCHOOL**

- While waiting to be picked up by parents, students must wait on the tennis courts.
- While waiting for a school bus the students are to wait until they are taken by the duty teacher to catch their bus
- Students are asked to look after younger students on the bus and help ensure that they can get off the bus quickly and safely.
- Misbehaviour will forfeit a student's right to travel by bus.

## **Code of Conduct**

***IN OUR SCHOOL WE RESPECT, HELP, AND SUPPORT EACH OTHER. THIS MEANS SHOWING COURTESY TO ALL STUDENTS AND ADULTS.***

I WILL:

- Greet friends and teachers every day.
- Use appropriate language - i.e. swearing and abusive language is not allowed.
- Remember to say 'please' and 'thank you'
- Knock before entering a classroom
- Let adults through doors first, and also other students if they are carrying something heavy
- Wait my turn to speak and certainly not speak when another is speaking
- Comply with a request from a teacher
- Borrow from another only with his/her permission
- Keep the chewing gum and bubble gum for out-of-school hours
- Speak to adults politely
- Ask the class teacher's permission before delivering a message to another student
- Not interrupt when the teacher is giving instruction.

***IN OUR SCHOOL WE TAKE CARE OF EVERYTHING, REMEMBERING IT IS 'ON LOAN' AND A PRIVILEGE, NOT A RIGHT.***

I WILL:

- Take responsibility for the state of my desk, classroom furniture and equipment
- Take good care of all books supplied, which includes all library books and school texts
- Use sports and P.E. gear for the right purpose and look after it
- Do my share of keeping our classroom, passages and grounds clean and tidy.

***IN OUR SCHOOL, EVERY STUDENT HAS A RIGHT TO LEARN AND EVERY TEACHER HAS A RIGHT TO TEACH.***

I WILL:

- Keep my voice soft to avoid disturbing others when I'm talking
- Be prepared, by having what I need for each subject - pens, pencils, ruler, P.E. gear, and other equipment as required.
- Avoid talking over others.
- Find an appropriate time for talking to the teacher, especially when he/she is working with other students.
- When I need to, move around the class in a quiet orderly manner.
- Do my very best to stay on task.
- Make every effort to complete all learning tasks, including homework.
- Line up with my class promptly.

***IN OUR SCHOOL EVERY STUDENT HAS THE RIGHT TO A SAFE ENVIRONMENT IN WHICH TO LEARN AND PLAY.***

I WILL:

- Ensure I am not involved in any bullying - this is a NO-NO!

- Not participate in physical or mental abuse; put downs or insulting language.
- Participate only in positive interactions - there will be no threatening behaviour.
- Move around my classroom and around the school in a quiet and sensible manner so the learning and recreation of others will not be disturbed.

### **Procedures that Apply When a Student Withdraws or is not Attending Their Course**

If a student withdraws from school:

1. The school must be notified in writing prior to the student's last day, giving the date of the final day of attendance and the reason for leaving. The Immigration Service will be notified.
2. The Refund Policy for International Students shall apply.

If a child is not attending their course

1. In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and following this up with a written note on the first day of the child's return to school. If the absence can be foretold - eg an appointment - then the school is to be informed in writing prior to the appointment. .
2. Where the student is absent with no reason then the parents will initially be contacted by the school for an explanation. Where a student is being truant from school, there will be a meeting with the parents to try to rectify the situation. If the truancy continues then a family meeting will be held and contingencies put in place. If this does not rectify the situation then the enrolment will be terminated and the Immigration Service notified.
3. If the student does not attend for more than twenty consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Service notified. However if the parents have previously notified the school in writing that the student will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.
4. If the student is withdrawn from or ceases to attend the school the Principal will notify the New Zealand Immigration Service.

### **Circumstances in Which Tuition may be Terminated**

1. Where a student is absent or consistently truanting from school (*see above*) then the enrolment will be terminated.
2. If a student's behaviour is unacceptable, then a meeting with the student, the parents/caregiver, and the school will be arranged. If the behaviour does not

improve, written notification will be given to the parents warning that termination of the enrolment is being considered. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. There will be no refund of fees paid if this occurs.

3. Acceptable behaviour is defined as following the school rules and meeting the school's Code of Conduct.
4. If an enrolment application is found to be inaccurate in any way the contract may be terminated, at the school's discretion.
5. Upon termination of enrolment, the Immigration Service will be notified.

## **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 which 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.

### *When does the Code apply?*

The Code commences on the 31st of March 2002.

### *Who does the Code apply to?*

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 on a student permit from the New Zealand Immigration Service.

### *How can I get a copy of the Code?*

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

*How do I know if an educational provider has signed the Code?*

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the educational 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.

*What do I do if something goes wrong?*

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

*A summary of the Code of Practice for the Pastoral Care of International Students*

The Code sets standards for educational 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 under the age of 18 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.

*What will the IEAA do?*

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational 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 educational 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.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

*What can the Review Panel do?*

The Review Panel can remove or suspend an educational 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.

*What is the International Education 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 educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. '

*How can I contact the IEAA?*

You can contact the IEAA at:

The International Education Appeal Authority,  
Ministry of Education,  
Private Bag 47 911  
Ponsonby  
Auckland  
New Zealand.

Phone: (64 9) 374 5481

Fax: (64 9) 374 5403

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