



Greetings from One Tree Hill College International Student Information

This booklet gives additional information to the prospectus.

Entry Requirements

The school will assess your application and give advice on what form level and subjects are most appropriate. **We must receive copies of the student's most recent school reports and examination results** to do this effectively. Please provide information regarding the general areas you wish to study – for example commerce or sciences. There is no specific English Language requirement but if your English is not strong you will be required to spend some time in the ESOL (English for Speakers of Other Languages) Unit or studying in two or more ESOL classes. In this circumstance you can expect to take longer to qualify for entry to university or an institute of technology. We cannot guarantee the level offered in the Offer of Place. Courses can only be confirmed after the student has arrived in New Zealand and been assessed. If you start late in the year some subjects may be full and you will not be able to join. You will be advised of closed subjects when you apply. We will accept students aged 13 years and up. We can enrol adults in some circumstances.

Support and Welfare

It will take a while for you to understand how our school works but do not worry. There are many people available to help you including the **International Department Staff:**

Mrs Jenny McMurray Dean of International Students
Ms Lily Li Learning Support Teacher – fluent in Mandarin, Japanese and English
Ms Alannah Green Homestay Coordinator – fluent in English and Korean

There are also other people who come in to help with some subjects. You will be given details at school.

There are people who can speak some of your languages. They are available to help you.

The careers department can give advice about study after you finish high school.

There are school nurses and a doctor visits regularly. There is also a visiting dental service.



Arriving in New Zealand

What happens when you arrive at the airport?

You will be met at the airport and taken to your host family. You will be given information about public transport, bank accounts and any other help you need.

Please let us know if your family is coming with you and if we need to make any arrangements for them.

You will find many differences in our lifestyle and food and this can be difficult for you at first. However, everyone is friendly and will do all they can to help you feel comfortable. Your host family will help you get to school on the first day. The school day starts at 8.55 in the morning. If you feel tired from your air travel, have a day of rest.

NOTE: Please check to see what goods you are allowed to bring to NZ. Many food and plant items are not allowed in through the airport.

What happens when you arrive at school?

You will meet the staff of the International Office and any other new students from overseas. There will be an orientation programme to help you settle in and to learn all about life in Auckland and at One Tree Hill College.

Your subjects and timetable

There is information about the subjects you can study in the prospectus, on the One Tree Hill College website and in the [Junior Course Handbook 2019](#) and [Senior Course Handbook 2019](#). In New Zealand High Schools you have some choice of the subjects you can study.

This means that it can take a number of days to decide on a course for you because we have to assess your ability in English and in other subjects. You will be doing some tests for us to find out more about your experience and levels. You could be disappointed that you cannot do what you hoped to do because your English level is not high enough or you do not have sufficient experience in other subjects. Remember you are starting to learn all your subjects in another language. There are English for Speakers of other Languages classes at all levels.

We reserve the right to enter you into the most appropriate course for you. This placement will be based on our professional experience and expertise.

https://www.onetreehillcollege.school.nz/files/5615/3291/3966/2019_Jnr_Course_Option_Booklet.pdf

https://www.onetreehillcollege.school.nz/files/3115/3291/4162/Senior_Course_Handbook_2019.pdf

Starting during the year

If you arrive during the year it may be too late to enter for formal qualifications for the year. It is possible to still move to the next level of study the following year by working well and getting good results, but this cannot be guaranteed. Some classes may be full if you start late in the year.

For detailed information on New Zealand qualifications see www.nzqa.govt.nz

Uniform and textbooks

All students wear uniform unless they are 19 on 1 February of the year they start.

You will be helped to buy your school uniform from The Warehouse, Sylvia Park, Phone: 0064 9 985 0510

Your subject teachers will lend you textbooks. You must return these books at the end of the year.

Workbooks for individual subjects must be paid for as required.

Attending School

You are expected to be at school throughout the day, each day that the school is open. Caregivers will be advised of all absences. If you are absent with no explanation, your caregiver will be sent a letter asking why you are away. The International Dean will phone your caregiver to see why you are away and your agent or parents will be informed.

If you get three letters, you are not fulfilling the conditions of study at One Tree Hill College and you face the possibility of having to leave the school.

If you are absent for 3 weeks with no explanation, NZ education laws will be applied and you face the probability of having to leave the school.

Health and Medical Insurance

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 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 www.acc.co.nz

The New Zealand Qualifications Authority requires that International Students have a comprehensive insurance policy while studying in New Zealand. This should be medical and travel insurance and you should insure valuable personal belongings because occasionally things do get stolen in New Zealand.

Very few overseas policies meet the requirements of the New Zealand Qualifications Authority and we strongly recommend that you choose a policy with a NZ insurance company. One Tree Hill College uses Southern Cross Travel Insurance. However, we could supply information for alternative companies on request. One Tree Hill College gets commission from Southern Cross. This funds a student welfare fund and all the money is used for the well-being of the International Students.

If you choose your own insurance company, we must see the policy before you pay the premiums. You should not pay until we tell you that the policy is acceptable. If we believe you are about to travel to New Zealand with inadequate insurance, we will insure you with our default provider Southern Cross. This is for your own protection.

Driving and Car Ownership

We recommend against students owning or driving cars. There is a strong connection between poor academic results and owning a car. It is also cheaper to use buses or taxis, as the costs of owning a car are high. Insurance is particularly expensive for young people. This is because young drivers cause many accidents. Driving conditions are very different on the open roads of New Zealand and this presents considerable danger to young drivers from overseas. If parents are prepared to allow their child to own and drive a car, there are strict conditions that they must fulfil. They must comply with NZ law and with the driving policy of One Tree Hill College. Ask the International staff for details.

We regard the driving regulations very seriously and if a student is seen or known to drive a car without fulfilling the conditions, they will be asked to leave the school immediately.

Work

Students studying in Years 12 and 13 can now work up to a maximum of 20 hours per week in term time and full-time during the summer holiday. Students wanting to work will need written permission from their parents and the school. They also need to apply to Immigration NZ to get a variation on their student visa to work. This costs \$170. See www.immigration.govt.nz/new-zealand-visas/options/study

Travel

Sometimes students wish to visit another part of New Zealand. We require students to get permission forms filled in by their parents. These must be completed and returned to the International Office at least one week before the intended travel. Someone should always know where the students are. It is expected that they travel by bus or plane. If they request to travel by car with someone who is not known to One Tree Hill College, care will be taken to ensure that the driver has a full licence and is a responsible driver. Again parents must be asked and must give their approval.

Reports

You will be given 3 reports each year. It is important that you get good reports. New Zealand Universities and Technical Institutes now require these reports for enrolment. They will look at your attendance record as well as attitude and academic results.

More reports will be sent to your parents if we are concerned about your work habits or attendance.

Your attendance details are recorded on your school reports.

New Zealand Immigration will check your attendance and academic progress when you re-apply for your student visas here in New Zealand.



Information on New Zealand Qualifications

National Certificate of Educational Achievement - NCEA

NCEA Level One

This is the Year 11 qualification. Each student must earn 80 credits to be awarded the NCEA Level 1. These credits come from either external examinations or internal assessment.*

There are achieved, merit and excellence grades.

In the case of International students starting part way through the year when it is too late to gain 80 credits, moving up to the next level will be based on the teachers' assessment of each student.

* Internal Assessment means that marks are earned throughout the year through tests, assignments and classroom work. The work is assessed by the classroom teacher and checked by external moderators.

NCEA Level 2

This is the Year 12 qualification. There are internal assessments in this course so students really need to start the class as soon as possible in the year.

A new student from overseas can still gain entry to Year 13 without Level 2 NCEA if they can show the teachers that they have the ability.

Students can enter some Technical Institute courses if they are successful in achieving this qualification.

NCEA Level 3

This is the Year 13 qualification and it is designed to give students entry to tertiary study.

There is an internally assessed section in some subjects but Level 3 is largely an end-of-year examination.

International Students must have excellent English and advanced subject skills to gain entry to Year 13.

It is seldom possible for students to start learning a new subject in Year 13.

Students who start late in the year cannot complete this qualification.

For detailed information about NCEA go to: www.nzqa.govt.nz/studying-in-new-zealand

Another useful link about studying in New Zealand is www.studyinnewzealand.govt.nz

Choosing a Career

One Tree Hill College has a Careers Centre with information on all the different tertiary institutions both public and private in New Zealand. International Directors from the Technical Institutes and Universities in Auckland visit One Tree Hill College to talk to our International Students about courses and entry requirements.

Note: There are opportunities for some tertiary graduates to apply for a 6 month open work permit, and then for a 2 year work permit.

Higher Learning Opportunities

Technical Institutes

The Technical Institutes are highly regarded and take a more practical approach to some subjects. They are recommended for training in careers such as art, design, computer work, nursing, horticulture, languages, tourism and hairdressing. There are many more courses including business and management courses. Students generally have no problem gaining employment with a Technical Institute degree.

Many courses have English language requirements. If a student does not reach the English language requirement for a course, they will have to attend an English language or Foundation course first.

Universities

Universities differ from Technical Institutes in that they are involved in research.

Medicine, architecture, commerce, law, arts, fine arts and music are some of the courses offered at University.

Students need a NCEA Level 3 pass and University Entrance to enrol at a NZ university.

They also need to meet an English standard, currently 10 Level 2 English credits. These can be gained at One Tree Hill College.

Some students choose to do a conjoint degree at University where they study two areas at the same time, e.g. law and commerce.

English language Requirements for University and Technical Institutes

These will vary but generally a student will need 10 Level 2 English credits.

Useful Websites:

University of Auckland:

<https://www.auckland.ac.nz/en/study/international-students/entry-requirements-international-students.html>
(for entry requirements)

<https://www.auckland.ac.nz/en/study/our-faculties.html>
(courses)

Auckland University of Technology:

www.aut.ac.nz

Massey University

<http://www.massey.ac.nz>

Unitec Institute of Technology:

www.unitec.ac.nz

Manukau Institute of Technology:

www.manukau.ac.nz

NZQA (NZ Qualifications Authority)

www.nzqa.govt.nz

NZQA's Studying in New Zealand

www.nzqa.govt.nz/studying-in-new-zealand

New Zealand Now

www.newzealandnow.govt.nz

Important Dates in 2019

Term Dates for 2019

Term 1: 30 January to 12 April
Term 2: 29 April to 5 July
Term 3: 22 July to 27 September
Term 4: 14 October to 6 December

While you are expected to attend school during term time and not arrive late in the term or go home early in Term 4, mid-term arrivals can be accommodated in exceptional circumstances. Students who arrive on time in Term 1 have a better chance of getting into their first choice subjects.

Senior students (Years 11, 12 and 13) may finish earlier in Term 4 because of external qualification examinations. Senior students MUST check with the International Office before they make travel arrangements. If you go home too early you may not get your qualifications.

Key Dates in our 2019 calendar

| | |
|-------------------|---|
| 30 January | Orientation for new International Students |
| 30 Jan – 1 Feb | Course Confirmation for Returning Students depending on level |
| 4 February | First day of Classes Term 1 |
| 6 February | Waitangi Day |
| 8 February | Athletics Day |
| 15 February | Swimming Sports |
| 11 April | Parent Teacher Interviews 8am–8:30pm |
| 27 May – 7 June | Senior Assessment Week |
| 1 August | Parent Teacher Interviews 8am-8:30pm |
| 6 August | Teacher Only Day |
| 13 - 20 September | Senior Assessment Week |
| 18 October | Sports Prize Giving |
| 1 November | Senior Prize Giving |
| 7 November | NCEA exams begin (Year 11, 12 & 13) |
| 5 December | Junior Prize Giving |
| 10 December | Teacher Only Day |

In-school examinations are held in end of May and mid-September for the senior school, and in November for juniors. Other assessments and tests are held regularly throughout the year. Students will be told of all these assessments during class times. Students **must not** miss these assessments and tests. Many International Students receive prizes at our Senior Prize Giving and leavers attend the Year 13 Graduation and dinner which is also held in November. Junior Prize giving is in early December. International Students are eligible for awards at both ceremonies.

Conditions of Enrolment, Attendance and Study for an International Student

- All International Students must have a comprehensive health and travel insurance policy during their stay in New Zealand
- Students must at all times abide by the laws of New Zealand and the One Tree Hill College Safe School Charter and Attitudes to Learning
- Incidental expenses such as school trips, subject fees, bus fares, stationery, uniform and all personal needs including toiletries are the responsibility of the students
- The One Tree Hill College Board of Trustees takes due care but does not accept any responsibility for loss of property or personal injury during a student's time at the school
- Students under 20 must have suitable accommodation arrangements. They must not be live on their own
- Students are expected to follow the homestay rules and guidelines
- International Students under 20 years old must not own or drive a car while they are enrolled at One Tree Hill College unless they fulfil the strict conditions as set out in the information booklet. Please read these conditions carefully
- Your student visa requires you to attend school daily and to make satisfactory academic progress
- International Students need parental permission to travel on sightseeing or holiday trips
Please note that the school can overrule the parents' permission if it considers the travel plans to be inadequately supervised or unsuitable, taking into consideration the student's age
- International Students are expected to wear the correct school uniform. International Students are not to get tattoos or body piercings.

If students do not abide by these conditions, the relevant authorities will be informed and the school will take disciplinary action. This action could include a Board of Trustees hearing that could result in exclusion or expulsion.

Student Computer and Internet Use

All Students must read and then sign the [One Tree Hill College Cyber Safety Agreement](#). See **Application Form Page 9**.

If students do not abide by the conditions of this agreement, they may be asked to leave the school. In this case, no refund is given.

Conditions for Accommodation at One Tree Hill College

1. All International students who are given an Offer of Place at One Tree Hill College are also given an assurance that their accommodation is code of practice compliant while they attend the school. These are requirements of the Immigration New Zealand and are necessary before a student visa is issued.
2. Students who apply for One Tree Hill College are expected to live with a residential caregiver arranged by the school. Students are placed in a homestay and this is monitored by the Homestay Coordinator.
3. Students may live with relatives or with close friends of their parents *only* if the designated care-giver section of the application form is completed, signed by parents and approved by One Tree Hill College. Designated care-givers will be checked and monitored by the school.
4. The school will not accept students living with their friends or finding their own accommodation.
5. All students must inform the school of any changes in residential caregiver arrangements immediately.
6. Under no circumstances is it possible for students under 18 to live independently or enter a flatting situation while studying at One Tree Hill College. Students aged between 18 and 20 must be in a homestay unless the school has approved other arrangements. The school alone has this discretion.
7. Students are expected to participate in family activities and to observe the homestay guidelines as set out in the Homestay Booklet that is given to students on arrival in New Zealand.

Under the regulations set out by the New Zealand Qualifications Authority's Code of Practice, all schools must have procedures for the selection of residential caregiver providers. One Tree Hill College has established a support infrastructure for students in our homestay program and provides them with advice and information as follows:

- Selection of suitable homestay families
- Police Clearance checks and references
- Pick up from airport on first arrival and transfer to the homestay
- Open bank accounts
- Oversee the purchase of uniform
- Orientation Programme
- Home visits to regularly monitor student welfare in their homestay family
- Regular telephone calls to the host family
- Interviews with the student on a regular basis
- Regular liaison with the Dean and staff of the International Office at One Tree Hill College
- Meeting students at school to discuss questions or problems
- The host family takes a close interest in the student's studies and personal welfare, provides students with three meals a day and does all laundry

What can you do if you have a problem while you are studying in New Zealand?

If you have a problem there are many people who can help you.

If you have a problem with your accommodation you must talk to the Homestay Co-coordinator first.

If you have a problem with a class or subject, talk to your subject teacher, whanau teacher, whanau leader or the Dean of International Students.

If you have a health problem, you can see the school nurse. There is also a doctor who visits monthly.

If you have a personal problem there is a school guidance counsellor with whom you can make an appointment.

You can see the International Student Office staff about any problem.

Please let us know if you need to speak to someone who speaks your language.

You can bring someone with you if you want to discuss a problem with someone at school. Some of the International students who have been at the school for a few years could go with you to talk to staff if you would like them to help you.

We need to know as soon as a problem arises. Small problems are easier to solve. If left unresolved they can soon escalate into big problems.

What to do if you have a complaint

If you are not happy with the way a problem is dealt with by the International Dean you can see one of the Deputy Principals and the Principal of the school.

If you are still not happy with the way your grievance has been dealt with you can contact NZQA.

NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what to do next.

You can submit your complaint query on the NZQA website or send an email to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697296.

If it is a financial dispute you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people resolve disputes. You can contact iStudent Complaints on 0800 006675

This is your right under the Education (Pastoral Care of International Students) Code of Practice 2019. This is a document that guides schools in how to look after international students.

More information about this code is included in this Information Booklet.

If you study with us, we want to make your stay at One Tree Hill College happy and successful.

We need to know if you are having problems. Please tell us. Your parents or agent are welcome to contact us at any time if they have any concerns. They can email or fax us in their language and we can have this translated if necessary. To help with time zones we suggest the website: www.timeanddate.com

Ending your study at the school

1. Your enrolment is generally for a year. If your progress and attendance is good and you are behaving appropriately in your accommodation, your enrolment will be renewed if you wish to continue at the school.
2. If you finish your year and have plans for alternative education, you will fill in a leaving form and you will be given a certificate of attendance at the school. Please let us know of your plans. We can help.
3. If you wish to leave during your course of study the refund policy will apply.
4. If you are asked to leave the school before your study time is finished the refund policy will apply.

You may be asked to leave if:

1. Your attendance is unsatisfactory and you and your parents/agent have been notified three times of this problem. This notification comes in a warning letter.
2. You behave inappropriately in homestay and have had to be moved to new homestays more than three times because of your behaviour. Your parents/agent will be notified at every stage.
3. You break the rules set out in the conditions of enrolment in the prospectus and on the application form. You will be given two opportunities to change your behaviour. Your parents/agent will be notified of each opportunity.
4. The school will comply with sections 13 to 19 of the Education Act 1989 and follow these provisions for any stand-down, suspension, exclusion or expulsion.

www.education.govt.nz/school/managing-and-supporting-students/student-behaviour-help-and-guidance/stand-downs-suspensions-exclusions-and-expulsions-guidelines/

If you are asked to leave the school, Immigration New Zealand will be informed that you have left and they will revoke your student visa for One Tree Hill College. You will need to find a new school that is prepared to enrol you. You can then apply for a new student visa. There is no guarantee that Immigration New Zealand will give you a new visa. If you do not get one you will have to leave New Zealand or change your student visa to a visitor's visa.

Your fees are protected by the Board of Trustees accounting procedures.

If you have to leave the school the refund conditions apply. The refund conditions are printed on page 10 of this booklet which is also available on the school website: <http://www.onetreehillcollege.school.nz/topnav/international-students/>

Education (Pastoral Care of International Students) Code of Practice 2016

When students from other countries come to study in New Zealand it is important that those students are well informed, safe and cared for properly. New Zealand educational providers have an important responsibility for international students' welfare as laid down in the Code. One Tree Hill College is a signatory to this code.

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.nzqa.govt.nz You will find translations of the code summary on this website.

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the Principal, the International Student Dean, 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 NZQA or iStudents Complaints as described above.

A summary of the Education (Pastoral Care of International Students) Code of Practice 2016

The Code sets standards for 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 grievance

International Student Fees and Homestay Costs at One Tree Hill College

All fees are in NZ\$ and are effective from 1/8/2018 for the 2019 academic year

| These fees must be paid before the student starts * | Full Year Terms 1, 2, 3 & 4 or 2 Semesters (45 weeks) | Half-Year Terms 1, 2 or 1st Semester (24 weeks) |
|---|--|---|
| <u>TUITION</u> * This fee includes the cost of all ESOL classes and mainstream tuition, and includes the use of all class text books. | \$13,250 | \$6,700.00 |
| <u>New Zealand Government Levy</u> * | \$430.00 | \$215.00 |
| <u>Pastoral Care Fee</u> * | \$1,250.00 | \$1,000.00 |
| <u>Administration and Enrolment Fee</u> * | \$1,000.00 | \$1,000.00 |
| Insurance * International Student Travel Insurance with Southern Cross See https://www.scti.co.nz/our-products/international-student/insurance | \$600.00 | \$300.00 |
| <u>HOMESTAY</u> * Homestay \$275 per week (exempt GST) for 45 weeks Homestay placement fee \$300 Homestay administration fee \$300 per term | \$12,600.00 \$300.00 \$1,200.00 | \$6,720.00 \$300.00 \$600.00 |
| Sub-Total | \$30,630.00 | \$16,835.00 |
| Other Costs. These fees can be paid after the student starts school. | | |
| Uniform (estimate) | \$400.00 | \$400.00 |
| NZ Qualifications Authority Fees - if applicable | \$383.30 | |
| Books, workbooks and stationery (estimate) | \$150.00 | \$150.00 |
| TOTAL – based on highest estimates (Including GST) | NZ\$31,563.30 | NZ\$17,385.00 |

Some idea of everyday costs:

| | |
|---------------------------------|-----------------------------|
| Monthly bus pass – central zone | \$81-\$120 |
| Monthly phone top-up | \$20-25 |
| Food court meal, movie ticket | \$.12-\$15 |
| Bottle of shampoo | \$5 |
| Haircut | \$30 – boys \$50 – girls |

Immigration New Zealand Charges:

To obtain or renew a student visa onshore the cost is up to \$277.00. Offshore student visa application costs vary and are a little higher than the onshore cost.

Please Note: INSURANCE

We have recommended Southern Cross International Student Policy as it will cover travel, health and the loss or theft of personal belongings of students. There is also a lower level of cover available.

Should premiums increase during the year we would have to pass those on to new enrolments.

All the above fees are inclusive of Goods and Services Tax (GST) except the Homestay payments which are exempt.

We will not increase the tuition fee during 2018 but will have to charge if the NZ government increases levies.

Currency converter: www.oanda.com/converter/classic

Refund Conditions for International Students

This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989 (section 4B (7) of the Educational Amendment (No 4) Act 1991).

Requests for Refund of International Student Fees

The school will consider requests for a refund of International Student fees provided the request is made in writing to the school within twelve months after the final enrolment date of the student.

A request for a refund must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

Refund of Tuition Fees

1. Requests for a refund for failure to obtain a study visa

If an International Student fails to obtain an appropriate study visa, a refund of International Student tuition fees will be provided less an administration and enrolment fee of \$1000.00.

2. Voluntary withdrawal

a. If your application for a refund is made before the start of your study, your fees will be refunded in full, less the administration and enrolment charge of \$1000.00 to cover costs incurred.

b. If a student withdraws after the start of their study time, no refund will be made except where the student returns home due to a serious illness or the serious illness of a close family member. Study time encompasses the period that has been paid for and is irrespective of the date the student wishes to withdraw.

In that event the refund will be calculated in accordance with paragraph 3. Immigration New Zealand will be notified of the student's need to return home.

In every case the school undertakes to look fairly at applications for a refund of fees or part-fees.

3. If a student withdraws from a subject, course or programme and is eligible for a refund, the \$1000.00 administration and enrolment fee will be retained and the following deductions will apply:

- Costs to the school already incurred for your time at the school. This includes tuition fees and costs already incurred for the use of facilities and resources.
- Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff (if applicable).
- The proportion of the Government Levy that the school is required to pay.
- Any other costs already incurred. This would include commission paid to an agent.

4. Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- Refund the unused portion of International Student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider

5. No refunds will be made:

- To a student who 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.
- To a student who acquires permanent residence or a domestic student status visa.
- To a student who wants to transfer to another school or educational institution.
- To a student who returns home for any reason other than the student's serious illness or serious illness of a close family member.

6. The Board of Trustees and Principal have ultimate discretion in any decisions made regarding refunds.

7. You must write a letter to the Principal of the school explaining why you have withdrawn from the course and your reasons for seeking a refund. You must also complete the official leaving process and attach the leaving certificate.
8. 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.
9. The school has a fee protection policy to safeguard the fees paid by International Students.

Homestay Fees (Based on all homestay fees paid in advance)

1. If you move out of your homestay before the end of your contract the portion of your homestay fees not already used will be returned to your parents, or to the agent appointed by your parents. The homestay placement fee of \$300 will not be refunded. The administration fee will not be refunded for partial terms. The administration fee will only be refunded for full unused terms.
2. To have your homestay fees returned you must have completed the leaving process at school and given two weeks' notice to the Homestay Coordinator, or pay two weeks fees in lieu of notice.

Outstanding Activity Fees or Other Fees

Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund

Other Useful Information

Banks

There are 24 hour, 7day a week ATMs throughout New Zealand.

Banks are open from 9.00am to 4.30pm Monday to Friday. Some banks also open in the weekend. You will find these banks in large shopping malls.

You can also use EFTPOS in most shops. This means you do not need to carry a lot of cash on you as it is not safe to do so. Telephone banking and internet banking are used by many people.

Climate

Auckland has a mild climate. The average winter temperature is 13° C and in summer it is 20° C. The average rainfall is 1200mm.

Shopping

Shops are open from 9.00am until 5.30pm Monday to Saturday. Many shops open on Sunday, especially in the large shopping malls. Newmarket and Sylvia Park are popular shopping areas. Both are close to One Tree Hill College.

Emergencies

The emergency number in New Zealand is `111`.

This number is free from all phones. This is for police, ambulance and fire services only.

Some useful websites:

| | |
|----------------------------------|---|
| Auckland Visitor information | www.aucklandnz.com |
| Bus, ferry and train information | https://at.govt.nz |
| Cost of Living in NZ | https://www.studylink.govt.nz/starting-study/thinking-about-study/cost-of-living.html#null |
| Wises on-line maps | www.wises.co.nz |
| CBD information and events | www.hotcity.co.nz |
| New Zealand Now | www.newzealandnow.govt.nz |
| Citizens Advice Bureau | www.cab.org.nz |
| Tourism New Zealand | www.tourismnewzealand.com |

Consulates

For a complete list of search under **consulates** in www.whitepages.co.nz

Thank you for inquiring about One Tree Hill College.

We hope the information in this booklet helps you make your decision about study in New Zealand and at One Tree Hill College.

How to Apply

1. If you decide you would like to enrol at One Tree Hill College, please fill in the application form and send it to the school. You can initially send the documents by fax or email, but we will need to see all original documents at orientation.
2. Only parents or LEGAL guardians may sign the forms.
3. If we accept your application, we will send a Letter of Acceptance and an invoice. For applicants from Vietnam and PR of China an Initial Offer of Place will be issued first.
4. After we have received the signed documents, information regarding insurance and your payment, we will send an Offer of Place that includes receipts. For students from Vietnam and China your Initial Offer of Place is updated to a Confirmed and Receipted Offer of Place. We will also send a copy of all the contracts signed by the school. These will be sent by email.
5. Contact a New Zealand Immigration office to apply for a student visa.

Please note that if you are applying from PR of China or Vietnam, you will need to apply for visa approval in principle before you pay any money. You use the Initial Offer of Place form for this application.

Immigration

Full details of visa and permit requirements, advice of rights to employment in New Zealand while studying and reporting requirements are available through Immigration New Zealand (INZ) and can be viewed on their website www.immigration.govt.nz

There is now a guardian visa that allows a parent to stay in New Zealand to care for their child while the child studies in New Zealand

You can check the INZ website for more information on applying for a student visa. The website will give you details of the immigration office locations offshore and contact details. You can also download forms from the website and use these to apply for your student visa.

Students from some countries can make visa applications online and then receive e-visas.

Thank you for your interest and we look forward to receiving your application. If you do attend our school we will do all we can to make your stay enjoyable and successful.

If you have any questions please contact:

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