

Greetings from One Tree Hill College

International Student Information

This booklet gives additional information to the school prospectus.



Entry Requirements and Courses

There is no specific English Language requirement to enter One Tree Hill College. Your English will be assessed on arrival. If it is not strong you will have to spend some time in the ELF (English Language Foundation) Unit or studying in one or more ELL (English Language Learning) classes. If you do ELF or ELL you can expect to take longer to qualify for entry to university or an institute of technology.

Courses can only be confirmed after you have arrived in New Zealand and been assessed. There will be some choice of subjects, but the school will give advice on what subjects and levels are most appropriate during orientation. We must also receive copies of your most recent school reports and examination results to do this effectively. If you start late in the year some subjects may be full, and you may not be able to join. You will be advised of closed subjects when you apply.

We will accept students aged from 13 years.

Support and Welfare

It will take a while for you to understand how our school operates 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 Claudia Martin	Homestay Co-Ordinator

There are also other people available to help with individual subjects. You will be given details at school.

Help may be available in some languages other than English.

For any health problems there are school nurses and physiotherapists on site, a doctor who visits every week and several counsellors who are available to help you.

The Careers Department can give advice about study in New Zealand after One Tree Hill College.



Arriving in New Zealand

When purchasing your ticket to travel please ensure it is transferable and refundable so that you are covered for any travel interruptions.

Please check to see what goods you can bring to NZ. Most food and plant items are not allowed into New Zealand and will be confiscated at the airport.

What happens when you arrive at the airport?

You will be met and taken to your host family. You will be given information about public transport, bank accounts, purchasing your school uniform, setting up your NZ mobile phone and anything else you need.

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

Our lifestyle and food will be quite different for you. This can be difficult 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 8.40am.

What happens when you arrive at school?

You will meet the staff of the International Office and any other new international students. 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

In New Zealand secondary schools, you have some choice of the subjects you study. There is information about these in the prospectus and on the One Tree Hill College website in the [Junior Course Handbook 2026](#) and [Senior Course Handbook 2026](#).

Your ability in English, Mathematics and some other subjects will be assessed. English levels will determine entry into some subjects. Remember you are starting to learn all your subjects in another language. There are English Language Learning 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.

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

School Uniform and textbooks

All students wear uniform unless they are 19 on 1 February of the year they start. You will get help to buy your uniform from, **The Uniform Shoppe, Millenium Centre, 600- 604 Great South Road, Ellerslie, Phase 3, Unit B.** For more information, go to onetreehillcollege.school.nz – MENU – OUR COLLEGE – UNIFORM.

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

Your workbooks and stationery for individual subjects are not covered in your tuition fees and must be ordered online and paid for as required. We will assist you with this.

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 asked why you are away. The Homestay Co-Ordinator or the International Dean will also contact your caregiver. Your agent or parents will be informed. If you are not fulfilling the attendance conditions of study at One Tree Hill College, the Investigation Policy will be invoked.

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 (NZQA) requires that International Students have a comprehensive insurance policy while studying in New Zealand. This must be medical and travel insurance, and you should insure valuable personal belongings against loss and theft.

Very few overseas policies meet the requirements of the NZQA, 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 at your expense. This is for your own protection.

Driving and Car Ownership

International Students are not permitted to own or drive any motor vehicle - including cars, motorbikes or scooters while enrolled at One Tree Hill College.

Work

Students studying in Years 12 and 13 can now work up to a maximum of 25 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 to work on their student visa. This costs \$210.00. See www.immigration.govt.nz/new-zealand-visas/options/study

Travel

Students may not leave their accommodation in Auckland without prior permission from the Homestay Co-Ordinator and from their parents/legal guardians. All documentation must be completed and returned to the International Office **at least two weeks** prior to any proposed travel.

Reports

You will receive 3 reports each year. Progress reports in May and August, and End of Year Reports in October (Seniors) and December (Juniors). In addition, Weekly Engagement Reports are emailed to all caregivers every Friday. Further reports will be sent to your parents if we are concerned about your work habits, achievement or attendance. **Your attendance details are recorded in your school reports.** Enrolment at New Zealand Universities and Technical Institutes now require reports on your attitude to study, academics and attendance. And **New Zealand Immigration will check your attendance and academic progress when you re-apply for your student visas here in New Zealand.** Good reports are essential!

Information on New Zealand Qualifications

National Certificate of Educational Achievement - NCEA



NCEA Level 1

Is the Year 11 qualification. Each student must earn 60 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 60 credits, moving up to the next level will be based on the teachers' assessments 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

Is the Year 12 qualification requiring 60 credits. 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 can work at this level. Students can enter some technical institute courses if they are successful in achieving this qualification.

NCEA Level 3

Is the Year 13 qualification requiring 60 credits and it is designed to give students entry to tertiary study. There are internally assessed credits in some subjects, but Level 3 is largely external end-of-year examinations. 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.

There is now a 20-credit co-requisite for Numeracy and Literacy at all levels. 10 credits in Numeracy, and 10 in Literacy (5 in Reading and 5 in Writing). These are assessed externally at set dates throughout the year.

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 visa, and then for a 2-year work visa.*

Higher Learning Opportunities in New Zealand

Technical Institutes

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 a 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, (5 reading, 5 writing). 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

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>

New Zealand Now

www.newzealandnow.govt.nz

Citizens Advice Bureau

www.cab.org.nz

Tourism New Zealand

www.tourismnewzealand.com

Education New Zealand

www.enz.govt.nz

Nau Mai NZ – Study with New Zealand

www.naumainzstudy.innewzealand.govt.nz

- Includes a video

Other Useful Information:

Banks

There are 24 hour, 7 days a week ATMs throughout New Zealand. Banks are open from 9.00am to 4.30pm Monday to Friday. Some banks also open at the weekend. You will find these banks in large shopping malls. You can also use EFTPOS. You do not need to carry a lot of cash on you; it is not safe. Telephone banking and internet banking are popular and used by many people.

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 very popular shopping areas. Both are close to One Tree Hill College.

Climate

Auckland has a mild climate. The average winter temperature is 13° C and summer is 24° C. The average rainfall is 1200mm annually.

Emergencies

The emergency number in New Zealand is **111**. This number is free from all phones and is for police, ambulance and fire services only.

Consulates and other useful websites

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

Important Dates in 2026

Term Dates for 2026

Term 1: 30 January to 02 April

Term 2: 20 April to 03 July

Term 3: 20 July to 25 September

Term 4: 12 October to 11 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 2026 calendar*

27 - 28 January	Orientation, goal setting, interviews and timetabling for International Students
30 January	Whole school on full timetable
06 February	Waitangi Day observed
23 - 27 March	Summer Tournament Week
08 - 11 April	Polyfest
02 April	School Ball
Beginning May	Term 1 Progress Reports live on parent portal
End May	Achievement Interviews 8am - 7pm
31 May - 03 June	Mid-Term Break
10 July	Matariki Friday
03 August	Mid-Year reports live on parent portal
05 August	Achievement Interviews 8am - 7pm
24 - 28 August	Winter Sports Tournament
10 - 18 September	Senior Assessments - Practice Exams
26 October	Labour Day
28 October	Senior Study Leave begins, Graduation Dinner
29 October	Senior Prize Giving
02 - 27 November	NCEA exams (Year 11, 12 & 13)
12 - 14 November	Junior Exams
28 November	Transition day - Year 8
09 December	End of Year Junior Reports, Junior Prize Giving and End of School Year for students

* Dates are subject to change

In-school examinations are held at the end of Term 1 and in 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 at the end of October. 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

1. Students must always abide by the laws of New Zealand and the One Tree Hill College International Students Code of Conduct.
2. Incidental expenses such as school trips, subject fees, bus fares, stationery, uniform and all personal needs including toiletries are the responsibility of the student. They are not covered by tuition fees.
3. 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.
4. All International Students must have a comprehensive and code compliant health and travel insurance policy during their stay in New Zealand.

5. Without exception, all students must comply with the accommodation requirements in the Contract of Enrolment and Residential Caregiver Agreement.
6. Students are expected to follow all the homestay rules and guidelines.
7. No International Student can own or drive a motor vehicle of any kind.
8. Student visas require students to attend school daily and to make satisfactory academic progress.
9. 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 and the requirements under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
10. International Students are expected to wear the correct school uniform.

If students do not abide by these conditions, the relevant authorities will be informed, and the school will begin investigatory action. This action could include a Board of Trustees hearing that may 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 in the Code of Conduct. See *Application Form and Contract of Enrolment*. All International Students must abide by the conditions of this agreement.

Laptop Specifications: Laptop used at school must be capable of running assessment and exam platforms. Minimum requirements are:

- **Screen Size:** 10" +
- **Screen Resolution:** 1366x768 pixels
- **Physically attached keyboard**
- **3 hours + battery life**
- **Operating System:** Microsoft Windows 8.1, 10+ **or**,
Apple Mac OS 10.15+ **or**,
Chrome OS
- **Browser:** Google Chrome, version 95+ or Safari (MAC), version 11+
- **WIFI Capable:** School WIFI will be used on laptop. Laptops **MUST** be charged at home overnight.
- **Protective cases are recommended.**

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 Immigration New Zealand and are necessary before a student visa is issued.
2. Students who apply to 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 International Student Application Form and Contract of Enrolment is completed, signed by parents and approved by One Tree Hill College. Designated Caregivers will be checked and monitored by the school.
4. The only other accommodation option is living with parents, and the Living with Parents section of the International Student Application Form and Contract of Enrolment needs to be completed.
5. All students must inform the school of any changes in residential caregiver arrangements immediately.
6. Students are expected to participate in family activities and to observe the homestay guidelines and rules 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
- Assistance to open bank accounts and oversee the purchase of uniforms

- Orientation Programme
- Home visits to regularly monitor student welfare in their homestay family
- Regular telephone calls to the host family
- Interviews with the students 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 students' studies and personal welfare, provides the student 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 Coordinator **first**.

If you have a problem with a class, a subject or an assessment grade, talk to your whanau teacher or subject teacher first, then your 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 weekly.

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, at any time.

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

You can bring a support person 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 can 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 easy 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 or the Principal of the school. You must try to resolve your problem within school first.

If you are still not satisfied by the outcome of our complaints process you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the NZQA website for more information on their role and process.

You may also be able to take your complaint to Study Complaints – a dispute resolution provider specializing in supporting international students in resolving disputes with their schools. This is a free service for international school learners.

This is your right under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. (Known as the Code). 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. If your progress and attendance are good and you are behaving appropriately in your accommodation, your enrolment will be renewed if you wish to continue at One Tree Hill College.
2. If you finish your year and have plans for alternative education, you will fill in a leaving form and be given a certificate of attendance at this school. Please let us know 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 by the school.
2. You behave inappropriately in homestay and have had to be moved to new homestays, because of your behaviour, more than three times. Your parents/agent will be notified at every stage.
3. You do not fulfil the conditions of the Contract of Enrolment.

The school will comply with sections 14 to 19 of the Education Act 2020 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 will then have to 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 must leave the school, the refund conditions apply. The refund conditions are printed on pages 10 and 11 of this booklet which is also available on the school website. www.onetreehillcollege.school.nz/enrolment/international

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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. Translations of the code summary are also 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 International Student Dean, the Principal, 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 Study Complaints as described above.

A summary of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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 grievances

International Student Fees and Homestay Costs at One Tree Hill College

All fees are in NZ\$ and are effective from 1/09/2025 for the 2026 academic year

These fees must be paid before the student starts *	Full Year Terms 1, 2, 3 & 4 or 2 Semesters (46 weeks)	Half-Year Terms 1, 2 or 1 st Semester (24 weeks)
Tuition* This fee includes the cost of all ESOL classes and mainstream tuition and includes the use of all class textbooks.	\$15,800.00	\$7,900.00
New Zealand Government Levy *	\$430.00	\$215.00
Pastoral Care Fee *	\$1,500.00	\$1,500.00
Administration and Enrolment Fee *	\$1,500.00	\$1,500.00
Insurance * International Student Travel Insurance with Southern Cross See https://www.scti.co.nz/our-products/international-student/insurance	\$655.00	\$330.00
Homestay * Homestay \$390 per week (exempt GST) for 46 weeks Homestay placement fee \$300 Homestay administration fee \$300 per term	\$17,940.00 \$300.00 \$1,200.00	\$9,360.00 \$300.00 \$600.00
Sub-Total	\$39,325.00	\$21,705.00
Other Costs - These fees can be paid after the student starts school.		
Uniform (estimate only)	\$500.00	\$500.00
NZ Qualifications Authority Fees - if applicable	\$383.30	
Subject Fees - books, workbooks and stationery (estimate)	\$150.00	\$150.00
TOTAL – based on highest estimates (Including GST)	NZ\$40,358.30	NZ\$22,355.00

An example of everyday costs:

Monthly bus pass – Auckland	\$100 - \$120
Monthly phone top-up	\$25
Food court meal, movie ticket	\$20
Bottle of shampoo	\$5
Haircut – Male	\$30
Haircut – Female	\$50 - \$100

New Immigration New Zealand Fees:

To obtain or renew a student visa online the fee depends on where you apply from and ranges from \$750 - \$850

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.

Please also note that we can only purchase insurance on behalf of those on student visas (i.e. students enrolled for more than one term).

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 2025 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 Tertiary and International Learners) Code of Practice 2021 and the Education Act 2020 (section 4B (7) of the Educational and Training Amendment (No 4) Act 2022).

REFUND POLICY

Request for a refund of international student fees

1. The school will consider all requests for a refund of international student fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.
2. A request for a refund should provide the following information to the school:
 - a) The name of the student
 - b) The circumstances of the request
 - c) The amount of refund requested
 - d) The name of the person requesting the refund
 - e) The name of the person who paid the fees
 - f) The bank account details to receive any eligible refund including bank address and swift code where relevant
 - g) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

3. The school is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
 - a) **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - b) **Insurance:** Once insurance is purchased; the school is unable to refund insurance premiums paid on behalf of the student. Students and Parents may apply directly to an insurance company for a refund of premiums paid.
 - c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for the student before the refund request, cannot be refunded.
 - d) **Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
 - e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.

Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any non-refundable fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for enrolment of one term or less

5. Where the student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
6. Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Request for a refund for voluntary withdrawal from enrolment of more than one term:

7. If the Student voluntarily withdraws 21 days or more before the start date of enrolment, a refund will be provided less any non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the school receives written notice of the student's intention to withdraw from the enrolment.
8. If the Student voluntarily withdraws less than 21 days before the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks' tuition fees and any relevant non-refundable fees set out in this policy. The 21 days will be counted from the day after the school receives written notice of the student's intention to withdraw from enrolment.
9. If the Student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the school receives written notice of the student's intention to withdraw from enrolment and the student may continue to attend school during the notice period. The notice period does not include weeks that fall during scheduled school holidays. In the event that less than 10 weeks' notice is given, refunds may be calculated based on the refund that would have been due if the termination had taken place 10 weeks after notice was given.

Request for a refund where the School fails to provide a course, ceases as a signatory, or ceases to be a provider:

10. 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:
- a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
 - b) Transfer the amount of any eligible refund to another provider, or
 - c) Make other arrangements agreed to by the Student or their family and the School.

11. For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

Other circumstances where a refund request may be considered:

Where a student's enrolment is ended by the School

12. In the event the Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, then the School will consider a request for a refund less:
- a) Any non-refundable fees set out in this policy
 - b) A minimum of ten weeks tuition fees from the date of termination; and
 - c) Any other reasonable costs that the School has incurred in ending the Student's enrolment

Where a Student changes to a domestic student during the period of enrolment

13. If the Student changes to a domestic student after enrolment has commenced, this contract will be treated as being terminated on the date that the School is advised of this change of status. The student will be treated as having voluntarily terminated the Agreement on this date and any refund will be calculated accordingly. The Student will be treated as having given no prior notice for the purposes of clause 9 of this policy, unless the Student has previously advised the School in writing of the Student's intention to apply to Immigration New Zealand for a visa that will result in a change of status. In the event that notice of an intended change in status is given, the period after this notice is given will be counted as part of the notice period for the purpose of clause 9.

Where a student voluntarily requests to transfer to another signatory

14. If the Student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. This notice period does not include weeks that fall during scheduled school holidays. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory. Where less than 10 weeks' notice is given, any refund may be calculated based on the refund that would have been due if the termination had taken place 10 weeks after notice was given.

Refund of other fees

Requests for a refund of Homestay fees

15. If for any reason, the Student withdraws after their stay in a School Homestay, any unused Homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
16. Where the Student moves from a School Homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Request for a refund of fees unused at the end of enrolment

17. Except by written request from a Student or their Parent, prepaid fees unused at the end of enrolment amounting to less than NZD\$200.00 will be refunded to the Student in cash. Sums greater than NZD\$200.00 will be refunded into the bank account nominated by the Parent.

Outstanding activity fees or other fees

18. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Refund to be made to the country of receipt

19. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made

20. A decision by the School relating to a request for a refund of fees will be provided to the Student or Parent in writing and will set out the following information:
- a) Factors considered when making the refund decision;
 - b) The total amount to be refunded; and
 - c) Details of non-refundable fees

21. In the event the Student or the Parent is dissatisfied with a refund decision made by the School or is dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the Study Complaints, Disputes Resolution Scheme.

One Tree Hill College thanks you for your enquiry.

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 you can download and fill in the International Student Application Form, Contract of Enrolment and Accommodation Agreement from the school website, or email and request the forms be emailed to you. Complete these and send them back to the school by email.
2. Only parents or LEGAL guardians may sign the forms.
3. If we accept your application, we will send a Conditional Offer of Place and an invoice.
4. After we have received your payment, we will send an Unconditional Offer of Place that includes your receipt. You need these for your visa application.
5. Contact a New Zealand Immigration office to apply for a student visa.

OR applications can be made online via **ENROLLER** accessible from the International Page on the school website www.onetreehillcollege.school.nz/enrolment/international.

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 Conditional Offer of Place form for this application.

Immigration

Full details of visa 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.

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, we look forward to receiving your application. When you attend our school we will do all we can to make your stay safe, happy and successful.

We want your global perceptions to widen and your time at One Tree Hill College to be a rewarding and enjoyable experience.

Any questions should be referred to:

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