



POLICY AND CODE OF CONDUCT FOR INTERNATIONAL STUDENTS



WOODFORD
HOUSE

Policy and Code of Conduct for International Students

Policy on Enrolment of International Students

1. Woodford House welcomes international students for enrolment in accordance with its purpose, mission, cornerstones and strategic priorities.
2. International students are an integral part of the Woodford House family. Their presence enables Woodford House to:
 - a. Provide all students of the School with greater opportunities to be developed to the fullest extent of their potential and interests - academically, socially, and culturally;
 - b. Expose all students to diverse cultures and ethnicities, preparing students to take their place in an internationally integrated world; and
 - c. Generate income that will benefit all students.
3. To ensure an appropriate and high quality international student programme, Woodford House will:
 - a. Comply with the provisions of the Education (Pastoral Care of International Students) Code of Practice 2016 ("[the Code](#)");
 - b. Maintain clear and transparent requirements for enrolment of international students;
 - c. Maintain clear and transparent planning and fiscal arrangements regarding the enrolment of international students; and
 - d. Outline responsibilities for a) to c), above.

Aim

The aim of this policy is to preserve the legal status and rights of international students and ensure delivery of an appropriate and high quality international student programme at Woodford House.

COMPLIANCE WITH THE CODE

1. Woodford House is committed to best practices of international education and to providing the highest standard of care for our international students. To this end, Woodford House will at all times comply with the Code.
2. Woodford House will support international students by:
 - a. Providing effective pastoral guidance and care for all international students with appropriate professional development of the teaching staff;
 - b. Ensuring that each international student is provided with a comprehensive orientation programme to assist in the adjustment to a new school and culture;
 - c. Providing an academic programme which meets the learning needs of each student;
 - d. Employing trained, qualified and registered staff to ensure a consistent high standard of teaching and assistance;
 - e. Providing opportunities to gain a knowledge and appreciation of New Zealand life.

Enrolment of International Students

1. Woodford House has discretion to accept or decline international student applications.
2. Woodford House will accept completed international application forms from:
 - a. The international applicant or their parents/guardians; or
 - b. Credible Agents who have completed the necessary documentation.
3. Woodford House will consider completed international application forms on a case-by-case basis with regard to factors including, but not limited to:
 - a. Information submitted on the international application form;
 - b. The international applicant's satisfaction of the School's entry criteria;
 - c. The international applicant's particular needs and expected behaviour;
 - d. The international applicant's desire to be actively involved in the extra-curricular programmes offered by the School as well as an academic experience;
 - e. A formal interview with the international applicant (either in person or online);
 - f. The international applicant and their parents/guardians' connection with and willingness to accept the Special Character of the School;
 - g. The School's existing facilities and class sizes;
 - h. Student support networks.
4. Woodford House will contact successful applicants to make a Provisional Offer of Place. Once a Provisional Offer of Place is received, the international applicant must:
 - a. Complete and return the Acceptance of Offer;
 - b. Pay the required tuition fees;
 - c. Produce documentation to the satisfaction of Woodford House showing that Immigration New Zealand has granted a valid and appropriate student visa for the international applicant; and
 - d. Produce documentation to the satisfaction of Woodford House showing appropriate insurance for the international applicant, before Woodford House can make an Official Offer of Place confirming enrolment as an international student at the School.
5. Upon enrolment at Woodford House:
 - a. The international student has the same rights/responsibilities/privileges as any domestic student, except where Immigration New Zealand requirements override;
 - b. Woodford House reserves the right to place the international student in appropriate courses based on the student's competency in English;
 - c. Lessons for English Language Learners (ELL) will be available. Woodford House will determine the need for ELL lessons in accordance with assessment upon arrival;
 - d. The international student is encouraged to embrace Woodford House by engaging in the opportunities to develop their leadership qualities and contribute to school life up to and including Year 13;
 - e. The international student's performance shall be subject to yearly review, the results of which will determine whether Woodford House will make a Provisional Offer of Place to the international student for the next year;
 - f. No international student may own or drive a motor vehicle.
6. Woodford House reserves the right to terminate the international student's enrolment. Reasons for this may include:

- a. Providing false or misleading information as part of the international application and enrolment process;
- b. Continued and unexplained absenteeism;
- c. Misconduct in accordance with the Education Act 1989;
- d. Inadequate progress;
- e. Failure to pay fees;
- f. Criminal behaviour;
- g. An inability to attend for reasons such as illness or family obligation.

Fees

1. The fees for each international student covers the full cost of the international student's education and is comprised of:
 - a. Tuition fee (inclusive of international student levy and compulsory textbooks);
 - b. Accommodation (including boarding accommodation in term time and homestay during six weeks of school break);
 - c. Administration fee;
 - d. Insurance;
 - e. Personal spending (for example, uniform, stationery, internet, printing, school and sports trips, school camps, music tuition, speech and drama tuition, additional uniform items, taxi fares, telephone calls, general outings and concerts);
 - f. Woodford Alumni Association Lifetime Membership (one-off and non-refundable).
2. International students are the primary beneficiaries of the revenue generated by their enrolment and any surplus from the fees will be used to improve the facilities and resources for the whole student body.

Fee Protection and Refunds

1. To apply for a refund, the international applicant/student's parents/guardians must apply in writing to the Principal, clearly stating the reasons that a refund is sought.
2. Where an international applicant fails to obtain an appropriate student visa, they are eligible for a full refund less an administration and insurance fee provided by third party.
3. Where an international student withdraws from a course of study before completion, they are, under certain conditions, eligible for a full or partial refund of unused (proportional) tuition and boarding fee.
4. If the application for a refund is made before the course applied for has started, the School will make a full refund of fees less administration fee, insurance fee provided by third party and any material costs incurred in enrolling the international student. Advice of a decision not to start a course must be received by the School at least three weeks before the actual start of the course of study.
5. If the application for a refund is made after the international student has commenced at Woodford House, refund will only be considered in exceptional circumstances with a minimum of three-week notice of intention. In determining any refund, the School will take into consideration:
 - a. The exceptional circumstances;
 - b. Date of withdrawal;
 - c. Costs to the School.

6. Exceptional circumstances include but are not limited to:
 - a. The international student's serious illness (medical certificate required);
 - b. Death or serious illness of family member (medical evidence required);
 - c. Family bankruptcy.
7. No refunds will be made in the case of an international student being asked to leave the School for misbehaviour, violation of the contract with the school and/or failure to meet the course requirements (including poor attendance, not completing assignments or homework) or breaching New Zealand law.
8. Any refund made by the School will be remitted to the parents/guardians of the international student, or to an agent appointed in writing by the parents/guardians, not paid directly to the student.
9. A full or partial refund of unused (proportional) fees for undelivered services will be made to the international student's parents/guardians, in the case of Woodford House ceasing to:
 - a. Provide a study course as contracted with the international student, whether of its own accord or as required by an education quality assurance agency; or
 - b. Be a signatory to the Code; or
 - c. Operate as an educational provider.

Grievances and Complaints

1. Woodford House will deal with grievances and complaints through the following process:
 - Step 1: Make an appointment to discuss grievances with the International Director;
 - Step 2: If the issue(s) remain unresolved or resolved with dissatisfaction, make an appointment to discuss with the Principal and Deputy Principals;
 - Step 3: Contact iStudent Complaints if they experience continuous grievances or disputes. The Dispute Resolution Scheme (DRS) provide all the necessary details for students online at: <http://www.fairwayresolution.com/istudent-complaints>

Code of Conduct for International Students

All Woodford students must read and agree to all the school regulations as set out in the Student Handbook. International students must abide by the below rules:

1. Wear the designated uniform of respective activity with pride.
2. Attend school whenever it opens unless they can obtain approval for leave of absence. 95% attendance rate is required.
3. Attend and be on time to every class and all training sessions, rehearsals, matches or performances.
4. Be on task and complete homework.
5. Respect the facilities and equipment of the school and of others.
6. Be respectful, considerate and courteous towards other students, staff and visitors. Physical or verbal abuse and promiscuous behaviour is unacceptable; put downs and bullying will not be tolerated.
7. Agree to observe Woodford House's rigorous cybersafety practices to maintain a culture, which is in keeping with the values of the School and the safety of the School environment.

8. Never publicly criticise the school, teachers, and staff rather raise personal concerns with Woodford House via the appropriate channels.
9. Must not smoke, drink alcohol, or take any form of recreational drug.
10. Must advise the school of any change of address and/or contact phone number.
11. Adhere to the school rules and the laws of New Zealand at all times.
12. Acknowledge that the school may from time to time amend or add to these Rules in the interests of the school and the student, and the student is bound by such amendment.

Academic Requirements

International students must be passing at least 50% of the course for first year and 75% for consecutive years of study. They must always be aware of their responsibility as an international student and make a determined effort in school. It is an expectation that students complete all homework and assignments. These are requirements of Immigration New Zealand for student visa. Please see Immigration Act 1987 plus amendments for student visa conditions.

Travel

All students must respect the school term dates. All holiday travel must be within school holiday time only. The student's attendance for visa purposes will be affected if they travel during term time. Repeated unexplained absences can result in the withdrawal of the student visa. Please see Immigration Act 1987 plus amendments for pupil visa conditions.

All holiday travel plans must be documented and approved by the Global Education Department, prior to travel plans or reservations being made. It is necessary that parents are informed of all travel and give approval.

During term time, international students must keep their passport in the school's safe with the Global Education department for security reasons.

Medical Concerns

Woodford House will act as legal guardians and "in loco parentis" in any situation, especially in emergencies, whatever medical or other, including the possibility for surgical operations or any other treatment necessary for international students.

The school, its employees and the Host Family, at their discretion, and, if necessary, at the cost of the student or her natural parents – in the case of expenses exceeding the coverage of the insurance policy – reserves the right to place the student in a hospital or in any other institution for any type of assistance or medical treatment, or, if there is no hospital available, to place her under the care of a local medical doctor for her treatment.

The school reserves the right to return the student to the home country at his/her cost, if necessary, to submit to medical treatment, if this is deemed necessary by the above-mentioned people, after consultation with medical authorities.

The school has the power to request assessment of any learning or behavioural conditions, if accurate information has not been disclosed on this application. This authorisation shall be valid for the entire duration of the student's study programme at Woodford House.

Liability Release

Woodford House reserves the right to terminate the programme of any participant whose conduct may be considered detrimental or incompatible with the interest and security of the school or the student.

During term breaks and exeats, the boarding house will be closed and international students will be placed with appropriate host families arranged by the Global Education department. The student must accept and uphold the standards of conduct set by Woodford House, the boarding school during term time, and the host family during term breaks and exeats. She also agrees to maintain friendly and respectful relations with her teachers and the classmates and, especially, with the members of the host family, to accept the rules of conduct and to participate in family life as much as possible.

Arrival and Departure

Students arriving prior to commencement of study and holding a student visa to Woodford House (the School) are the school's responsibility and therefore must comply with all school rules and requirements.

Students wishing to remain in New Zealand at the end of the academic year and not return to their home country are the school's responsibility and therefore must comply with all school rules and requirements.

Students wishing to remain in New Zealand after completion of their studies or end of their enrolment with Woodford House are no longer the responsibility of Woodford House. Immigration New Zealand and Ministry of Education will be notified at the end of contracted course for this student.

Photographs and Marketing Material

The school may take photographs or camera footage of its student during school activities and by signing the Acceptance of Offer of Place, the student parents and the student grant us the permission to use that material on our website, international newsletter, school newsletters, school magazine as well as marketing material for the school.

Privacy Waiver in regard to Student Visa information with Immigration New Zealand

By signing the Acceptance of Offer of Place, the student parents and the student authorise Woodford House or a representative of the school to obtain any personal information in regard to her student visa status, medical status in regard to the student visa or character information in regard to the student visa. They also give permission for Woodford House to obtain information from Immigration New Zealand in regard to progress of student visa applications for their daughter.

Serious Misconduct

Serious misconduct may lead to a stand-down or suspension from school where a student's gross misconduct or continual disobedience is a harmful or dangerous. Serious misconduct can involve, but is not limited to: continual defiance or disobedience of instructions or rules; acts of violence (physical and verbal) against others; acts of vandalism – including actions which threaten the integrity of the school computer network; any illegal and/or recreational drug use, consumption of alcohol, smoking tobacco, 'vaping', solvent sniffing, or knowingly being in the presence of others who are so involved; any breach of law. This is in effect at all times, including times outside of school and in homestay accommodations. Parents will be consulted on any major problem, but the final decision with regard to dismissal from Woodford House will be the responsibility of the School Board of Trustees.

