

**CAMBRIDGE
MIDDLE
SCHOOL**
CONNECT · INSPIRE · GROW



International Student Handbook **Information Guide for Parents and Agents**

**Clare Street
Cambridge 3434
New Zealand**

Phone: +64 7 827 5135
Email: international@cms.school.nz
Website: www.cms.school.nz/cms-international/

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WELCOME TO CAMBRIDGE MIDDLE SCHOOL

We would like to extend a very warm welcome to all international students and their parents.

This handbook is a reference guide for international students at Cambridge Middle School. This information and the enclosed policies are provided as a requirement under the Education Act 1989.

Cambridge Middle School is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021, which is administered by the New Zealand Qualifications Authority (NZQA).

Cambridge Middle School values international collaboration and we often have students at our school from China, Japan, Korea and Vietnam. Every year we host a group of students from Makuhari Junior High School in Japan. In return, our students have the opportunity to make an annual exchange visit to Makuhari Junior High School in September/October.

We have a strong passion and commitment to developing programmes that support the academic, sporting, social and cultural development of our students. Our responsibility is to ensure that your child receives a high-quality education within a safe, respectful and supportive learning environment.

Cambridge Middle School welcomes enquiries from parents and education agents for both long- and short-term international students. If you would like to enrol your child at our school, please read through the material in this handbook and follow the application and enrolment procedures outlined on page 17.

We have a well-established pastoral care network designed to assist international students and their families and look forward to you joining our school and being part of our learning community.



Daryl Gibbs
Principal
daryl@cms.school.nz



Haydn Wright
**International Student
Coordinator**
international@cms.school.nz



Linnet Hatton
ESOL/Homestay Coordinator
linnet@cms.school.nz

SECTION 1: ABOUT OUR SCHOOL

School Type

Cambridge Middle School is a co-educational state school that caters for students in Years 7 to 10, aged from 10 to 15 years on enrolment. We believe the emerging adolescent is a very special and unique age group to teach. Children of this age are developing self-identity, opinions and a greater awareness of the world around them, and it takes people with a specific skill set and understanding to nurture them.

School Roll

Our school has approximately 590 students, 21 classroom teachers, and 6 specialist staff who are supported by the principal and senior leadership team, learning support staff, and administrative staff.

Classes are organised into six learning teams (Year 9 & 10 students are in Room 21 & 22 this year):

- **Koiri** (4 x mixed Year 7 & 8 classes)
- **Koru** (4 x mixed Year 7 & 8 classes)
- **Mangopare** (5 x mixed Year 7 & 8 classes))
- **Māui** (4 x mixed Year 7 & 8 classes)
- **Puhoro** (4 x mixed Year 7 & 8 classes)

School Motto

Connect – Inspire – Grow

School Mission Statement

‘Reward in Endeavour’

School Values

h	e	r	o
HAPPINESS HĀKOAKOA	EXCELLENCE PANEKIRETANGA	RELATIONSHIPS WHANAUNGATANGA	OPPORTUNITY WHEAKO
We provide an environment where everyone's identity is nurtured and they are cared for and safe.	We encourage the pursuit of our personal best in environments that are engaging and innovative.	We create a sense of belonging through valuing diversity, kindness and respect.	We offer a variety of meaningful and enriching experiences to enhance our lives.
“Mauria te pono” Believe in yourself, to be authentic, to be honest	“Whaia te iti kahurangi” Strive for excellence	“Aroha atu, aroha mai” If kindness is sown then kindness you shall receive	“Tūwhitia te hopo” Feel the fear and do it anyway
			

DESTINATION CAMBRIDGE

Cambridge is situated 22km south of Hamilton and is known nationally as the 'Town of Trees'. Cambridge Middle School is located in Clare Street, near the town centre.

Cambridge was voted the 'Most Beautiful Large Town in New Zealand' in 2019 for its scenic, cultural and sporting attractions. It is close to Lake Karapiro (rowing) and the Avantidrome (cycling) and has many vibrant cafes, restaurants, shops and art galleries.

Cambridge provides easy access to popular tourist destinations, including Matamata (Hobbiton), Waitomo Caves, Tauranga, Rotorua and Taupo. The award-winning Hamilton Gardens are only 20 minutes away by road.

Further information about what to do and see in Cambridge is available from the Destination Cambridge website: <https://www.cambridge.co.nz>

Getting to Cambridge

Auckland International Airport is two hours away by road transport. Rental cars are available to hire at the airport and there are regular bus and shuttle services between Auckland and Cambridge.

Intercity buses: <https://www.intercity.co.nz>

Supershuttle: <https://www.supershuttle.co.nz>

Aerolink shuttles: <https://www.aerolink.nz>

Jayride: <http://nz.jayride.com/>

Accommodation

Cambridge Middle School can arrange homestay accommodation for international students or families can make their own private arrangements.

There are a number of options for short-term rental accommodation:

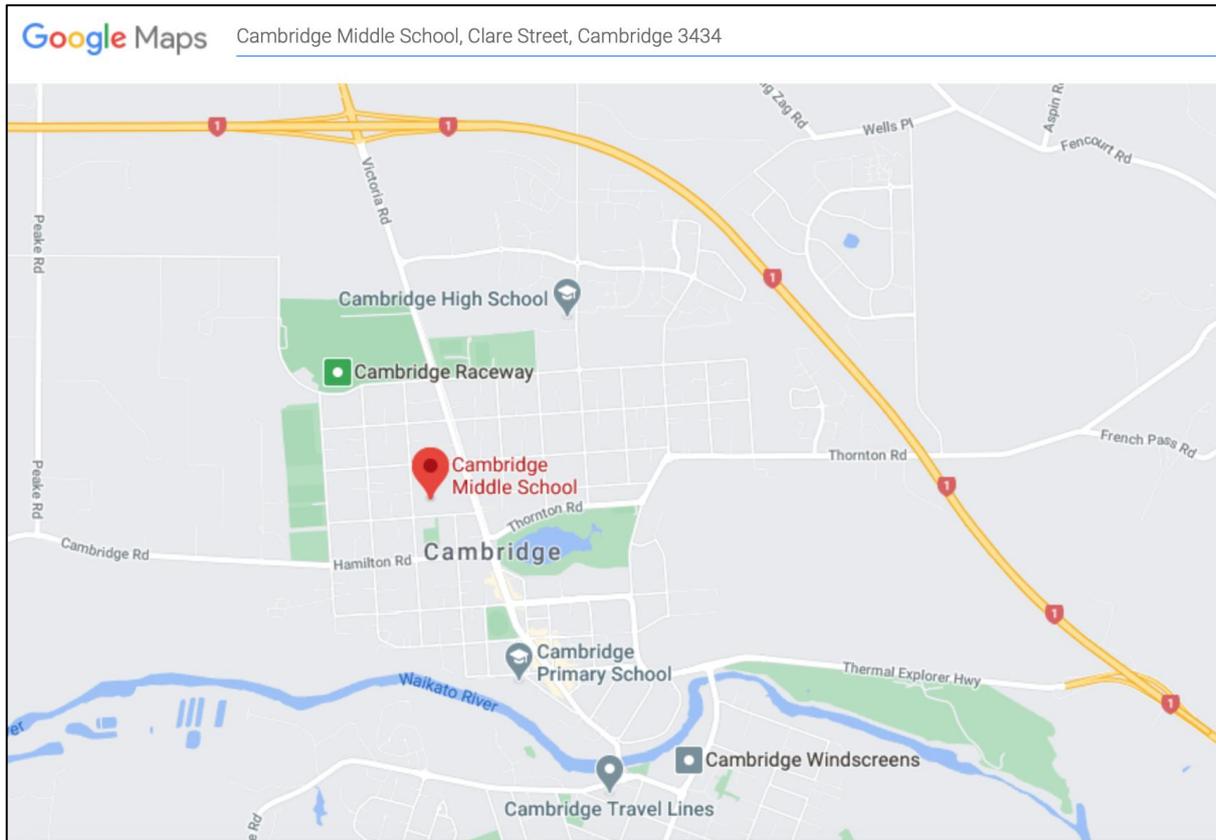
Airbnb: <https://www.airbnb.co.nz/s/Cambridge--New-Zealand>

Bookabach: <https://www.bookabach.co.nz/baches-and-holiday-homes/search/locale/cambridge>

Holiday houses: <https://www.holidayhouses.co.nz/new/search/Waikato/Cambridge>

Cambridge accommodation:
<https://www.cambridge.co.nz/accommodation/>

SCHOOL LOCATION



2026 TERM DATES

Term 1	Monday 02 February – Thursday 02 April
Term 2	Monday 20 April – Friday 03 July
Term 3	Monday 20 July – Friday 25 September
Term 4	Monday 12 October – Friday 11 December

SCHOOL HOURS

School Day Begins	8:45am
First Break	10:00am – 10:20am
Second Break	11.40am – 11:50am
Lunch	1:00pm – 1:50pm
School Day Finishes	3.00pm

Students have access to the school grounds and cloakroom before school in the morning but are expected to clear the school grounds by 3:10 pm, except for sports/music practice or when prior arrangements have been made.

SCHOOL UNIFORM

All students are expected to wear the correct school uniform, which is available for purchase from The Warehouse in Cambridge or online at <https://www.thewarehouse.co.nz/c/schools/cambridge-middle-school>

All items are summer and winter uniform. These can be worn at any time during the school year to suit the weather conditions.

Short-term international students may choose to wear their school uniform from their home country.

COMMUNICATIONS

CMS Office: 07 827 5135

CMS Attendance: 021 0250 3796

CMS Website: <https://www.cms.school.nz>

CMS Facebook Group: <https://www.facebook.com/Cambridge-Middle-School-304783593058476/>

24/7 Emergency Contact: 027 2609324 (Linnet Hatton, ESOL Teacher/Homestay Coordinator)

SCHOOL CURRICULUM

Cambridge Middle School is charged with providing programmes suited to individual learning needs.

Our Strategic Plan provides a clear focus to prepare learners to adapt to an ever-changing world and to meet and understand the needs of emerging adolescent learners in a happy and safe environment. This will be enacted throughout our HERO values and diverse curriculum.

Through a range of assessment practices, we gather information that is sufficiently comprehensive to enable the progress and achievement of students to be evaluated.

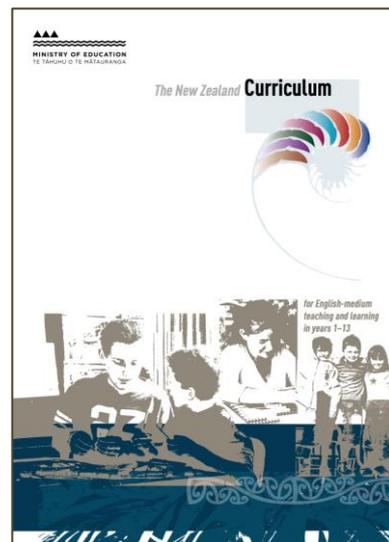
We will identify students and groups of students, and tailor the curriculum delivery to enhance their learning needs.

Classroom Programmes

Cambridge Middle School offers learning programmes in all areas of the New Zealand Curriculum.

These include:

- English (Speaking, Reading, Writing)
- The Arts
- Health & Physical Education
- Mathematics & Statistics
- Learning Languages
- Science
- Social Sciences
- Technology
- Science Laboratory
- Careers Education
- Te Reo Maaori



Further details about the New Zealand Curriculum can be found on the Ministry of Education website: <http://nzcurriculum.tki.org.nz/The-New-Zealand-Curriculum>

PROGRAMMES FOR INTERNATIONAL STUDENTS

Cambridge Middle School provides a range of programmes for international students:

- Orientation and reception programmes
- Full integration in mainstream classroom programmes
- Access to specialist teachers and programmes
- Withdrawal programmes that introduce students to New Zealand culture and introductory English (facilitated by our ESOL teacher, Linnet Hatton)

Orientation Programme

Coming to another country is a major life experience – getting used to a new environment, different foods, New Zealand culture, accommodation, the weather, and Kiwi accents. The aim of our school orientation programme is to introduce our international students to their new learning environment and provide them with positive experiences of our school culture.

Some of our students will act as buddies to help ensure our international students feel welcome and supported in their new school. They will help the student to learn about school routines (bell times, assemblies, school activities) and what to do at playtime and lunchtime. Buddies play a key role in helping international students to practise and develop their English language skills.

Integration in Mainstream Classroom Programmes

International students will spend most of their time in mainstream classrooms. Students will participate in lessons across all learning areas of the New Zealand Curriculum, using their English language in reading, writing, speaking and listening activities. International students are awarded a Certificate of Attendance at the completion of their period of enrolment.

ESOL Programme

Our ESOL teacher works with international students to reinforce and extend their English language learning. Groups of students are withdrawn from their regular classroom for one block each day and work with other international students who have the same level of English language proficiency.

Pastoral Care and Welfare of International Students

Cambridge Middle School accepts responsibility for ensuring that international students receive appropriate pastoral care. Students are monitored daily by their classroom teacher and ESOL teacher. Students who are living with a residential caregiver or designated caregiver meet regularly with the homestay coordinator to ensure that their accommodation is suitable.

If a student is not making good progress, interviews will be arranged for parents and caregivers to discuss the situation with a member of the senior leadership team. This may involve online meetings in situations where the student's parents/caregivers live overseas.

OTHER OPPORTUNITIES FOR STUDENTS

Cambridge Middle School students participate in a wide range of events at local, regional and national levels. Visitors to our school are impressed with the quality of learning programmes and the array of activities and opportunities available, both inside and outside of the classroom.

<p>Academic</p> <ul style="list-style-type: none"> • Science Fair • Waimaths • Bay Maths • Otago Maths • Kiwi Competitions (University of Canterbury) • Kids Literacy Quiz • Maths Extension • Literacy Extension • Science Extension • Technology Extension 	<p>Sports*</p> <ul style="list-style-type: none"> • Swimming • Athletics • Cross Country • Tug-o-War • Cricket • Netball • Tennis • Touch • Rugby • Football • Hockey • Equestrian • Basketball • Volleyball • Triathlon • Lacrosse • NZ AIMS • Totara Springs • Cycling • Water Polo
<p>The Arts</p> <ul style="list-style-type: none"> • Dance Extension • Drama Extension • Art Extension • Choir • Kapa Haka • Production • Drum Line • School Bands • Wearable Arts Enrichment 	<p>Leadership</p> <ul style="list-style-type: none"> • Student Leader • Librarian • Office Duty • Home Hosting • Pacific Island Trip • Makuhari Trip

*Further information about the various sporting opportunities available to students are listed on the Cambridge Middle School website:

<https://www.cms.school.nz/cms-sport/>

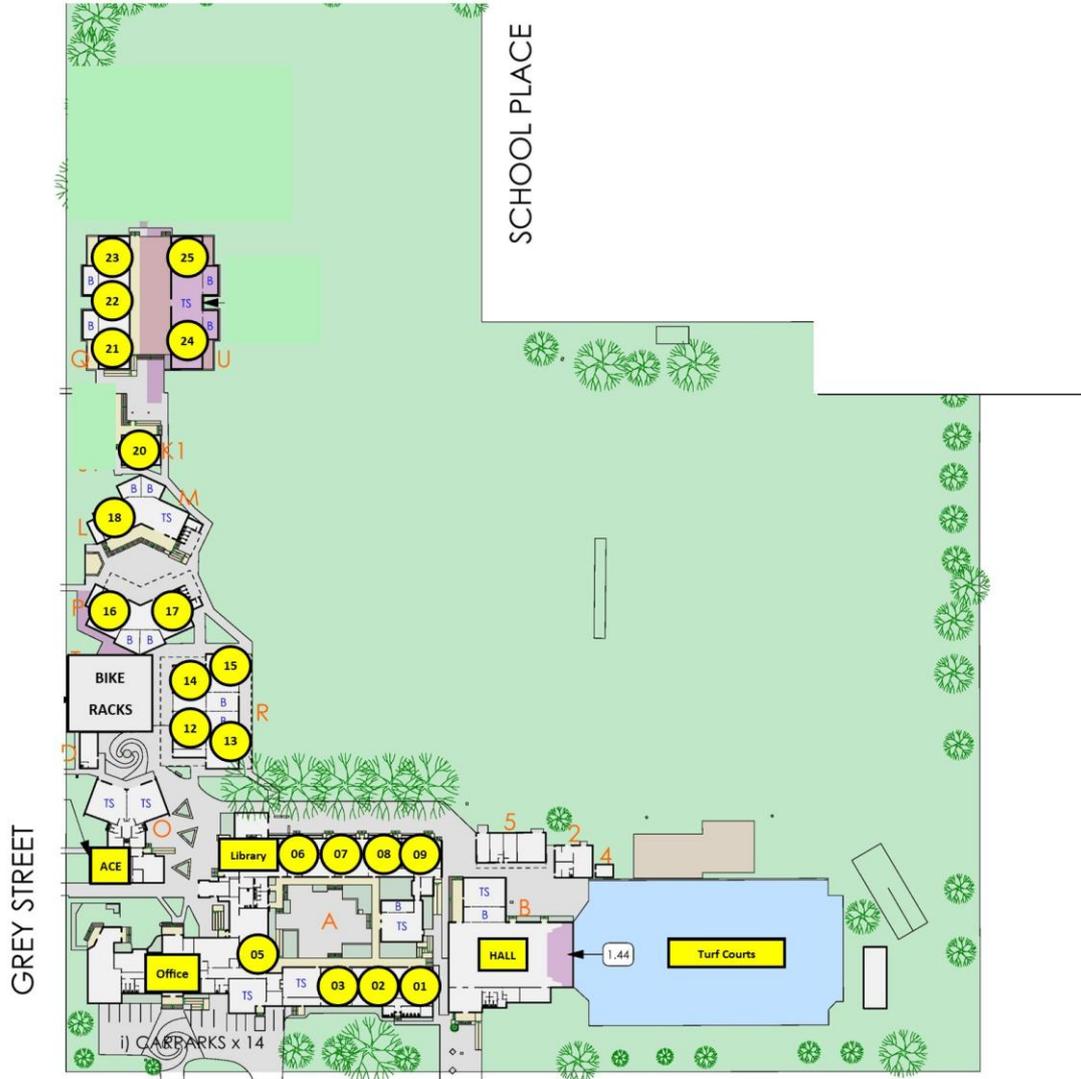
CAMBRIDGE MIDDLE SCHOOL STAFF 2026

Senior Leadership Team			
Principal	Daryl Gibbs		
Deputy Principals	Haydn Wright	Tagget Christophersen	
Assistant Principals	Charlott Bayliss	Natalie Marsh	

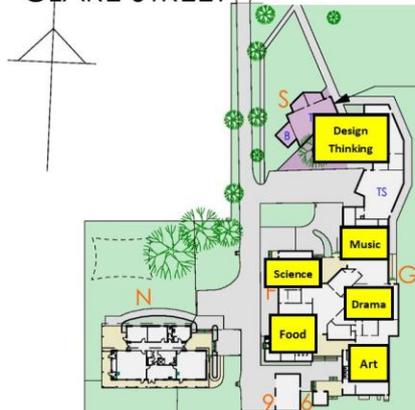
Koru			
Room 09	Georgina Glenn	Team Leader	
Room 08	Tian Hancke	Teacher	
Room 07	Larah Adams-O'Riley & Anita Hawkins	Teachers	
Room 06	Cullen Geurts	Teacher	
Māui			
Room 05	Bec Quayle	Team Leader	
Room 01	Travis Maclennan	Teacher	
Room 02	Danielle Fuller	Teacher	
Room 03	Debi Gallagher	Teachers	
Puhoro			
Room 12	Natala Pettit	Team Leader	
Room 13	Clarissa Ricardo & Paul Mudge	Teachers	
Room 14	Chris Garland	Teacher	
Room 15	Bevan Tohia	Teacher	
Koiri			
Room 16	Theresa Valvoi	Team Leader	
Room 17	Andy Burr	Teacher	
Room 18	Marnie van de Wall & Kara Coulam	Teacher	
Room 20	Jamie Hopson-Cameron	Teachers	
Mangopare			
Room 24	Deirdre Finn	Team Leader	
Room 21	Chantell Harris	Teacher	
Room 22	Claire Hewson	Teacher	
Room 23	Trisha Honey	Teacher	
Room 25	Leanne Haddock	Teacher	

CAMBRIDGE MIDDLE SCHOOL MAP

Term One 2026



CLARE STREET



2026 Classroom Teachers

Room 1	Travis MacLennan	Room 15	Bevan Tohia
Room 2	Danielle Fuller	Room 16	Theresa Valvoi
Room 3	Debi Gallagher	Room 17	Andy Burr
Room 5	Bec Quayle	Room 18	Marnie van de Wall & Kara Coulam
Room 6	Cullen Geurts	Room 20	Jamie Hopson-Cameron
Room 7	Larah Adams-O'Riley & Anita Hawkins	Room 21	Chantell Harris
Room 8	Tian Hancke	Room 22	Claire Hewson
Room 9	Georgina Glenn	Room 23	Trisha Honey
Room 12	Natala Pettit	Room 24	Deirdre Finn
Room 13	Clarissa Ricardo & Paul Mudge	Room 25	Leanne Haddock
Room 14	Chris Garland		

SECTION 2: APPLICATION AND ENROLMENT PROCEDURES

Code of Practice

Cambridge Middle School is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021, which is administered by the New Zealand Qualifications Authority (NZQA).

Before making an application for enrolment at Cambridge Middle School, the person enrolling an international student must have read and understood the Code of Practice: [HERE](#)

Enrolment Procedures

Cambridge Middle School welcomes applications from both long- and short-term international students. The minimum period of enrolment is two weeks. Where possible, applications must be made at least two months in advance of enrolment.

Applications are to be submitted online using this link: <https://cms.enrol.school.nz/>

When submitting your online enrolment, you will also need to provide copies of the following documents:

- Student visa or visitor visa
- Travel and medical insurance policy (in English)
- Immunisation record

The following forms are available to download from our school website: <https://www.cms.school.nz/cms-international/>

- CMS Schedule of Fees
- CMS International Student Refund Policy
- CMS International Student Handbook

You must provide a copy of the student's passport in order to verify their date of birth (DOB) for classroom placement, along with their most recent school report. If places are available, enrolment at Cambridge Middle School will be subject to payment of tuition fees and a receipt will be issued.

NOTE: If the relevant school documentation is not completed in a truthful and accurate manner, the enrolment may not be accepted or may be terminated at a later date.

Accommodation

Students aged 11 years or older may be placed with a designated caregiver (relative or close family friend) or a residential caregiver (homestay parent).

Cambridge Middle School can also arrange homestay accommodation for international students. Regular monitoring visits are undertaken to ensure that the living arrangements for international students are appropriate.

Please refer to our current Schedule of Fees on the Cambridge Middle School website for further information about homestay accommodation costs.

Immigration Requirements

International students must hold an appropriate Visa to study at a school in New Zealand. Full details of immigration requirements are available on the Immigration New Zealand website: <https://www.immigration.govt.nz>

International students must:

- be offered a place in a school before applying for a Student Visa
- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021
- pay international student fees.

International students who hold a Visitor Visa must:

- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021
- not be enrolled for more than one single three-month period of study
- pay international student fees.

NOTE: Students cannot take up an Offer of Place if they do not hold a current Visa to stay in New Zealand.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available on the Ministry of Health website: <https://www.health.govt.nz>

Accident Insurance

The Accident Compensation Corporation (ACC) 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 is available on the ACC website: <https://www.acc.co.nz>

Medical and Travel Insurance

International students (including groups) must have appropriate and current medical and travel insurance while studying in New Zealand and provide evidence of this (in English).

Cambridge Middle School can organise insurance on your behalf or you can arrange your own insurance through one of the following companies:

Uni-Care: <https://www.uni-care.org/Policy/NzStudentPlan> (preferred provider)

StudentsafeNZ: <https://www.insurancesafenz.com/studentsafe>

Orbit Protect: <https://orbitprotect.com/our-insurance/international-student-insurance/>

Southern Cross: <https://www.scti.co.nz/our-policies/international-student/insurance/>

NOTE: Medical and travel insurance must cover the period from when students first leave their home country to when they return, not just the time that they will be studying in New Zealand.

Attendance Requirements

Cambridge Middle School treats international students as it does domestic students and the school's normal attendance policies apply. All students are expected to attend school every day, unless there are special circumstances, such as illness or bereavement.

All non-attendance must be explained. Please ring the school office on 07 827 5135 or contact us by text message on 021 0250 3796 or email attendance@cms.school.nz to let us know if your child will be absent from school.

In cases of unexplained daily absence, the school's attendance service will be informed and a check made of the absence from school. School staff will also contact the residential caregiver, if students are living in homestay accommodation.

In the event of truancy or continuing truancy, the student's parents / caregivers will be notified and other actions may involve:

- Visits to the home by the school's attendance officer.
- Suspension procedures, where truancy is deemed to be gross misconduct that is a harmful example to other students.

Parents / caregivers of international students who fail to meet school attendance requirements will be contacted immediately. Outside agencies may be informed as necessary and appropriate.

NOTE: Immigration New Zealand will be notified if a student ceases to attend school.

Termination of Tuition

Students may be excluded from the school in cases of serious misconduct. The Ministry of Education Guidelines for Stand Downs, Suspension and Exclusion from School will be followed. Further information is available on the Ministry of Education website: <http://www.education.govt.nz>

NOTE: Immigration New Zealand will be notified in cases where international students are excluded from school.

**CAMBRIDGE MIDDLE SCHOOL
INTERNATIONAL STUDENT FEES 2026**

LONG-TERM STUDENTS (more than 12 weeks)

Administration Fees (non-refundable)

- Annual (full year) - \$NZ600
- Semester (two terms) - \$NZ500

Annual Tuition Fee – \$NZ16,500

Includes ESOL tuition and curriculum textbooks on loan. Does not include TOEFL, IELTS, or NZQA examination entry fees. Payment in full is required in advance for a full year's study.

Expenses – \$NZ1,000

This payment is kept on account for the student to cover uniform, stationery and other expenses, including outdoor excursion fees, school trips, sports affiliation fees, etc. The unused balance, if any, is refunded when the student completes their schooling at Cambridge Middle School. Uniform can be purchased at The Warehouse in Cambridge.

Insurance (1 Year) – approx. \$NZ550.00

Travel / medical / property insurance is a condition of enrolment. This can be arranged by the school with Uni-Care, which includes assisting students with their claims and other policy matters. Information translated into your preferred language is available on the Uni-Care website: www.uni-care.org/

Homestay Fees – \$NZ400 per week per person

Our quality homestay programme is administered by the school. Payment is required in advance. To satisfy student visa requirements, a student's homestay account should always be in credit of one term's homestay. Homestays provide a furnished room per student, all meals, laundry, plus care and guidance.

Annual Placement and Supervision Fee – \$NZ250

This provides ongoing contact and supervision of the student and the homestay by the Homestay Coordinator. Advice and guidance, renewal of student visas, assistance with medical, dental, and banking needs and, by agreement, managing payment of student accounts by the International Student Coordinator and Homestay Coordinator.

SHORT-TERM STUDENTS (less than 12 weeks)

Administration Fee (non-refundable) – \$NZ400

Weekly Tuition Fee – \$NZ550 per person

Please contact us for further information about short-term study options at our school. Cost per week of tuition is \$NZ550, plus an administration fee, insurance, and homestay placement fee (if required). Students are able to wear their own school uniform from their home country.

All fees are quoted in New Zealand dollars and exclude Goods and Services Tax ("GST") at the rate of 15% depending on the nature of the supply. GST will be added to all fees except for the hosting fee which is exempt from GST. This is a New Zealand Government tax payable on the supply of goods and services. If the GST rate increases, we reserve the right to change our fees accordingly.

Cambridge Middle School Bank Account

Bank: ASB, Cambridge, New Zealand

Account No: 12-3268-0086048-00

Swift Code: ASBBNZ2A

Fees quoted above are valid as at February 2026 and are subject to review

**CAMBRIDGE MIDDLE SCHOOL
SUMMARY OF APPLICATION AND ENROLMENT PROCESS**

		Office Use Only
1.	Parents complete the Online International Enrolment and include a copy of their child’s passport, vaccination certificate, and their most recent school report.	
2.	Parents complete the Accommodation Agreement as part of the online enrolment if they require homestay accommodation for their child.	
3.	Parents complete the Designated Caregiver Agreement as part of the online enrolment if their child will be living with a relative or close family friend.	
4.	If a place is available for your child at the appropriate year level, CMS will send you an Offer of Place and an invoice for payment of tuition fees.	
5.	When the tuition fees have been paid into our school bank account, CMS will send you a receipt.	
6.	Parents apply to Immigration New Zealand for a Student Visa or Visitor Visa (up to 3 months in a single period of study).	
7.	Once the visa has been granted, parents advise CMS of their travel plans and send us a copy of their medical and travel insurance policy (in English).	
8.	Prior to arrival, CMS will send parents a welcome letter with details about the class their child has been placed in.	

SECTION 3: POLICIES AND PROCEDURES FOR INTERNATIONAL STUDENTS

CAMBRIDGE MIDDLE SCHOOL INTERNATIONAL STUDENT CODE OF CONDUCT (International Student Application Form and Contract of Enrolment – Schedule 1)

In line with our School Guidelines, it is expected that all International Students at Cambridge Middle School will:

- Abide by and not violate the laws of New Zealand;
- Adhere to our school values and guidelines;
- Follow the rules and programme set by their homestay caregivers;
- Complete their school work and participate in extracurricular activities to the best of their ability;
- Attend school every day unless they are sick or there are special circumstances;
- Be on time to school and classes;
- Always have the correct equipment to learn in all classes; and
- Only use approved devices to support class work.

Please log in to our SchoolDocs site to view our Policies & Procedures:

<https://cms.schooldocs.co.nz>

Enter our username: cms

Enter our password: hero

*Cambridge Middle School has a zero tolerance for bullying or discrimination.
If you feel that an International student is being treated unfairly,
please contact the Senior Leadership Team and they will look into the matter.*

CAMBRIDGE MIDDLE SCHOOL
DISCIPLINARY POLICY FOR INTERNATIONAL STUDENTS

(International Student Application Form and Contract of Enrolment – Schedule 2)

1. The following is the School’s current disciplinary policy for dealing with breaches of the Agreement. This is not intended to restrict the School’s general power of discipline and this policy may be changed from time to time at the discretion of the School.

Overview

2. Except in serious situations where immediate termination of the Agreement is necessary, or where the breach does not call for any formal response other than a warning, the School will try, where appropriate, to follow a two-stage disciplinary process.
3. In Stage One, the School will investigate and decide the facts, and will reach a conclusion on what happened and whether it amounts to a breach of the Agreement.
4. In Stage Two, if the School has decided that a breach has occurred, the School will consider the appropriate response to that breach, up to and including termination of the Agreement.
5. The Student and the Parents will have an opportunity to provide a response to the alleged breach that the School is investigating (**the Allegation**) and any proposed disciplinary action that the School is considering taking (**the Proposed Action**).
6. This policy does not limit the School’s power to take appropriate disciplinary action urgently and without following this process if this is necessary having regard to the seriousness of the breach.
7. This policy also does not limit the School’s power to suspend the student for the duration of the disciplinary process where suspension is considered necessary for the safety or education of any person.

General Policy

8. When the School is conducting a disciplinary process involving the Student it will aim to provide the Student with the following:
 - (a) a written summary of the Allegation or the Proposed Action;
 - (b) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
 - (c) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (keeping in mind the seriousness of the Allegation or the Proposed Action) before giving a response;
 - (d) an opportunity to contact their Parent before giving a response, unless the delay caused by contacting that person is unreasonable keeping in mind the seriousness of the Allegation or Proposed Action;

-
- (e) an opportunity to have an independent support person of their choice present at any meeting relating to the disciplinary process;
 - (f) an opportunity to meet with that support person in private at any stage during the disciplinary process;
 - (g) an opportunity to have a translator present (or otherwise enable the student to participate in the process in their own language) during any meeting or process if the School or the Student considers that a language barrier means that a translator is required; and
 - (h) a copy of this policy setting out the rights which the Student has when engaging in the disciplinary process.

Disciplinary Procedure

Stage One: Incident Investigation

9. When the School learns of any incident or any other thing that may be a breach of the Agreement or might otherwise require a disciplinary response, the School will notify the Student of the Allegation and will provide the Student with an opportunity to give a response.
10. Where appropriate, keeping in mind the seriousness of the Allegation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Allegation.
11. When the School makes a decision about the Allegation it will inform the Student and parent, in writing if possible, about its conclusion as to what happened and whether it amounts to a breach of the Agreement.

Stage Two: Outcome Discussion

12. If the School determines that a breach of the Agreement has occurred, it will inform the Student and parent of the possible disciplinary actions that it will consider taking in response to the breach and will provide the Student and parents with an opportunity to give a response.
13. Where appropriate, keeping in mind the seriousness of the breach, the Student and parent will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before deciding the disciplinary action to be taken.
14. When the School decides the disciplinary action that it will take in response to the breach, it will inform the Student and parents of its decision, in writing if possible. The disciplinary action will not take effect, and no actions will be taken to put it into place, until the Student and parents have been informed of the decision.

**CAMBRIDGE MIDDLE SCHOOL
INTERNATIONAL STUDENT FEES REFUND POLICY**

(International Student Application Form and Contract of Enrolment – Schedule 3)

Requests 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; and
 - g. any relevant supporting documentation such as receipts or invoices.

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 a 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.

Requests for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any non-refundable fees as set out in this policy. Evidence must be provided to the School of Immigration New Zealand declining to grant a visa.

Requests for a refund for withdrawal from enrolment of one term or less:

5. Where a 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.

Requests 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 enrolment.
8. If the Student voluntarily withdraws **less than 21 days before the start date of 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 10 weeks' tuition fees and any other relevant 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 enrolment.
9. If a 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.

Requests 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 Parent 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 the Parent 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 a Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, the School will consider a request for a refund less:
- Any non-refundable fees set out in this policy;
 - A minimum of ten weeks tuition fees from the date of termination; and
 - 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 a Student changes to a domestic student 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 that the Student has obtained a visa permitting them to change to domestic-student status.

Where a student voluntarily requests to transfer to another signatory after the start of enrolment.

14. If a Student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory.

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.

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

17. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

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.*

Refunds to be made to the country of receipt

19. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 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
 - 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 International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

CAMBRIDGE MIDDLE SCHOOL COMPLAINTS AND GRIEVANCES PROCESS

Schools that are signatories to the Code of Practice must have a process in place for dealing with complaints from international students.

What to do if you have a problem:

If you have a complaint or wish to discuss a problem, please see your child's classroom teacher in the first instance. If you are not confident with your English language ability, you may bring a friend with you for support.

Problems with friends or other students:

- Make an appointment to talk to the classroom teacher. If this doesn't resolve the problem, then see the ESOL teacher (Linnet Hatton) or the Deputy Principal with responsibility for international students (Haydn Wright).

Problems with subjects or teachers:

- Talk to the ESOL teacher (Linnet Hatton) or the Deputy Principal with responsibility for international students (Haydn Wright). If this doesn't resolve the problem, then see the Principal (Daryl Gibbs).

Problems with your homestay/designated caregiver:

- Talk to the homestay coordinator (Linnet Hatton).

Further actions:

If you feel that your concerns have not been resolved by the school, you can make a complaint to NZQA (freephone 0800 697 296). You can also submit a query about your complaint through the NZQA website: gadrisk@nzqa.govt.nz

NZQA will make an independent assessment of your complaint and then:

- investigate your complaint, or
- refer your complaint to someone else who can better help you, or
- advise you about any other options.

Further information about making a complaint is available on the NZQA website:

<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

Or, if your complaint is about money you have paid, or your enrolment contract with the school, you can contact iStudent Complaints, the dispute resolution scheme operator:

<https://www.istudent.org.nz>

iStudent Complaints is an independent service with experience in helping people to resolve disputes (freephone 0800 00 66 75).

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy, talk to someone to help solve the problem. You can ask a friend or another person to support you.

Problems with your homestay or caregiver

Problems with other students

Problems with your schoolwork, teachers, assessments

Problems with fees, refunds, insurance, enrolment

Talk to
Linnet
Hatton
Homestay
Coordinator

Talk to
your
classroom
teacher

Talk to
Haydn
Wright
Deputy
Principal

Talk to
Jo Baker
Executive
Officer

If you are still not happy, talk to Haydn Wright
International Student Coordinator

Not happy with the outcome? Ask a trusted staff member
to help you approach the Principal or School Board

If you think the school has not found a satisfactory solution and is in breach of the Code contact NZQA: **0800 697 296**

Submit a complaint query on the NZQA website: www.nzqa.govt.nz
or email: risk@nzqa.govt.nz

If your complaint is about fees, contact iStudent Complaints:

www.istudent.org.nz

Summary of the Code of Practice for the Pastoral Care of International Students

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website: www.education.govt.nz.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand Government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website: www.nzqa.govt.nz

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code you can email: code.enquiries@nzqa.govt.nz

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student coordinator/director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts)

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint, see the NZQA website:

<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in several ways:

P.O. Box 2272
Wellington 6014
New Zealand

International phone number: +64 4 918 4975
Freephone (within New Zealand): 0800 00 66 75

Email: complaints@istudent.org.nz

Website: www.istudent.org.nz

On social media:

Facebook: www.facebook.com/istudent.complaints

WeChat (search for 'NZ iStudent Complaints ') Chinese language only

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

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.