

Raphael House

Prospectus for International Students

2021



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Information about Raphael House Rudolf Steiner School

Introduction

Raphael House is a Waldorf school near Wellington, the capital of New Zealand. Established in 1979, we have a roll of about 350 students from Kindergarten to Year 13. We offer rich academic, sporting, cultural, and outdoor education opportunities. Nature is on our doorstep with wild coasts and mountainous forests as well as our spectacular Wellington Harbour. The city hosts many arts, cultural and musical events and is known as the Coolest Little Capital in the World!

International Programme

The school welcomes students from all over the world. Some stay short term (minimum of 3 months/one term), most stay for half a year and some for a whole year or even longer, studying for university entrance.

Our international programme helps to facilitate and increase intercultural competence, to develop cultural understanding, to enable students become global citizens, to create cooperative and meaningful connections with people across the world now and in the future and to increase resilience, mutual tolerance and global understanding.

We offer:

- ▶ Individual growth and learning
- ▶ Quality teaching by experienced qualified teachers
- ▶ Sports, music and drama
- ▶ Excellent pastoral care
- ▶ Full homestay
- ▶ English language support
- ▶ Elective subjects in classes 11 and 12
- ▶ Internationally recognised qualification (NZCSE)
- ▶ Preparation for university entrance
- ▶ Orientation programme
- ▶ No uniform

The New Zealand School year starts in late January/early February and finishes in mid-December. Each term is approximately 10 weeks long with a two week holiday at the end of terms 1, 2 and 3 and a longer break over Christmas, which is summer time in New Zealand. Starting dates and course length are flexible and homestay families are organised. For information about New Zealand school terms, please visit <https://parents.education.govt.nz/essential-information/school-terms-and-holidays/>

Highlights of the school year, Sport and other Activities

We offer a rich programme of activities, such as outdoor activities and camps, art, class plays, music and concerts, festivals, languages (ESOL, German and Japanese), sports (hockey, soccer, futsal, water polo, netball etc.) and community based work experience.

	Camps (4-6 days)	Other
CI8	Term 1 Hawkes Bay Bike camp Term 4 Threshold camp	
CI9	Term 1 Geology camp in the Tongariro National Park Term 4 Odyssey camp	Term 3 Farm experience (2 weeks)
CI10	Term 1 Canoe camp in the Whanganui National Park – Term 4 Surveying Camp	Term 2 Class Play – usually (3-4 weeks) Term 4 Community volunteering (2 weeks)
CI11	Term 1 Tramping camp in the Abel Tasman National Park	Class 11 Music Project Term 4 Work experience (3-4 weeks)
CI12	Term 1 Tramping camp in the Uruwera National Park Term 4 Rites of Passage camp	Class 12 Music Singing Solos Class 12 Project Term 4 Class Play (4 weeks)

Main Lessons

Main lessons take place over the first hour and 40 minutes of every day, for a three week period. This in-depth study fosters a deep appreciation of the subject and is structured by the teacher in such a way as to harmonise their thinking, feeling and willing capacities.

Class 8 Main Lessons

Creative Writing, Novel Study, Statistics, Geometric Solids, Physics, Food Chemistry, Sustainability&Ecology, World Geography, History.

Class 9 Main Lessons

Probability, Measurement, Geology, Heat&Engines, Organic Chemistry, Human Biology, Art History, Revolution, Protest&Propaganda, Tragedy&Comedy.

Class 10 Main Lessons

Art of Language, Surveying, Biology, Acids&Bases, Mechanics, Living Earth, New Zealand History, Ancient History, Odyssey.

Class 11 Main Lessons

English: Novel Study and Poetry, Parzival, Power&Poverty, Careers, Atomic Physics, Periodic Table, Botany, Comparative Religions, Contemporary Art, Eurythmy.

Class 12 Main Lessons

Creative Writing, Issues of our Times, Evolution, Optics, Architecture, Philosophy, Festival of Song, Human Development, Class 12 Project, Eurythmy.

Elective Subjects

Students up to Class 11 study a wide variety of subjects, including Eurythmy, Handwork, Woodwork, Life Skills and Outdoor Classroom. International students can choose between Japanese, German or independent second language study from Class 8 onwards.

In **Class 11**, students choose **three subjects** out of the following electives:

- ▶ Visual Art – including a unit on film photography
- ▶ Crafts - including leatherwork, bookbinding and screen printing
- ▶ Woodwork – incorporating metal and other hard materials
- ▶ Music
- ▶ Drama
- ▶ Second Language (German or Japanese)
- ▶ Biology
- ▶ Chemistry
- ▶ Physics

In **Class 12**, students choose four subjects out of the following electives:

- ▶ Visual Art
- ▶ Textiles
- ▶ Woodwork
- ▶ Music
- ▶ Drama
- ▶ Second Language (German or Japanese)
- ▶ Biology
- ▶ Chemistry
- ▶ Physics
- ▶ Elective English
- ▶ Calculus
- ▶ Statistics

In Class 12, students also complete a project and the singing solos.

Qualification

The *New Zealand Certificate of Steiner Education (NZCSC)* is recognized by NZQA (New Zealand Qualification Authority) as a secondary school qualification, equivalent to NCEA (National Certificate of Educational Achievement) it is an internationally recognized Steiner qualification with university entrance at Level 3.

Festivals

At Raphael House, we celebrate the following festivals throughout the year:

- ▶ Michaelmas (Autumn, March)
- ▶ Easter (March/April)
- ▶ Pentecost (April/May)
- ▶ Matariki/Mid-Winter (June)
- ▶ Spring Festival (September)

For information on life as an international student in New Zealand, visit **NauMaiNZ**:
<https://naumainz.studyinnewzealand.govt.nz/>

For more information about Raphael House visit our **website**:
<https://www.raphaelhouse.school.nz/international/welcome/>

You can also contact the **International Student Coordinator**, Irja Haefliger, by e-mail:
international@raphaelhouse.school.nz

Information about Your Rights in New Zealand

Code of Practice for International Students

Raphael House Rudolf Steiner Area School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 (Amendments 2019) published by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution or from the [NZQA website International Students section](#). A summary of the COP in various languages is available.

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>. For many countries, no visa is required if you are staying in New Zealand for less than three months.

Eligibility for Health Services

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

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

Medical and Travel Insurance

Before enrolment, international students must have appropriate and current medical and travel insurance (see "Medical and Travel Insurance Policy" on page 18) for the full period of the course, from leaving home to returning home.

For information on **Conditions of Enrolment, Code of Conduct, Disciplinary Policy, Fee Protection Policy, Refund Policy and Accommodation Requirements** please refer to the **Student Contract of Enrolment** and **Accommodation Agreement**.

Application and Enrolment Procedure

STAGE 1: APPLICATION

When you apply to enrol at Raphael House Rudolf Steiner School, we will send you:

- ▶ Our **Application form, Student Contract of Enrolment and Accommodation Agreement** and supporting documents

We will also ask you/your child to:

- ▶ Provide a recent **School Report**
- ▶ Provide a **Profile/Introductory Letter** with some photos
- ▶ Provide two **Confidential References**

Verifying your child's eligibility to attend may also include an interview or provision of further documents.

STAGE 2: ENROLMENT, OFFER OF PLACE and PAYMENT OF FEES

If the application is successful, we:

- ▶ Send you an **invoice** (International Fee Paying Students only)
- ▶ Our **Homestay Matching Form**
- ▶ Send you an **Offer of Place** (see Stage 3: Visa Application)
You can now start applying for a visa (APO – approval in principal)

STAGE 3: RECEIPT OF FEES

Once we have received your fees in full (International Fee Paying students only), we:

- ▶ Send you a **receipt** which states that the school fees have been paid.
This receipt is needed to finalise your visa.
- ▶ Make sure you have a copy of the Contract of Enrolment and the Accommodation Agreement signed by both you and the school
Please note that for acceptance on the roll of Raphael House Rudolf Steiner School, your child must be living with a parent/legal guardian, designated caregiver or homestay (residential caregiver). No other accommodation option is acceptable. Children under 10 must live with their parent/s or legal guardian/s at all times.

STAGE 4: VISA APPLICATION

Once you have received your **Offer of Place** you must apply to the New Zealand Immigration Service for a visa naming Raphael House Rudolf Steiner School (this may take 2-3 weeks).

For information on visa application, visit the following website:

For International Fee Paying students:

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/full-fee-paying-student-visa>

For Exchange students:

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/exchange-student-visa>

Please send the visa immediately to international@raphaelhouse.school.nz upon receiving it from Immigration NZ.

We will also need the following documents:

- ▶ A copy of the personal details page of the passport
- ▶ Medical Insurance information
- ▶ A copy of the flight schedule

STAGE 5: PRE-ARRIVAL INFORMATION

A few weeks before arrival, we will send you the following information:

- ▶ Homestay family details
- ▶ Raphael House International Students Orientation Guide
- ▶ Cultural information

We are happy to answer any questions you may have by e-mail or phone at any time in the application and enrolment process.

Fee Schedule

for International Fee Paying Students

All fees are shown in New Zealand Dollars (NZD). Some items include Goods and Service Tax (GST) of 15%. Fees must be paid in full before the enrolment is finalised.

Note: These fees do not apply to exchange students.

Administration fee	NZD 500 (incl. GST) - This fee is non-refundable.
Pastoral support fee <small>(covers pastoral support as outlined in the COP for International Students 2016)</small>	NZD 200 per term (incl. GST)
Rudolf Steiner Trust fee	NZD 287.50 per term (incl. GST)
Tuition fees	NZD 400 per week (incl. GST) during the school term. There are four school terms each year and they are usually 9 - 11 weeks long.
Camp fees (if applicable)	NZD 350 per camp (incl. GST) - This fee is non-refundable.
Incidentals <small>(covers unforeseen expenses, for example sports fees, medical costs, extended homestay fees)</small>	NZD 580 (incl. GST) - The balance is refundable if the funds are not used.
Accommodation - Homestay <small>(includes three meals a day)</small>	NZD 290 per week (incl. GST) - This must be paid in advance.

Orientation and Support

The International Student Coordinator is the main person responsible for the orientation of the students and their on-going welfare within the school community. This is done in close liaison with the sponsors, classroom teachers and the Upper School Coordinator Raphael House Rudolf Steiner School's International Coordinator is Irja Haefliger (international@raphaelhouse.school.nz).

When a new international student arrives, an orientation meeting will take place. Orientation for students, and their parents where relevant, is very important in the first few weeks, and continues throughout the student's time in New Zealand in the form of ongoing advice and support.

Orientation and information provided to students should be relevant to what they need to know at the time, relevant to their situation, age-appropriate, and in the student's own language if necessary.

We take care not to overload students with information: we use a planned approach, repeat key information, and try to make sure students understand the information they receive.

Orientation programme

Our orientation programme provides each international student with information about:

- ▶ our school and school policies as relevant to their time at our school
- ▶ the services, support, and facilities our school offers
- ▶ the name and contact details of a designated international student support person
- ▶ health and safety
- ▶ grievance procedures (internal and external)
- ▶ terminating enrolment
- ▶ students' rights and entitlements, including any entitlement to a fee refund if the student withdraws voluntarily.

Health and safety information and services

International students are given health and safety information, such as:

- ▶ how to ask for help
- ▶ what to do in an emergency, e.g. ring 111, school emergency procedures
- ▶ road safety (pedestrian and cycling)
- ▶ outdoors and water safety
- ▶ personal safety
- ▶ welfare and support services, e.g. personal and mental health services, drug education, counselling
- ▶ sexuality and sexual health information as appropriate, e.g. sexual health services
- ▶ New Zealand laws, e.g. sale of alcohol and tobacco
- ▶ what to do about issues of harassment and/or discrimination, including bullying
- ▶ available cultural support.

We give you international students health and safety, and services information during their orientation, verbally and in written form.

International Buddy Programme

New international students are “buddied” up with a student in their class to help settle into school and life in New Zealand. The buddy’s role is to help the new student integrate into the class, with daily routines, timetables, and activities during the breaks. Your buddy may also invite you to do something with them outside class, in the afternoons or on the weekend.

ESOL – English Language Support

Information about English language proficiency is sought prior to enrolment. Students may be required to complete an English language assessment and in some cases, students may be asked to attend English language classes at a language school prior to studying at Raphael House to ensure English language proficiency and capability. Further testing is done upon arrival at Raphael House.

English language support at Raphael House is dependent on the student’s level of English. We offer the following forms of support:

- ▶ in-class support
- ▶ teacher aide support
- ▶ independent study
- ▶ specialised ESOL lessons/tutorials

The International Student Coordinator together with subject teachers continues to monitor international students during the first few weeks while they settle into the class and the school.

Once the initial period is over, the International Student Coordinator together with subject teachers continues to monitor the student's progress through informal meetings, ESOL teaching times, and (where necessary) through formal meetings with the student, the classroom teacher, and the parents/caregiver.

Translators are available if necessary. These may be another student or an adult, depending upon the situation and the requirements.

Parents/caregivers can e-mail the International Student Coordinator, ESOL and/or classroom teacher to discuss any queries or concerns at any time.

Cultural Support for International Students

Raphael House offers international students cultural support to help ensure your health, safety, and well-being, while keeping you in touch with your culture.

We give our international students information and advice on how to interact with people from different cultural backgrounds and how to adjust to a different cultural environment in New Zealand. We also make sure you know about the cultural and community support available to you.

We keep a record of cultural support people who speak your first language, and this is discussed with you on enrolment and during orientation. If appropriate, we will “buddy” you with another international student of the same ethnicity.

Raphael House also encourages our international students' cultures to be acknowledged and integrated into their learning environment.

We involve international students in school life and show interest in their culture in a range of ways, including:

- ▶ classroom discussions
- ▶ greetings or songs in the student's first language
- ▶ festival contributions and observing special cultural days

Coping with Problems

We want you to be happy at Raphael House. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

If you have a concern, complaint or issue, contact the International Student Coordinator and discuss the matter. If you feel comfortable, you can also discuss the matter directly with your teacher or sponsor.

If the matter can't be resolved, contact the principal or Upper School Coordinator/Deputy principal or a member of the board of trustees.

We want to know about any worries or concerns you have. We will always take notes about your concerns and do our best to find solutions. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

If an informal meeting does not resolve your concern, you may need to make a formal complaint.

Formal Complaint

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility:	Action
Complainant	<ol style="list-style-type: none">1. Put your concerns in writing, and sign the letter. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers.2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.
Principal (if complaint is about a staff member)	<ol style="list-style-type: none">3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned. Inform the chairperson of the board of trustees.
Board chair (if complaint is about the principal)	<ol style="list-style-type: none">4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an investigation may take place.

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity. Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.

Refer also to the NZQA brochure on how to make a complaint (<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>) and

Note: If the complaint relates to an international student, and it cannot be resolved by following this process, refer to the MOE's website for information about students' complaints about an educational organisation (<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/#heading2-1>). You must be able to show that you have tried to get the school to act before you contact them. They will consult the school to see what can be done to help you.

Absence or Withdrawal from School

If a student withdraws from school

- ▶ The parents must write to the school before the student's last day, giving the date of the final day of attendance and the reason for leaving. The school must notify the Immigration Service.
- ▶ Depending on the circumstances, the Refund Policy (see Contract of Enrolment) may apply.

If a student is not attending their course

- ▶ In the case of absences, the parent/guardian/caregiver must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and any following days. If the absence can be foretold, e.g. an appointment, then the school is to be informed in writing the day before the appointment or earlier.
- ▶ If the student is absent with no reason, then the school initially contacts the parents for an explanation. If the child is being truant from school, the International Student Coordinator will have a meeting with the parents to rectify the situation. If the truancy continues, then a family meeting will be held and contingencies put in place. If this does not rectify the situation, then the enrolment will be terminated and the Immigration Service notified.
- ▶ If the student does not attend for more than twenty consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and will notify the Immigration Service. However, if the parents have previously notified the school in writing that the child will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.
- ▶ If the student is withdrawn from or ceases to attend the school, the board of trustees will notify the New Zealand Immigration Service.

Circumstances in which Tuition may be Terminated

The school may terminate the enrolment at its discretion if:

- ▶ The child is absent or consistently truanting from school.
- ▶ The enrolment application is found to be inaccurate in any way.
- ▶ The child's behaviour is unacceptable, and attempts to resolve it have not succeeded in the opinion of the school, after the following process:
 - ▶ If the child's behaviour is deemed unacceptable, then a meeting with the child, the parents/caregiver, and the school will be arranged.
 - ▶ If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment.
 - ▶ If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term.

An 'acceptable level of behaviour' means following the school rules.

Upon termination of enrolment, the board of trustees will notify the Immigration Service.

Emergencies

Raphael House Rudolf Steiner School is responsible for all emergency procedures during school hours and all emergency procedures outside school hours if the student is in a homestay.

In the event of an accident or emergency, Raphael House will take appropriate action and you will be contacted as soon as possible by the international student coordinator or the principal, or your insurance company, on the emergency contact number you provided on your child's application for enrolment form.

If your child has an accident and you cannot be contacted, Raphael House or your child's caregiver may need to consent to urgent medical procedures on your behalf, including blood transfusions if necessary.

Pandemic Planning

If a pandemic comes to New Zealand, Raphael House will do all it can to support the health and welfare of your child. Your child will be looked after in the same way as a New Zealand student. The health and well-being of your child is our main concern, and we have put plans in place to ensure they are well looked after.

- ▶ International students will have to follow the rules just as every other person in New Zealand.
- ▶ Students and their caregivers will be informed about pandemic influenza and the steps they need to take to stay healthy and safe.
- ▶ The school will communicate with you directly to keep you informed about our plan, and the local pandemic influenza status.
- ▶ If people are not allowed to travel in or out of New Zealand, your child may not be allowed to return to their home country until the pandemic is over.
- ▶ If your country's border is restricted, your child may not be able to return home and may have to stay in New Zealand until the restriction is lifted.
- ▶ If your child has a prolonged stay in New Zealand, the school will continue to care for and support them to the best of its ability.
- ▶ The school will provide 24/7 support for residential caregivers, and for students and their parents. The school emergency phone number is +64 22 465 76 07.
- ▶ The school will regularly check on your child and keep you informed about how they are.
- ▶ You will be contacted immediately and provided with new contact details if your child's accommodation is changed.
- ▶ If your child's funds run out during a prolonged stay, the school may need to ask you to provide extra money to pay the caregiver to look after them.
- ▶ You will be contacted as soon as possible in case of an emergency.

If your child has not left home or is in transit when the pandemic is declared, it will be your responsibility to advise your child what to do. The following information may be useful for this purpose:

- ▶ If your child has not left home when travel to New Zealand is restricted, they should not start their journey. They should stay at home until the pandemic is over. This will be announced in the New Zealand news media and on the Ministry of Foreign Affairs and Trade website. Your country's New Zealand embassy should be able to tell you the current situation. You can also phone your child's New Zealand school.
- ▶ If your child is in transit to New Zealand when travel to New Zealand is restricted, you will need to contact them and arrange for their return home. Alternatively, they may contact you first. Please phone the school and inform them when your child arrives home or if there are any problems. The school may be able to help you to contact the embassy.

Medical and Travel Insurance Policy

It is important that you have insurance in place to protect yourself against significant financial costs arising from any incidents.

- ▶ Students must purchase insurance before they leave their home country.
- ▶ If the insurance is provided by a company in the student's home country, policy details must be provided to the school in English.
- ▶ Raphael House recommends the following insurance for international students: *UNI-CARE Travel and Medical Insurance - NZ Student Plan. World Class Fully Comprehensive Travel Insurance for International Students studying in New Zealand*. See: <https://www.uni-care.org/>

The school will check that the student's insurance is appropriate as specified in the Code.

Appropriate insurance

The Code of Practice (clause 16.5) specifies that signatories must ensure that all students enrolled for 2 weeks or longer must have appropriate insurance covering:

Travel

- ▶ to and from New Zealand and their country of origin/citizenship (this may be outside the enrolment period, and does not include travel to other countries, unless for the purpose of connecting flights)
- ▶ within New Zealand
- ▶ outside New Zealand (if part of the educational instruction).

Health

- ▶ medical care in New Zealand (including diagnosis, prescription, surgery, and hospitalisation)
- ▶ repatriation or expatriation of the student as a result of serious illness or injury (including travel costs incurred by family members assisting)
- ▶ death of the student, including cover of:
 - ▶ travel costs of family members to and from New Zealand
 - ▶ costs of repatriation or expatriation of the body
 - ▶ funeral expenses.

Other possible insurance needs

We also check if the student's insurance policy includes:

- ▶ unlimited sum insured health cover
- ▶ loss of baggage and other personal items
- ▶ disruption to travel plans, e.g. missed flights or delays
- ▶ cost of medical care in any stopover countries
- ▶ emergency dental treatment
- ▶ search and rescue operation to locate the insured if needed
- ▶ negligence causing bodily injury (including death) of another person or loss of or damage to property
- ▶ false arrest or wrongful detention.

Verifying insurance

In addition to checking that the student's insurance meets the minimum requirements as specified in the Code, we also check the following:

- ▶ The insurer/re-insurer is a reputable and established company with substantial experience in the travel insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- ▶ The insurer is able to provide emergency 24-hour/7 days-per-week cover.
- ▶ Students have a “certificate of currency” and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits, etc.

We look forward to hearing from you and hope you will have a wonderful time in Aotearoa/New Zealand, the land of the long, white cloud.

USEFUL WEBSITES

Raphael House Website: <https://www.raphaelhouse.school.nz/international/welcome/>

International Student Coordinator: international@raphaelhouse.school.nz

NauMaiNZ: <https://naumainz.studyinnewzealand.govt.nz/>

NZQA/Code of Practice: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Making a complaint: <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

NZ Immigration: <http://www.immigration.govt.nz>

Insurance: <https://www.uni-care.org/>