

# International Enrolment Information Handbook



2024

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# Beginning the AGE Journey...

## Word of Welcome

Thank you for looking at AGE for your child's education journey. AGE School is a boutique urban school in Takapuna, designed for children from year 1 to 13 who thrive in smaller class sizes. A place where care for each other, and the environment, goes hand-in-hand with learning that goes well beyond the national curriculum.

We celebrate the individual in every student. Our small size and teacher to pupil ratio means we can offer what other schools can't – personalised learning based on your child's interests. We can get to know your child and offer a high level of support to help them excel and thrive in their passions.

Combining the best of New Zealand's approach to education with the latest thinking from international education innovators, our learning model is designed to let your child embrace who they truly are – not what traditional education thinks they should be.

A key feature of our school is that all of our international students are accompanied by their parent(s) or legal guardian. Accordingly, when we orientate and support the student, we also support the family as they become part of the AGE School community.

## Helpful Documents for International Enrolment:

- *International Enrolment Information Handbook*
- AGE Information Pack
- International Student Fees
- International Application Form
- International Student Orientation Handbook

## Application Information

### Age and entry level of Enrolment

AGE School will only accept International students from Y1 to 12 who are living in New Zealand with their parents/legal guardians.

Accommodation information can be found listed on our International Website page, along with other information around general living costs and transportation options.

### English language proficiency

All applicants must be able to demonstrate a minimum capability in spoken and written English to be enrolled. English ability will be assessed via an interview, either online (e.g. Skype) or face-to-face.

The acceptance of an application is provisional on the English Language level, academic achievement being suitable for programmes that AGE School offers, and a place being available.

If a student does not have sufficient command of the English language to manage the AGE learning programme, it will be necessary to undertake a period of intensive

language study at an English Language School, at the parent/legal guardian's expense, before entry to AGE School can take place. AGE School is not able to offer intensive language courses or ESOL classes (English for Speakers of Other Languages).

AGE School reserves the right to change a student's year level if the course requirements, or English Language level, are too demanding.

## Enrolment Process

### 1. Apply for International enrolment

- a. Applications to AGE School for international students are made by making initial contact.
- b. Following initial contact you will be sent a Virtual Tour video of AGE School along with our information pack.

### 2. Completing Application Form

- a. If happy to proceed, you will be sent the application form to complete. The application form requires an application fee and involves attaching multiple documents, including but not limited to: photo id, immunisation certificate and previous school reports. Please ensure you have these documents ready prior to completing the application.
- b. Once the completed application form has been received, the Dean of International students will reach out to arrange an online (or in-person) interview with our Principal, Andrea.

### 3. Interview with Principal

- a. All students and parents/legal guardians will meet with Andrea, the Principal, to discuss the expectations of each student's learning journey with us at AGE.
- b. Students must be able to demonstrate adequate English language skills, both oral and written. This will be assessed during the interview process.

### 4. Interview with Syndicate Teacher

- a. Following the Principal interview, a further meeting will be arranged with the learning coach.
- b. The learning coach will ask the student to engage in a couple of activities and meet with some fellow students.

### 5. Offer of Place

- a. If successful, and if spaces allow, a formal letter of offer will be emailed to the parents/legal guardians of the applying student. The letter of offer will stipulate the start and end dates of the enrolment period.
- b. You will also receive the Enrolment Agreement and the invoice for fees, along with any other necessary administration forms.
- c. If your application is unsuccessful, you will be sent a letter to notify you of this.

### 6. Confirmation of enrolment

- a. The place of offer is conditional upon the return of the signed enrolment agreement and payment of fees by the specified date.
- b. Once these have been completed a place will be secured for the student.

## Enrolment Conditions

All conditions that are part of the agreement with parents/legal guardians, including the application forms, enrolment agreement, the fees refund policy and other school policies apply, in addition to



the conditions listed here:

1. Students and parents/legal guardians must accept and abide by the AGE School rules and expectations regarding behaviour and conduct as outlined in the Student Standards.. Unacceptable behaviour may result in the termination of tuition. The Student Standards are outlined in the Student Orientation Handbook.
2. Students must, at all times, be living in New Zealand with a parent/legal guardian whilst enrolled at AGE School.
3. Students must observe the laws of New Zealand. All legal disputes will be dealt with in New Zealand law.
4. Students must observe the conditions of their visa. If a student breaks the terms of the visa, the school will report the fact to Immigration New Zealand, which may result in the student having to leave New Zealand.
5. It is important that students have a genuine desire to learn. The student will attend the School on all occasions when it is open unless prevented by illness or other urgent cause.

## Code of Practice

AGE School has agreed to observe and be bound by the “Education (Pastoral Care of Tertiary and international learners) Code of Practice 2021” (the Code).

As a signatory to the Code of Practice we ensure that international students and their families are able to access the following information:

1. our quality assurance results; and
2. the educational instruction, staffing, facilities, and equipment available to
3. international students; and
4. the International Student Contract Dispute Resolution Scheme (DRS); and
5. potential learning outcomes for international students, including
6. pathways for further study and employment, where applicable; and
7. estimated study and living costs for international students; and
8. accommodation and transport, or ways to obtain such information.

## Visa and Immigration

Before travelling to New Zealand, you need to make sure your passport is valid for at least six months after your expected departure date.

If you are studying for twelve weeks or less, you will need a visitor visa. If you are from a visa-waiver country, you may obtain this on arrival in New Zealand. If you are not from a visa-waiver country, you must apply for your visitor visa in your home country, as early as possible (at least eight weeks) before your travel date.

If you are studying for more than twelve weeks, please apply for a student visa at least eight weeks before your departure date.

- A helpful website to find out what you need to travel to New Zealand is:
  - [www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa](http://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa)
- You can find the list of New Zealand visa waiver countries here:
  - [www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/your-journey-to-new-zealand/before-you-travel-to-new-zealand/visa-waiver-countries](http://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/your-journey-to-new-zealand/before-you-travel-to-new-zealand/visa-waiver-countries)
- Some visitors to New Zealand can travel here without a visa if they get an NZeTA before they travel. You can find out more about this and apply here:
  - [www.immigration.govt.nz/new-zealand-visas/visas/visa/nzeta](http://www.immigration.govt.nz/new-zealand-visas/visas/visa/nzeta)

## Travel and Medical Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. This is a requirement under the Education (Pastoral Care of International Students) Code of Practice 2016. Insurance policies must be approved by AGE School so we can ensure the insurance provides sufficient cover for the student's medical, travel and potential repatriation needs.

International students must have appropriate and current medical and travel insurance while in New Zealand. Through our application process you will be asked to provide evidence that the insurance covers:

1. the student's travel–
  - a. to and from New Zealand; and
  - b. within New Zealand; and
  - c. If the travel is part of the course, outside New Zealand; and
2. medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
3. repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
4. death of the student, including cover of— travel costs of family members to and from New Zealand; and costs of repatriation or expatriation of the body; and funeral expenses.

### **Enrolment can not be completed without this evidence.**

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 [www.moh.govt.nz](http://www.moh.govt.nz).

*Please note that if you have a current medical condition we MUST know about this prior to your arrival in New Zealand.*

Companies who provide health insurance are:

- Southern Cross
- Uni-care
- Student safe

Once you have booked your insurance, this must be approved by the school. Please submit the schedule of cover (in English) to the school for checking.

## Wellbeing & Safety

The safety and wellbeing of each of our students is our biggest priority.

### Reaching Out: What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint or concern, it is important that you go through the right steps. Here is what you need to do.

- If you have a query or concern about the school or your child's learning, progress, or wellbeing, in the first instance please contact your child's Learning Coach. If the matter is not resolved, please reach out to the appropriate member of the Senior Leadership Team.
- If you are unsatisfied with the response, or the issue is not resolved, please contact our Principal.

- Any complaints regarding fees, not addressed through our complaints process, can be reported to Dispute Resolution Scheme (Fairway Resolutions Limited). The relevant rules can be accessed at:  
<https://legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748772>
- **Full details about our complaints procedure can be found in our complaints policy. Please contact our admin team for a copy of this policy.**
- For contractual and financial disputes you can also contact [iStudent Services](#) for support.
- If your complaint regarding any other breaches to the code has not been resolved, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz). If you need more information, contact NZQA on 0800 697 296.

If you wish to engage with a government agency (such as the New Zealand Police, Oranga Tamariki) AGE School will provide contact details and support to do so. To access this support please contact AGE administration.

## Emergencies

AGE School is responsible for all emergency procedures during school hours. During orientation students will be instructed on the procedures to follow in an emergency. This includes:

- Fire Evacuation
- Lockdown
- Responding to earthquakes/tsunamis

In the event of an accident or emergency, appropriate action will be taken and you will be contacted as soon as possible by AGE Administration on the emergency contact number you provided on your child's application for enrolment form.

**All emergency procedures outside AGE School hours are the responsibility of the parent/legal guardian.** In the event of an emergency and you need an ambulance, police and/or fire department you can call 111. 111 calls are free. You can call this number on a mobile phone even if the phone is out of credit. The operator will ask you which service you need and connect you to the right service.

## 24/7 Assistance

If you need to contact AGE School in an emergency, we are available 24 hours, seven days per week.

The contacts are:

- Sherida Penman Walters - Executive Chair AGE Advisory Board:
  - M: 0212240357
  - E: [spwalters@age.school.nz](mailto:spwalters@age.school.nz)
- Andrea Tong - Principal
  - M: 021 975 380
  - E: [atong@age.school.nz](mailto:atong@age.school.nz)

- Bron Van der Geest - Head of EQ & Wellbeing
  - M: 021 433 831
  - E: [bvdgeest@age.school.nz](mailto:bvdgeest@age.school.nz)

## Website and Policies

This is the schools website: [www.age.school.nz](http://www.age.school.nz)

For information on the school's policies, including our refund policy, please contact our administration team via the school mobile number or email address.

## Further Information

AGE School can provide you with information and expertise, or refer you on to the relevant agency or organisation so that it can provide that information to you. Further information can also be found in our AGE Information pack and in our International Student Orientation Handbook.



## Appendix 1, Summary Code of Practice for the Pastoral Care of International Students

### What is the Code?

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by. The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them. The New Zealand Qualifications Authority maintains a register of all signatories to the Code. This is available online from

<http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/signatories-to-the-code-of-practice/>

### What should I do if they have a complaint about the Code of Practice?

If you have a complaint about AGE School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow the AGE School complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

### How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>

### About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice. [www.nzqa.govt.nz](http://www.nzqa.govt.nz)