



Manurewa High School

Important information

Immigration

Full details of Immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz You must have the appropriate visa to study at Manurewa High School.

Eligibility for Health Services/Accident Insurance/Medical and Travel Insurance

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

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 www.acc.co.nz

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. Manurewa High School provides comprehensive Travel and Medical Insurance to all International Fee Paying Students free of charge, and is part of the Enrolment package.

NCEA

The National Certificate of Educational Achievement is New Zealand's national qualification at secondary school level. Follow this link to learn more about it : <http://www.nzqa.govt.nz/assets/qualifications-and-standards/qualifications/ncea/Understanding-NCEA/How-NCEA-Works-animation-English-2016.mp4>

Education (Pastoral Care of International Students) Code of Practice 2016

Manurewa High School has agreed to observe and be bound by the *Education (Pastoral Care of International Students) Code of Practice 2016 Code* published by the Ministry of Education and administered by NZQA. Copies of the Code are available on request from the Director of International Students, Manurewa High School or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz/the-code> or by using this link : [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)

Problems, Complaints to NZQA and the Dispute Resolution Scheme (DRS)

If there are concerns about a student's treatment then, under the terms of the Code of Practice, the Director of International Students should be contacted in the first instance so that the school's internal grievance procedures can be implemented.

Problems with subjects or teachers

- discuss the problem with your teacher. Take a friend or support person with you.
- if you are still unhappy, make an appointment to see the Director of International Students or your Whanau Leader. If you still think you have a serious problem, ask to see the Principal.

Problems with other students

- if it involves the student(s) in your class discuss it with your whanau tutor teacher or your subject teacher.
- if it still continues see the guidance counsellor or the Director of International Students.

Homestay problems

See the Director of International Students or if you are still not satisfied:

- you can write a note and make an appointment to see the Principal (you may take a friend with you).
- your parents might like to write a letter to the Principal.

If you feel your problem is not being resolved by the school, you can contact the New Zealand Qualifications Authority (NZQA) <http://www.nzqa.govt.nz> Phone 0800 697 296 or email to qadrisk@nzqa.govt.nz.

If it is a financial or contractual issue, you can contact iStudent Complaints (phone 0800 00 66 75) or online <http://www.fairwayresolution.com/istudent-complaints>. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.