



To Kura Tuārua o
Ruawai College
Kōwhiriā nga māunga, eke! Seek the highest peak

International Student Handbook

PRINCIPAL'S WELCOME



Aidyn Rasmussen - Principal

Welcome to Ruawai College – we are delighted you are joining us. Whether you stay for all your high school years, or just a term, we hope your time at Ruawai College “RC” is successful both academically and socially.

Our International students are a vibrant and valued part of our school. You bring with you the richness of your own culture, which helps define who we are as a community. We look forward to learning more about you and where you are from.

I know you will make the most of your learning in New Zealand, but I hope you also make the most of the wonderful social opportunities on offer. We have a great range of clubs at the school, which are a wonderful way to meet people and make new friends. The International Department also organises social events and travel experiences, so make sure you stay connected.

Ruawai and the wider Kaipara area are beautiful places to live and learn, with a strong rural community, access to the Kaipara Harbour, local beaches, and many opportunities to experience life in Aotearoa New Zealand. Experiencing life in Ruawai as part of the Ruawai College whānau is an important part of your New Zealand adventure.

THE 'RC' TEAM



Mr Aidyn Rasmussen
Principal
International Operations



Ms Tyla O'Sullivan
International Student
Coordinator (ISC)



Ms Brenda Polwart
Business Manager



Ms Deb Ward
Associate
Principal



Ms Debs Parkinson
Homestay Co-ordinator



Mr Angelo Tedoldi
International Dean

THE INTERNATIONAL OFFICE

The International office provides support and advice to all International students and helps you with having a happy and successful time at Ruawai College.

Ruawai College offers International students:

- Orientation Programme
- On-call emergency assistance 24/7 for International students, parents and homestay families
- Pastoral Care support – social, personal and cultural issues
- Academic support
- Airport transfers to and from your accommodation
- Homestay placements
- Online visa renewal service
- Student insurance policies

The House Deans will provide you with ongoing academic support and pastoral care.

Discipline issues are handled by the House Deans and the International Director.

The International office team are always available to assist you from 8am before school, interval, lunchtime and after school until 4.30pm.

Please remember that every question is a good question! If you do not know the answer – then we are here to help and assist you with your school journey.

Phone: (09) 439 2216

Email: international@ruawaicollege.school.nz

After Hours Emergencies 021 260 9989
(This is only for something that cannot wait until the following day)





ADVICE FOR YOUR FIRST TWO WEEKS

When you arrive, there are some important things to do to help you settle into school and life in New Zealand.

- Contact your family at home to let them know you have arrived safely. Your host family or caregiver can help you do this.
- Attend international student orientation each day. This is where you will complete your enrolment process, have your ID photo taken, meet staff, choose your subjects, and have a tour of the school.
- Find your classrooms and learn your way around the school.
- Learn how to use the library and its resources.
- Introduce yourself to other students. There may be other new students starting too, so do not worry. You will make new friends.
- Set up your mobile phone so it works in New Zealand.
- Open a bank account. The international team can help you with this.
- Receive your student ID card.
- Settle into your new homestay or the home where you are living.
- Find out more about living in New Zealand and your local area.
- Remember to ask the international team for help if you have any concerns. They are happy to talk with you and support you in any way they can.

CULTURE SHOCK

When you leave your own culture and move to another country, you may experience a wide range of feelings and reactions. It is common for international students to feel excited and enthusiastic when they first arrive in New Zealand.

After you have settled into your studies, you may begin to feel lonely, sad, homesick, isolated, frustrated, or angry. You may even start to doubt your decision to come to New Zealand.

These feelings are known as culture shock. Culture shock is normal, and you are not alone. Every student experiences it differently. Ruawai College is here to help you through this time.

Some differences between life in your home country and life in New Zealand may include:

- Language
- Food
- Climate
- Social life
- Religious beliefs
- Education system
- Family life
- Occupations

HOW CAN YOU ADJUST TO A NEW CULTURE

Understand that there will continue to be times of uncertainty and confusion. Imagine how a local person might feel if they were living in your home country. Observe how people in your new environment act in situations that are confusing to you. Try to understand why they behave the way they do.

Avoid judging things as right or wrong. Instead, try to see them as different.

Recognise the advantages of living in a new culture and share your experiences with different people. Try not to only have friends from your own country. Mix with New Zealand students and share each other's cultures.

You could also:

- Join a club
- Join a sports team
- Join a youth group
- Talk to new people
- Share your culture with others
- Learn about New Zealand culture

During your time of cultural adjustment, make sure you take good care of yourself. You could:

- Read a book in your home language
- Watch a movie or programme in your home language
- Take a short break when you need one
- Exercise
- Get plenty of rest
- Write a letter or email home
- Video call or phone your family
- Eat good food
- Do things you enjoy with friends
- Notice the things you enjoy about living in New Zealand

Although culture shock can feel scary at times, it will gradually get easier as you begin to understand the new culture.

If you are feeling sad, lonely, homesick, or worried, please come and talk to a member of the international team. We understand what it feels like to be away from home.

We are here to support you, listen to you, and help you settle in. Remember, sharing your feelings can help. Let us help you.



SCHOOL GUIDELINES AND EXPECTATIONS

International Student Attendance Policy

You are required to attend 100% of your programme. If you are sick and cannot come to school, your caregiver must contact the International Department on 09 439 2216 as well as send an email to: international@ruawaicollege.school.nz

Upon your return to school you must bring a note from your caregiver to explain your absence. ***This note can only be written by your caregiver that you live with. You or your Agent may not write a letter. This is very important!***

If you are studying NCEA then you must follow the rules as set out in the NCEA student guidelines. Please ensure you are familiar with this document.

If you have unexplained absences or poor attendance, we may be required to inform Immigration New Zealand. This could affect your student visa, and you may be required to return home.

Leaving School Grounds

Appointments for doctors, dentists etc. should be made out of school hours. ***You must never leave the school grounds without permission.***

Members of staff from Ruawai College are out and about in the local area. If they see you in a Ruawai College Uniform out of school – they will approach you and ask for your ID.

Appointments out of school

If you have an unavoidable appointment (doctor, dentist etc.), you must bring a note from your homestay parent/guardian. Show the note to a staff member of the International Department and they will give you a leave slip. Show this leave slip to your class teacher if you need to leave their class and give it to your form teacher the next day. Remember to sign the iPad at the main office before you leave and sign back in if you are returning to school later that same day.

Feeling unwell

If you do not feel well during the day, you must see the School Nurse in the Health Centre. If the school nurse feels it is necessary, she will contact your homestay parent or guardian to take you home. ***You must NEVER go home without permission.***

If you can't find the nurse, then go to the International Department, where a member of the International Team will always assist you. If our office doors are closed – knock. We are always keen to help you.

Medical Conditions and Medication

It is very important that any medical conditions or medication being taken are declared on the enrolment form. Failure to do this may affect your student visa and could result in you having to return to your home country.

Use of Computers

Computer use is governed by the rules outlined by the IT/Computing/Cyber Safety Agreement included in your tuition agreement. You are encouraged to bring your laptop or device to RC and use it in appropriate places. Wi-Fi is available and you will be given information on how to log on during Orientation. This is not to be used for personal entertainment e.g. downloading music videos or movies.





Extra-Curricular Activities

We encourage you to get involved in the extra-curricular life of the school, such as sport, music, clubs, and other school activities.

There are many different sporting codes available at school, with something for everyone.

Activities Arranged for International Students

Just Play is for students who want to take part in a variety of games and activities in a non-competitive environment at school. This is a great way to make new friends, have fun, and feel part of the school community.

Stay and Cook

Stay and Cook is for students who want to learn to cook basic recipes and have fun mixing with other International students. You can make suggestions on what you would like to prepare.

A one-day activity can be arranged each term, numbers permitting. This is usually on a Saturday.

For example:

- Term 1 - Hobbiton Film Set
- Term 2 - Tiri Tiri Matangi Wildlife Sanctuary
- Term 3 - Rainbows End Adventure Park

These activities will require additional payment. Please note if you request a place on one of these trips, payment will be required at the time of booking and this will not be refundable.

Music

Ruawai College has a successful music programme. There are several different orchestras, bands and choirs. Some of the choirs are auditioned and others are for anyone who likes to sing. If you play an instrument and would like to become involved in a musical group, see the Music Department. If you want to find out about an activity, talk to the teacher in charge of that activity. You can also ask your form teacher and International staff to help you.

RC may terminate your international student contract if you:

- Behave violently, either physically or verbally, towards another student or staff member.
- Act in an offensive manner towards another student or staff member.
- Are convicted of a criminal offence.
- Are found in possession of any illegal drugs or illegal substances, either in or out of school.
- Continuously break school rules, including attendance, behaviour, uniform expectations, and other school requirements.

If your behaviour is considered unreasonable in your homestay, and suitable accommodation cannot be found because of this, one of your parents may be asked to come to New Zealand to take care of you. If this is not possible, you may have to return home due to concerns for your safety and wellbeing.

Please refer to the Code of Conduct for more information.

Fees Payment

Ruawai College may terminate the student's contract with the school if the student's fees are not paid in full by the specified time.

Owning or driving a motor vehicle while studying at Ruawai College

Ruawai College International students are not permitted to drive or own a car at any time during their studies. If you travel in a car you should always check the person driving has a full licence. This is your responsibility and not the driver's responsibility.

In New Zealand drivers are not allowed to carry any passengers unless they have a full licence. Some NZ young people over the age of 16 will have a restricted driving licence only. This means they have restrictions on the times they can drive and also who they can carry as passengers. You should not be travelling in a car when the driver is on a restricted licence! If you are not sure always ask!

Lunchtime Tutoring

RC offers lunchtime tutoring in many subjects at most levels. Please ask the International Office if you feel this is something you might be interested in.

After School Tutoring

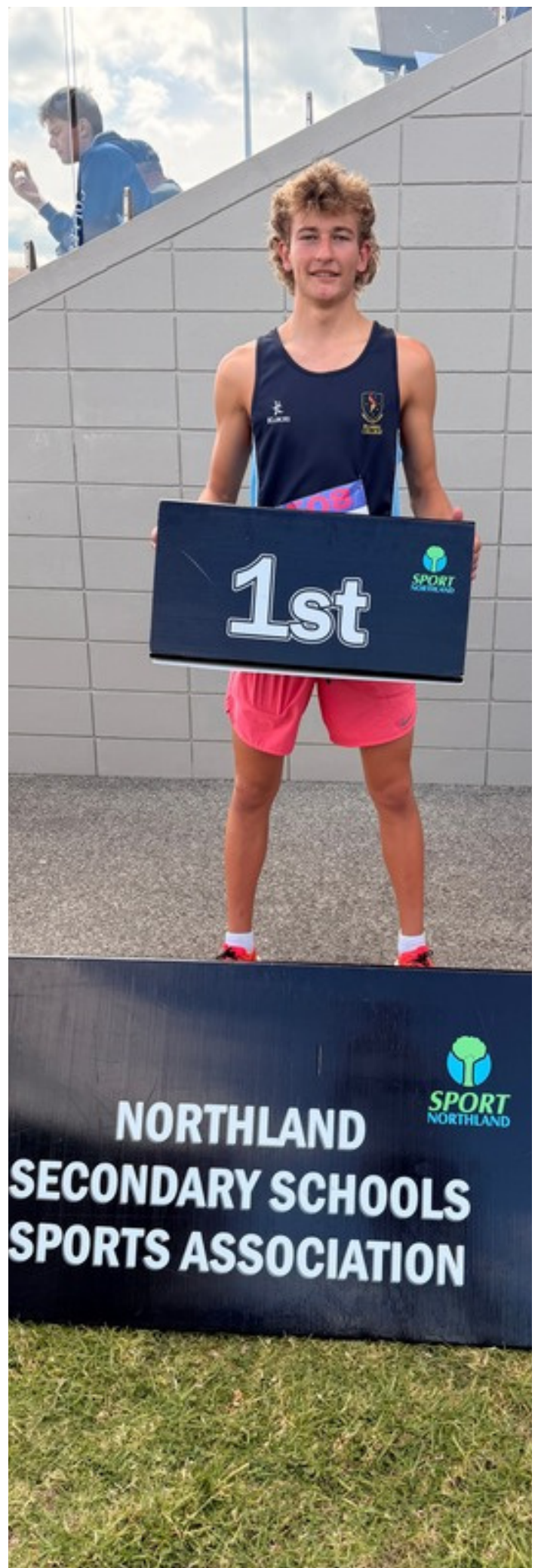
Please enquire at the International Office if you would like to join this group.

Part-Time Work

Students who are studying at Year 12 and Year 13 may be given permission from the International Department to work part-time. This will only be considered if your attendance is excellent. You will also need permission from your parents if school has approved your request.

To be able to work, you will have to apply for a VOC (Variations of Conditions) to your student visa. Do not apply for any jobs unless you have been given approval by the International Office and received the appropriate forms.

Any student not coping with their studies because of work commitments may jeopardise their place at Ruawai College.



FEES REFUND POLICY

Ruawai College will consider all requests for a refund of international student fees. Requests must be made in writing to Ruawai College as soon as possible after the circumstances leading to the request.

Refund Policy

A request for a refund should include:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation, such as receipts, invoices, visa documents, medical information, or other evidence

Ruawai College will consider refund requests fairly and in accordance with the school's enrolment contract, refund policy, and obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Non-refundable Fees

Ruawai College may be unable to refund some fees. These fees relate to costs the school has already paid, committed to, or incurred as a result of receiving and processing an international student application.

Administration Fee

Administration fees cover the cost of processing an international student application. These costs are incurred whether an application is accepted or not, and whether or not a student remains enrolled after an application is accepted.

The administration fee is non-refundable.

Insurance

Where insurance has been purchased on behalf of a student, any refund of insurance premiums will be subject to the terms and conditions of the insurance provider.

Ruawai College may assist with applying for a refund of insurance premiums where possible. Students and families may also apply directly to the insurance company. A full refund is at the discretion of the insurance provider and may not be available if a claim has already been made.

Homestay Placement Fee

The homestay placement fee covers the cost of processing a request for homestay accommodation and arranging a suitable homestay placement.

Costs already incurred for arranging homestay accommodation prior to a refund request cannot be refunded.

Used Homestay Fees

Homestay fees paid for the time a student has already spent in a homestay are non-refundable. Used homestay fees may also include a notice period of up to two weeks.

Portion of Unused Tuition Fees

Ruawai College may retain a portion of unused tuition fees. Amounts retained will relate to costs that have already been incurred or committed by Ruawai College and may vary depending on the time of year the request is received.

Second Half of Course

There will usually be no refund of tuition fees when the second half of the student's course or enrolment period has commenced.

Outstanding Activity Fees or Other Fees

Any activity fees, accommodation fees, damage costs, or other costs incurred by a student during enrolment and owed to Ruawai College at the time of withdrawal will be deducted from any eligible refund.

Requests for a Refund Due to Failure to Obtain a Student Visa

If an international student fails to obtain an appropriate student visa, Ruawai College will provide a refund of international student tuition fees, less any administration fee and any other costs already incurred by the school. The student or family must provide official written evidence from Immigration New Zealand confirming that the visa application has been declined.

Requests for a Refund Due to Voluntary Withdrawal

Withdrawal Prior to Enrolment

If the student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided, less any relevant non-refundable fees set out in this policy.

If the student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided, less a minimum of ten weeks' tuition fees and any relevant non-refundable fees set out in this policy.

Withdrawal After Enrolment

If an international student decides to return to their home country for any reason other than the student's serious illness, or the serious illness or death of a close family member, Ruawai College will consider, but does not guarantee, a request for a refund.

Any refund may be less:

- a minimum of ten weeks' tuition fees
- any relevant non-refundable fees
- any other reasonable costs already incurred or committed by the school

Reasonable written notice of withdrawal is required.

Requests for a Refund for Enrolment of One Term or Less

Where a student is enrolled for one term or less and withdraws early, or where Ruawai College terminates the student's enrolment, any unused portion of international student fees will not usually be refunded.

Failure to Provide a Course, Cessation as a Signatory, or Cessation as a Provider

If Ruawai College fails to provide the agreed course of education, is no longer a signatory to the Code of Practice, or no longer operates as an international education provider, Ruawai College will work with the student and their family to either:

- refund the unused portion of international student tuition fees or other fees paid for services not delivered
- transfer the amount of any eligible refund to another provider
- make other arrangements agreed to by the student, their family, and Ruawai College

Other Circumstances Where a Refund Request May Be Considered

Where a Student's Enrolment is Ended by Ruawai College

If a student's enrolment is ended by Ruawai College due to a breach of the Contract of Enrolment, Ruawai College will consider, but does not guarantee, a request for a refund.

Any refund may be less:

- any non-refundable fees set out in this policy
- a minimum of ten weeks' tuition fees from the date of termination
- any other reasonable costs Ruawai College has incurred in ending the student's enrolment

Where a Student Changes to a Domestic Student During the Period of Enrolment

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of at least ten weeks is required.

Unless otherwise agreed by Ruawai College, a refund will be provided less:

- a minimum of ten weeks' tuition fees
- any relevant non-refundable fees
- any other costs already incurred or committed by the school

The ten-week period will begin the day after Ruawai College receives written notice of the student's domestic student status.

Where a Student Voluntarily Requests to Transfer to Another Signatory

If an international student requests to transfer to another signatory provider after the start date of their enrolment, reasonable written notice of at least ten weeks is required.

Unless otherwise agreed by Ruawai College, a refund will be provided less:

- a minimum of ten weeks' tuition fees
- any relevant non-refundable fees
- any other reasonable costs already incurred or committed by the school

Global Crisis or Natural Disaster

In cases of global crisis, border closure, pandemic, natural disaster, or other significant event beyond the control of the student, family, or school:

- If a new international student is prevented from arriving in New Zealand, a full refund may be provided, less administration fees and any other costs already incurred.
- If an existing international student residing in New Zealand decides to return to their home country, the normal refund policy will apply.
- If an existing student is prevented from returning to New Zealand, Ruawai College will consider whether a distance learning option can be made available and will communicate this with the student, parent/legal guardian, and/or agent.
- Where educational provision can still be effectively provided, the normal refund policy will apply.

Refund of Other Fees

Requests for a Refund of Homestay Fees

If an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a Ruawai College-arranged homestay and requests a refund of unused homestay fees, these will be refunded less any non-refundable fees, notice period, or costs already incurred.

Requests for a Refund of Fees Unused at the End of Enrolment

Except by written request from parents/legal guardians, prepaid fees unused at the end of enrolment amounting to less than NZD \$200 may be refunded to the student in cash.

Sums greater than NZD \$200 will be refunded into a nominated bank account.

Refunds to be Made to the Country of Receipt

Unless otherwise agreed in writing, all eligible refunds of fees over NZD \$200 received from outside New Zealand will be refunded to a nominated bank account in the source country.

Rights of Families After a Refund Decision Has Been Made

A decision by Ruawai College relating to a request for a refund of international student fees will be provided to the student and/or family in writing.

The written decision will include:

- the factors considered when making the refund decision
- the total amount to be refunded, if any
- details of any non-refundable fees or deductions

If the student or their parent/legal guardian is dissatisfied with the refund decision made by Ruawai College, or is dissatisfied with the process Ruawai College followed when making the decision, they have the right to have the decision reviewed through the relevant dispute resolution process or to make a complaint to the Code Administrator.





LEARNING ENHANCEMENT TEAM

Counselling

RC has counsellors on site who can assist and support you on any personal and relationship issues. The counselling services are confidential and free to all students.

Some issues counselling can help you with are:

- Loss or grief
- Concerns about sex or sexuality
- Organising your life
- Changes and worries in your life
- Relationships
- Resolving conflicts/mediation with others
- Relaxation
- Managing addictions
- Personal trauma
- School and study
- Family

If you would like to see one of the counsellors, you can go to the department in person or via the appointment card system. Place the card in one of the locked boxes provided outside the counsellors' offices in the Learning Enhancement area.

Harassment/Bullying

Behaviour that constitutes bullying and racial harassment can include a wide range of behaviour, one or all of which may cause another person distress.

The following are some examples of bullying and racial harassment:

- Intimidation
- Unjustified criticism
- Humiliation
- Yelling, screaming
- Rudeness
- Gossip
- Isolation

Any allegations of sexual, racial harassment or bullying will be treated seriously. If you feel you have been bullied or harassed, talk to a counsellor, the International team, or a senior staff member. Your complaint will be taken seriously.

Health Nurse

The school health nurse is available for confidential assistance with any medical or health issue or concerns and to provide referrals as appropriate. You can make appointments to see the health nurse at the main office.

INFORMATION ABOUT NEW ZEALAND AND LIVING IN THIS WONDERFUL COUNTRY

The ethnic make-up of New Zealand's population is diverse; it is mainly comprised of a mix of Maori, European (Pakeha), Asian, Middle Eastern and Pasifika people (people from the Pacific region). People of European and Maori ethnicity make up 70% and 15% of the population respectively. Excluding those of European or Maori origin, the next largest ethnic groups are, in order of size: Chinese, Samoan, Indian, Cook Island Maori, Tongan and Korean.

New Zealanders are considered to be very friendly and are interested in learning about other people's culture and society. You will find that they will ask questions about you, and they are happy for you to ask questions about them, and about New Zealand in general.

They like to joke and smile but are slow to make friends with others. It is important to meet and to get to know New Zealanders. Try to get out and meet lots of people - once you have formed one friendship it will be easier to make others. It doesn't matter if you make mistakes with your English. Making mistakes and learning from them will improve your communication.

Please and Thank You

Please and thank you are phrases often used in New Zealand – even for small favours it is polite to say thank you. This is very important in New Zealand, if you don't do this you may be considered rude.

Social Activities

New Zealanders, especially males, often shake hands when meeting each other for the first time.

If you want to meet with someone professional, for example a doctor, you need to make an appointment first to meet them. On most occasions you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals but also with friends. New Zealanders rarely visit each other without calling in advance and letting the person know that they intend to visit and what time they will arrive.

New Zealand is a very open society. On the whole, men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together. You will probably have both male and female teachers and support staff. Men and women are treated in the same way and take on similar roles in society. In New Zealand, women are often in positions of authority such as business leaders, and politicians, and the role of the wife/mother in a New Zealand family may be slightly different from what you are used to.





SOME IDEAS FOR YOUR SAFETY

Personal Safety in Kaipara

Kaipara is generally considered a safe and welcoming place to live and study. However, like anywhere in the world, it is important to use common sense and take care of yourself and your belongings.

Please look after your personal items at all times, especially valuables such as cameras, iPads, laptops, mobile phones, wallets, and bank cards. Do not carry large amounts of cash with you. Most of your money should be kept safely in a bank account.

Safety reminders to help keep you safe

- Do not walk alone at night, especially in dark places, isolated areas, parks, or rural roads.
- Let your homestay family know where you are going, who you are with, and when you will be home.
- Make sure you return home at an agreed and reasonable time.
- Always carry a charged mobile phone with you.
- Keep your homestay address and contact phone number with you.
- Carry the Ruawai College emergency contact number with you.
- Make sure you know how to contact a taxi, rideshare service, or trusted adult if you need transport home.
- Remember that public transport may be limited in rural areas like Ruawai and the wider Kaipara district, especially at night or on weekends.
- Always keep your bag, wallet, and personal belongings with you.
- Keep your passport, visa, insurance documents, and other important papers in a safe place at home.
- In an emergency, phone 111 for Police, Fire, or Ambulance.



Pedestrian Safety

As a pedestrian it is important that you follow the road rules and guidelines shown below. They will help ensure your safety when you're walking near roads or crossing the road.

- Please remember cars drive on the left hand side of the road.

Footpaths provide a safe place for you to walk.
- Where a footpath is provided, use it. Where there is no footpath walk on the side of the road facing oncoming traffic except on curves, where it is best to walk on the outside edge of the curve. If possible, walk off the road, or as close as possible to the edge of the road at night. Wear light-coloured or reflective clothing, or carry a torch to help you be seen.
- When using a shared path you must be careful and considerate. A shared path may be a cycle path, a footpath, or some other kind of path used by pedestrians, cyclists, riders of mobility devices and riders of wheeled recreational vehicles at the same time. There will be a sign telling you it is a shared path.
- Be careful when crossing driveways, particularly when your visibility is restricted by buildings or fences. Remember, if a driver is coming out of a driveway, their vision will be restricted and they may not see you.
- Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross and quickly walk straight across the road.
- Remember, it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.
- When crossing the road at an intersection, remember to check behind and in front for turning vehicles.
- When crossing the road at night, cross near a street light if you can.
- If you need to cross the road when you get off a bus, wait until the bus has moved away before checking for moving vehicles.
- If you have to cross the road between parked vehicles, move out as far as the headlight of a parked car nearest the traffic, then check for moving vehicles and wait for a gap before crossing the road.

Pedestrian crossing

If you are within 20 metres of a pedestrian crossing with white painted lines or traffic signals, you must use the crossing, footbridge, underpass or pedestrian traffic signals to cross the road. Don't dawdle on a pedestrian crossing. Don't step out suddenly onto a pedestrian crossing if any vehicles are so close to the crossing that they cannot stop. Remember to look right first, and then left at the centre of the road.

Courtesy crossings

Courtesy crossings are not official pedestrian crossings. They provide a place where drivers can stop safely to allow pedestrians to cross. However, drivers are not obliged to stop at courtesy crossings, so use them with care. These crossings do not have white painted lines.

Alcohol and Smoking/Vaping

In New Zealand people younger than 18 years of age are not permitted to drink alcohol. We ask you to respect this rule for your own safety. **International students at Ruawai College are not allowed to drink alcohol at any time.**

Students are forbidden to have in their possession any tobacco/vaping products, alcohol, drugs, unauthorised medications, offensive and dangerous weapons, matches and lighters. If you are found in possession of any of these, you will be dealt with seriously and may be required to leave the school.

Religion

According to a recent Census, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and nearly 1.3 million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism. There are many religious groups and organisations throughout the country. The best way to find contact information is to look online under 'Churches' at yellow or under the name of the religious group or denomination in the White Pages.

For the Yellow Pages, go to: www.yellow.co.nz.

For the White Pages, go to: www.whitepages.co.nz.

Discrimination

New Zealanders should not discriminate – it is against our law. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person comes from or their religion or if they have a disability, they should be treated as an equal and you should treat them as an equal too. If you think you have experienced discrimination, contact the International Department or another senior staff member. Your complaint will be taken seriously.

Tipping

Tipping is not expected. People occasionally tip the waiter/waitress in an expensive restaurant. Tips are not expected in cafes or fast food restaurants, some have jars for tips.

Toilets

Public toilets in New Zealand are generally free to use and are usually segregated for male and females. They are non-squatting, European-style toilets. Water basins are available for washing hands and usually have two taps, one for hot water and one for cold.

Punctuality

If you are meeting someone or attending classes, it is important to be on time. If you are going to be late, it is courteous to call and let the person know when you expect to arrive.

Clothing

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and short skirts or shorts during the summer. You may sometimes see people bare footed or wearing jandals (sandals).

Manners

When shopping, going to the bank or visiting any other place where others are doing similar things to you, a queuing (or lining up) system is used. This means that whoever comes first will be served first ("First come, first served"). It is considered bad manners to go ahead of someone else, who was already there when you arrived.

New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if they see people behave in these ways.



LIVING ARRANGEMENTS

Living Arrangements for International Students Attending Ruawai College

International students attending Ruawai College must live in accommodation that has been approved by the school and meets the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. There are three approved types of accommodation for international students attending Ruawai College.

Homestay Accommodation

This means living with a homestay family arranged and approved by Ruawai College.

All homestay families are checked and approved by the school before a student is placed with them. Ruawai College will continue to monitor homestay accommodation to ensure students are safe, supported, and well cared for. A homestay placement fee may be charged for arranging homestay accommodation. A fee may also apply if a student, parent, or agent requests a change of homestay.

A minimum notice period must be given before leaving a homestay, unless there are urgent safety or wellbeing concerns. Students must not contact or arrange to move in with a Ruawai College homestay family directly. All homestay arrangements, changes, and concerns must go through the International Director or Homestay Coordinator.

Designated Caregiver

A Designated Caregiver is a person chosen by the student's parents or legal guardians to provide accommodation and care while the student is studying at Ruawai College. A Designated Caregiver must be a relative or a close family friend who is well known to the student's parents or legal guardians. Parents or legal guardians must complete the required declaration confirming this arrangement.

Before the student moves in, Ruawai College must review and approve the accommodation. This may include visiting the home to confirm that it is a suitable and safe place for the student to live. Students must never move in with a Designated Caregiver without prior approval from Ruawai College. A Designated Caregiver fee may be payable when a student moves into this type of accommodation and may also apply to any later changes.

Parent or Legal Guardian

An international student may live with one or both parents or a legal guardian while studying at Ruawai College. Where required, the parent or legal guardian must hold the appropriate visa to live in New Zealand and care for the student while they are studying. If the parent or legal guardian needs to leave New Zealand, they must notify Ruawai College before they leave. This is very important so that alternative accommodation can be arranged and approved before the student is left without appropriate care.

Accommodation Changes and Safety

You are not permitted to live alone or in a flatting situation with any other students, regardless of your age. Any move or change in accommodation must be approved by the Ruawai College International Department before any arrangements are made. This is very important. If you do not follow this requirement, you may be putting yourself at risk and making it difficult for Ruawai College to ensure your safety and wellbeing.

If approved accommodation cannot be maintained, this may result in you having to return home to the care of your parents or legal guardians, or one of your parents or legal guardians coming to New Zealand to care for you. You must always inform the Homestay Coordinator, International Director, or Designated Caregiver support person if there are any changes in your accommodation. For example:

- your host parent or host parents are going away
- additional people are staying in your accommodation
- someone in the household has moved out
- you are staying somewhere else overnight
- there are any concerns about your safety or wellbeing

Ruawai College takes your safety very seriously and complies with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Failing to inform the school of changes to your accommodation may result in you being moved into alternative accommodation immediately. Additional charges to cover alternative homestay or accommodation arrangements may apply.

RUAWAI COLLEGE HOMESTAY PROGRAMME

The Homestay Programme gives you extra opportunities to practise English while you are in New Zealand and the chance to learn about the New Zealand lifestyle.

Homestay is where you stay in the home of a New Zealand family, or family of another nationality who have made New Zealand their home. This will give you the opportunity to experience the joy and richness of other cultures and customs, different from your own.

Homestay is one of the greatest experiences you can ever have if you travel, and you will also make new friends. Our homestay hosts are carefully selected for their kindness and caring responsibilities. If they are English speakers, you will get to improve your English by talking to them. You may also be able to enjoy family activities, celebrations, religious practices and sporting events.

A homestay can be a retired couple, a single-parent family, a single, divorced or widowed individual, as well as a traditional family. They can be young or older, with or without children.

Many of the families have travelled, lived abroad or have hosted students before so they may be aware of the challenges you will face while in New Zealand.

We place all our students in very trustworthy families who will provide a safe physical and emotional environment. Our homestay families are police checked and regularly visited. We also hold special evenings for our host families to integrate with each other.

IMPORTANT TO NOTE: Flatting is not permitted in any circumstances. Students are not allowed to live with other students regardless of age. There should always be an adult caregiver living in the house.

It is the responsibility of you and your New Zealand guardian/caregiver to inform the International Department of any changes in your accommodation **before you move**.

When you live in a Ruawai College homestay, you are living in a family home and you should expect the same restrictions as you would in your own home. If you make a real effort to become part of the family, your time there should be enjoyable.

Here is some information to help you get the most out of Kiwi culture and life in a host family:

Settling Into Your Homestay

Most students settle quickly into homestay. In the first few days you may experience jetlag (tiredness from the long flight to New Zealand and change in time zone), culture shock, or homesickness. Don't worry too much because it should pass quickly. You will soon make new friends and begin to feel comfortable with your new lifestyle.

If you are having problems then please talk to someone about it. You can talk to your host family, your teacher, or the International Department.

You may like to show your host family photos from home as this will help them get to know you better. Try and find out more about your family and join in as part of the family when you feel comfortable.



Food

Your host family will provide breakfast, a packed lunch, an evening meal and snacks each day. Your host family may make your meals for you or ask you to do this. Make sure that you politely tell your host family if there are foods that you dislike.

At breakfast time most busy families usually help themselves to breakfast, but check with your host family as they may prefer a sit down meal. If you are making your own breakfast or lunch, then it will be expected that you will tidy up after yourself. Wash the dishes you have used and leave the kitchen in the same state as you found it.

Dinner is often a time to socialise and most families will sit around the table for this meal.

You are always expected to eat your meals at the dining room table. Please do not take food into your room. Eating in your room will attract ants and other insects. This is not pleasant for either yourself or your host family.

If your family are out on Saturday/Sunday they will leave food for you or show you what you can eat. Once again, please ensure you leave the kitchen in a tidy state if you are reheating or preparing any food.

In New Zealand, we generally say "Thank You" to the person who has provided the meal.

The food in your family may be quite different to what you are used to. You came to New Zealand and chose to live in a host family to practise your English and learn more about the culture, so please keep an open mind.

If there is something you really do not like or you would like, then please discuss this with your family.

IMPORTANT TO NOTE: It is very important to make contact with your host parents if you are going to be late for dinner or not attending dinner at all. Please try to ring before 12 noon.

It is also very important that you give a contact number if you are going out. You and your homestay should always be able to make contact with each other at any time. Your mobile phone should always be charged and working.

Cooking and Chores

Most New Zealanders eat three meals each day:

Breakfast (around 7am to 8am)

Lunch (around 12noon to 2pm)

Evening meal, dinner or tea (from 6pm to 8pm)

New Zealanders usually eat with a knife, fork and spoon. If you are not sure which one to use, ask your hosts. If your host asks you if you would like a 'second helping', the host is asking whether you want more food.

If you have medical, dietary or religious restrictions on certain foods, it is good to tell your host before you join them for a meal. Please ensure you have advised the International Team of this information also.

If you have any special dietary requirements you should have disclosed these on your application form as they could incur additional costs.

If you would like to cook your own food sometimes, make sure you ask if that is alright. Maybe the family would like you to cook your national food for them. Don't forget to clean up afterwards.

Most Kiwi families will share the work around the house (called chores), so you may be asked to help out with washing and drying dishes. You must keep your room clean and tidy at all times.



Your Bedroom

Please keep your bedroom tidy, the floor area clear and any rubbish needs to be removed and disposed of in proper rubbish bins. This will also apply to any other rooms in the house that you use.

Please respect the home you are living in and leave any room in the same tidy condition as you found it.

Laundry and Bathroom

Your family will wash your clothes. If you wish to wash your own clothes, please tell your homestay parents you want to do so. All washing must be done using the washing machine. Please do not wash your clothes in the bath or shower, or hang wet clothes in your bedroom.

Showers should be limited to 5-8 minutes to conserve water. Please keep the bathroom tidy, and clean up after you have used it.

If you plan to dye your hair, discuss it with your homestay before you do this! They may request that you do this in the garage, as you will be responsible for any spills on floor coverings or towels.

Telephoning

Please do not use the homestay landline without permission. It is very expensive to call overseas from New Zealand, so the best thing to do is to buy an International Phone Card or use Facetime or similar tools. These make calling home much cheaper and easier. If you wish to make any calls you should use your own mobile phone.

Please note:

As of 1 September 2011 a new law to stop 'Peer to Peer' file sharing was introduced in New Zealand. This means you **MUST NOT** download anything that breaches international copyright law.

Your homestay has the right to stop you from using the home internet, if they believe you are breaching this new law. This is because the owner of the internet is penalised, not the user.

Friends visiting your Home

Your friends will be welcome in the house but, out of courtesy, you should always seek permission from your host family before you invite friends home, particularly if you want them to eat with you and the family. Friends almost never stay over without permission from your host family and your host family checking with their caregiver that this is okay.

Speaking English in your Homestay

You should remember that one of the main reasons you are studying in New Zealand is for you to learn to speak English. If you are living with an English speaking family, it is polite to speak English when you are in the family areas of the house. Please remember this if you have friends visiting.

Going out in the Evening

If you are going out in the evening, you must ask permission from your host family before you go out. Let them know where you are going, who you are going with and what time you expect to be home. If, for any reason, you are going to be late, you must let the family know so that they do not worry about you. You should always give them your mobile number and ensure that you keep it switched on when you are away from home and that your mobile phone battery is fully charged before you leave the house.

You are not permitted to stay out overnight regardless of your age, without permission from your homestay parents. It is expected that your homestay parents will contact the parents of where you wish to stay to confirm that this arrangement is suitable and you will have supervision.

Curfew

The New Zealand law says that young students are to be under supervision at all times, unless we receive written permission from your parents.

The following are times that students must be home as an indication only, and you can discuss these further with your host family. Your host family and you will be able to agree to a mutually convenient time to be home and this must be adhered to at all times. If you are going to be late, it is very important that you ensure your host family are aware. If you fail to do this, then it could cause unnecessary concern and worry for your family. If you are late then they may contact the International emergency phone to advise of their concerns.

AGE	SUN - THURS	FRIDAY	SATURDAY
14-15 years	6pm	Under Supervision	Under Supervision
15-16 years	7.30pm	10pm	11pm
17-Yr 13 (any age)	7.30pm	12am	12am

Travel and Activities during School Holidays and Weekends

You are not permitted to travel around or out of New Zealand unsupervised at any time during your period of study with Ruawai College, unless you are flying directly home to your own country. The International Department can advise you of suitable approved tours that are available. (Additional costs will be incurred for these trips.) Before undertaking any of these trips, a leave form should be completed which includes written permission from both your parents and homestay/designated caregiver. For further information and leave forms see a staff member in the International office.

Importing Goods into New Zealand

Only items for your personal use should be delivered to your homestay address (or any other address) in New Zealand. You are not permitted to receive goods for other people or sell items that have been delivered to your address whilst studying as a Ruawai College student.

Important information from New Zealand Customs:

- Goods mailed into New Zealand may be subject to import duty. Import duties are calculated on the customs value of the goods in New Zealand dollars.
- The goods may also be subject to Goods and Service Tax (GST) of 15%. Based on the customs value of the goods, and including the duty (if any) and postal/courier charges.
- Goods liable for duty and GST of NZ\$50 or more cannot be released until the charges are paid.
- There will also be an import entry transaction fee (IETF) and MPI biosecurity system entry level of \$48 charged additionally on items.
- Regular importation of items will require you to register with IRD as an income earner declaring all income earned and regularly filing tax and GST returns.

Homestay Payments

Your homestay fee includes accommodation and food. It does not cover special toiletries, stationery, bus fares or extra snacks at school.

Board money, whether paid by the school or your family, is to be paid fortnightly to the host family. If you wish to move, you must give at least one week's notice to the International Department. If you do not do this, you will have to pay one week's board in lieu of notice. You will also have to pay the homestay placement fee of \$450 when you request the move. Please see the information sheet on moving homestay.

Before moving out you MUST consult the International Department. If you leave your homestay for any period of time during the year, maybe to return home for a holiday, full board must be paid. If you wish to return to the same homestay family after the summer vacation, a retainer fee is required. (This is \$100 per week and is only payable at the end of the school year). If you would like further information please speak to our staff in the International Department.

Your parents/agent or yourself **must not transfer** any monies for your living expenses or pocket money directly to your homestay family. The funds for your living expenses can be sent to school (if this is necessary) and we can arrange regular weekly/monthly payments for you. The funds would be held in a secure school bank account.

If you have problems in your Homestay

The best homestay experience is when you feel like a member of the family. This will happen when you make an effort to engage as part of the family. Be polite, be friendly, be helpful, and talk about any suggestions or problems with your new family.

Remember you are a guest in the Homestay family, and if you want to use or change anything to make your stay more comfortable, then you must discuss it with your family first. The best way to ensure you have a good experience in homestay is to discuss any problems or issues with your family. If this does not help, then you can always talk to the International Department, counsellors or any staff member.

We all want you to have an enjoyable time while you are studying at Ruawai College.

Remember we are always here to help and there is "no question that is not a good question" if you are unsure of the answer! Please ask!



2021 THE CODE OF PRACTICE

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. New Zealand Education providers like Ruawai College has an important responsibility for International students' welfare. The Code is a document that provides a framework for service delivery by education providers and their agents to International students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider. The Code does not apply to concerns about academic standards.

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

How can you get a copy of the Code?

You can get a copy of the Code from the International Office at Ruawai College. The Code is also available online from: https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

Complaints

In the first instance, the complaint should be directed to the appropriate person and, where possible, resolved co-operatively and at an early stage. The International Department will try to help you. If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to the Deputy Principal. Please follow the International student complaints flowchart and complete an International student complaints form. At this stage all complaints must be in writing and signed by the complainant. If a complaint is of a very serious nature, staff will immediately inform the Principal about the nature of the complaint.



What do I do if something goes wrong?

If you have concerns about your treatment at Ruawai College or by an agent of RC, the first thing you must do is contact the International Director, or a senior staff member.

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. Please follow the International student complaints flowchart and complete an International student complaints form.

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualifications Authority (NZQA), who will process your complaint.

NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the Code.

NZQA also has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect your immigration status. You can download the complaint form.

Completed complaint forms, along with supporting evidence, can be sent to:

The Complaints Officer
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or email/scan the completed form along with scans of any supporting evidence to:-
schoolcode.enquiries@nzqa.govt.nz

For more information on the complaint process, students can contact NZQA on (free phone) 0800 697 296.

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

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 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 www.acc.co.nz.

Compulsory Insurance

It is compulsory for you to have current medical and travel insurance for the duration of your programme of study in New Zealand. This is a condition of your study visa and the insurance must cover you from the date when you leave your country to the expiry date of your visa plus one week. If your insurance was not arranged through Ruawai College then it is your responsibility to ensure that the school is provided with a copy of your valid insurance policy. If you do not have valid insurance then you will not be allowed to attend your classes.





PHONE DIRECTORY

Fire, Police, Ambulance
Civil Defence

Dial 111

0800 22 22 00

For more information and advice before, during and after an emergency such as earthquakes, tsunamis, fire, floods and volcanic eruptions.

Ruawai Medical Practice

Tel: 09 439 2518

GP Practice

Family Planning Association

Tel: 486 8347 www.familyplanning.org.nz

Lifeline New Zealand

09 522 2999 or www.lifeline.co.nz

A free confidential and non-judgemental telephone counselling service. Operating 24 hours a day, 365 days.

Youthline

0800 376 633 or text support to 234 or email talk@youthline.co.nz or visit www.youthline.co.nz

Youthline offers a range of services for young people and their families across New Zealand and is available 24 hours a day.

Chinese Lifeline

0800 888 880

Provides a confidential and free telephone counselling and support service for Cantonese and Mandarin speakers. Operating hours are Mon-Sun 10am-2pm; Mon-Fri 7pm-10pm

Citizens Advice Bureau

0800 FOR CAB (0800 367 222) www.cab.org.nz

The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

New Zealand Customs

www.customs.govt.nz

Ministry of Health

www.moh.govt.nz

Immigration New Zealand

www.immigration.govt.nz

Information to assist you settling into NZ

www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/informationforyourfirstfewdays/

Information to assist you settling into NZ

www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/settlingin/

Accident Compensation Corporation

www.acc.co.nz

Ministry of Education

www.minedu.govt.nz/goto/international

A guide to living in NZ

www.minedu.govt.nz/~media/MinEdu/Files/EducationSectors/International/Education/ForInternationalStudentsAndParents/LivingGuideEnglishVersionPDF.pdf

Resources for Chinese students

www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/ChinaResources.aspx

Resources for Korean students

www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/KoreaResources.aspx

Language Line

www.ethnicaffairs.govt.nz

Kiwi Careers / Career Services

www.kiwicareers.govt.nz/www.careers.co.nz

New Zealand Transport Authority

Pedestrian Safety

www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians.html





Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021



NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

This pamphlet summarises the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

It provides information for students and their parents/legal guardians on what to do if they have a complaint about their treatment by a New Zealand education provider or an agent of an education provider.



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 at **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 at **www.nzqa.govt.nz**

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 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).

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 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 www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

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 a few ways:

Website

www.istudent.org.nz

Email

complaints@istudent.org.nz

International phone number

64 4 918 4975

Freephone

(within New Zealand)

0800 00 66 75

Fax

64 4 918 4901

On social media:

Facebook

www.facebook.com/istudent.complaints

WeChat

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

Post:

iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand

Image courtesy of Brand Lab.

[illegible]

International Student Handbook Declaration

I have received a hard copy of this document and I understand that it is my responsibility to read this carefully to ensure that I comply with the contents at all times.

我已收到该文本文件，我了解我有责任仔细阅读此文件，以确保我始终遵守相关内容。

저는 이 문서를 받았으며 이 문서의 내용을 잘 읽고 이해할 의무가 있음을 알고 있습니다.

ข้าพเจ้าได้รับเอกสารเรียบร้อยแล้วและเป็นที่ ความรับผิดชอบของข้าพเจ้าที่จะอ่านเอกสารอย่างละเอียด และจะปฏิบัติตาม

Student Name (Print clearly) _____

Student Number _____

Signature _____

Date _____

Homestay Name _____

Signature _____

Date _____

Parent Name _____

Signature _____

Date _____