

2018 NATIONAL CERTIFICATES OF EDUCATIONAL ACHIEVEMENTS (NCEA) RESULTS

This year many of our international students gained university entrance and are off to various universities around the world. The English Language department worked hard at assisting them with their English literacy requirements. Most of the Year 11 and Year 12 students achieved their credits. The Year 11 Science students received a lot of support and achieved good results. Also the Mathematics Department provided 4 hours of extra language and curriculum support.

INTERNATIONAL STUDENT FEES 2019/2020 (NZ\$):

	Per year	3 terms	2 terms	1 term	Per week
Tuition Fees	\$17,000	\$13,000	\$9,000	\$4,700	\$470
Homestay Fees per week	\$300	\$300	\$300	\$300	\$300
Homestay Placement Fee	\$1200	\$1,200	\$1,000	\$600	\$400
Medical and Travel Insurance -					
- Unicare	\$555				
- Southern Cross	\$622				

Tuition Fees include individual subject costs but **not** government NCEA exam fees. Overnight field trips, music lessons or sports fees e.g. badminton or soccer are an additional costs. Stationery and workbook are to be purchased at student's expense. Other costs may include transport to school.

Tuition fees will not increase for the duration of the student's study at Onslow College.

Total number of students: 1300

International Students: 60

	Level 1	Level 2	Level 3	University Entrance
Onslow College	80.7%	83.5%	73.6%	64.2%
National	70.1%	76.1%	63.7%	46.1%

Education Review Office FEEDBACK 2017

The Education Review Officers visit all schools in New Zealand every 3 and 5 years to look at their organization and their programmes. They commented that the very experienced International Student Team were well planned and had good pastoral care and orientation processes for our international students. They also talked about the strong and inclusive culture around the school and how well the teachers know their students and focus on their achievement and wellbeing.

TERM DATES

	2019	2020
Term 1	Monday 11 February - Friday 12 April (Classes start)	Tuesday 28 January - Thursday 9 April
Term 2	Monday 29 April - Friday 5 July	Tuesday 28 April - Friday 3 July
Term 3	Monday 22 July - 27 September	Monday 20 July - Friday 25 Sept
Term 4	Monday 14 October - 12 December	Monday 12 October - 16 December (latest)

Updated: June 2019

REFUND POLICY

Request for a refund of international student fees

1. **THE SCHOOL WILL CONSIDER ALL REQUESTS FOR A REFUND OF INTERNATIONAL STUDENT FEES. REQUESTS SHOULD BE MADE IN WRITING TO THE SCHOOL AS SOON AS POSSIBLE AFTER THE CIRCUMSTANCES LEADING TO A REQUEST.**
2. **A REQUEST FOR A REFUND SHOULD PROVIDE THE FOLLOWING INFORMATION TO THE SCHOOL:**
 - a) The name of the student
 - b) The circumstances of the request
 - c) The amount of refund requested
 - d) The name of the person requesting the refund
 - e) The name of the person who paid the fees
 - f) The bank account details to receive any eligible refund
 - g) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

3. **THE SCHOOL IS UNABLE TO REFUND SOME FEES. THE FOLLOWING FEES RELATE TO EXPENSES THAT THE SCHOOL MAY HAVE PAID OR WILL INCUR AS A RESULT OF RECEIVING AN APPLICATION FOR ENROLMENT AND CANNOT BE REFUNDED:**
 - a) **Administration Fee:** Administration fees of \$500 meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the Student. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
 - d) **Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks. Returning unspent homestay fees to a non New Zealand based bank account will incur a processing fee of \$100.
 - e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

Request for a refund for failure to obtain a study visa

4. **IF THE STUDENT FAILS TO OBTAIN AN APPROPRIATE STUDY VISA, A REFUND OF INTERNATIONAL STUDENT TUITION FEES WILL BE PROVIDED LESS ADMINISTRATION FEE OF NZD\$500.**

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment

5. **IF THE STUDENT VOLUNTARILY WITHDRAWS PRIOR TO 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.**

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment

6. **IF THE STUDENT WITHDRAWS ON OR AFTER THE START DATE OF THEIR ENROLMENT, REASONABLE WRITTEN NOTICE OF WITHDRAWAL IS REQUIRED BY THE SCHOOL. UNLESS OTHERWISE AGREED BY THE SCHOOL, A REFUND WILL BE PROVIDED LESS A MINIMUM OF 10 WEEKS TUITION FEE AND ANY OTHER RELEVANT NON-REFUNDABLE FEES AS OUTLINED IN THIS POLICY.**

REQUESTS FOR A REFUND WHERE THE SCHOOL FAILS TO PROVIDE A COURSE, CEASES AS A SIGNATORY OR CEASES TO BE A PROVIDER

7. **IF THE SCHOOL FAILS TO PROVIDE THE AGREED COURSE OF EDUCATION OR IS NO LONGER A SIGNATORY TO THE CODE OR NO LONGER OPERATES AS AN INTERNATIONAL EDUCATION PROVIDER, THE SCHOOL WILL NEGOTIATE WITH THE STUDENT OR THEIR FAMILY TO EITHER:**
 - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
 - b) Transfer the amount of any eligible refund to another provider or
 - c) Make other arrangements agreed to by the student or their family and the school.

Where the Student's enrolment is ended by the School

8. **IN THE EVENT THE STUDENT'S ENROLMENT IS ENDED BY THE SCHOOL FOR A BREACH OF THE CONTRACT OF ENROLMENT, THE SCHOOL WILL CONSIDER A REQUEST FOR A REFUND LESS:**
 - a) Any non-refundable fees set out in this policy
 - b) Any other reasonable costs that the school has incurred in ending the student's enrolment

Where the Student changes to a domestic student during the period of enrolment

9. **IF THE STUDENT CHANGES TO A DOMESTIC STUDENT AFTER THE START DATE OF THEIR ENROLMENT, REASONABLE WRITTEN NOTICE OF THE CHANGE IS REQUIRED BY THE SCHOOL. UNLESS OTHERWISE AGREED BY THE SCHOOL, A REFUND FROM THE DATE THE STUDENT GAINS RESIDENCY WILL BE PROVIDED LESS ANY OTHER RELEVANT NON-REFUNDABLE FEES AS OUTLINED IN THIS POLICY.**

Where a student voluntarily requests to transfer to another signatory

10. **IF THE STUDENT REQUESTS TO TRANSFER TO ANOTHER SIGNATORY AFTER THE START DATE OF THEIR ENROLMENT, REASONABLE WRITTEN NOTICE OF THE TRANSFER IS REQUIRED BY THE SCHOOL. UNLESS OTHERWISE AGREED BY THE SCHOOL, A REFUND WILL BE PROVIDED LESS A MINIMUM OF TEN WEEKS TUITION FEE AND ANY OTHER RELEVANT NON-REFUNDABLE FEES AS OUTLINED IN THIS POLICY.**

Request for a refund of homestay fees

11. **IF FOR ANY REASON, THE 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.**
12. **WHERE A STUDENT MOVES FROM A SCHOOL HOMESTAY AND REQUESTS A REFUND OF ANY UNUSED HOMESTAY FEES, THESE WILL BE REFUNDED LESS ANY NON-REFUNDABLE FEES SET OUT IN THIS POLICY.**

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

13. **EXCEPT BY WRITTEN REQUEST FROM PARENTS, PREPAID FEES UNUSED AT THE END OF ENROLMENT AMOUNTING TO LESS THAN NZD\$100 WILL BE REFUNDED TO THE STUDENT IN CASH. SUMS OF NZD\$100 OR GREATER WILL BE REFUNDED INTO A NOMINATED BANK ACCOUNT.**

Outstanding activity fees or other fees

14. **ANY ACTIVITY OR OTHER FEES INCURRED BY THE STUDENT DURING ENROLMENT AND OWED TO THE SCHOOL AT THE TIME OF WITHDRAWAL, WILL BE DEDUCTED FROM ANY ELIGIBLE REFUND.**

Refunds to be made to the country of receipt

15. **UNLESS OTHERWISE AGREED IN WRITING, ALL ELIGIBLE REFUNDS OF FEES OF NZD\$1,000.00 OR MORE RECEIVED FROM OUTSIDE OF NEW ZEALAND WILL BE REFUNDED TO A NOMINATED BANK ACCOUNT IN THE SOURCE COUNTRY.**

Rights of families after a decision regarding a refund has been made by the School

16. **A DECISION BY THE SCHOOL RELATING TO A REQUEST FOR A REFUND OF INTERNATIONAL STUDENT FEES WILL BE PROVIDED TO THE STUDENT OR FAMILY IN WRITING AND WILL SET OUT THE FOLLOWING INFORMATION:**
 - a) Factors considered when making the refund decision
 - b) The total amount to be refunded
 - c) Details of non-refundable fees
17. **THE STUDENT AND THEIR FAMILY HAS THE RIGHT TO TAKE A GRIEVANCE TO THE CODE ADMINISTRATOR OR DISPUTES RESOLUTION SCHEME IN THE EVENT THEY ARE DISSATISFIED WITH A REFUND DECISION MADE BY THE SCHOOL.**