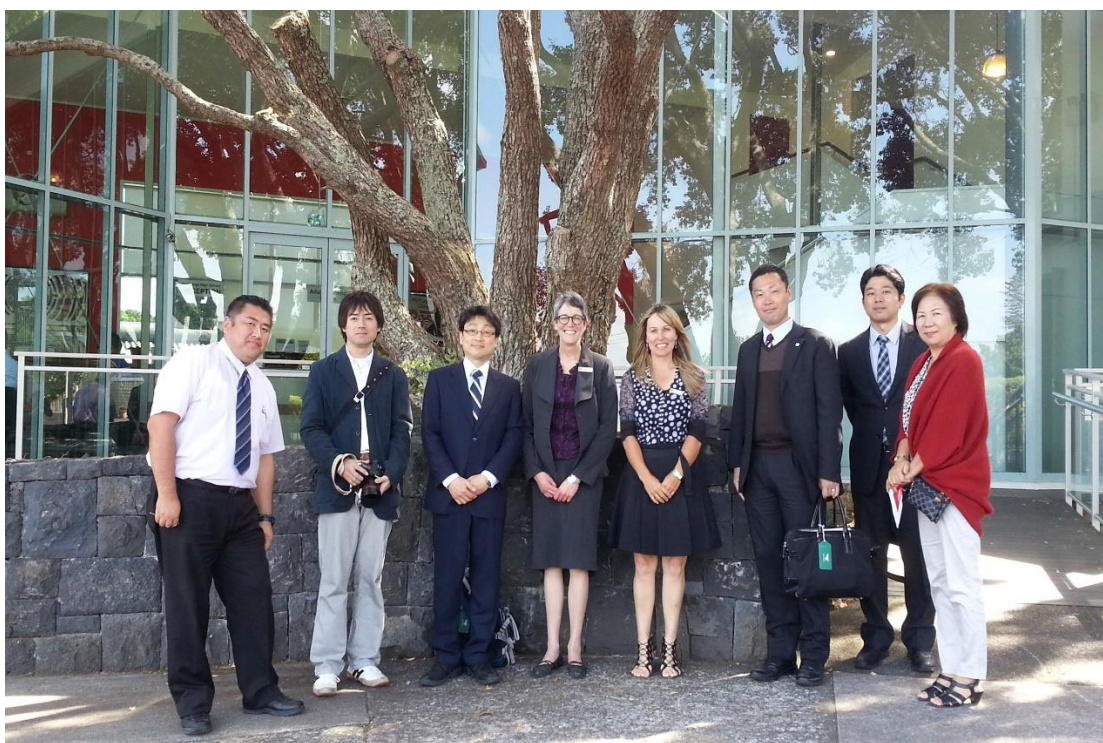


ONEHUNGA HIGH SCHOOL



Agent Handbook

24 Pleasant Street
Onehunga, Auckland
New Zealand
international@ohs.school.nz

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WELCOME

We welcome you as an agent working for Onehunga High School. We pride ourselves on the relationship we develop with you and potential students and their families. Please review this handbook to familiarise yourself with up-to-date information and our unique roles. We look forward to working with you in supporting, encouraging, and nurturing our international students every step of the way.

Our team



Ms Linda Melrose
Director of International
Students



Miss Maryam Taghavi
Dean of International
Students –
Homestay Manager



Mrs Tiffany Tsai
International Administrator

Support services



- **School counsellors**
- **School nurses**
- **School careers advisor**
- **School Kaitiaki**

ABOUT SCHOOL

Key facts	
Established	1959
Type	Co-educational; Year 9-13
Size of school	1000
Accommodation options	Homestay/Designated Caregiver/ Live with parents
Approx. No. full-year international students	35
Specialty	Short-study tours
Countries	Europe, Asia, South America, Oceania, etc
Language support	English Language School ESOL department
Local area features	<ul style="list-style-type: none"> • Located on the shores of Manukau Harbour • Surrounded by major attractions • Easy access to all amenities; Bus, train, café, restaurants, gym, malls, etc
Distance from airport and city centre	15 minutes by car
Commission on enrolments	<ul style="list-style-type: none"> • 15% full-time High School • 20% full-time English Language School
Student support	<ul style="list-style-type: none"> • 24/7 Pastoral care • Kaitiaki (mentoring) • Guidance Counselling • Nurse • Career advisor
Key information	
Fees	High School Fees 2022
Student rules	International Department Rules
Student handbook	International Student Orientation Handbook
School's virtual tour	Please click here
Contact	Email: international@ohs.school.nz Ph: +64 9 636 9060

APPLICATION

Full-time applications may be submitted at any time throughout the year for any year (9-13). It is best to lodge the applications at least four months prior to the course commencement as the number of full-year students we accept in each year is limited. Courses of more than 12 weeks of study require a student visa. Short-study tour applications should be lodged at least six months earlier as we get fully booked.

Requirements

All students applying to Onehunga High School must be of good character and health. Families must have the financial ability to cover all expenses (living costs, return air fares, etc). Students will sit an English placement test upon their arrival and will be put in the right level of ESOL/English class accordingly. Some courses have prerequisites and course requirements.

Enquiry

Please call or email first to ask about the possibility of an enrolment for a particular student/group.

Director	Linda Melrose
Phone	+64 9 636 9060
Email	lmelrose@ohs.school.nz

When you call/email please have the following information on hand:

- Student's full name and DOB
- Student's academic and attendance records in their home country
- Proposed year level for enrolment
- Intended start date and the duration
- Any special information such as health issues, particular requirements, etc

School will then advise you:

- To lodge an application and will send you the enrolment information
- Support you in providing relevant information

Enrolment information

Onehunga High School's enrolment information¹ consists of:

- Application and Agreement form
- International Student Brochure
- Refund Policy
- School Code of Conduct
- Complaints Procedure
- Homestay Rules
- International Student Rules

¹ All this information is also available and updated on our website at all times.

APPLICATION PROCESS

Please submit the application [online](#) or by sending the [writable form](#) through email with all the required documents completed and signed by parents/student:

- Completed application form
- Latest school report, public examination results or forecast marks
- Copy of passport
- Letter of recommendation or statement of student behaviour from previous school principal (if not included with academic records)
- Full disclosure of any medical or psychological condition, any learning difficulties or special needs that require special care/supervision²

After the review of the application:

- Once the application is accepted, we will issue an offer of place and invoice. The parents will be requested to pay the fees
- Upon the payment of the full fees, Onehunga High School will send you a receipt and you will be able to apply for the student visa

STUDENT PRE-ARRIVAL

Once the student visa is granted, Onehunga High School and the agent will start preparation for student's arrival:

- Flight/other arrival itinerary
- Accommodation details
- Arrival transfer
- Pre-arrival orientation handbook

Please ensure that all parents and students are aware of New Zealand Immigration (Customs) arrival rules:

- [On your arrival](#)
- [Items to declare](#)
- [Prohibited and restricted items](#)
- [Send and receive items](#)

Please ensure that before departure, parents and students have our Dean of International Students phone number on hand. **Maryam Taghavi: +6421980718**

² Please note that failure to disclose this information may be grounds for future cancellation of enrolment.

STUDENT POST-ARRIVAL

Onehunga High School will advise the student of the time and date for orientation upon arrival to the school at the beginning of term 1 and term 3. Orientation will include information about:

- School calendar, school timetable and routines
- Curriculum and subject selection and requirements
- Information about NCEA and how it works
- School tour and information about student facilities (e.g. library, international room, tuck-shop, etc)
- Information about attendance, holidays and travel
- School uniform
- Accommodation requirements and rules
- Support services available to students
- Key members of staff and emergency contact number
- Transport services
- Local community
- Health services
- Buddy
- Information about opening a bank account
- Connecting to a mobile phone service

AGENT PRE-ENROLMENT RESPONSIBILITIES

Please ensure that the following information is advised clearly and correctly to the students and parents prior to their enrolments. This is required under Section 4 of the [Education \(Pastoral Care of Tertiary and International Students\) Code of Practice 2021](#).

- Provide parents/students with reliable information and advice about studying, working and living in New Zealand
- Course details, conditions of enrolment, assessment methods, qualification or certificates issued for the course
- School's details: location, facilities, offered services, Code of Practice and rules
- Course-related tuition and non-tuition fees, refund policy, cancellation policy and potential for fees to change
- Onehunga High School's accommodation requirements
- Costs of living in New Zealand

Please make sure parents understand that they may be contacted to sign permission for a student if the student is under 18 years of age:

- Travelling, off-site activities, etc
- Permission to work for year 12 and 13 students
- Permission of staff to apply for student visa
- Change of school approved accommodation

COMMUNICATION WITH AGENT/PARENTS

Onehunga High School will be required to communicate with parents on different matters from time to time. These communications will be directly with parents and copies will be sent to you especially if follow-ups or assistance with translation is required.

Examples of communications include:

- Sending students' progress reports
- School newsletters and updates
- Concerns about students' welfare, health, academic progress, etc
- Asking for permission to travel or extra-curricular activities

To this end, it is very important that we maintain current contact details (correct email address, current home phone and mobile number and current residential address) of all parents, next of kin and you (as agents).

Please ensure that you advise Onehunga High School of any changes to these details as soon as possible.

STUDENT SERVICES

Guidance

The members of our guidance team are trained and experienced counsellors who are available to all students and their families.

Peer Mediation Programme

The New Zealand Peace Foundation provides the mediation training in our school. Students interested in applying need to be in year 12 and 13. Advanced mediation training in human rights issues is provided the following year. Peer mediation is about students helping students. The aim is to help the school be a safer place. In addition, our mediators also provide extra support to year 9 students by meeting them on their first day and spending considerable time with them in their tutor class during the first week of school.

Health

Onehunga High School has two registered nurses. A doctor and physiotherapist are also available for the students.

Careers

Our Careers Department advises on employment and tertiary information through seminars, pamphlets, interviews and our computer career data base. Advice and guidance throughout the student years at high school will help them to identify career goals and the qualifications they need to support those goals.

Education outside the classroom

There are a wide range of trips that students undertake as part of their curriculum programme while at school. These trips are used to complement and reinforce learning within each curriculum area and form an important part of the course work. Details of trips can be found in the school's Academic Programme on our website.

Active Lifestyles

All year 9 and year 10 students are invited to participate in Active Lifestyles Week in November / December each year. Year 9 involves a range of workshops and a sports day at school and in the local area. Students visit Stardome and take part a range of workshops including Careers, Dance, Spoken Word, Sustainability. Year 10 involves an Outdoor Education Camp and several day trips in the Auckland area. Students participate in activities such as kayaking, surfing, beach awareness, team building activities.

Overseas Trips

Groups within the school regularly organise trips overseas. These recently included a trip to China and Taiwan to look at how business works internationally.

ACCOMMODATION AND WELFARE

Onehunga High School allows students to live:

- With a school homestay family
- With parents
- With a relative or a designated caregiver (must be school and immigration approved)

* Onehunga High School does not allow students to live on their own or flat with friends under any circumstances, even if the students are 18 years or older.

Any concerns or questions about student accommodation can be addressed to:

International Student Dean	Maryam Taghavi
E: mtaghavi@ohs.school.nz	
Ph: +64 9 634 9694	
Mobile: +64 21 980 718	

* Please note that ALL contacts in regard to accommodation must be directly through the contact details provided above and no communication shall be made directly to the homestay families.

EMERGENCY CONTACTS

If you, or any parent or student needs to contact Onehunga High School outside school hours for emergency purposes only (e.g. students being in immediate danger), please contact:

International Student Dean	Maryam Taghavi
E: mtaghavi@ohs.school.nz	
Mobile: +64 21 980 718	

Or

Director of International Students	Linda Melrose
E: lmelrose@ohs.school.nz	
Mobile: +64 21 047 4598	

In case of a life-threatening incident, please dial 111 for emergency services.

USEFUL LINKS

[Onehunga High School Latest ERO Report](#)

[Education \(Pastoral Care of International Students\) Code of Practice 2021](#)

[Student visa](#)

[Understanding NCEA](#)

[FAQ's](#)

[Keeping safe](#)

[Onehunga Area](#)

[Nau Mai Study in New Zealand](#)

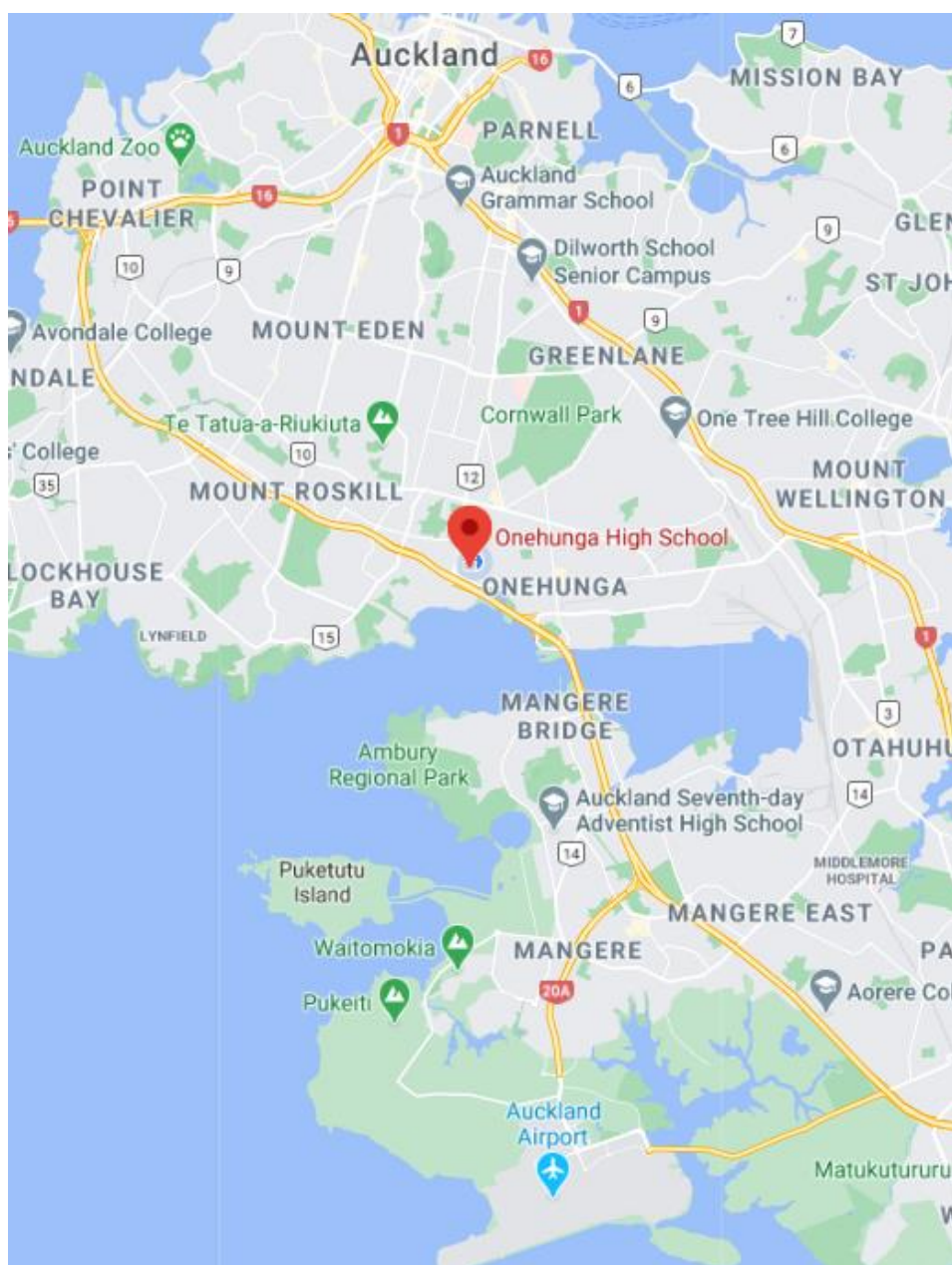
[Auckland Library](#)

[Auckland Events and Cultural Activities](#)

[Auckland Transport](#)

SCHOOL LOCATION

Onehunga High School
24 Pleasant Street, Onehunga
Auckland, New Zealand 1061
www.onehungahigh.school.nz
Ph: 09 636 9060
Email: international@ohs.school.nz



AGENT AGREEMENT



Onehunga High School INTERNATIONAL AGENT AGREEMENT

Between **Onehunga High School**

And **«Company_Name»**
(hereinafter referred to as the "AGENT")

Whereby Onehunga High School appoints the **AGENT** as a representative of the school for all the courses and programmes offered, on the terms specified below.

Onehunga High School:

Agrees to give the **AGENT** the authority to introduce and recommend individual students to the school in accordance with the admission standards and policies of the school, and/or any other guidelines agreed by both parties.

Shall endeavour to provide the **AGENT** complete and up-to-date information on the school with regard to the programmes, course structure, fee schedules, admissions policies and other important aspects so as to assist in the proper counselling of prospective students.

Reserves the right to refuse a student's application if it considers that there are justifiable reasons to do so.

Commission Payments

For each individual student enrolled at Onehunga High School, following recommendation by the **AGENT**, the school shall pay to the **AGENT** a professional fee amounting to (15% High School, 20% English Language School) of the first year's **GST exclusive** amount of the tuition fee. This fee will be paid by direct credit to the agents designated bank account. No commission is paid on short-term study of less than one term (10 weeks).

Payment will only be made once all appropriate visas have been shown to the school and the student has commenced studying. Payment will be made on receipt of a Tax Invoice, which must include the student's name, date of birth and commencement date at the school.

Onehunga High School will not pay a commission if the **AGENT** does not indicate on the Application Form that they represent the student, if the student withdraws from their course of

study within the official refund period or if the student has already submitted an application form to the school.

This agreement commences on the date that it has been signed by Onehunga High School. The school will review the **AGENT's** performance each year. This could be by way of student satisfaction surveys, and/or interviews.

Onehunga High School will direct the **AGENT** to a copy of the Education (Pastoral Care of International Students) Code of Practice 2016, in the **AGENT's** own language if appropriate.

Onehunga High School will advise the **AGENT** that ethical performance by the **AGENT** is mandatory.

«Company_Name»

The **AGENT** shall advise, evaluate and screen all prospective students and shall collect from the students on behalf of Onehunga High School the necessary application forms, reports, testimonials, financial guarantee letters, and any other documents requested by the school. These will then be provided to Onehunga High School.

The services and responsibilities of the **AGENT** to Onehunga High School shall include promotion of the school and its vision and values. The **AGENT** shall also give advice to prospective students and parents to ensure they have a full understanding before committing to enrolment.

In the advising of individuals and dissemination of information, the **AGENT** shall take all reasonable measures to ensure that only factual and up-to-date information is given.

The **AGENT** shall endeavour to introduce and recommend individuals who are academically and financially qualified for admission to Onehunga High School. The **AGENT** shall submit complete documentation of the student's application to the school promptly.

The **AGENT** shall ensure Onehunga High School receives the tuition, administration and any other fees from the students.

The **AGENT** shall forward information from Onehunga High School about student progress and wellbeing to parents in a timely manner.

The **AGENT** will not engage in any false, misleading or deceptive conduct or otherwise contravene any of Onehunga High School's obligations under the Education (Pastoral Care of International Students) Code of Practice 2016.

The **AGENT** confirms that he/she has read and understood the New Zealand Education (Pastoral Care of International Students) Code of Practice 2016, copies of which can be viewed on the NZQA website at <http://www.nzqa.govt.nz/providerspartners/caringforinternationalstudents/>

The **AGENT** agrees to comply with the New Zealand Education (Pastoral Care of International Students) Code of Practice 2016 and understands that any breaches of the Code may result in the termination of this agreement.

London Statement of Principles:

New Zealand is a signatory to the London Statement of Principles. These principles promote best practice among education agents and consultant professions supporting international students. The Ethical Principles require agents and consultants to:

- practice responsible business ethics
- provide current, accurate and honest information in an ethical manner
- develop transparent business relationships with students and signatories through the use of written agreements
- protect the interests of minors
- provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ
- act professionally
- work with New Zealand signatories to raise ethical standards and best practice

Agents are required to abide by these ethical principles at all times.

TERMINATION

This Agreement is for a period of «Year» year(s) from the date of signing.

It is subject to cancellation by either party on notice of two (2) weeks.

If Onehunga High School becomes aware that the **AGENT** is engaging in false, misleading or deceptive conduct or otherwise contravening the school's obligations under the Code, Onehunga High School will immediately advise the **AGENT** in writing to cease that activity. If the **AGENT** fails to cease, Onehunga High School will immediately withdraw the **AGENT's** accreditation, terminate this Agreement and stop accepting students from the **AGENT**.

Any dispute that may arise shall be settled in accordance with the laws of New Zealand.

I have read and understood the conditions of the Contract and I agree to follow them. I have also read the Code of Practice for the Pastoral Care of International Students and agree to comply with the conditions.

THE TERMS OF THIS AGREEMENT ARE HEREBY AGREED BY:

Signed for and on behalf of Onehunga High School:

Signature: _____

Name: _____

Designation: _____

Date: _____

Signed for and on behalf «Company_Name»:

Signature: _____

Name: _____

Designation: _____

Date: _____

CONFIRMATION OF AGREEMENT

Please complete and return this form to Onehunga High School

Please keep this Agreement Contract for your records

Agency Name	«Company_Name»
Agent's Name	
Are you a member of ENZ's Recognised Agencies programme? (please provide evidence)	
Physical Address	
Postal Address	
Day time Phone	
Mobile Phone	
Email	
Reference 1	
Reference 2	