# Application for approval as an Exchange Programme Organisation (EPO) in New Zealand

# Introduction

This application form should be used by organisations who wish to become approved Exchange Programme Organisations (EPOs) in New Zealand, and for existing EPOs applying to renew their approval.

## Before making this application

The Ministry of Education will review this application against the criteria established by the Ministry for becoming an EPO:

* Organisation capability
* Reciprocity
* Ability to ensure students receive pastoral care to an equivalent level as required for international students by the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code of Practice).

More information on secondary school exchange programmes is available on the Ministry of Education’s website at [Exchange Programme Organisations (EPOs) – Education in New Zealand](https://www.education.govt.nz/school/student-support/secondary-school-exchanges/exchange-programme-organisations-epos/).

You should also familiarise yourself with the [Code of Practice](http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html), and the associated [Guidelines for Schools](http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/school-guidelines-code-of-practice.pdf), published by the New Zealand Qualifications Authority.

## Completing this application form

There are six parts to this application form:

* Organisation details
* Organisation requirements
* Outbound students
* Inbound students
* Maintaining approval
* Statutory declaration

In responding to the outcomes and requirements in this form, you will need to describe how you are going to achieve the outcomes and specifically meet the requirements. Answers and descriptions should be linked to evidence, such as documented processes and procedures or published information (e.g. student handbook). Please answer all questions (if the question is not relevant to your organisation, please provide a short explanation rather than “N/A”).

Much of the information required for this application should exist in your organisation’s policy and procedure manual, quality management system, electronic equivalent of a desk file/manual, and published information.

Where you are required to attach a document, you may provide this as an extract from a broader document or a reference to another document. You may use the same document in more than one area. Please provide clear document references (including document title and page number).

If you need more space for your answer, please expand the table (if completing the form electronically), or continue on a clearly labelled separate page (if completing as a hard copy).

Applicants may find it useful to have their documentation reviewed or quality assured before submission, to check that the application form and other documentation provided as evidence meet all the requirements.

## Quality assurance and legal contracts

Applicants need to be aware that the Ministry of Education does not quality assure any documents in this application, including legal contracts with third parties. Applicants are advised to undertake their own quality assurance processes and to seek their own legal advice in relation to contractual arrangements. Each applicant is responsible for its own compliance with the requirements in this application form.

## Application processing and outcomes

Once received, the Ministry of Education will acknowledge receipt of your application and provide an indication of expected timeframes.

The Ministry of Education may request further information, and give a timeframe for this to be provided.

The results of your application will be communicated in writing.

## Submitting an application

This application should be submitted electronically.

If you cannot submit your application electronically and would like to submit a hard copy. Please contact student.exchanges@education.govt.nz and advise that you will be posting your application.

Documents supporting hard copy applications should be clearly labelled, with page references highlighted or tabbed where appropriate. Please ensure that the application form is legible, or completed electronically and printed. The submitted application form must include the original signed statutory declaration.

Hard copies should be posted to:

Student exchanges

International Division

Ministry of Education

PO Box 1666

Wellington 6140

Organisations submitting electronically must still send a hard copy of the application form (with the original signed statutory declaration). All supporting documents should be clearly named and submitted as .doc, .docx, .xls, .xlsx, searchable .pdf files, or accessible weblinks where appropriate.

Electronic applications should be emailed to Student.exchanges@education.govt.nz

## Further questions

If you have further questions, please contact Student.exchanges@education.govt.nz

# Part 1: Organisation details

|  |  |
| --- | --- |
| **Organisation name (legal)** |  |
| **Trading name (if different)** |  |
| **Organisation physical address** |  |
| **Organisation postal address** |  |
| **Website and social media pages** |  |
| **Organisation contact number** |  |
| **Director (or equivalent)** |  |
| **Contact email** |  |
| **Contact number** |  |
| **Designated contact for this application (if different) and role** |  |
| **Contact email** |  |
| **Contact number** |  |
| **Emergency contact number for designated contact** |  |

# Part 2: Organisation requirements

## 2.1 Purpose of application

Your organisation must provide, or be intending to provide, exchange programmes in New Zealand.

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| **2.1 a)** Please provide a brief rationale for why you are making an application to become an approved EPO. |
| Response |  |
| Document reference |  |

## 2.2 Legal status

Your organisation must be a legal entity in New Zealand.

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| **2.2 a)** What is your organisation’s legal status in New Zealand? For example, incorporated society, charitable trust, other legal entity. |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your organisation’s legal status/registration (eg Companies Office registration form, proof of charitable trust registration)

## 2.3 Governance

Your organisation must have a governance structure which will support the intended outcomes of your exchange programme.

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| **2.3 a)** Give a brief outline of the governance structure of your organisation in New Zealand (and internationally if applicable). |
| Response |  |
| Document reference |  |

## 2.4 Organisation size, structure and staffing

Your organisation must have an effective size and structure in New Zealand to support your intended exchange programme. This should include an appropriate ratio of staff:students and management:volunteers, and processes to ensure staff are able to ensure continuity of support for students at all times (for example, access to policies, procedures and information, including for emergency cover).

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| **2.4 a)** Please describe your organisation size and structure in New Zealand, including numbers of staff, volunteers and students, role descriptions, and key accountabilities. |
| Response |  |
| Document reference |  |

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| **2.4 b)** How do you ensure appropriate backup arrangements for staff, including appropriate access to student information and emergency procedures? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your organisation structure, including a communication processes diagram

**+ Attach** a copy of template role descriptions for each position type

Appropriate safety checks should be undertaken on staff members and volunteers working directly with children and young people. An appropriate safety check is broader than a police vet, and should also include (but is not limited to) confirmation of identity, character references, and in-person interviews.

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| **2.4 c)** What are your processes for undertaking safety checks of staff members and volunteers? |
| Response |  |
| Document reference |  |

**+ Attach** confirmation of your organisation’s registration with the New Zealand Police Vetting agency

## 2.5 Exchange programme and policy

The student exchange policy and programme should fit with your organisation’s strategic planning and the government’s criteria and goals for exchange students. The policy and programme will be specific to your organisation’s philosophy and structure.

The policy should include:

* The student exchange programme’s intended outcomes
* The key features of your organisation’s student exchange programme (for example, duration or any specific focus areas)
* Exchange student profile (for example, age ranges or regional focus) and key target markets

**+ Attach** a copy of your organisation’s policy/programme

## 2.6 Financial management

Your organisation must be financially viable and have appropriate processes in place to manage student funds.

**+ Attach** a copy of the most recent auditor’s report and/or statement from an accountant

**+ Attach** a copy of your student payment and fund management processes (for example, receipting processes and refund management processes)

## 2.7 Risk management processes

Your organisation must have effective risk management processes, for each stage of the student exchange process. This may include reference to emergency and critical incident plans and processes, but should be broader than an emergency response (ie, include proactive risk identification and mitigation processes).

**+ Attach** a copy of your organisation’s risk management process

## 2.8 Reciprocity

### 2.8.1 Reciprocating countries

Please list all partner countries and organisations, and indicate whether they are involved in outbound student programmes, inbound student programmes, or both.

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| **Organisation name** | **Country** | **Relationship** |
| **Outbound only** | **Inbound only** | **Inbound & outbound** |
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**+ Attach** evidence of agreements / permissions allowing for outbound students to receive reciprocal education and support in the host country (for example, signed contracts with overseas partners)

### 2.8.2 Student numbers

Reciprocity is an important feature of exchange programmes in New Zealand. Organisations must manage reciprocity over a rolling three year period.

Please indicate the number of inbound and outbound exchange students likely to be accepted under your exchange programme over the next five years.

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| --- | --- | --- |
| **Year** | **Outbound** | **Inbound** |
| **Duration** | **Numbers** | **Duration** | **Numbers** |
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## 2.9 Other programmes

Your organisation may offer other programmes in addition to exchange programmes. These programmes must not be marketed as exchange programmes, and inbound and outbound students must be clear as to which type of programme they are participating in. Inbound and outbound students on other programmes may not be included in the exchange student visa quotas or reciprocity figures.

### 2.9.1 Fee-paying students

If your organisation also offers services to fee-paying international students, you must ensure that students are clear as to what programme they are participating in and that there is appropriate separation of programmes and management of any conflicts of interest.

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| **2.9.1 a)** Does your organisation also provide services for fee-paying international students? If yes, how do you ensure there is no conflict of interest? |
| Response |  |
| Document reference |  |

### 2.9.2 Gap Year, sport/cultural tours, or other programmes

If your organisation offers other programmes such as Gap Years, sport or cultural tours or other non-exchange programmes, these programmes should be clearly differentiated for potential students and administrative processes in place to ensure appropriate separation (for example, that these programmes are not counted towards reciprocity).

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| **2.9.2 a)** Does your organisation also offer other inbound or outbound student programmes? If yes, how do you ensure that these programmes are appropriately separated from the exchange programmes? |
| Response |  |
| Document reference |  |

# Part 3: Outbound students

This part includes the following sections relating to the management of outbound students:

* Marketing and promotion
* Application, selection, offers and contracts
* Insurance, travel and immigration matters
* Pre-departure support and orientation
* Accommodation
* Safety and well-being
* Withdrawal and termination
* Grievances

Much of the information requested in this section is broadly related to the pastoral care requirements in the Code of Practice. Responses should include a description and references to supporting documentation or other evidence. For example, your response may include a description of how and when students are provided with the required information, a reference to the process in the staff manual, and a copy of the information provided.

## 3.1 Marketing and promotion

The marketing and promotional information provided to prospective exchange students should include clear, sufficient, and accurate information, to enable them to make informed choices about exchange participation and the services provided. They and their families should have a full and realistic picture of what it will be like to participate in an exchange programme with your organisation.

### 3.1.1 Minimum information requirements for potential students

| **3.1.1** Where do you provide the minimum information requirements for potential students? |
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| Requirement | Document reference |
| **a)** Potential learning outcomes and benefits of the exchange |  |
| **b)** The types of exchanges offered and the destination countries |  |
| **c)** The services and support provided by your organisation |  |
| **d)** The types of services and support available in each destination, including schooling and accommodation type |  |
| **e)** Application and selection process |  |
| **f)** Exchange student eligibility criteria (both core criteria, and any criteria specific to a particular destination eg language requirements) and conditions of acceptance |  |
| **g)** Estimated fees and additional costs, and refund conditions |  |
| **h)** Medical and travel insurance requirements |  |
| **i)** Circumstances in which the exchange could be withdrawn/terminated |  |

### 3.1.2 Provision of information

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| **3.1.2 a)** How do you ensure that potential exchange students receive the required information? |
| Response |  |
| Document reference |  |

**+ Attach** copies of prospectuses, marketing or promotional material provided to potential outbound students

Information provided to potential exchange students should be accurate, relevant and up-to-date. This should include information provided by overseas partners.

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| **3.1.2 b)** How do you use to ensure information provided to potential exchange students is accurate, relevant and up-to-date (including information provided by partner organisations)? |
| Response |  |
| Document reference |  |

## 3.2 Application, selection, offers, and contracts

Potential students and their parents or legal guardians should have sufficient information to make well-informed decisions and to understand their interests and obligations before entering into a legally binding contract.

Information in this section is requested to ensure that you have good systems and documentation set up to manage the application, selection, offer and contract for each new student, and to ensure that students and their families are clear on their obligations and responsibilities.

### 3.2.1 Applications

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| **3.2.1 a)** How do you ensure that students are informed of your application process and requirements, including any application fees (and application fee refund conditions)? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your application form and any additional information provided to students, eg application guide

### 3.2.2 Selection

Selection processes should ensure that students meet the eligibility criteria, that they have the potential to benefit from the exchange programme, and that the intended programme aligns with their capabilities, goals and aspirations.

The selection process should be fair and transparent, and clearly understood by students. Students who are not selected should be informed of the reasons.

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| **3.2.2** How do you ensure that exchange students meet the minimum eligibility criteria? |
| Requirement | Document reference |
| **a)** New Zealand citizen or permanent resident |  |
| **b)** Currently enrolled in a New Zealand secondary school |  |
| **c)** Aged 14-18 |  |
| **d)** Considered to have the potential to benefit from the exchange |  |

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| **3.2.2 e)** How do you ensure that the programme offered is appropriate for the student’s expectations, language and academic capability? |
| Response |  |
| Document reference |  |

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| **3.2.2 f)** What is your selection process (including destination placement), and how is this communicated to students?  |
| Response |  |
| Document reference |  |

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| **3.2.2 g)** How do you ensure that your selection process is fair and transparent, and that students who are not accepted are informed of the decisions and the reasons for it? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your screening and selection process

### 3.2.3 Offers

Before entering into a contract, students and their families should have sufficient information about their proposed programme in order to make a well-informed decision and to fully understand their interests and obligations.

When making a student an offer, you must ensure that they receive the following:

* Details of the exchange offered (for example, the destination country and length of programme)
* Information on the potential educational outcomes, including any qualifications
* Information of the full fees charged and any likely additional costs
* Information on the services and support available
* Information on withdrawal, termination and refund conditions
* Information on any other rights and obligations

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| **3.2.3 a)** How do you ensure that students and their families receive sufficient information to make an informed choice about the proposed exchange programme? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your offer of place or equivalent

### 3.2.4 Contracts

Contracts must be fair, clearly written, and set out the rights and responsibilities of each party.

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| **3.2.4 a)** What processes do you have in place to ensure your contracts are fair, clearly written, and set out the rights and responsibilities of each party? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your contract template

All contracts must be signed by the parent or legal guardian of a student aged under 18.

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| **3.2.4 b)** What do you have in place to ensure that a written contract is entered into with each student’s parent or legal guardian? |
| Response |  |
| Document reference |  |

## 3.3 Insurance, travel and immigration matters

The intent of this section is to ensure that students are adequately protected for unforeseen events, have appropriate, clearly communicated travel arrangements, and are supported to meet all immigration requirements in their host country.

### 3.3.1 Insurance

Students should have appropriate insurance in place to protect them against significant financial costs arising from any incidents, for the duration of their exchange programme. This insurance should cover the following:

* the student’s travel:
	+ between New Zealand and the host country;
	+ within the host country; and
	+ any other travel undertaken outside the host country as part of their exchange; and
* medical care in the host country, including diagnosis, prescription, surgery, and hospitalisation; and
* repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
* death of the student, including cover of:
	+ travel costs of family members between New Zealand and the host country; and
	+ costs of repatriation or expatriation of the body; and
	+ funeral expenses

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| **3.3.1 a)** What processes do you have in place to ensure that students have appropriate insurance? |
| Response |  |
| Document reference |  |

**+Attach** a copy of your student insurance policy (if applicable eg if you require students to take a particular policy / if you organise insurance on their behalf)

### 3.3.2 Travel arrangements

Travel arrangements should be clearly communicated, be appropriate to the student’s age and programme, and be made with reputable companies via routes which minimise lengthy stopovers and reduce the risk of delay.

Travel arrangements should be made sufficiently in advance to ensure appropriate flights are available. Where travel arrangements are not made by your organisation, any requirements set by you or the partner organisation (such as arrival and departure dates or travelling with other students on the same programme) should be clearly communicated to students and families at the earliest opportunity.

The Ministry of Foreign Affairs and Trade encourages all New Zealanders overseas to register with SafeTravel ([www.safetravel.govt.nz](http://www.safetravel.govt.nz)), to assist with communication and support in an emergency.

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| **3.3.2 a)** How does your organisation manage the travel arrangements, including communication with the partner organisation, and how is this process communicated to students and their families? |
| Response |  |
| Document reference |  |
| **3.3.2 b)** What processes do you have in place to ensure that travel arrangements are appropriate and clearly communicated to students, parents and receiving organisations? |
| Response |  |
| Document reference |  |

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| **3.3.2 c)** What processes do you have in place to ensure student safety while they are travelling to/from the host country? |
| Response |  |
| Document reference |  |

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| **3.3.2 d)** What processes do you have in place to register students on SafeTravel prior to departure? |
| Response |  |
| Document reference |  |

### 3.3.3 Immigration matters

Students should have the appropriate immigration authority to study in their host country, be aware of their obligations to maintain that authority throughout their exchange (for example, travel outside the host country or part-time work), and are aware of the requirements at the end of their exchange (for example, departure from the host country).

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| **3.3.3 a)** How do you ensure, prior to departure, that students have the appropriate immigration authority to study in their host country? |
| Response |  |
| Document reference |  |

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| **3.3.3 b)** What processes do you have in place to ensure that students are aware of their immigration obligations and maintain appropriate immigration authority to study in their host country? |
| Response |  |
| Document reference |  |

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| **3.3.3 c)** What processes do you have in place to ensure that students meet relevant immigration requirements at the end of their exchange? |
| Response |  |
| Document reference |  |

## 3.4 Pre-departure support and orientation

You must ensure that students have the opportunity to participate in a well-designed and age-appropriate orientation programme that provides them with the information and advice necessary for a student at each stage of their exchange. Information should be provided to students, and parents and legal guardians of students under 18. Information should also be available for reference at a later stage (for example, in a student handbook or equivalent, or electronically/online).

While the partner organisation may provide the host country orientation, students should also receive a pre-departure briefing, with general information about being an exchange student and specific information about their host country where relevant.

Pre-departure information should include, at a minimum:

* Full advice on all relevant organisational policies
* Full information on the services and support available
* Names and contact details of staff members responsible for student support (both in NZ and in the host country)
* Host country placement information (including host family and schooling details)
* Information relating to health and safety
* Information about termination of the exchange
* Information about your grievance processes

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| **3.4 a)** How do you ensure that students receive the required pre-departure information? |
| Response |  |
| Document reference |  |

**+ Attach** pre-departure/orientation information and/or student handbook

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| **3.4 b)** What processes do you have to ensure that parents have access to orientation information provided to the student? |
| Response |  |
| Document reference |  |

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| **3.4 c)** What processes do you have to ensure that students receive an appropriate orientation programme in the host country? |
| Response |  |
| Document reference |  |

## 3.5 Accommodation

It is important to provide a safe study and living environment for exchange students, with adequate support for well-being. Students should be as well supported as possible to have a safe, happy and successful time living and studying in their host country.

Much of this support may be provided by the partner organisation, but your organisation should ensure that expectations are clear and be prepared to provide the student and their natural family with additional support where appropriate.

You should ensure student accommodation is appropriately checked, and that students have information and realistic expectations about their accommodation prior to departure.

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| **3.5 a)** What processes do you have in place to ensure that partner organisations are appropriately checking accommodation and host families, to ensure students are living in a safe environment? |
| Response |  |
| Document reference |  |

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| **3.5 b)** How are accommodation arrangements communicated to students prior to departure? |
| Response |  |
| Document reference |  |

## 3.6 Safety and well-being

### 3.6.1 Regular monitoring and communication

You should ensure that student well-being is proactively monitored. Where this is undertaken by the overseas partner, you should ensure that you have effective communication processes so that you are aware of any issues.

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| **3.6.1 a)** What processes do you have in place to ensure effective monitoring of student well-being? |
| Response |  |
| Document reference |  |

You must ensure that you have effective communication with parents and legal guardians and that you have up-to-date contact details.

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| **3.6.1 b)** What do you have in place to ensure effective communication with parents and legal guardians? |
| Response |  |
| Document reference |  |

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| **3.6.1 c)** What do you have in place to ensure up-to-date contact details for the students’ parents and legal guardians are sought, recorded and kept up-to-date for the duration of the students’ exchange? |
| Response |  |
| Document reference |  |

**+ Attach** your template for student record keeping and communication with the parents, legal guardians and the overseas partner

Parents and legal guardians should still be involved in decisions about major issues affecting the student while the student is on exchange (for example, changing accommodation, medical treatments, early termination of the exchange).

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| **3.6.1 d)** How will you ensure that, where appropriate, you obtain the written agreement of the parent or legal guardian of students under 18 for major decisions affecting the student?  |
| Response |  |
| Document reference |  |

### 3.6.2 Managing inappropriate behaviour

Your organisation must effectively manage inappropriate behaviour by, or impacting on, exchange students.

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| **3.6.2 a)** What do you have in place to ensure that students are aware of behaviour expectations, both from your organisation and the host organisation?  |
| Response |  |
| Document reference |  |

**+ Attach** student behaviour expectations (including attendance and possible consequences of misbehaviour) policies

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| **3.6.2 b)** What processes do you have in place to ensure that instances of inappropriate behaviour by, or impacting on, an exchange student are responded to fairly and effectively? |
| Response |  |
| Document reference |  |

**+ Attach** procedures for managing instances of inappropriate behaviour by, or impacting on, exchange students

### 3.6.3 Managing health and safety issues

You must have processes in place to ensure that exchange students are able to report and address health and safety issues, respond to emergencies, and access and/or engage with relevant health and other support services. While students are in the host country, this support may be provided by the host organisation, but your organisation should have processes in place to support students where necessary (for example, first language support or support if an issue remains unresolved).

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| **3.6.3 a)** What processes do you have in place to ensure that exchange students are able to report and address health and safety issues, respond to emergencies, and access and/or engage with relevant health and other support services? Where this is provided by the host organisation, what arrangements do you have to provide effective back-up support where necessary? |
| Response |  |
| Document reference |  |

### 3.6.4 Emergency contacts

Students must have access to a 24/7 emergency contact. Where appropriate, this may be through the overseas partner organisation, or the same emergency contact person you have for inbound students.

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| **3.6.4 a)** What processes do you have in place to ensure that outbound students have access to a 24/7 emergency contact? |
| Response |  |
| Document reference |  |

You must be able to contact exchange students in an emergency. This communication may be via the host organisation where appropriate, but you should also have direct contact details for students as a back-up or for when this may not be appropriate (for example, if a student has a serious complaint about the host organisation).

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| **3.6.4 b)** What processes do you have in place to ensure that you can contact exchange students in an emergency? |
| Response |  |
| Document reference |  |

You must be able to contact exchange students’ families / next of kin in an emergency. Contact details must be appropriately recorded, up-to-date, and accessible to responsible staff.

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| **3.6.4 c)** What do you have in place to ensure up-to-date contact details for the students’ parents and legal guardians are sought, recorded and kept up-to-date for the duration of the students’ exchange? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your emergency communication procedures for offshore exchange students and their families / next-of-kin.

## 3.7 Withdrawal, termination and refunds

### 3.7.1 Withdrawal and termination

You must have policies in place to manage student withdrawals and terminations, and these policies must be communicated to students and parents.

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| **3.7.1 a)** What is your withdrawal policy, and how is this communicated to students and parents? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your withdrawal policy

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| **3.7.1 b)** What is your termination policy, and how is this communicated to students and parents? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your termination policy

### 3.7.2 Refunds

Your refund policy must be reasonable and in accordance with legal requirements. It must include refund conditions for the following situations:

* Failure of the student to obtain a study visa for their planned destination
* Voluntary withdrawal of the student (both prior to departure and once on exchange)
* Termination of the exchange
* Your organisation or the host organisation ceasing to hold the relevant government approvals, or ceasing to be an organisation

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| **3.7.2 a)** What do you have in place to ensure that your refund policy is reasonable, in accordance with legal requirements, and covers the situations listed above? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your refund policy

Information on the refund policy and any conditions must be communicated to exchange students and their parents, and they must have access to a full copy of the policy.

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| **3.7.2 b)** What do you have in place to ensure that your refund policy is effectively communicated to exchange students and their parents? |
| Response |  |
| Document reference |  |

## 3.8 Grievances

You must have a documented process for receiving and addressing complaints and grievances. Students and their parents must be made aware of the process, and the possibility of complaining to the Ministry of Education if the complaint is not satisfactorily resolved.

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| **3.8 a)** What processes do you have in place for receiving and addressing complaints and grievances? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your grievance procedure

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| --- |
| **3.8 b)** How do you ensure that students and their parents are made aware of your complaints processes, and the possibility of complaining to the Ministry of Education if the complaint is not satisfactorily resolved? |
| Response |  |
| Document reference |  |

# Part 4: Inbound students

This Part includes the following sections relating to the management of inbound students:

* Marketing and promotion
* Selection, offers and contracts
* Insurance, travel and immigration matters
* Pre-departure support and orientation
* Accommodation, safety and well-being
* Withdrawal and termination
* Grievances

Information requested in this section is broadly related to the pastoral care requirements in the Code of Practice. The responses should include a description and references to supporting documentation or other evidence. For example, your response may include a description of how and when students are provided with the required information, a reference to the process in the staff manual, and a copy of the information provided.

## 4.1 Marketing and promotion

The marketing and promotional information provided to prospective exchange students should include clear, sufficient, and accurate information, to enable them to make informed choices about exchange participation and the services provided. They and their families should have a full and realistic picture of what it will be like to participate in an exchange programme with your organisation. For inbound students, this may be provided through a partner organisation, but you should have processes in place so they have access to the required information.

### 4.1.1 Minimum information requirements for potential students

| **4.1.1** Where do you provide the minimum information requirements for potential students? |
| --- |
| Requirement | Document reference |
| **a)** Potential learning outcomes and benefits of the exchange |  |
| **b)** The types of exchanges offered |  |
| **c)** The services and support provided by your organisation |  |
| **d)** The types of schooling and accommodation available |  |
| **e)** Application and selection process (if managed by your organisation) |  |
| **f)** Exchange student eligibility criteria and conditions of acceptance |  |
| **g)** Estimated fees (if paid to your organisation) and additional costs (for example, average schooling/living costs), and refund conditions  |  |
| **h)** Medical and travel insurance requirements |  |
| **i)** Circumstances in which the exchange could be withdrawn/terminated |  |

### 4.1.2 Provision of information for potential students

|  |
| --- |
| **4.1.2 a)** How do you ensure that potential exchange students receive the above information? |
| Response |  |
| Document reference |  |

**+ Attach** examples of prospectuses, marketing or promotional material provided to potential inbound students, or to partner organisations (this could include website links, where appropriate).

Information provided to potential exchange students should be accurate, relevant and up-to-date.

|  |
| --- |
| **4.1.2 b)** What process do you use to ensure information provided to potential exchange students is accurate, relevant and up-to-date (including information provided by partner organisations)? |
| Response |  |
| Document reference |  |

## 4.2 Application and selection

Potential students and their parents or legal guardians should have sufficient information to make well-informed decisions and to understand their interests and obligations before entering into a legally binding contract.

Information in this section is requested to ensure that you have good systems and documentation set up to manage the application, selection, offer and contract for each new student, and to ensure that students and their families are clear on their obligations and responsibilities.

### 4.2.1 Application process

|  |
| --- |
| **4.2.1 a)** How do you manage the application and selection of inbound students? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your application form and any additional information provided to students or overseas partners, eg application guide

**+ Attach** a copy of your screening and selection processes

### 4.2.2 Eligibility and selection

|  |
| --- |
| **4.2.2** How do you ensure that students meet the minimum eligibility criteria\*? |
| Requirement | Document reference |
| **a)** Aged 14-18 |  |
| **b)** Current enrolled in secondary school |  |
| **c)** Considered to have the potential to benefit from the exchange |  |
| **d)** Domestic students or foreign nationals already in New Zealand may not apply for a place or be accepted on an inbound exchange |  |
| **e)** Exchange students seeking to continue their study in New Zealand are not eligible to extend or apply for another inbound exchange |  |
| **f)** Exchange students who are required to terminate an exchange early will not be eligible for another place on an inbound exchange |  |

\*Please note that you may provide programmes for students who do not meet the minimum eligibility requirements, but that these students will not be considered formal exchange students and will not be counted for your organisation’s exchange reciprocity.

|  |
| --- |
| **4.2.2 g)** How do you ensure that the programme offered is appropriate for the student’s expectations, language and academic capability? |
| Response |  |
| Document reference |  |

## 4.3 Insurance, travel and immigration matters

The intent of this section is to ensure that students are adequately protected for unforeseen events, have appropriate, clearly communicated travel arrangements, and are supported to meet all immigration requirements.

### 4.3.1 Insurance

Students should have appropriate insurance in place to protect them against significant financial costs arising from any incidents, for the duration of their exchange programme. This insurance should cover the following:

* the student’s travel:
	+ to and from New Zealand;
	+ within New Zealand; and
	+ any other travel undertaken outside New Zealand as part of their exchange; and
* medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
* repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
* death of the student, including cover of:
	+ travel costs of family members to New Zealand; and
	+ costs of repatriation or expatriation of the body; and
	+ funeral expenses

|  |
| --- |
| **4.3.1 a)** What processes do you have in place to ensure that students have appropriate insurance? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.3.1 b)** What processes do you have in place to support students to make an insurance claim? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your student insurance policy (if applicable, for example if you require students to take a particular policy / if you organise insurance on their behalf)

### 4.3.2 Travel arrangements

Travel arrangements should be clearly communicated, be appropriate to the student’s age and programme, and be made with reputable companies via routes which minimise lengthy stopovers and reduce the risk of delay.

|  |
| --- |
| **4.3.2 a)** How does your organisation manage the travel arrangements, including communication with the partner organisation, and how is this process communicated to students and their families? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.3.2 b)** What processes do you have in place to ensure that travel arrangements are appropriate and clearly communicated? |
| Response |  |
| Document reference |  |

### 4.3.3 Immigration matters

Students should have the appropriate immigration authority to study in New Zealand, be aware of their obligations to maintain that authority throughout their exchange (for example, travel outside the host country or part-time work), and are aware of the requirements at the end of their exchange (for example, departure from New Zealand).

|  |
| --- |
| **4.3.3 a)** How do you ensure, prior to departure, that students have the appropriate immigration authority to study in New Zealand? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.3.3 b)** What processes do you have in place to ensure that students are aware of their immigration obligations and maintain appropriate immigration authority to study in New Zealand? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.3.3 c)** What processes do you have in place to ensure that students meet relevant immigration requirements at the end of their exchange? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.3.3 d)** What processes do you have in place to report relevant changes to a student’s programme (eg early departure) to Immigration New Zealand? |
| Response |  |
| Document reference |  |

## 4.4 Information and orientation

You must ensure that students have the opportunity to participate in a well-designed and age-appropriate orientation programme that provides them with the information and advice necessary for a student at each stage of their exchange. Information should also be available for reference at a later stage (for example, in a student handbook or equivalent, or electronically/online).

Orientation information should include, at a minimum, the information listed in the table below.

|  |
| --- |
| **4.4** How do you ensure that students receive the required orientation information? |
| Information requirement | Document reference |
| **a)** Names and contact details of staff members responsible for student support |  |
| **b)** 24/7 emergency contact details (both general and for your organisation) |  |
| **c)** Placement information (including host family and schooling details) |  |
| **d)** Full information on the services and support available |  |
| **e)** Information relating to health and safety, including personal health services, road safety, New Zealand law on alcohol and tobacco, and addressing harassment and discrimination |  |
| **f)** Medical and travel insurance requirements/ limitations |  |
| **g)** Cross-cultural information |  |
| **h)** Host family roles and responsibilities |  |
| **i)** Information on all relevant organisational policies |  |
| **j)** Information about withdrawal and termination processes |  |
| **k)** Information about your grievance processes |  |

**+ Attach** inbound student orientation information and/or student handbook

## 4.5 School enrolment and information

Inbound exchange students are considered as domestic students and, with the agreement of the school, may enrol under the same conditions as other domestic students (for example, living in the enrolment zone or meeting any special character requirements). Exchange organisations must seek approval from schools prior to placement.

|  |
| --- |
| **4.5 a)** What processes do you have in place to seek approval from the school for a student’s enrolment, prior to confirming the student’s placement? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.5 b)** What processes do you have in place to ensure that inbound exchange students have access to ESOL (English for speakers of other languages) support if required? |
| Response |  |
| Document reference |  |

Your organisation must establish and maintain effective communication with the host school, including exchanging regular and emergency contact details.

|  |
| --- |
| **4.5 c)** What communication processes do you have in place with host schools? How do you ensure that contact details are readily available and up-to-date? |
| Response |  |
| Document reference |  |

Your organisation must provide, or ensure that the school provides, inbound exchange students with full information about their host school.

|  |
| --- |
| **4.5 d)** How do you ensure that students receive general school information (for example, information on subject choices and school uniform)? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.5 e)** How do you ensure that students receive information about access to exams and qualifications, for example options for obtaining NCEA credits? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.5 f)** How do you ensure that students are informed of their required attendance dates, term dates, and student attendance and non-attendance procedures? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.5 g)** How do you ensure that students receive information about how to address any issues that may arise, including information on the school’s internal complaint and grievance processes? |
| Response |  |
| Document reference |  |

## 4.6 Accommodation

It is important to provide a safe study and living environment for exchange students, with adequate support for well-being. Students should be as well supported as possible to have a safe, happy and successful time living and studying in New Zealand.

You should have processes in place to ensure that students will be physically and emotionally safe in their accommodation. This includes processes to undertake relevant checks prior to placement, and effective ongoing monitoring.

### 4.6.1 Selection and screening of host families

Accommodation should be physically and emotionally safe and arrangements should be appropriate for the student/host family.

|  |
| --- |
| **4.6.1 a)** What processes do you have in place to manage the selection of host families? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.1 b)** How do you ensure that the student’s accommodation is physically safe, is in an acceptable condition, meets all regulatory and legislative requirements, and is not a boarding house? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.1 c)** How do you ensure that accommodation arrangements are appropriate for the student and host family? (For example, decisions around sharing a room). |
| Response |  |
| Document reference |  |

Appropriate safety checks should be undertaken on household members. A police vet should be completed for all adults residing in the household who are 18 years of age or over. However, a full safety check is broader than a police vet, and should also include (but is not limited to) confirmation of identity, character references, and in-person interviews.

|  |
| --- |
| **4.6.1 d)** What processes do you have in place to ensure that an effective safety check has been completed for host families? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your template for host family safety checks

### 4.6.2 Communication, information and support for host families

|  |
| --- |
| **4.6.2 a)** How do you ensure that you have written agreements with host families outlining roles and responsibilities of each party? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your host family contract/agreement or equivalent

|  |
| --- |
| **4.6.2 b)** How do you ensure that you have accurate and up-to-date contact information for host families available at all times? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.2 c)** What processes do you have in place to provide support and training for host families? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of support information for host families, for example an orientation programme, host family handbook, meeting schedule etc.

### 4.6.3 Monitoring of student placement

|  |
| --- |
| **4.6.3 a)** What processes do you have in place to ensure that responsibility is taken for conducting student interviews and home visits to monitor student accommodation? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of the job description of the person responsible for monitoring student accommodation.

|  |
| --- |
| **4.6.3 b)** What processes do you have in place to ensure that students are appropriately supervised in their accommodation, including weekend and (school) holiday arrangements? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.3 c)** What processes do you have in place for identifying and managing any accommodation issues which arise, including unsafe and emergency situations and processes for temporary and emergency accommodation? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.3 d)** What processes do you have in place for ensuring that serious issues are reported to the relevant authorities? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.6.3 e)** What processes do you have in place to manage student accommodation changes? |
| Response |  |
| Document reference |  |

## 4.7 Safety and well-being

### 4.7.1 Regular monitoring and communication

You should ensure that student well-being is proactively monitored, and that you have effective communication processes to manage any issues.

|  |
| --- |
| **4.7.1 a)** What processes do you have in place to ensure monitoring of student well-being, including effective record-keeping? |
| Response |  |
| Document reference |  |

**+ Attach** any templates for monitoring of student wellbeing

You must ensure that you have effective communication with parents and legal guardians (where appropriate, this may be via the partner organisation). Parents and legal guardians should still be involved in decisions about major issues affecting the student while the student is on exchange (eg changing accommodation, medical treatments, early termination of the exchange).

|  |
| --- |
| **4.7.1 b)** What do you have in place to ensure effective communication with parents and legal guardians? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.7.1 c)** How will you ensure that, where appropriate, you obtain the written agreement of the parent or legal guardian of students under 18 for major decisions affecting the student?  |
| Response |  |
| Document reference |  |

### 4.7.2 Managing inappropriate behaviour

Your organisation must effectively manage inappropriate behaviour by, or impacting on, exchange students.

|  |
| --- |
| **4.7.2 a)** What do you have in place to ensure that students are aware of behaviour expectations, both from your organisation and the host organisation?  |
| Response |  |
| Document reference |  |

**+ Attach** student behaviour expectations (including attendance and possible consequences of misbehaviour) policies

|  |
| --- |
| **4.7.2 b)** What processes do you have in place to ensure that instances of inappropriate behaviour by, or impacting on, an exchange student are responded to fairly and effectively? |
| Response |  |
| Document reference |  |

**+ Attach** procedures for managing instances of inappropriate behaviour by, or impacting on, exchange students

### 4.7.3 Managing health and safety issues

You must have processes in place to ensure that exchange students are able to report and address health and safety issues, respond to emergencies, and access and/or engage with relevant health and other support services. While students are in the host country, this support may be provided by the host organisation, but your organisation should have processes in place to support students where necessary (for example, first language support or support if an issue remains unresolved).

|  |
| --- |
| **4.7.3 a)** What processes do you have in place to ensure that exchange students are able to report and address health and safety issues, respond to emergencies, and access and/or engage with relevant health and other support services?  |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.7.3 b)** What processes do you have in place to identify and address the needs and issues of students at risk or with special needs? |
| Response |  |
| Document reference |  |

### 4.7.4 Emergency contacts

Students must have access to a 24/7 emergency contact, and you must be able to contact students in an emergency.

|  |
| --- |
| **4.7.4 a)** What processes do you have in place to ensure that inbound students have access to a 24/7 emergency contact? |
| Response |  |
| Document reference |  |

|  |
| --- |
| **4.7.4 b)** What processes do you have in place to ensure that you can contact exchange students in an emergency? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your emergency communication procedures for inbound students

## 4.8 Withdrawal, termination and refunds

### 4.8.1 Withdrawal and termination

You must have policies in place to manage student withdrawals and terminations, and these policies must be communicated to students and parents.

|  |
| --- |
| **4.8.1 a)** What is your withdrawal policy, and how is this communicated to students and parents? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your withdrawal policy

|  |
| --- |
| **4.8.1 b)** What is your termination policy, and how is this communicated to students and parents? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of policies for termination of a student exchange programme

### 4.8.2 Refunds

If you manage any funds for inbound students, your refund policy must be reasonable and in accordance with legal requirements. It must include refund conditions for the following situations:

* Failure of the student to obtain a study visa
* Voluntary withdrawal of the student (both prior to departure and once on exchange)
* Termination of the exchange
* Your organisation or the host organisation ceasing to hold the relevant government approvals, or ceasing to be an organisation

If you do not manage any funds for inbound students and therefore do not have a refund policy for them, please state this in your response.

|  |
| --- |
| **4.8.2 a)** What do you have in place to ensure that your refund policy is reasonable, in accordance with legal requirements, and covers the situations listed above? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your refund policy

Information on the refund policy and any conditions must be communicated to exchange students and their parents, and they must have access to a full copy of the policy.

|  |
| --- |
| **4.8.2 b)** What do you have in place to ensure that your refund policy is effectively communicated to exchange students and their parents? |
| Response |  |
| Document reference |  |

## 4.9 Grievances

You must have a documented process for receiving and addressing complaints and grievances. Students and their parents must be made aware of the process, and the possibility of complaining to the Ministry of Education if the complaint is not satisfactorily resolved.

|  |
| --- |
| **4.9 a)** What processes do you have in place for receiving and addressing complaints and grievances? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your grievance procedure

|  |
| --- |
| **4.9 b)** How do you ensure that students are made aware of your complaints processes, and the possibility of complaining to the Ministry of Education if the complaint is not satisfactorily resolved? |
| Response |  |
| Document reference |  |

# Part 5: Maintaining approval

Maintaining approval is dependent upon ongoing compliance with the requirements outlined in this application form, and regular self-review and reporting.

## 5.1 Self-review

Your organisation must undertake, at least annually, a self-review of your performance against the requirements outlined in this application form, including the accuracy and relevance of all information provided to prospective and current exchange students. This review must be recorded in a form that can be made available to the Ministry of Education on request.

|  |
| --- |
| **5.1 a)** What are your self-review processes? |
| Response |  |
| Document reference |  |

**+ Attach** a copy of your review policy and procedures

**+ Attach** a copy of your review tools and templates (such as student feedback and evaluation templates)

## 5.2 Annual Attestation

Your organisation must agree to:

* An Annual Attestation form returned to the Ministry of Education when requested
* Provide the names and country of origin of any short-term students not studying on a student visa

This acknowledgement must be signed by someone who has the authority to sign on behalf of your organisation.

Acknowledgement:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Part 6: Indemnity

Your organisation, should your application be approved, will indemnify the Ministry of Education against all expenses, losses, damages and costs incurred by or awarded against the Ministry of Education arising out of any claim by any person in relation to:

* The manner of the organisation’s performance of any of the organisation’s obligations of its approval, as an exchange programme organisation
* Any false, misleading or deceptive conduct of the organisation.

This acknowledgement must be signed by someone who has the authority to sign on behalf of your organisation.

Acknowledgement:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Part 7: Statutory declaration

When you have completed this statutory declaration please take it to a Justice of the Peace, Solicitor, Registrar or Deputy Registrar of the Court to be witnessed.

The declaration must be completed by a person who has the authority to sign on behalf of your organisation.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (full name) (position)

of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(name of organisation)

solemnly and sincerely declare that the information contained in this application is true and correct to the best of my knowledge and belief.

I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Signed for and on behalf of the applicant by:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Declared at: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This \_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witnessed by:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Justice of the Peace
* Solicitor
* Registrar or Deputy Registrar of the Court

# Application checklist: attachments

Please ensure that you have included all the additional documents requested. Where this information is included in another document, please provide the document reference. If you have not included any of these documents, please note the reason.

| **Section reference** | **Requested attachments** | **Attached** | **Document reference** |
| --- | --- | --- | --- |
| *Part 2: Organisation requirements* |
| 2.2 | Organisation’s legal status / registration |  |  |
| 2.4 b) | Organisation structure |  |  |
| 2.4 b) | Template role descriptions for each position type |  |  |
| 2.4 c) | Registration with New Zealand Police Vetting agency |  |  |
| 2.5 | Organisation’s policy/programme |  |  |
| 2.6 | Most recent auditor’s report and/or statement from an accountant |  |  |
| 2.6 | Student payment and fund management processes |  |  |
| 2.7 | Organisation’s risk management processes |  |  |
| 2.8.1 | Evidence of reciprocal permissions in partner countries |  |  |
| *Part 3: Outbound students* |
| 3.1.2 a) | Prospectuses, marketing or promotional material  |  |  |
| 3.2.1 a) | Application form and additional information  |  |  |
| 3.2.2 g) | Screening and selection process  |  |  |
| 3.2.3 a) | Offer of place or equivalent  |  |  |
| 3.2.4 a) | Contract template  |  |  |
| 3.3.1 a) | Insurance policy (if applicable) |  |  |
| 3.4 a) | Pre-departure information, orientation information, and/or student handbook |  |  |
| 3.6.1 c) | Template for student record keeping and communication |  |  |
| 3.6.2 a) | Student behaviour expectations |  |  |
| 3.6.2 b) | Processes for managing inappropriate behaviour |  |  |
| 3.6.4 c) | Emergency communication procedures |  |  |
| 3.7.1 a) | Withdrawal policy |  |  |
| 3.7.1 b) | Termination policy |  |  |
| 3.7.2 a) | Refund policy |  |  |
| 3.8 a) | Grievance process |  |  |

| **Section reference** | **Requested attachments** | **Attached** | **Document reference** |
| --- | --- | --- | --- |
| *Part 4: Inbound students* |
| 4.1.2 a) | Prospectuses, marketing or promotional material  |  |  |
| 4.2.1 a) | Application form and/or guide  |  |  |
| 4.2.1 a) | Screening and selection process  |  |  |
| 4.3.1 b) | Insurance policy (if applicable) |  |  |
| 4.4 | Orientation information, and/or student handbook |  |  |
| 4.6.1 d) | Template for host family safety checks |  |  |
| 4.6.2 a) | Host family contract/agreement |  |  |
| 4.6.2 c) | Support information for host families |  |  |
| 4.6.3 a) | Job description for monitoring accommodation |  |  |
| 4.7.1 a) | Template for monitoring student wellbeing |  |  |
| 4.7.2 a) | Student behaviour expectations |  |  |
| 4.7.2 b) | Processes for managing inappropriate behaviour |  |  |
| 4.7.4 b) | Emergency communication procedures |  |  |
| 4.8.1 a) | Withdrawal policy |  |  |
| 4.8.1 b) | Termination policy |  |  |
| 4.8.2 a) | Refund policy |  |  |
| 4.9 a) | Grievance process |  |  |
| *Part 5: Maintaining approval* |
| 5.1 a) | Review policy and procedures |  |  |
| 5.1 a) | Review tools and templates |  |  |

If you have provided additional attachments to support your application, please list them here, along with the section reference(s).

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| **Document name** | **Section reference(s)** |
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