



Kerikeri High School

Kerikeri, Bay of Islands
New Zealand

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INFORMATION FOR INTERNATIONAL STUDENTS AND PARENTS

We warmly welcome you to Kerikeri High School. We are proud of our school and we strive to create a caring environment. Our school has a fine record of providing opportunities for all students to enjoy life and learning and to achieve success. The school roll is about 1500 students. Pre Covid times about 80 of these students were international students who came from a variety of countries.

We believe in the Four Cornerstones of a balanced education. We strongly encourage each student to take full advantage of the many opportunities, Academic, Sporting, Cultural and in Leadership and Service that are offered at Kerikeri High School.

We strive to base all behaviour in our school on these important values;

- W We are Learners
- A Act with Respect
- K Keep ourselves Safe
- A Always Proud

Location

Kerikeri is in the Bay of Islands in Northland, New Zealand. The Bay of Islands is the birthplace of the New Zealand nation. It was here in Waitangi in 1840 that the Māori chiefs and representatives of the British government signed the Treaty of Waitangi which created New Zealand as we know it today. The Kororipo Pā is in Kerikeri along with historic buildings from the first European settlers.

However, it was not until the 1920s that modern Kerikeri began to grow. At that time the citrus orchards, which are such a feature of modern Kerikeri, were established.

The school was established in 1974 on 9 hectares of land. Since that time, extensive planting of trees and gardens has made the environment attractive with spacious recreational areas and sports fields. There has always been strong community involvement with the school and community use of the facilities.

Today Kerikeri is a growing rural town with about 15,000 people in the area. The district has full medical facilities and amenities including a professional theatre and cinema complex. There are frequent concerts, recitals, drama productions, art exhibitions and many cafes and restaurants.

The Bay of Islands provides opportunities for sailing, scuba diving, fishing or just enjoying the natural beauty of the area. Other activities include hiking in large conservation reserves, playing golf, horse riding, surfing and many other sports. There are sports complexes offering football, rugby, netball, tennis, squash, and in-line skating among others. The Bay of Islands is a tourist centre and there are many excursions and activities developed for tourists and young people. The people of Kerikeri welcome visitors and enjoy offering hospitality.

Course Details

We are a state co-educational secondary school and we help international students study a full course of academic subjects including English. English language support is offered across the curriculum where necessary. There is a minimum of 4 hours of tuition in English for Speakers of Other Languages per week.

There is a full range of academic subjects offered including Mathematics, Sciences, Social Sciences, Art, Technology including Computer Technology and Food Technology, Music including instrumental tuition, Drama, Performing Arts, Hospitality, Tourism and Physical Education. Students may choose to enter for New Zealand qualifications (NCEA). Please view the curriculum guides to assist with subject choices.

Junior, Year 7-10: <https://kkhsinternational.ac.nz/wp-content/uploads/2021/08/Junior-Curriculum-Guide-2022.pdf>

Senior, Year 11-13: <https://kkhsinternational.ac.nz/wp-content/uploads/2021/08/Senior-Curriculum-Guide-2022.pdf>

When selecting subjects, please keep in mind the mandatory subjects that are prescribed by the school system in your home country, as these requirements must be fulfilled during your time in New Zealand. Also consider the career that you are aiming for. Final subject choices will be made during orientation to the school.

It is possible to be in different year level subjects according to individual student needs. For example: a Year 11 student may be enrolled in Year 12 Mathematics and Statistics if they are very able in mathematics.

Our specialised Careers Advisor along with the International Director are available to provide international students with support and orientation about pathways for further study and employment outcomes in New Zealand.

English Language Requirements

Each student's level of English, prior learning and personal goals are considered when a course of study is selected. A course of study cannot be finalised until the student enters the school. Some modification of goals may be necessary. All students need basic English skills.

Students who wish to enrol in the Academic Plus Programmes should be confident they can study in English as they will be out of class each Friday participating in their Academic Plus Programme. For this reason international students studying NCEA can not participate in Academic Plus Programmes.

Academic Plus

A special feature of Kerikeri High School is the extra programmes offered: **Sailing Academy, Academic Plus Surfing, Academic Plus Equestrian** and **Mountain Biking Academy**

- **The Sailing Academy** covers boat handling, chart reading, meteorology, dinghy and keel boat sailing, racing and events.
- **Equestrian** offers a wide range of horse-riding skills, jumping, dressage, eventing and farm trekking.
- **Surfing** covers basic techniques, wave reading, weather reports, water safety and surfing.
- **Mountain Biking Academy** is for beginners and experienced adrenaline seekers. This activity happens on Thursdays. Please note that a good level of fitness is beneficial for this programme.

Extra-Curricular Activities

There is a wide range of activities available. We have a strong tradition in sailing, debating, drama and public speaking. You need no experience to take part in these activities. The school Jazz Band has performed in The Bay of Islands, in Jazz Festivals and in Japan. The Sailing team has won national and international competitions. All major sporting codes are played. International students have participated in these activities and have become involved in the kapa haka cultural group.

For a comprehensive list of extra-curricular activities see: <https://kkhsinternational.ac.nz/wp-content/uploads/2019/08/Extra-Curricular-Activites.pdf>

Facilities and Services

Facilities include our modern learning environments with welcoming classrooms, Auditorium, a large vibrant Library, Gymnasium, and swimming pool complex. We have a huge range of specialist facilities, a modern Performing Arts Complex (including music facilities), a high tech Technology and Arts Complex, the Culinary and Hospitality Centre, the Business and Enterprise Social Science Centre, Science, Mathematics and Information Technology Centre and extensive playing fields.

Our dedicated International Department Office has an "open door" policy providing personal assistance when needed in school and accommodation situations. The Director liaises regularly with the Principal, Deputy Principals, Deans, Guidance Staff and teachers to assist the international students adapt to the New Zealand education system and New Zealand culture.

When our International Students first arrive, they are matched with a Kiwi Buddy who provides friendship and support during their first few weeks at school. All new International Students have a three-day orientation which includes understanding of all documentation signed by the student and parents, emergency assistance and personal support, fitting into school, keeping safe in New Zealand, school rules, values and expectations, cultural differences, and extra-curricular activities. Uniform is arranged and subject choices are made.

Accommodation

International Students live with New Zealand families supported by the International Director. All homestay families are police vetted, safety assessed, and approved by the school. Students have a single room, full board and share the life of a New Zealand family.

Host families open their heart and home to students. It is not a hotel situation. Engaging with and contributing to the life of the family is important. Students are expected to participate with regular family chores.

Each homestay family is unique. Some families host one student while others host two or three students. The same gender students are always placed together.

- It is essential that dietary requirements (eg vegetarian, gluten or lactose free) are communicated via the online application. An additional fee of \$15 per week is charged to assist the homestay family in purchasing the food that is needed for individual requirements.
- Due to the large rural expanse of the area, there is very limited public transport with no regular bus service. Students living more than 4.8 km from the school are entitled to the free school bus service. Homestay families expect to transport students to sporting or social engagements about twice a week. Students may negotiate extra transport needs with homestay families, or where possible use a bicycle or walk.
- Students are encouraged to communicate directly with the Director about any concerns they have. The Director will provide support and assist in resolving any issues. If necessary, a student can be relocated.

Application Process

Stage One

- Complete the online application, including the declaration form and submit

Stage Two

If your application is accepted we will send you

- An Offer of Place
- a guarantee of homestay accommodation from one week before until one week after your school programme finishes
- an account for fees including insurance if selected

Stage Three

- We receive your fees payment
- We send you a receipt for the fees paid

Stage Four

You apply to New Zealand Immigration for a student visa. You will need:

- The Offer of Place
- The Receipt for Tuition and Accommodation fees paid

Code of Conduct

Kerikeri High School has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by the New Zealand Qualifications Authority. Copies of this Code are available on request from Kerikeri High School or from the New Zealand Qualifications Authority website at https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf (Please refer to attached Appendix 1)

Each student signs a Code of Conduct which is the 'Schedule One' of the Student Contract of Enrolment. If the student breaches the Code of Conduct, disciplinary procedures will apply as they would for a New Zealand student. The use of prohibited drugs, including tobacco and alcohol, may lead to expulsion from the school and/or police action.

The code of conduct is as follows:

I, _____, agree to;

1. Follow the school behavior expectations outlined in our WAKA values;
We are learners - Whaia te Matauranga
Act with respect - Manaaki te tangata
Keep ourselves safe - Tiaki tangata
Always proud - Kia manawanui
2. Obey the school rules.
3. Wear the official school uniform or Year 13 dress code.
4. Attend Kerikeri High School for at least 80% of the time unless there is an exceptional reason. If I attend less or stop attending, I understand The Director of International Students will contact my Homestay, my parents/guardians and New Zealand Immigration Service.
5. Follow the Guidelines in the Cybersafety Acceptable Use Policy For Students (AUP).
6. Obey the rules of my Host Family including curfews.
7. If I wish to stay away overnight from my Host Family, I understand that I must be supervised by an approved adult. I will complete an International Student Request to Travel Form and give to the International Department staff at least one week before travel for processing and approval.
8. Not drive a motor vehicle in New Zealand.

9. Not hitch-hike because of the danger.
10. Obey New Zealand laws including (but not restricted to) alcohol, tobacco and illegal drugs.
11. Notify the International Department of any intention to change address.
12. Not request any changes to my host family during term breaks or school holidays except in exceptional circumstances.

International Student Fees 2023 & 2024

Fees in New Zealand Dollars		
	2023	2024
Tuition:		
1 Term	\$4,500	\$4,500
2 Terms (1 Semester)	\$8,000	\$8,500
3 Terms	\$12,000	\$12,500
4 Terms (1 Year)	\$15,000	\$16,000
General Administration Fee	\$1,250	\$1,250
Homestay per week (*)	\$285	\$300
Homestay Placement Fee	\$350	\$350
Special Dietary Requirements (Gluten free, vegetarian etc) per week	\$15	\$15
Uniform & Stationery (approximately)	\$300	\$300
Optional Academic Plus Programmes:		
Sailing Academy – 1 semester	\$3,000	\$3,000
Mountain Biking – 1 Term	\$1,250	\$1,250
Academic Plus Surfing – 1 Term	\$1,250	\$1,250
Academic Plus Equestrian – 1 Term	\$1,250	\$1,250
<i>Personal Spending Money ("Pocket Money") - (suggestion per week)</i>	\$50 to \$100	\$50 to \$100
<i>*Homestay charges or refunds of less than seven days will not be charged or refunded</i>		
ODENZ student fees are available on the ODENZ Website		
All fees take effect from 1 st January each year		

Health and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

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

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website <https://www.acc.co.nz>

We can arrange insurance for you with Uni-Care Travel Insurance Service which specializes in insuring international students. It is full insurance and the full insurance policy and wording is on the Uni-Care website <https://www.uni-care.org/Policy/NzStudentPlan> (this site is in many languages).

The Schedule of Benefits is below and outlines the general cover that is provided:

Cover	Maximum over 12 months
SECTION 1: Medical and Related Expenses (Including Evacuation, Repatriation, and Cancellation)	Unlimited
<i>Sub-limits</i>	
Alternative Medical Treatment	\$500
Optical Cover*	\$300
Treatment of Mental Illness and Counselling	\$20,000
Sexual Health Consultation	\$250
Medical Expenses for temporary return to Country of Origin	\$200,000
Continuing Treatment in Country of Origin	\$20,000
Loss of Deposits	\$100,000
Repatriation due to Mental Illness, Suicide & Drugs/Alcohol	\$10,000
Resumption of Travel	\$30,000
Accompanying Relatives (includes cover for Pregnancy, Suicide and Drugs/Alcohol)	\$100,000
In Hospital Personal Cash	\$10,000 (\$100 per day)
Funeral Expenses	\$100,000
False Arrest	\$10,000
Hijack Cash	\$10,000 (\$100 per day)
Rental Vehicle Return	\$1,000
Travel Delay	\$10,000
Search and Rescue	\$10,000
Denial of boarding due to suspicion of contracting Covid-19	\$1,400 (\$200 per day)
SECTION 2 LUGGAGE AND PERSONAL EFFECTS	\$15,000
<i>Sub-limits</i>	
Deprivation of Luggage	\$1,000
Replacement Travel Documents	\$3,000
Unauthorised use of Travel Documents	\$5,000
Money lost or stolen	\$1,000
Fire Damage	\$12,000
Maximum Individual Item Value (unless specified and additional premium paid)	\$2,500
SECTION 3 MISSED TRANSPORT CONNECTION	\$25,000
SECTION 4 DEATH OR DISABLEMENT BY INJURY	\$50,000
Death for under 16 years of age	\$10,000
SECTION 5 PERSONAL LIABILITY	\$2,500,000
SECTION 6 KIDNAP AND RANSOM	\$250,000
SECTION 7 RENTAL VEHICLE EXCESS	\$5,000

*only applicable to policies issued for 6 months or longer.

For family policies, the maximum limits available are two times the limit shown in this table (unless something else is provided in the remainder of this Policy or **Your Certificate of Insurance**) and the limits are shared between all family members on a Policy.

Medical Conditions and Medications

All medical conditions and medications are to be shared with us via the online application and accompanied by a Medical Report. Students may bring prescription medications for specific conditions along with their prescription. If prescription medications arrive without a prescription, the medications will be held by the International Department. If the student needs the medication for a condition but does not have a prescription or medical report, a local doctor will be visited to prescribe what is necessary.

Please note that Homestay parents are given responsibility for medications in their home and will dispense medications as per prescription instructions.

It is advised that students do not bring with them a variety of pharmacy medications. We have all that is needed to purchase in Kerikeri.

Course Commencement

Students are best to enroll at the beginning of Terms One, Two or Three. We ask that students arrive in Kerikeri no more than one week before the school start date. See below for 2023 dates.

Term One	Wednesday 1 February to Thursday 6 April
Term One Holidays	Friday 7 April to Sunday 23 April
Term Two	Monday 24 April to Friday 30 June
Term Two Holidays	Saturday 1 July to Sunday 16 July
Term Three	Monday 17 July to Friday 22 September
Term Three Holidays	Saturday 23 September to Sunday 8 October
Term Four	Monday 9 October to Friday 24 November (Year 11-13 students, non NCEA) Monday 9 October to Friday 1 December (Year 11 – 13 students, NCEA) Monday 9 October to Friday 8 December (Year 7-10 students)

Visa and Arrivals

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the New Zealand Immigration Service and can be viewed on their website at www.immigration.govt.nz. An application form is available to download.

Kerikeri High School guarantees homestay accommodation up to one week before the programme starts until up to one week after the programme finishes. At the end of this time, the student must return home, staying on requires a Release of Responsibility of Kerikeri High School and handover of care notification to stay on in New Zealand. This is not recommended for students under 18 years of age.

When booking International flights, **ensure that you book the domestic connection to/from Bay of Islands airport in Kerikeri** at the same time. This will ensure that your International baggage allowance is recognized for domestic flights and avoids excess baggage fees.

It also means that if any stretch of the journey is cancelled then your entire ticket will be re-issued.

APPENDIX 1: SUMMARY OF EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS) CODE OF PRACTICE 2021

Introduction:

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This summary provides an overview of the "Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice> If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?



APPENDIX 2: PROCEDURE FOR INTERNATIONAL STUDENT GRIEVANCES

1. In the event of a dispute concerning an international student, the following procedure will be followed.

Homestay:

If the student's complaint concerns the homestay, the complaint will be lodged with the Director of International Students. If the dispute cannot be resolved, the complaint will be made in writing to the Principal. If there is still no resolution, the complaint will be made in writing to the Board of Trustees.

Staff:

If the student's complaint concerns a member of staff, the complaint will go to the Director of International Students, who will act as an advocate for the student when the complaint goes, in writing, to the Principal. If the dispute is with the Director of International Students, the Guidance Counsellor will act as the student's advocate. If there is no resolution, the complaint will go in writing to the Board of Trustees.

Student:

If the student's complaint concerns another student, the complaint will go to the Director of International Students who will try to resolve the dispute. The Director of International Students may involve the other student, the class teacher, and the Dean. If a resolution is not found, the written complaint will be forwarded to the Principal.

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

If the student's complaint concerns a breach of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, the Director of International Student acts as an advocate for the student who submits the grievance in writing to Senior Management. If there is no resolution, the complaint will go in writing to the Principal and if there is still no resolution, to the Board of Trustees.

Code of Conduct:

If the student's complaint concerns the Code of Conduct, the student meets with the Director of International Students. If there is no resolution, the dispute is taken, in writing, to the Principal and if there is still no resolution, to the Board of Trustees.

2. If the dispute is not resolved internally, the student may make a complaint to iStudent Complaints:

<https://www.istudent.org.nz/making-a-complaint>

To summarise; the Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognized
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

APPENDIX 3: REFUND POLICY

Requests 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. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.
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

The bank account details to receive any eligible refund, including bank address and swift code where relevant

Any relevant supporting documentation such as receipts or invoices

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 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 a 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 international students before 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.
 - 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.

Requests for a refund for failure to obtain a study visa

4. If an international student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for enrolment of one term or less:

- a. Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
- b. Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund for voluntary withdrawal (Enrolments of more than one term):

5. If an international student voluntarily withdraws, whether before or after the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks tuition fees and other any relevant non-refundable fees as outlined in this policy. The minimum ten

week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund where the school fails to provide a course, ceases as a signatory, or ceases to be a provider:

6. 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.

Other circumstances where a refund request may be considered:

Where a student's enrolment is ended by the school

7. In the event a 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. A minimum of ten weeks tuition fees from the date of termination
 - c. Any other reasonable costs that the school has incurred in ending the student's enrolment

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

8. If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status.

Where a student voluntarily requests to transfer to another signatory

9. If an international 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. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

Refund of other fees

Requests for a refund of homestay fees

10. If for any reason, an international student withdraws after their stay in a school homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
11. 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.

Outstanding activity fees or other fees

12. **Any activity or other fees incurred by a 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

13. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 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

14. 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
15. In the event the Student or their parent is dissatisfied with a refund decision made by the School or is dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.