



An International School of the Sacred Heart

## **International Student and Parent Information Booklet**

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## **SECTION A: ENROLMENT AND APPLICATION PROCEDURES**

### **ACCEPTANCE PROCEDURES**

Acceptance depends on the information we receive, usually contained/attached in the Enrolment Application form. We look at the following:

- The School report, detailing grades, work habits and behaviour
- The level of English proficiency
- The subject requirements of the student and their indicated career pathways
- Student age and whether we have vacancies available at the year level for which the student is applying
- What date the student wishes to commence their studies at Baradene College

An Offer of Place and Invoice for the fees payable will be made to successful applications and once the College receives full payment a Confirmed Offer of Place letter (confirming start date and accommodation details) and receipt will be issued for Student Visa application purposes.

Student Visa/Permit information can be obtained from <http://www.immigration.govt.migrant/stream/study/application/default.html>

### **APPLICATION REQUIREMENTS**

1. International Students are required to enter the school at a year level suitable for their level of proficiency in English, academic competence (evaluated from reports from former schools, our own testing and interview, references from their current school and any other relevant information provided) and age.
2. To apply for a place as a full-time student at Baradene College of the Sacred Heart, the application form contained in the Prospectus must be completed and sent to the school office together with all other requested documentation e.g. school reports, photocopy of the student's passport, references if available.

### **CONDITIONS OF ACCEPTANCE**

All international students must agree to follow the school requirements about living arrangements for Baradene students: NO flatting or hostel living, only approved homestays or other living arrangements agreed in writing with the Principal.

1. Designated homestay caregivers must be permanently resident in NZ and be 25 years and over.
2. International students will participate in the general school programme that gives Baradene College its Special Catholic Character.
3. International students must attend the School on all days that it is open for tuition.
4. Truancy and absence from class without permission are serious offences and come under Baradene College of the Sacred Heart Attendance Policy and Ministry of Education guidelines will be followed. The New Zealand Immigration Service will be notified of any student whose enrolment is terminated.
5. International students do not require a designated guardian, however it is recommended that they do have a designated guardian who will have the overall responsibility of the student while attending the College.
6. International students must have regard for the Conduct required as set out in the Student Handbook.
7. International students should not drive a motor vehicle to or from school until such time as they have completed the necessary forms required by the College, and have proof of paid insurance, at least third part.
8. Acceptance is conditional on the school being able to provide a satisfactory course in the light of the student's language proficiency, academic ability and expectations, and career intentions.



9. Acceptance is also conditional upon:
  - a) The student providing satisfactory character references;
  - b) Verification that the student has current medical and;
  - c) travel insurance that is acceptable to the school (see Medical and Travel Insurance Policy);
  - d) Verification of payment of Fees;
  - e) Completion and submission of Tuition Agreement which includes a commitment to participate in the requirements of the Special Catholic Character;
  - f) Accommodation arrangements being approved by the school;
  - g) Availability of a place.
10. Once accepted, students are required to advise the school of any change in their contact details, residential address and/or accommodation type.



## ENROLMENT PROCESS

- Complete and sign an Enrolment Application form;
- With your application form you must include:
  - A copy of your School Report from your current school (this must show your most recent Grades across all subjects and indicate your level of English)
  - 1 x passport size photo
  - 1 x scanned copy of your passport
  - 1 x scanned copy of any existing student visa/permit
  - Signed Baradene College Tuition Agreement and Health Form
- Read the Baradene College Refund Policy;
- Read the International Student and Parent Information Booklet;
- When you have completed all the above requirements send your application to: [Email: df Francis@baradene.school.nz](mailto:df Francis@baradene.school.nz)  
Postal: The Enrolment Office, Baradene College of the Sacred Heart, Private Bag 28 906, Remuera, Auckland 1541, New Zealand
- When Baradene College has received your application an appointment time for an interview and entrance test will be made if student is in New Zealand;
- If you are successful you will receive an Offer of Place and Invoice for school fees and you will need to complete the following:
  - a) Pay the fee account so that a Confirmed Offer of Place and Receipt can be processed by the College.
  - b) Apply to the NZ Immigration Dept for a Student Visa. [www.immigration.govt.nz](http://www.immigration.govt.nz)

## HEALTH AND TRAVEL INSURANCE REQUIREMENTS

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

1. Students must have a comprehensive Medical and Travel Insurance Policy for the duration of their planned period of study. Generally, students should have combined travel and medical insurance on one policy, but separate policies are permitted.
2. **Policy requirements**  
Where there is separate travel and medical insurance, travel insurance should include:
  - Loss of baggage and other personal effects
  - Accident and injury
  - Disruption to travel plans
  - Cost of medical care in any “stopover” countries

Combined medical and travel insurance should:

- a) Commence when leaving home for the airport on their way to New Zealand; apply while in transit; apply while the student is in New Zealand; cover the student for any trips to other countries during the period of study and any holidays back to their home country during the period of study.
- b) Contain high sums insured (current policies range from NZ \$600,000.00) to “unlimited cover”. In order to “future proof” policies, sums insured of one million dollars plus are suggested  
Medical Benefits should include general practitioner visits and

prescriptions, major hospitalisation (both public and private), optical cover and emergency dental cover.

c) The policy should cover:

Emergency evacuation/repatriation; Accompanying relative cover; Personal effects; Personal liability cover.

Death (including costs for travel for family members, repatriation/expatriation of body, funeral expenses)

d) Students are to supply an English translated copy of the insurance policy to the school.

### 3. Desirable additional policy components:

- Loss of fees due to emergencies
- Mental illness cover
- Continuation option
- Refer back of Handbook for Baradene College Health Policy

4. In assessing the validity of insurance cover from providers outside the recommended insurers, the school will consider:

- a) whether the insurer is reputable and has established experience in the travel insurance business, and an excellent credit rating.
- b) If the insurer is able to provide emergency 24-hour, 7 days a week cover.
- c) If students are able to have a 'certificate of currency' and policy wording stating that the student has purchased the cover for the duration of the planned period of study.



## ORIENTATION

- Orientation programme for all International students provided at commencement at the College
- Orientation - Student Work Booklet

## SECTION B: HOMESTAY ACCOMMODATION REQUIREMENTS

### ACCOMMODATION

1. All accommodation for students under the age of 18 will be in homestay, designated caregivers or with parents.
2. The Baradene College Homestay co-ordinator will oversee and inspect all accommodation including that arranged by Agent, parents or guardian, in accordance with the Code of Practice requirements to ensure that the living conditions of each home are of a high standard and that the physical and emotional safety of all students is protected.
3. The cost of homestay accommodation varies, approx \$287-307 per week. The Baradene Homestay Co-Ordinator is employed fulltime to oversee all homestay arrangements. Homestay fees are collected by the College and paid through the College to homestay families. Homestay placement arranged by the College is \$200 and an Administration fee of \$200 covers arrangement of homestay payments.

### HOMESTAY TERMS & CONDITIONS

Homestay Terms & Conditions are provided to all Homestay families and students. Each form is read and signed by all parties concerned so that clear guidelines are in place.

### DESIGNATED CAREGIVERS

Students may live with a Designated Caregiver nominated by their parents either a relative or close friend.

- Parents (not agents or guardians) will be required to sign a Designated Caregiver Indemnity confirming the relationship and their accommodation approval which will be compliant with the Code of Practice requirements which includes monitoring for which there will be a charge of \$200.00 per year.
- Designated Caregivers will sign an Agreement outlining responsibilities and expectations.

### STUDENTS LIVING WITH PARENT/S

Students may live with a parent/parents. The living conditions will be monitored under the Education (Pastoral Care of International Students) Code of Practice 2016.

- The home may be visited by the Homestay Co-Ordinator.



- At no time, including overnight, must the student be left unsupervised.
- The parent takes full responsibility for the pastoral care of the student outside school hours.
- The parent must supply a copy of their visa indicating Immigration status.

## HOMESTAY CO-ORDINATOR RESPONSIBILITIES

The Homestay Coordinator will:

- Ensure that the homestay premises are of a high and appropriate standard together with providing a safe physical and emotional environment for the student.
- Ensure that Police vetting has been undertaken in respect of all members of the homestay house over the age of 18.
- Visit the homestay twice yearly, and monitor the on-going homestay arrangements.
- Provide homestay caregivers with support, best practice and assistance with their obligations regarding the student, and liaise between homestay, student, parents and school as required.
- Arrange and/or approve temporary homestay arrangements if the homestay family's circumstances require them to be away overnight at any stage during the school year.
- Hold all contact details for homestay families, parents and student.



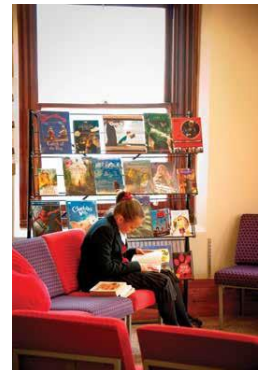
## TRANSPORT INFORMATION AND OPTIONS

Where possible, homestays will be sought in close proximity to school bus routes or within easy access to the College. **Please go to [www.maxx.co.nz](http://www.maxx.co.nz) / timetables / school timetables / Baradene College - for all school bus information. Ph. 09 366 6400**

## SECTION C CURRICULUM AND COLLEGE EXPECTATIONS

### COURSES AND QUALIFICATIONS, Special Character

1. Baradene College of the Sacred Heart delivers a curriculum that reflects the New Zealand Curriculum Framework for the National Certificate of Educational Achievement (NCEA), together with the teaching of Religious Education as agreed in the Integration Act and philosophy of Sacred Heart education.
2. **Learning Area Pathways for Years 7-13 are outlined in the yearly Curriculum Booklet (see website [www.baradene.school.nz](http://www.baradene.school.nz) Go to Curriculum Page)** and outlines qualifications, subject content and assessment and entry requirements.  
**University courses**, requirements and information can be found in the Curriculum Booklet (refer to the website)
3. The subjects that a student studies will be approved by the Dean of International students/Year Level Dean, factors will include: a) the level of English language that the student possesses  
b) evidence of prior learning or equivalent study  
c) the criteria set by the College for course entry  
d) the likelihood of successful educational outcomes



## National Certificate of Educational Achievement - NCEA

**LEVEL 1:** (Year 11) Students study six subjects in addition to Physical Education and Health. 80 credits are needed and these must include 10 specified literacy and 10 specified numeracy credits.

**LEVEL 2:** (Year 12) 80 credits are required, 60 of which must be at Level 2 or higher. Credits in some subjects may also count towards other National Certificates, eg: National Certificate of Employment Skills, National Certificate in Business Administration and Computing.

**LEVEL 3:** (Year 13) 80 credits are required, 60 of which must be at Level 3 and 20 at Level 2 or higher. Students may also be gaining or working towards a variety of other certificates.

## New Zealand Scholarship

Students may enter to sit one or more Scholarship examinations as well as their Level 3 NCEA Standards. Scholarship examinations extend very able students and offer monetary awards ranging from one off payments of \$500 right up to \$10,000 each year for three years of tertiary study in New Zealand.

The examinations are designed to extend academic students, requiring them to demonstrate high-level abstract and critical thinking. (Scholarship is not a qualification and does not generate credits towards NCEA). For further information visit the New Zealand Qualifications Authority website:

<http://www.nzqa.govt.nz/qualifications-standards/awards/new-zealand-scholarship/>

## University Entrance

Students who gain University Entrance and maintain a high level of achievement in Level 3 NCEA are well qualified to enter competitive courses at New Zealand and overseas Universities.

New Zealand universities now have a ranked score component to entry requirements. The ranked score is based on a student's best 80 credits at Level 3 in up to 5 [Approved Subjects](#):

x 2 for each credit at Achieved;    x 3 for each credit at Merit;    x 4 for each credit at Excellence

Please see, below, current University Entrance requirements as laid down in Section 6.2 of the Assessment and Examination Rules and Procedures for Secondary Schools:

## University Entrance Requirements

[www.nzqa.govt.nz/qualifications-standards/awards/university-entrance/](http://www.nzqa.govt.nz/qualifications-standards/awards/university-entrance/)

- NCEA Level 3
- Three subjects - at **Level 3 or above**, made up of:
  - 14 credits each, in three approved subjects[www.nzqa.govt.nz/qualifications-standards/awards/university-entrance/approved-subjects-2/](http://www.nzqa.govt.nz/qualifications-standards/awards/university-entrance/approved-subjects-2/)
- 1. Literacy - 10 credits at **Level 2 or above**, made up of:
  - 5 credits in reading
  - 5 credits in writing
- Numeracy - 10 credits at **Level 1 or above**, made up of:
  - achievement standards - specified achievement standards available through a range of subjects, or
  - unit standards - package of three numeracy unit standards (26623, 26626, 26627 - **all** three required).

## CURRICULUM

Please refer to our website for the curriculum document and more information.

<https://www.baradene.school.nz/curriculum/year-7-13-curriculum>

Year 11, 12, 13, Senior students subject pathways (NCEA)

### LEARNING AREA PATHWAYS 7 - 13

LEARNING AREA	NCEA ACHIEVEMENT STANDARDS / UNIT STANDARDS					
	Year 7/8	Year 9	Year 10	Year 11 / LEVEL 1	Year 12 / LEVEL 2	Year 13 / LEVEL 3
RELIGIOUS EDUCATION	RE	RE	RE	RE	RE	RE
ENGLISH	English Junior ESOL	English ESOL	English ESOL	English Senior ESOL	English Senior ESOL	English English Shakespeare Senior ESOL
COMMERCE			Business Studies	Accounting Economics	Accounting Economics	Accounting Economics
THE ARTS						
PERFORMING ARTS	Music Dance/Drama	Music Dance/Drama	Music Dance Drama	Music Dance Drama Media Studies	Music Dance Drama Media Studies	Music Drama Media Studies
VISUAL ARTS	Visual Art	Visual Art	Visual Art	Visual Art Design & Photography Introduction	Art History Design Painting/Printmaking Photography	Art History Design Painting/Printmaking Photography
HEALTH & PHYSICAL EDUCATION	Health & PE	Health & PE	Health & PE	Physical Education	Physical Education	Physical Education
LANGUAGES	Chinese French Spanish Te Reo Māori	Chinese French Spanish Te Reo Māori	Chinese French Spanish Te Reo Māori	Chinese French Spanish Te Reo Māori	Chinese French Spanish Te Reo Māori	Japanese French Spanish Te Reo Māori
MATHEMATICS & STATISTICS	Mathematics	Mathematics	Mathematics	Mathematics - for Numeracy	Mathematics - Alternative - towards Calculus - towards Statistics	Mathematics Calculus Statistics
SCIENCE	Science	Science	Science	Biological Sciences Physical Sciences	Biology Chemistry Physics	Biology Chemistry Chemistry Advanced Physics
SOCIAL SCIENCES	Social Studies	Social Studies	Social Studies	Geography History	Geography History Classical Studies Travel & Tourism*	Geography History Classical Studies Travel & Tourism*
TECHNOLOGY	Technology	Technology	Design & Visual Com Coding & Digital Technology	Design & Visual Com Coding & Digital Construction & Materials Food & Processing	Design & Visual Com Coding & Digital Construction & Materials Food & Processing	Design & Visual Com Construction & Materials Food & Processing
GATEWAY					Gateway*	Gateway*

## ATTENDANCE, WITHDRAWAL AND TERMINATION OF ENROLMENT

### Attendance

1. International students must attend the School on all days that it is open for tuition.
2. Truancy and absence from class without permission are serious offences and come under Baradene College of the Sacred Heart Attendance Policy and Ministry of Education guidelines will be followed. The New Zealand Immigration Service will be notified of any student whose enrolment is terminated.

### Withdrawal

1. A minimum of one term's notice must be given in writing to the Principal to withdraw a student from the school.

### Termination of Enrolment

1. In the event of gross misconduct or continual disobedience the school will apply the New Zealand Ministry of Education Guidelines on Stand-Downs, Suspensions, Exclusions and Expulsions under Sections 13-18 of the Education Act 1989.
2. These guidelines are available on the Ministry of Education website at <http://www.minedu.govt.nz>
3. Examples of gross misconduct or continual disobedience are:
  - Continued and unexplained truancy
  - Criminal behaviour on the part of the student
  - The school is unable to guarantee accommodation due to the student's behaviour
  - If parents give false information on enrolment
4. The parents (and guardian if applicable) of the student will be notified.
5. A decision will be made as to whether the student should be given permission to enrol with an alternative provider in New Zealand.
6. The New Zealand Immigration Service will be notified.

## CULTURAL, SPORTS, CLUBS AND ORCHESTRA MEMBERSHIP

- Membership of multi-cultural groups
- Duke of Edinburgh programme for Bronze, Silver and Gold Awards
- Senior and Junior Orchestra, Jazz Band, String Quartet
- Scholar Choir
- International student cooking club
- There are many Sports Codes represented at the College





## SECTION D FEES, TUITION CONTRACT AND POLICIES

### FEES

Overseas Students Tuition Fees 2018 (inclusive of GST). See separate Fees Schedule.

Tuition - NZ\$20,500 payable in full prior to commencement.

Homestay fee - Varies, approximate \$NZ287- \$308 per week.

#### Additional annual costs:

- Stationery (approx \$100 – \$150)
- NCEA fees \$383.30 per student
- Scholarship \$102.20 per subject
- Uniform – approximately \$1,000
- Out of school trips – approximately \$100 per year

#### Course Related costs:

- Senior classes - Art and Photography Basic material costs.
- Geography and History overnight trip.
- The cost of Sports Team Registration varies, depending on the sport chosen.
- Out of school tuition for music, speech, drama or other special courses are arranged by the family or homestay and must be paid for separately.
- Music tuition – arranged through the School.

### REFUND CONDITIONS

#### Baradene College Refund of fees Policy

1. Refunds may be granted at the discretion of the Board of Trustees in exceptional circumstances.
2. A minimum of one term's notice must be given in writing to the Principal to withdraw a student from the school.
3. Applications for refunds of fees must be made in writing by the parent or designated guardian to the Board of Trustees explaining why the student has withdrawn from the course and the reasons for seeking a refund.
4. If an application for a refund of fees is made before the start of the school year (ie 31st December) fees will be refunded in full less a cancellation fee of NZ\$500 to cover costs incurred by the school.
5. If an application for a refund of fees is made after the start of the school year (ie after 31st December) the Board may refund to the person who paid the fees in respect of the course the amount it thinks appropriate less:
  - a. the cost to the Board of administrative and general expenses.
  - b. costs to the school already incurred for tuition.
  - c. components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff (if applicable).
  - d. costs to the school already incurred for the use of facilities and resources.
  - e. any other costs (including the Government Levy)
6. No refund will be made:
  - a. where a student is excluded/expelled from the school by the Board of Trustees.
  - b. where a student has breached the terms of their contract with the school.
  - c. where a student becomes a permanent resident during their course of study. Any student becoming a permanent resident will be required to re-enrol as a domestic student at the start of the next school year after becoming a resident. No guarantee can be given that a place will be available. Preference students will be given priority.
  - d. If the student wishes to transfer to another school in New Zealand.
7. If a student VISA is not granted, fees will be refunded and applied under the same conditions as aforementioned in Item 5 – Student applying for a refund of fees after the start of the school year.
8. In the unlikely event of the signatory (Baradene College) ceasing to provide course instruction as contracted with a student, or ceases to be a signatory or provider for any reason, fees will be refunded under the same conditions as aforementioned in Item 5 – Student applying for a refund of fees after the start of the school year.



## FEES PROTECTION

Baradene College Fee Protection Policy

1. Baradene College will refund fees as necessary in accordance with its Refund of Fees Policy.
2. Baradene College will refund fees from International Students if the College is unable to continue to offer tuition.
3. International Student fees will be guaranteed by Baradene College of the Sacred Heart and refunded if necessary from term deposits and the school's income stream.

## New School Wardrobe

### Suppliers

The official school uniform is available from our School Uniform Shop, on site



### Uniform Shop "Stables"

The Uniform shop at the "Stables" on the Baradene campus adjacent to the Centennial and Barat buildings is now up and running.

### UNIFORM TRADING HOURS

#### Normal School Term Shop Trading Hours

Tuesdays and Thursdays | 8.00am -2.00pm

Phone: 524 6019 x868

Email: [uniforms@baradene.school.nz](mailto:uniforms@baradene.school.nz)

Payment can be made by any of the following methods:

Cash, cheque, EFTPOS, credit card (details can be provided over the phone) and parent portal (payment prior to taking goods)

**The shop will open during school holidays on selected days. Notification of days and times will be communicated in the newsletter prior to the holidays:**

## SCHOOL BUS INFORMATION

Please go to [www.maxx.co.nz](http://www.maxx.co.nz) / timetables / school timetables / Baradene College –

for all school bus information. Ph. 09 366 6400

## **Wardrobe Rules and Regulations**

Our School has the expectation that all our students maintain a high standard of appearance both within the school and in public.

1. Full and correct uniform must be worn and items of clothing be in good repair and clearly labelled.
2. Students shall not alter the uniform skirt lengths.

### **Hair**

Hair must be tidy, worn in a natural colour and a style that is appropriate for school. Hair must be off the face and off the collar. Any hair that touches the collar must be tied back with a black hair tie and/red ribbon. Any hair clips must be in natural hair colours.

### **Jewellery and Makeup**

1. A wristwatch, a necklace of spiritual or cultural significance (on a chain long enough so as not to be visible), and, if necessary, one plain SMALL gold or silver stud in the lobe of each ear, are to be worn.
2. Any non-regulation jewellery that is worn will be confiscated and returned at the end of the term.
3. The wearing of makeup and nail polish is NOT permitted.



### **Badges**

Only School and House badges shall be worn on blazers.

### **On the street and public transport**

1. All students are required to wear the school blazer with both summer and winter uniforms unless otherwise advised by the school.
2. Students leaving either sports practices or sports fixtures must be in either the sports all weather tracksuit or full day uniform.

### **For formal school functions, including all School Assemblies**

The full correct uniform including the school blazer shall be worn.

### **Use of Cell phones**

1. Cell phones may only be used before and after school. They may not be used during class unless indicated by the classroom teacher.
2. In a genuine emergency, a student may ask a staff member for permission to use their own cell phone.
3. Cell phones should be locked away in lockers or if there is no locker available it can be lodged at the School office during the day but it is the responsibility of the student to collect it at the end of the day.
4. Cell phones can also be handed to the PE staff for safe keeping during PE.
5. Students are responsible for the safe keeping of their own cell phone.

### **Property and Privacy**

1. All personal property must be labelled clearly.
2. Respect for the student's own property and the property of others is expected.
3. The privacy of each girl should be respected by others.
4. No girl may enter another girl's locker, even with permission, without that girl being present.
5. Girls have the primary responsibility to care for their own possessions and see that they are well looked after.
6. Loss will not be the responsibility of the school.

## SECTION E COMMUNICATION

### Reporting of Academic progress

- Half Yearly and End of Year Reports are sent out to Agents and Parents
- Parent Teacher Interviews are held during the year
- Please logon to the Parent Portal to see attendance and published results. Please contact the International Student Manager if you do not know your logon and password [dfrancis@baradene.school.nz](mailto:dfrancis@baradene.school.nz)

### Newsletters to Parents

- School Newsletters are sent out each Term to parents, caregivers and homestay families
- International Student Newsletters are sent out twice yearly
- Weekly emails to Parents, Caregivers and Homestays

## SECTION F EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) Code of Practice 2016

Baradene College of the Sacred Heart has agreed to observe and be bound by the Education Code of Practice (Pastoral Care of International Students) published by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

### IMMIGRATION

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 <http://www.immigration.govt.nz>

### ELIGIBILITY FOR HEALTH SERVICES

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

### ACCIDENT INSURANCE

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

### COMPLAINTS AND GRIEVANCE PROCEDURES

#### What do I do if something goes wrong?

1. The first thing you must do is contact the Principal, the International Student Manager, or the Dean of International Students who have been identified to you as someone that you can approach about complaints at your institution.
2. From 1<sup>st</sup> July 2016, all complaints and/or disputes are dealt with under the Code of Practice and/or The International Student Contract Dispute Resolution Scheme (DRS), which provides a free, faster and more effective process for students to resolve contractual and financial disputes with education providers. Students and parents can read the International Student Contract Dispute Resolution Scheme (DRS) on the legislation website <http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src+qs>
3. If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz). NZQA has produced a [brochure for international students about the complaints process \(PDF, 148KB\)](#).





**Disclaimer:** Every attempt has been made to ensure that the information contained in this brochure is correct at the time of printing. Baradene College reserves the right to amend it



## Baradene College of the Sacred Heart

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[www.baradene.school.nz](http://www.baradene.school.nz)