

Agency Recruitment & Support Procedures

Purpose

This document sets out Bethlehem College's procedures and expectations as it relates to Agency recruitment and support of International students.

Bethlehem College shall: -

1. Provide up-to-date marketing, promotional and other material to enable the Agent to carry out recruitment of students.
2. Forward all necessary student documentation to the Agent on time for student enrolment, accommodation and visa procedures to be finalised.
3. Make the following arrangements:
 - a) Accommodation in a home stay,
 - b) Organise students' transport to homestay on arrival to New Zealand,
 - c) Conduct an orientation program, including but not limited to course planning, opening student bank accounts, purchasing uniforms, familiarisation of school.
4. Support the Agent's student recruitment service by:
 - a) Issuing to the student an Invoice of fees payable for tuition and any other applicable fees.
 - b) Issuing an Offer of Place and Receipt to the student on remittance of fees.
5. Communicate with the parents as well as the Agent in case of any pastoral or academic concern for the students.

The Agency shall: -

1. Provide a recruitment service for students interested in attending Bethlehem College. This includes:
 - a) Assisting students with the correct completion of the Application, Medical, Enrolment Contract and Homestay or Designated Caregiver Agreements as required, and ensuring that students and parents understand the content of the forms.
 - b) Submitting these forms as well as copies of the student's academic record/transcript or a letter of recommendation from the school they previously attended to Bethlehem College, and an introduction letter to the host family including photos.
 - c) Facilitating the pre-enrolment English testing in the manner directed by the school.
 - d) Providing information to the student and parents, on the Education (Pastoral Care of International Students) Code of Practice 2016 and that Bethlehem College is a signatory to this Code, the College Refund Policy and Complaint Procedures.
 - e) Ensuring that students receive all necessary documentation conveyed to them through the Agent, assist in applying for and obtaining a student visa/permit from New Zealand Immigration and secure all other necessary official documentation prior to departure to New Zealand.
 - f) Ensuring that students arrive in the country with an appropriate student visa.
 - g) Assisting students, as far as practicable, with travel arrangements to New Zealand.
 - h) Providing an orientation course for the students and parents, covering aspects such as daily school routines, homework, school reports, the school environment, host families and the general customs and culture of New Zealand.

2. Provide a fee collection service by: -
 - a) Informing the student of the tuition, home stay fees and other applicable fees.
 - b) Remitting all fees to Bethlehem College, on the understanding that as per Government regulations, all Tuition Fees will then be transferred directly to the Bethlehem College Investment Account for Foreign Fees. All homestay fees will be direct debited into College Homestay Funds Account and any personal funds received will be transferred to the student's personal Holding Account.
3. Provide a follow-up student support service (as appropriate), including: -
 - a) Contacting the student's family to convey information as requested by Bethlehem College, in the event of difficulties being experienced by the students.
 - b) Translating school reports and other school related documents for student's parents as required/necessary.
 - c) Informing student's parents of upcoming dates and events.
 - d) Letting the school know of travel arrangements during the students stay in New Zealand, including flight details, trips out of town and the like.
4. Visit the School and the students regularly if possible. This is especially helpful during parent teacher interviews and is valued by international student families.