



International **STUDENT** Handbook



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International Student Handbook

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Once you have read this handbook please fill in the Application for Enrolment.

International Student Handbook

1. Mission Statement

Preparing confident, creative thinkers in an innovative environment.

Strategic Goals

Ensure all students reach their full academic potential.

This goal covers the Ministry requirements around National Standards, those with special needs, and Maori and Pacific students, as well as gifted and talented students.

Provide an innovative environment for Mt Albert students.

This goal is about aspirations around resourcing and the classroom environment. This includes IT and sports equipment, art supplies, and teacher resources as well as the outdoor teaching spaces.

Develop confident, creative, socially aware thinkers.

School is about more than academic learning and this goal focuses on social interactions and student behaviour, and encourages a supportive environment for all.

The goal is to celebrate our cultural diversity, focusing on environmental issues as well as encouraging arts and sports activities.

Build and foster an informed and engaged school community.

This goal is about improving communication with the school community.

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2. Welcome from the Principal

Welcome to Mt Albert Primary School.

We are delighted that your family has joined our Mt Albert Primary School community and we wish you a very successful and enjoyable learning experience.

We are a leading Central Auckland Primary School where our school's vision "Being the Best we can be", preparing confident, creative thinkers in an innovative environment. The school is well resourced, has an excellent team and has a role of approx 500 students.

We provide a quality education that acknowledges individual potential and ability. We offer a range of learning experiences including language support. Students are placed with peers to enable them to make new friends and learning partners. Mt Albert Primary is a sought-after school and this popularity has seen the roll increase significantly in recent years. We have a strong Mt Albert Community Group that works collaboratively with the Board and the staff of the school to ensure that the children enjoy access to resources that are of the highest quality.

We are also available to talk with you should you require any further information.

Marian Caulfield M.Ed.Mgmt.(Hons.), B.A. Dip. Tchg. Principal



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3. International Student Goals

Mt Albert Primary School recognises that the enrolment of students from different cultures can bring richness and diversity to the culture of the school and to the education we offer. The enrolment of foreign fee-paying students also gives the school the opportunity to raise additional revenue that can benefit all students and staff at the school.

Goals:

- To promote an exciting and dynamic teaching and learning environment for all students.
- To prepare students to take their place in an internationally integrated world & develop an international education perspective for all stakeholders.
- To diversify its sources of income to provide resources and facilities for all students.

MAPS offers international students cultural support to help ensure their health, safety, and well-being while keeping them in touch with their culture.

We support international students to interact with people from different cultural backgrounds and to adjust to a different cultural environment in New Zealand.

Where possible, we will "buddy" an international student with another international student of the same ethnicity.

MAPS also encourages our international students' cultures to be acknowledged and integrated into their learning environment.

We involve international students in school life and show interest in their culture in a range of ways, including:

- classroom discussions
- displaying pictures in the classroom
- greetings or songs in the student's first language
- observing special cultural days.

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4. Code of Practice for the Pastoral Care of International Students

Mt Albert Primary School (hereafter referred to as 'MAPS') hosts international students and is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021 (the Code). As a signatory to the Code, we strive to protect international students and provide them with a positive experience that supports their educational achievement. The pastoral care we provide includes:

- supporting students in a new cultural environment
- identifying and addressing the needs of students, including their safety and well-being
- helping international students participate in New Zealand culture by enabling them to develop relationships and networks
- supporting international students to achieve their goals.

In accordance with the Code of Practice, MAPS:

- offers places for fee-paying students who wish to attend our school & offers immersion in mainstream classes
- provides pastoral care for International students that complies with the Education (Pastoral Care of International Students) Code of Practice 2021.
- maintains high professional standards
- recruits international students ethically and responsibly
- provides students and their families with comprehensive, up-to-date, and accurate information
- provides students and their families with information before they enter into any commitments
- conducts contractual dealings ethically and responsibly
- recognises the particular needs of international students

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 Website: 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 treatment during your visit, you may be liable for the full cost of that treatment. Full details on entitlements to publicly funded health services are available on the Ministry of Health website: <https://www.health.govt.nz/>

Medical and Travel Insurance

International Students must have appropriate and current medical and travel insurance while studying in New Zealand. N.B Students must provide evidence of medical and travel insurance on enrolment. The insurance must cover the full length of time spent in New Zealand. New Zealand Insurance cover will only be accepted. The School will keep a record of the Insurance policy number and the type of cover provided.

Prime Conditions of Enrolment

Students in Years 1-6 must live with and continue to live with a parent for the entire duration of their studies in New Zealand. The school will make regular checks to ensure that a student is living with a parent. Should the school become aware of a situation where a student is no longer living with a parent, the appropriate agency will be notified and the enrolment contract terminated. Copies of the Code are available from the New Zealand Ministry of Education website:

www.nzqa.govt.nz/providers-partners/education-code-of-practice/

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5. Conditions of Acceptance

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fee refund policy, and other school policies also apply:

- Although an elementary level of English is desirable, no student will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at Mt Albert Primary School.
- Students and Parents must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
- Students must observe the laws of New Zealand. All disputes will be dealt with in New Zealand law. Students must observe the conditions of their Visa and Student Permit. If a student breaks the terms of the visa/permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
- The school reserves the right to adjust placements and individual programmes at any time if it is in the student's interest to do so.
- The student will attend school on all occasions when it is open unless prevented by illness or other urgent cause.
- Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
- Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies). All additional costs will be paid promptly as required.
- The conditions of the Fee Policy will be accepted.
- All students are required to have travel and medical insurance for the duration of their period of enrolment. The school will keep a record of the policy number.
- All international students under 10 years old must live with their parents while attending Mt Albert Primary School.
- The schools' compliant procedure for international students will be used to deal with grievances.
- The student and /or parents will provide academic, medical, and other information that is relevant to the well-being and course placement of the student.
- Change of Address: Parents must inform the school of their address, telephone numbers, and email address. The student and/or parents will advise the school of any changes.

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6. Enrolment

Mt Albert Primary may enrol international fee-paying students from Year 0 to 6. The total number of students enrolled will be determined by the principal. The number of enrolled students is reviewed as needed in accordance with the school's enrolment policy.

An offer of place, enrolment, and class-level placement is at the discretion of the principal and International Coordinator.

MAPS ensures international students and their families receive this key information before signing an enrolment contract:

- the most recent results of evaluations by ERO
- refund conditions
- staffing, facilities, and resources
- available services and supports
- insurance and visa requirements
- the Code of Practice and the dispute resolution scheme
- full costs of the Offer of Place
- the student's rights and obligations in relation to their schooling
- beginning and end dates of enrolment (including the date from which the student's attendance is required)
- details of the school's orientation programme
- information about withdrawal procedures
- the conditions for terminating the contract of enrolment
- under what circumstances the student would be in breach of the contract
- the types of disciplinary actions that the school might take if required
- the procedures the school would follow when undertaking such disciplinary actions
- the school's fee protection and refund policy
- the school's grievance/complaints procedures.

Application Requirements and Procedures

The applicant must complete the Enrolment Application Form, sign the Enrolment Contract, and produce the following documents before the application can be processed:

- Passport (student and parent/s)
- Student visa/permit
- Medical and travel insurance (including dental cover)
- Immunisation/health checklist including vaccination record from home country
- Information on any medical conditions or learning difficulties (if applicable)

Procedures once an application has been received if the student is overseas:

- Documents are checked and assessed
- A conditional Offer of Place is made and an invoice for fee deposit is sent (fee payment by Bank Transfer into the school account is recommended.)
- Deposit fees received.

The confirmation Offer of Place will then be given.

Conditions of Acceptance

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fee refund policy, and other school policies also apply.

1. The minimum period of enrolment is 4 weeks.
2. Although an elementary level of English is desirable no student will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at MAPS.
3. Students and parents/legal guardians must accept and abide by the rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
4. Students must observe the laws of New Zealand.
5. Students must observe the conditions of the Visa and Student Permit. If a student breaks the terms of the visa/permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
6. Because class placements are decided on the evidence of assessment after arrival in New Zealand, all information given before enrolment about placement on courses and in classes is provisional. MAPS reserves the right to adjust placements and individual programmes at any time if it is in the student's interests to do so.
7. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
8. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
9. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies). Tuition fees are broken down in detail in this document.
10. All additional costs will be paid promptly, as required.
11. The conditions of the Refund and Fee Protection Statement will be accepted.
12. All students are required to have a travel and medical insurance policy for the duration of their period of enrolment. The school will keep a record of the policy number.
13. All international students must live with their parents (s).
14. All disputes will be dealt with under New Zealand law.
15. The school's complaints procedure will be used to deal with grievances.
16. The student and/or parents will provide academic/behavioural/medical and other information that is relevant to the well-being and course placement of the student.

Change of Address

Parents must inform the school of their pending or new address, telephone number, and email address before the change takes place. The student and/or parents will also advise the school immediately of any change in the type of accommodation and any change in the contact details of the student and/or parents.

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7. Fees

International student fees are set to cover tuition and resources for international students, Ministry fees, staffing resources, administrative costs, and related incidental costs to enable high-quality support. Fees will be reviewed by the principal and board of trustees as required.

We pay a government levy per student as required.

Our Refund and Fee Protection Statement outlines the circumstances in which a refund will be given, and how this process works.

International Student Fees are GST-inclusive and to be paid in advance. All fees are shown in New Zealand dollars (NZD).

Annual fee (including Ministry of Education Levy and Administration Fee): \$18,000. Fee per term (10 weeks): \$4,500. Upon full payment of fees, the school issues a receipt which can be forwarded to Immigration New Zealand in support of an application for a student visa.

The fee includes

- Classroom tuition
- PE
- ESOL Tuition (if required)

Additional fees

There may be additional fees for extra services, such as:

- Extra English language lessons
- Out-of-school music lessons and instrument hire
- Stationery
- Uniform
- Class visits and activities.

Living situation for International Students

- All international students enrolled at MAPS must be living with a parent
- In the event that MAPS staff have concerns about the accommodation arrangements for enrolled students, we will contact the parents to arrange a visit to the home.



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8. Fees Protection Policy

This fee protection policy makes clear factors that will be considered that international student fees paid in advance are protected and can be made available in accordance with the school's refund policy. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016.

Fees Protection

The school will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

1. The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored.
2. The school will ensure that generally accepted accounting procedures are applied to international students' fees paid in advance.
3. The school will ensure that only those staff with appropriate authority will have access to international student funds paid in advance.
4. The school will ensure that all International fees paid in advance shall be paid into the school's operating account or other account authorised by the Principal.
5. The school will transfer the fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student.
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
7. The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures.

Review and Reporting

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

The staff member in charge of International Education will report directly to the school Principal on the operation of the school's fee protection policy.

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9. Travel and Medical Insurance

It is the policy of Mt Albert Primary School that fee-paying students must show proof of insurance for their time studying at the school at the time that they pay the school fee and are accepted for a term of study. The length of insurance cover must cover the whole period of study at the school.

Mt Albert Primary recommends a full student-orientated insurance cover through the following specialist provider: [Southern Cross Travel Insurance](#).

These policies cover a comprehensive range of medical, health, and travel expenses. Brochures are available in various languages. Insurance must cover

- A. the student's travel to and from New Zealand, and within New Zealand
- B. medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- C. repatriation or expatriation of the student as a result of serious illness or injury, including the cover of travel costs incurred by family members assisting repatriation or expatriation; and
- D. death of the student, including the cover of travel costs of family members to and from New Zealand; and costs of repatriation of the body; and funeral expenses.

We require that you have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand.

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10. Refund Policy

PURPOSE

1. This refund policy outlines how the school will manage a request for a refund of international student fees.

REQUESTS FOR A REFUND OF INTERNATIONAL STUDENT FEES

2. The school will consider all requests for a refund of international student fees. Requests should be made in writing to the principal as soon as possible after the circumstances leading to a request and no later than one month from the last day of attendance.
3. 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 (f) The bank account details to receive any eligible refund (g) Any relevant supporting documentation such as receipts or invoices

NON-REFUNDABLE FEES

4. 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) **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 depending on the time of year the request is received.
 - (d) **Outstanding Activity Fees:** 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.

REQUESTS FOR A REFUND FOR FAILURE TO OBTAIN A STUDY VISA

5. If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided as an Administration Fee of \$800 (reviewable every 12 months).

REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL Withdrawal Prior To Enrolment

6. If an International Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

Withdrawal After Enrolment

7. If an international student withdraws after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the school, a refund will be provided for a minimum of ten weeks' tuition fee and other any relevant non-refundable fees as outlined in this policy.

REQUESTS FOR A REFUND FOR FAILURE TO PROVIDE A COURSE, CESSATION AS A SIGNATORY, OR CESSATION TO BE A PROVIDER

8. If the school fails to provide the agreed course of education or is no longer a signatory of 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 Brought to an End by the School

9. In the event a student 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) Ten Weeks tuition fee
- (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

10. 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. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other relevant non-refundable fees as outlined in this policy.

Where A Student Voluntarily Requests To Transfer To Another Signatory

11. 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. Unless otherwise agreed by the school, a refund will be provided less minimum of ten weeks' tuition fee and other any relevant non-refundable fees as outlined 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 received from outside New Zealand will be refunded to a nominated bank account in the source country.

FEES PROTECTION POLICY

14. The school has a fee protection policy to safeguard the fees paid by international students, in the unlikely event that the school may not be able to commence or continue to deliver tuition to the international student. This policy ensures that the school's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund.

RIGHTS OF FAMILIES AFTER A DECISION REGARDING A REFUND HAS BEEN MADE

15. 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

16 Students and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.

REVIEW AND REPORTING

17. REVIEW The school will review the conditions relating to the conditions relating to this policy as part of the self-review. The school will collect and record appropriate evidence of the review.

18. REPORTING The staff member in charge of International Education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

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11. Curriculum Programme

MAPS is a public, or state school. It offers programmes in all areas of the New Zealand Curriculum. Our international programme is designed to increase and enhance our students' awareness and understanding of other cultures and countries, which is a key aspect of the New Zealand Curriculum.

The MAPS Local Curriculum ensures that wide and varied learning experiences, covering the Values, Key Competencies, and Learning Areas of the New Zealand Curriculum, take place for all students at the school. Details of the New Zealand Curriculum can be found on the Ministry of Education's website <http://nzcurriculum.tki.org.nz/>

Programmes at Mt Albert Primary School commonly feature the following: Learning activities in which students investigate issues and solve problems of interest to them, often in a local context. A balanced curriculum that has a discovery and exploration emphasis and encourages higher-order thinking as key to successful learning. Opportunities to see the relevance of learning by applying it in a practical way to solve real problems. Learning activities and experiences (both in and outside school) which enable all students to succeed

- Programmes of work that are not so prescriptive that they stifle creativity and the opportunity to capture the teachable moment

Teachers adapt the programme to the students to ensure the curriculum focus for each student is on personal development as well as on academic achievement. Mt Albert Primary School focuses on educating the whole child, emotionally, intellectually, socially, and personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting, and technology programmes that focus on personal development as well as academic achievement.

Learning Support Programmes

Teacher Aides work alongside children in classrooms and run

- Support programmes in numeracy and literacy
- Small group 1:1 tuition when required
- Classes in English for speakers of other languages (ESOL)

We define staff roles and responsibilities for our international programme to ensure compliance with the Code of Practice and ensure that the following needs are met: Overall management of the programme – Principal, Associate Principal, and Office Manager

- Administration and Financial Allocations – Accounts Administrator and Office Manager
- Pastoral care – Inclusive Practice Leader
- Orientation – Classroom Teacher
- English support – Inclusive Practice Leader
- Reviews and reporting – Principal and Associate Principal

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12. Orientation Programme

The classroom teacher will be responsible for ensuring the new student has a buddy consisting of one or two other students whose role is to help the new student with daily routines, timetables, and activities during the breaks. He/She will also ensure the student knows where to find the sick bay, toilets, etc. Orientation will include school layout, rules and regulations, support systems, and resources available. Familiarisation with New Zealand culture, schools, and learning will be provided.

The Teacher will continue to monitor the student during the first few weeks while the student settles into the class and the school. On the student's first day, he/she will be met by the Principal or Director of International Studies and shown their classroom. All students will be mainstreamed immediately upon arrival and withdrawn for further orientation. Orientation will include school layout, rules, and regulations.

Parents/Caregivers and students need to know that Mt Albert Primary School has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Principal to discuss any queries or concerns.

Student Support Services - The following staff members are available for assistance, support, and emergencies:

Principal: Miss Marian Caulfield, Telephone: (School) 09 8469288

Email: marian@maps.school.nz

Office Manager: Mrs Ann-Marie Loftus, Telephone (School) 09 8469288

Email: reception@maps.school.nz

School Financial Administrator: Mrs. Anna Aiyar Telephone (School) 09 8469288

Email: accounts@maps.school.nz

STUDENT WELFARE

- If a student is having difficulties adapting to the new culture, a meeting will be set up with the student and parents to discuss the issues and put further support practices in place.
- Students are encouraged to seek advice from the teachers or Principal on welfare issues, including personal health problems, mental health problems, drug problems, and problem gambling. Referral information will be given and a referral made to the appropriate support agency if necessary.
- Mt Albert Primary School is smoke-free. No smoking or vaping is permitted anywhere on the school property. In New Zealand, the sale of alcohol and tobacco products is not permitted to any person under 18 years of age.

Communicating with Parents of International Students - MAPS' general processes for communicating with parents apply to the parents of international students. MAPS also meets the Code of Practice requirements for communication.

Communication before enrolment

We communicate with the parents/legal guardians of international students to: help them make well-informed enrolment decisions, confirm enrolment details, discuss any special needs, and discuss their child's capabilities and aspirations.

We ensure that proper documentation is kept and, where appropriate, provided to parents.

Regular communication during enrolment

We endeavour to provide all parents with full information about the following matters as appropriate: general progress (e.g. school reports, newsletters/emails about school events) how the student is settling in, illness and emergency situations, concerns, and complaints (including absences and non-completion of work). Where appropriate, we gain the written agreement of the parent or legal guardian in relation to decisions affecting the student. We respect international students' privacy and will not disclose the student's confidential information to parents unless we consider that an exception in the Privacy Act or Health Information Privacy Code applies.

Communication during emergencies

MAPS has clear communication arrangements with the parents of international students that can be used in the event of an emergency. This includes having the contact details of an appropriate first language speaker if the parents do not speak English where possible.

Contact details

We keep up-to-date, detailed contact information for all international students and their parents. This may include names, addresses, phone numbers, email addresses, passport numbers, national ID numbers, and visa and insurance information, as appropriate. We collect this information at enrolment and ensure that parents agree when signing the enrolment contract to take responsibility for notifying us of any changes to their details. We keep this information securely, online, and in hard copy. It is easily accessible to key staff, who have access to the online files and hard copies.

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13. What To Do If You Have a Grievance

We want you to be happy at Mt Albert Primary School.

There are times, however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

Problems with a teacher

Make time to talk to your classroom teacher about your concerns. If your concern is the classroom teacher, make time to talk to the Principal.

Problems with school friends

Take the time to talk to your teacher about your concerns.

You can also talk with one of our Associate Principals Mrs Sonia Davies or Mr Christopher Yost. They are all very helpful.

You can make an appointment at the Office through the school receptionist.

If the problem has not been resolved after all the above have been tried

Parents/Students may contact the New Zealand Qualifications Authority (NZQA)

For more formal or serious concerns, families are directed to read the complaints procedures available to them on our SchoolDocs website. This policy and guide, along with linked policies and procedures, is reviewed annually as part of the Code of Practice self-review.

We hope your stay at Mt Albert Primary School is a happy one.

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the [NZQA website](#) for more information on their role and process.

You may also be able to take your complaint to [Study Complains](#) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.

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14. Education Review Office (ERO)

An ERO (Education Review Office) review looks at how a school reaches positive learning outcomes - knowledge, skills, attitude, and habits - for all children and young people. We're interested in what's working well and where improvements can be made.

Our review process works with the school's own evaluation processes. It also supports a culture of ongoing improvement.

To view a copy of Mt Albert Primary School's most recent ERO report, Please visit: [ERO](#)

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15. Code of Conduct / School Rules

General

Once at school, all children must stay at school and not leave the school grounds, until the end of the school day, except with written permission from the Principal. Leaving school during the day - Students may not leave the school during school hours except by special arrangement - for example, a parent request email, phone call, or sign out for the student to attend a medical appointment. If a student becomes ill at school, the school will contact the parent/caregiver to come and collect the student.

- The car parks, cycle racks, and any drain areas are out of bounds.
- Classrooms are out of bounds at all times unless the teacher is in the room.
- Children are not to use the foyer except when going to the office. Children are not allowed out of their classroom during lesson time without permission from a teacher.
- Pupils causing damage must report breakages to a teacher on duty.
- Lost Property can be located in the school office.
- No electronic games are allowed at school.
- Students are not allowed in the staffroom unless sent on a specific task by the teacher.
- Mobile phones must be handed to the school office on arrival at school. They may be collected after school.

The full uniform must be worn correctly at all times.

- Black shoes are to be worn with the uniform. No high heels, crocs, wheelies or jandals are allowed at any time with the school uniform.
- Hair should be clean and tidy.
- During Term 1 and 4 hats are to be worn during the breaks.

After School

- While waiting to be picked up by parents/caregivers, children must wait within the school grounds.

Behaviour Towards Students and Adults

In our school we RESPECT, HELP, AND SUPPORT each other. This means showing COURTESY to all students and adults.

At Mt Albert Primary School we respect, help, and support each other. This means showing courtesy to all students and adults. Rules help the school run smoothly, making it a safe and happy place for students to learn. Our school follows the same behaviour management and disciplinary procedures for international students as for domestic students. We inform students about the behaviour expectations at our school as part of our orientation processes. Staff are also made aware of any special requirements for international students.

STUDENTS WILL:

- Use appropriate language i.e. swearing and abusive language is NOT ACCEPTABLE.
- Remember to say 'please' and 'thank you'.
- Knock before entering a classroom
- Let adults through doors first and also students if they are carrying something heavy.
- Wait their turn to speak and certainly do not speak when another person is speaking.
- Comply with a request from a teacher or staff member.
- Borrow from another only with his/her permission.
- Do not bring chewing gum or bubble gum to school.
- Speak to adults politely.
- Ask the class teacher's permission before delivering a message to another student.
- Not interrupt when the teacher is giving instructions.

Behaviour Towards Property

In our school WE TAKE CARE OF EVERYTHING remembering it is 'on loan' and a privilege, not a right.

STUDENTS WILL:

- Take responsibility for the state of my classroom, the furniture and the equipment
- Take good care of all books supplied, which includes all library books and school textbooks.
- Use sports and P.E. gear for the right purpose and look after it.
- Do my share of keeping our classroom and grounds clean and tidy.
- Take good care and responsibility for any technology available.

Behaviour for Teaching and Learning

In our school, every student has a RIGHT TO LEARN and every teacher has a RIGHT TO TEACH.

STUDENTS WILL:

- Keep my voice soft when I am talking to avoid disturbing others.
- Be prepared by having what I need for each subject - pens, pencils, rulers, books, P.E., and other equipment as required.
- Avoid talking over others.
- Find an appropriate time for talking to the teacher, especially when she/he is working with other students.
- When I need to, move around the class in a quiet orderly manner.
- Do my very best to stay on task.
- Make every effort to complete all learning tasks, including homework.

Safe Environment

In our school, every student has the right to a SAFE ENVIRONMENT in which to learn and play.

STUDENTS WILL:

- Ensure I am not involved in any bullying.
- Allow no physical or mental abuse, put-downs, or insulting language.
- Participate only in positive interactions.
- Move around my classroom and around the school in a quiet and sensible manner so the learning and recreation of others will not be disturbed.

Student Attendance

The Education Act 1989 requires that all children six years and over must attend school. Once enrolled, it is compulsory for children to attend school regularly. Mt Albert Primary School encourages students to participate fully in school life. Students are expected to attend school when required and to be on time for classes. The policy applies to off-site activities as well, such as EOTC activities.

We monitor the daily attendance of students to:

- ensure their safety both in getting to school and in accounting for them in an emergency
- identify students with achievement, engagement, or other issues
- meet our legal responsibilities

Parents and guardians also have legal obligations to ensure their children attend school. The school expects parents to:

- notify the school if their child is going to be absent by phone, email, or absentee app on eTap by 8.55 a.m
- try to arrange appointments etc outside school hours or during holidays
- work with the school to manage any attendance issues & arrange holidays in school holiday periods and not school year

Absence from school - If your child is going to be late or away from school, please advise the school by either phoning the school at (09) 8469288 and following the directions on the phone for recording an absence, using the Etap App, or alternatively email the school office on reception@maps.school.nz. We follow up on all unexplained absences with an email or a text. If your child is late they must sign in at the school office before going to class. In the case of a planned absence (e.g. an appointment), inform the school (in writing, if required) the day before the absence or earlier. If the student has an unacceptable level of absence or is being truant from school, the Inclusive Practice Leader will follow up on the absence after a discussion with the classroom teacher and the attendance officer.

A family meeting may be held and contingencies put in place. If this does not resolve the situation, then the enrolment will be terminated. If the student does not attend for more than 20 consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated, and will notify Immigration New Zealand. However, if the parents have previously notified the school in writing that the child will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.

School closure or school unable to provide an agreed educational programme

In the unlikely event that the school closes, or is no longer able to provide the agreed educational programme, the school's Refund and Fee Protection Statement will apply. The student may agree to transfer to another school, and this will be worked through with the student and their family on a case-by-case basis.

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16. Student Withdraws / Is Not Attending

If a student withdraws from school:

Parents must give adequate advance notice of their intention to withdraw their child from the school. Parents must write to the school before the student's last day, giving the date of the final day of attendance and the reason for leaving. Depending on the circumstances, the Refund and Fee Protection Statement may apply.

The Immigration Service will be notified by the parents.

When a student withdraws, we document:

- the student's last day of class
- the reason for withdrawing
- whether the student is being granted a refund
- the date of notifying Immigration New Zealand that the student has withdrawn.

Circumstances in which tuition may be terminated

The school may terminate the enrolment at its discretion if the:

- the student is absent or consistently truant from school
- enrolment application is found to be inaccurate in any way
- the student's behaviour is unacceptable, and attempts to resolve it using the school's Internal behaviour management processes have not succeeded. An 'acceptable level of behaviour' would be seen as following the school's behaviour policy. If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of enrolment. If there is no further improvement the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. There will be no refund of fees if this occurs.

Upon termination of enrolment, the Immigration Service will be notified as required.

If a student is not attending their course:

- In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school on the morning of the first day of the absence and following this up with an email or written note on the first day of the student's return to school. If the absence can be foretold - eg. an appointment, then the school is to be informed by email the day prior to the appointment or earlier.
- Where the student is absent with no reason then the parents will initially be contacted by the school for an explanation.
- Where the student is being truant from school, the school Inclusive Practice Leader will have a meeting with the parents to rectify the situation. If the Truancy continues then a family meeting will be held and contingencies put in place. If this does not rectify the situation then the enrolment will be terminated and Immigration Service notified.

- If the student does not attend for more than twenty consecutive school days then the school will, in writing, notify the parents that the enrolment has been terminated and the Immigration Service notified. However, if the parents have previously notified the school in writing that the student will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.
- If the student is withdrawn from or ceases to attend the school, the Board of Trustees will notify the New Zealand Immigration Service.

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17. Summary of the Code of Practice

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 student's welfare. The Summary Code of Practice provides an overview of the 'Code of Practice for the Pastoral Care of International Students' (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 for 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 educational provider. The Code is also available online at:

<https://www2.nzqa.govt.nz/tertiary/the-code/>

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

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list is available from: <https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-education-providers/>

If the educational provider that you are seeking to enrol with is not a signatory of 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?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Principal, the international student director, or another person who has been identified to you as someone you can approach about complaints at your institution.

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualifications Authority (NZQA). International Students - How to make a complaint brochure: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

What is the New Zealand Qualifications Authority (NZQA)?

NZQA is a government organisation. They can provide an independent assessment of your complaints and will either investigate your concerns or advise you on what you can do next.

How can I contact the New Zealand Qualifications Authority (NZQA)?

You can submit your complaint query on the NZQA website; or by writing, email, or phone. Please see the contact details below:

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You can submit your complaint query on the NZQA website; or by writing, email, or phone. Please see the contact details below:

Write to NZQA Complaints and feedback P O Box 160 Wellington 6140 New Zealand

Phone: 0800 00 66 75 Email: qadrisk@nzqa.govt.nz Web: www.nzqa.govt.nz

What to do if you have a financial dispute?

Istudent Complaints is available to help you resolve financial or contractual disputes with your education provider. It is an independent service with experience in helping people to resolve disputes.

Istudent Complaints PO Box 2272 Wellington 6140 New Zealand, Phone: 0800 00 66 75, Email: complaints@istudent.org.nz

You can contact Istudent complaints at <https://www.istudent.org.nz/>

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18. NZQA Code of Practice 2021

A summary of the Code of Practice for the Pastoral care of International Students

The Code sets standards for educational 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 recognised
- International students under the age of 18 are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate student complaints.

To obtain the NZQA Pastoral Care of International Students brochure below:

<https://www2.nzqa.govt.nz/international/study-nz-quals/code-international-students/>

Resources NZQA has published resources on the Code of Practice in several languages.

Please visit the following link <https://www2.nzqa.govt.nz/tertiary/the-code/>