



International Student Policy and Procedures

# International Student Policy and Guide

## 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 offer a range of learning experiences including language support. Students are placed with peers to enable them to make new friends and learning partners.

Along with our Guide to the School, (Under Maintenance) this Policy and Guide should provide you with all the necessary information about our school.

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

For more information regarding policies and procedures for International Students, please refer to The Code of Practice for the Pastoral Care of International Students on [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

The Code of Practice is available in a number of languages on this website.

Yours sincerely

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

Principal



# International Student Policy and Guide

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 2016 (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 wellbeing
- 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 of International students that complies with the Education (Pastoral Care of International Students) Code of Practice 2016.
- 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
- has fair and equitable processes for addressing problems and grievances.

This Policy and Guide gives comprehensive information around all aspects of becoming an international student at MAPS. It is designed to meet Code of Practice requirements and ensure that high quality systems are in place.

Along with this document we recommend you read the Guide to the School (Under maintenance) which outlines the staffing, facilities, resources, programmes and routines of the school in a more general way.

If you are reading this document online, please use the links in the contents page to navigate quickly to the information you want.



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## 1. Pre-enrolment, immigration and insurance

### Immigration

Full details of visa and permit requirements, advice on rights in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <https://www.immigration.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 related costs. Further information can be viewed on the ACC website at [www.acc.co.nz](http://www.acc.co.nz)

### Appropriate insurance

The Code of Practice (clause 16.5) specifies that signatories must ensure that all students enrolled for 2 weeks or longer must have appropriate insurance covering:

- **Travel**
  - to and from New Zealand and their country of origin/citizenship (this may be outside the enrolment period, and does not include travel to other countries, unless for the purpose of connecting flights)
  - within New Zealand
  - outside New Zealand (if part of the educational instruction).
- **Health**
  - medical care in New Zealand (including diagnosis, prescription, surgery, and hospitalisation)
  - repatriation or expatriation of the student as a result of serious illness or injury (including travel costs incurred by family members assisting)
  - death of the student, including cover of:
    - travel costs of family members to and from New Zealand
    - costs of repatriation or expatriation of the body
    - funeral expenses.

## 2. 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 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.

### 3. 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 student is overseas:**

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

The confirmation Offer of Place will be given upon interview with student and parent/caregiver.

#### **Conditions of Acceptance**

In addition to the conditions listed here, all conditions that are part of the contract with parents, the fees 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 parent(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 numbers 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.

## 4. 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): **\$12,000**

Fee per term (10 weeks): **\$3,000**



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.

## 5. 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

## 6. Orientation for International Students

### **Enrolment orientation**

An initial orientation will be done with the prospective student and parents during the enrolment interview.

### **The Orientation Programme**

The classroom teacher will be responsible for ensuring the new student has a buddy consisting of one or two or more 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.

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 for emergencies:

**Principal:** Miss Marian Caulfield, Telephone: (school) 09 8469288

Email: [marian@maps.school.nz](mailto:marian@maps.school.nz)

**Office Manager:** Miss Pauline Thomson, Telephone (school) 09 8469288

Email: [reception@maps.school.nz](mailto:reception@maps.school.nz)

**School Financial Administrator:** Mrs Rita Cochrane, Telephone(school) 09 8469288

Email: [accounts@maps.school.nz](mailto:accounts@maps.school.nz)

## 7. Attendance

As with all our students, we take care that international students are participating in the learning programme. Our expectations are explained to students and their parents during the initial enrolment interview. If a student is failing to attend school, our Inclusive Practice Leader will meet with them.

We manage the attendance of international students by:

- making the attendance expectations and requirements clear
- letting parents know how to inform the school of a legitimate absence
- letting parents know what to do if their child will be absent for a longer period of time
- letting parents know what will happen if their child does not meet attendance requirements
- following up if the student fails to attend class/school.

We record student attendance in our student management system. Parents will be informed of any continued non-attendance.

## 8. Absence, Withdrawal, and Termination

### Absence from school

- If your child is going to be late or away from school, please advise the school by either phoning the school on (09) 8469288 and following the directions on the phone for recording an absence, use the Skool Loop App, or alternatively email the school office on [reception@maps.school.nz](mailto:reception@maps.school.nz)
- We follow up 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 the absence after 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.

## Withdrawal

- 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.

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:

- student is absent or consistently truant from school
- enrolment application is found to be inaccurate in any way
- 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.

The school notifies Immigration New Zealand when a student's enrolment is terminated.

## School closure or school unable to provide 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.

## 9. Behaviour

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.



## 10. 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**

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
- discuss their child's capabilities and aspirations

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

### **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.

### **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.

## 11. Cultural Support for International Students

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



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- 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.

## 12. Staffing

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
- pastoral care – Inclusive Practice Leader
- Orientation – Classroom Teacher
- English support – Inclusive Practice Leader
- reviews and reporting – Principal and Associate Principal

## 13. Curriculum

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/>

Details of the school's Local Curriculum can be found on the Mt Albert Primary School website, [www.mtalbertprimary.school.nz](http://www.mtalbertprimary.school.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 which has a discovery and exploration emphasis and encourages higher order thinking as keys 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 on academic achievement.

### **Learning Support Programmes**

Teacher Aides working 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)

## **14. Complaints / Grievances**

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

### **Problems with school friends**

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

You can also talk with one of our Deputy Principal Mrs Sonia Davies or Associate Principal Mr Louis Heap. They are all very helpful, especially with broken friendships. You can make an appointment at the Office through the school receptionist.

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.