



**Gordonton School**

*Anchored in MANA*

# **INTERNATIONAL STUDENTS HANDBOOK**



## **ANCHORED IN MANA**

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# Welcome to Gordonton School

We hope that your stay at our school is a happy and enjoyable one and that when you leave you will take with you many wonderful memories of your time at Gordonton School.

Gordonton is a full primary (Primary and Intermediate) that is situated in a picturesque rural setting 15minutes North-East of Hamilton and less that one and a half hours south of Auckland. Gordonton School has a growing roll of 280 students and caters for students from new entrant to year 8.

## GORDONTON SCHOOL IS ANCHORED IN MANA

<b>M</b>	Manaakitanga	Kindness, care and respect
<b>A</b>	Awhina	Supporting others to be the best they can be
<b>N</b>	Ngakau Pono	Integrity, loyalty, honesty & doing the right thing
<b>A</b>	Ako	Quality teaching & learning – Mahi Tahī Learning together

### Code of Practice for the Pastoral Care of International Students

“Gordonton School has agreed to observe and be bound by the Code of Practice for the Pastoral care of International Students published by the New Zealand Ministry of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>”.

### Your contact persons

Gordonton School - Keith O’Donnell – Principal

Phone: 07 824 3602

Or Mob: 027 4824360

Email: [admin@gordonton.school.nz](mailto:admin@gordonton.school.nz)

# Academic Programme

## MAINSTREAM CLASS

Gordonton School offers full immersion into an age related class with the opportunity to experience and interact within New Zealand culture and the English Language. Subjects offered in these classes, as part of the National Curriculum are:

Maths, English (oral, reading, listening and a variation of writing styles), Social Studies, Science, Physical Education, Health, Music and Drama Appreciation.

Gordonton School has ICT facilities in every classroom and a library for the benefit of all our students. Students are encouraged to participate in activities offered by the school that are of interest to them.

International Students will be placed in a mainstream class on the first day of attendance. Any changes to the original placement into a mainstream classroom may be made, after an English Language assessment has been completed. Assessments will take place after the student has been studying at the school for approximately three weeks.

## ENGLISH LANGUAGE SUPPORT

Students will receive ESOL support as considered relevant by, the staff at Gordonton School and the level of English the student enters the school with.

There are two areas of support available to International Students

1. Students are withdrawn from the mainstream class to receive structured language tuition relevant to their English level. This is usually done in small groups with students of like age and ability. We have a trained ESOL teacher who takes students for these ESOL lessons. Most students receive a 30 minute ESOL lesson daily. As English improves this time may decrease. This is up to the discretion of the staff at Gordonton School. Individual student programmes are developed to assist with student learning needs. The ESOL programme concentrates on developing skills to assist the student with becoming proficient within the mainstream classroom curriculum topics and activities with a focus on writing, reading, listening and speaking. The grammatical structures of English are also studied.
2. At times, trained Teacher Aides may support the students in the mainstream classes. The mainstream teacher and ESOL teacher determines the amount of assistance required here. Teacher Aides work within the mainstream class supporting the teachers and students with all areas of the curriculum. From time to time they may also withdraw the students to assist the student's learning.

# Fees and Structure

## Tuition Fees and Related Expenses

Tuition fees are **GST inclusive**.

One full year - NZD \$10,000 (tuition fee)

Total Full Year Tuition fee – **NZD \$10,000\***

Alternatively after request to management:

1 Term – NZD \$2,500\*

2 Term – NZD \$5,000\*

3 Term – NZD \$7,500\*

4 Term – NZD \$10,000

The letter of placement is the invoice for tuition fees only.

**A NZD \$200 non-refundable deposit is required to be made at time of application.**

All other school related expenses are to be paid over and above the tuition fees stated above. Any variations on payment of tuition fees are at the discretion of the Principal. All other initial expenses being arranged through the school will be invoiced separately. Receipts of funds will confirm placement. A receipt will be issued as required by New Zealand Immigration.

Students wishing to study for less than one full year are required to make a special request to the School Management.

All students' fees are to be paid ten working days prior to the start date for any students. Full payment can be made directly to our School office or can be made directly to our bank account, details of which are provided within the letter of placement.

## Additional Costs

All additional costs are as follows and are estimates only. GST inclusive.

Stationery	NZD	\$20 - 40
Full health/medical/travel and personal insurance (compulsory)	NZD	\$600
Class field trips/ sport events/ day excursions: (varies)	NZD	\$2 – 10
School Camp: (Years 4,5,6,7 & 8)	NZD	\$80 – 250

## Fee Protection

Gordonton 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 continue delivering tuition to the International Students. The School Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

# Refund Policy

If a student withdraws from Gordonton School before the completion date of his/her study, they **may** be eligible for a refund of tuition fees in accordance with our Refund Policy. In such circumstances, the following procedures and guidelines would apply:

To be eligible for any refund, the parents/guardians must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.

If the application is made before the start of the course (one year of schooling), fees will be refunded in full less the administration charge specified on the fees information sheet. If the application is made after the start of the course, but before the second half of a course, fees will be refunded less:

- An Administration charge of NZ\$200.00
- Costs to the school already incurred for tuition components of the fee already committed for the duration of the course.
- Specialist fees.
- Appropriate proportion of salaries for teachers and support staff (if applicable).
- Costs already incurred for the use of facilities and resources.
- The proportion of the Government Levy the school is required to pay.
- Any other cost already incurred.

If the application is made after the second half of the course there will be no refund except under exceptional circumstances, which are determined by the Board of Trustees. If an international fee paying student gains residency during the course, no further fees are to be paid and a refund may, at the discretion of the Board of Trustees, be made on the unused portion of the prepaid fees. The new resident will then abide by the school enrolment scheme. Documentation of residency must be provided within fourteen days of it being granted.

## **The Board of Trustees will make no refund:**

- Where a student has been stood down, suspended or excluded.
- Where a student wishes to transfer to another school during the contracted time of study.
- Where a student returns home for any reason, other than in a genuine case such as serious illness or death of a close family member.
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.

In any dispute regarding the above the decision of the Board of Trustees of Gordonton School is final. The Board of Trustees will ensure that there is a reserve of funds to cover International students prepaid tuition fees in the advent that a refund should be necessary.

# Conditions of Study

## **Health, Medical, Travel and Personal Insurance**

**ELIGIBILITY FOR HEALTH SERVICES:** Most international students are not entitled to publicly funded health services, including dental care, while in New Zealand unless they are:

- A resident or citizen of Australia
- A national of the United Kingdom in New Zealand: or
- The holder of a temporary permit that is valid for two or more years.

If you receive medical treatment during your visit, you may be liable for 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>

**HEALTH AND TRAVEL INSURANCE: International students must have appropriate and current health and travel insurance while studying in New Zealand.**

Gordonton School will only accept international students that have an approved Health Insurance Policy. This policy must cover medical and accident costs, Personal Liability, Emergency Assistance and Evacuation and Repatriation of the student. Furthermore, Gordonton School is to be indemnified against costs of any medical/accident treatment. Gordonton School will not be held liable for any costs or expenses. A copy of the Insurance Policy is required by the Provider and will be held by the Gordonton School office.

Gordonton School recommends one of the following insurers:

- Southern Cross Medical Care
- Student Care
- Unicare

**The final decision to accept any insurers' policy remains with the applicant.**

Any health concerns or known medical conditions are to be advised to the school as well as the insurer. This information needs to be held by the school and by the homestay family. A medical authority authorizing discussion of any medical condition between medical practitioners and the School Principal is covered in the application to study.

## Application and Enrolment Procedures

### Application for Enrolment Requirements and Procedures

The applicant/guardian must complete the International Student Application for Enrolment form and produce the following documents before the application can be processed:

- a) Passport
- b) Student visa/permit
- c) Copies of recent school report with verified English translation is required
- d) Health insurance documentation for the family
- e) Completed Designated Caregivers Indemnity Form (if applicable)
- f) Medical information
- g) Additional information required by parents
- h) Administration fee: NZ \$200 (non-refundable)

### Procedures once an enrolment has been received

1. On receipt of a completed enrolment application, the parents/guardians will be informed of an interview time

2. Parents will be informed in writing of school's decision within 10 days of the interview
3. If there are no current available places, the parents will be notified and will be given the option of being placed on a waiting list
4. When a place becomes available, they will be notified and given 14 days to accept or decline the placement
5. Placement in a particular Year or class is at the discretion of the Principal. This may be dependent upon class numbers, English language proficiency, and any other school assessments
6. If enrolment is accepted the parents have 10 days, or less if they desire, to accept the placement by paying the fees. Once the fees have been received and receipted by the school, the pupil may attend Gordonton School

## 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. 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 Gordonton School
2. Students and parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition
3. Students must observe the laws of New Zealand
4. Students must observe the conditions of their student permit. If a student breaks the terms of the permit the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand
5. 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. The school reserves the right to adjust placements and individual programmes at any time, if it is in the student's interests to do so
6. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause
7. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa/permit
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies)
9. All additional costs (as outlined in the school prospectus) will be paid promptly, as required



10. The conditions of the Fee Refund Policy will be accepted
11. All students are required to have travel and medical insurance for the duration of their period of enrolment. the school will arrange insurance unless students choose to make their own arrangements, in which case proof must be provided that the insurance purchased is adequate
12. All international students must live in one of the following types of accommodation:
  - a. With their parents or legal guardians (proof of legal guardianship must be supplied) if in years 1-6
  - b. With a designated caregiver chosen by their parents / legal guardians. All accommodation offered by designated caregivers must be approved by the school, as required by the Code of Practice for the Pastoral Care of International Students. An indemnity must be signed by parents giving the designated caregiver authority
  - c. Designated caregiver's will have to accept a house visit and questions once a term at a time the school and caregiver agree on.
  - d. The student in the care of a designated caregiver is not the schools responsibility after school hours.
13. All disputes will be dealt with in New Zealand law
14. The school's complaints procedure for international students will be used to deal with grievances
15. Parents must inform the school of their address, telephone number, fax number and e-mail address (whichever applies). The student and/or parents will advise the school of any change in the contact details of the student and/or parents
16. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student

**IMPORTANT:** Payment of fees will be viewed as acceptance of all terms and conditions pertaining to the students studying in New Zealand and at Gordonton School, Hamilton. A receipt will be issued for amount of tuition. New Zealand Immigration requires presentation of this.

Payment of all fees must be made within 10 working days of the students commencing study at Gordonton School. If fees are being made term-by-term then individual term fees are to be made within 5 working days of the commencement of each term.

Evidence of Insurance Policy and passport is required to be sighted by the school office and verified copies will be taken and held.

Any changes to the current situation or contact details are to be advised to the school office immediately.

# Immigration Information for International Students

“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>”

On arrival at the school, prospective students must present his/her passport to the school Principal for verification of their identity and their eligibility to study in New Zealand. Copies of their passport will be held by the school office, along with all parent contact details.

Accompanying parents staying in New Zealand while students attend Gordonton School are to provide details of their immigration status. The school office will hold a copy of their passport.

A copy of the designated caregiver’s passport details is required and will be held by the school office.

Should the student’s and/or the parent’s immigration status change, the school is to be notified as soon as possible. If the student becomes a domestic student during the contracted time of being an International Students, a refund may be applied for in writing to the School Board of Trustees. If a refund is obtained, the contracted placement will be revoked and application for enrollment as a domestic student will be required to be made to the School Principal. There is no guarantee that the application for enrollment to study, as a domestic student will be granted.

If a student leaves or ceases to attend Gordonton School for any reason, New Zealand Immigration will be advised.

## Agents, Caregivers and Guardians

It is not compulsory for applicants to use the services of an agent to arrange for application to study at Gordonton School. Gordonton School has NO contractual agreements with any agents. The use of any agent is the applicant’s decision.

Any recruitment agents dealing with Gordonton School will be advised, in writing of their obligations to operate within the terms and conditions of the “Code” and in the terms of Gordonton School Policy for International Students.

It is compulsory for International Students under the age of 11 years to be living with either a parent or a legal guardian. Gordonton School is required to seek ‘prior programme approval’ from the Code Administrator, before accepting students in Years 7 and 8, who are not living with a parent or legal guardian.

# Monitoring and Welfare

The Co-ordinator of International Students will keep regular contact with the students to monitor their welfare and to ensure their needs are being met at school and within their homestay situation. Records of the student's welfare will be kept in their individual file. The school will make every endeavour to maintain the safety of the students.

Given that our students are under the age of 13 years, special consideration is given to their care and additional support is offered by the school to ensure their needs are being met. The assistance is available at all times to the students through the Co-ordinator of International Students or the Gordonton School Principal and Deputy Principal.

The Co-ordinator of International Students, or a designated representative, will be available for International Students to contact for any appropriate reason.

## Student Welfare and Disciplinary Action

International Students who require disciplinary action during school will be done so under the jurisdiction of school policy. If further action is required it will be implemented as stipulated in "The Code of Practice," Grievance procedures, Clause 31, page 13.

At any time deemed necessary by the school, the student's parents will be contacted directly to discuss issues related to the student's conduct and/or welfare.

Student's welfare during school times are subject to the terms and conditions relevant to all students attending Gordonton School, and are determined by policy pertaining to the operation of the school.

Student's welfare and discipline within the homestay situation will be monitored and addressed within the terms and conditions stipulated in "The Code of Practice: outcome 6, Clause 26, page 12. Process accommodation. Homestay families will be visited at their home at an arranged time at least one time each term.

Gordonton School retains the right to terminate any contract entered into pertaining to the student studying at the school. Termination could result if the student is considered not to be making progress or is deemed in need of special educational services, to assist with mainstream learning over and above that which is offered by the programme. If required an independent assessment will be undertaken and the cost of this will be deducted from fees prior to any reimbursement on termination of study at Gordonton School.

# Student Support

The Co-ordinator of International Students or a school representative is available for international students to contact for any reason and / or any time during or outside of school operating hours. Contact details can be found at the front of this book. An interpreter will be made available if required.

## Services Available

During the course of the year the school will send home information regarding external services available to all students; for example, dental and vaccinations.

## Estimated Cost of Living

(Weekly Costs based on a family of four)

House rentals	\$380 +
Average weekly food bill (family of 4)	\$330+
Cost of power, electricity or gas	\$50+
Petrol	\$200+
Local transport:	Bus to school – free if in the correct area; enquire at school Bus from Gordonton to Hamilton- not available Bus in Hamilton - \$3.50 adult for one journey
Telephone and internet-	varies considerably depending on usage, and location of phone calls

## Pathways from Gordonton School

Gordonton School is a full primary so includes Intermediate level. This means the next school for our students is High School / College.

High Schools the Gordonton area has available:

Usual choices depending on location of home	Rototuna Junior High Morrinsville College
Hamilton based, entry through ballot system	Hamilton Boys High – by ballot Hamilton Girls High – by ballot
Private or boarding school	Diocesan School for Girls St Paul's Collegiate School

Once at High school the students will be working toward NCEA National Certificate of Educational Achievement.

# Grievance Policy

## What do you do if you have a grievance?

We want you to be happy at Gordonton 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.

The Co-ordinator of International Students or a representative is available at all times during and outside of school hours, for the student to approach or contact with any issues they have.

An interpreter can be arranged to assist with addressing any arising issues. Students may request an interpreter and one will be provided at an agreed time.

## Problems with a teacher

1. Make a time to talk to your classroom teacher about your concern
  - a) If your concern is the classroom teacher, make a time to talk to the Co-ordinator of International Students (Fiona McLeod)
2. After a few days, if you do not think the problem has been solved by your classroom teacher or by Fiona McLeod talk to the Principal, Keith O'Donnell.

## Problems with school friends

1. Take the time to talk to your class teacher quietly about your concern
2. You can also talk with The Co-ordinator of International Students. She is very helpful, especially with broken friendships.

## Problems with your designated caregiver

1. Make a time to talk to the Co-ordinator of International Students, Fiona McLeod. She will discuss the concerns with you and do her best to sort things out. If necessary she will contact the Principal on the matter and/or your parents

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent may contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz) International Education Appeal Authority.

Or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: <http://www.fairwayresolution.com/istudent-complaints>

Or contact The Contract Dispute Resolution Scheme (DRS) through their website:  
<http://www.legislation.govt.nz/regulation/public/2016/0042/7.0/DLM6748715.html#d56e1294>

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English. We can also provide a translator if required. We hope your stay at Gordonton School is a happy one.

# Accommodation

## Types of Accommodation

Gordonton School requires that all international students live in one of the following types of accommodation:

### Students 10 years and under

- Living with parent/s or legal guardian. Proof of legal guardianship and immigration status must be supplied.

### Students 11 years and above

- Living with parent/s or legal guardian. Proof of legal guardianship and immigration status must be supplied.
- With a designated caregiver chosen by parents/legal guardian. Proof of identity, an indemnity document signed by parents and immigration status must be supplied.

All accommodation offered by designated caregivers must be approved by the school as required within “The Code”. An indemnity must be signed by the parents / legal guardian giving the caregiver designated authority to act on their behalf.

# Orientation Programme

The Co-Ordinator of International Students is primarily responsible for the orientation of the students and their on-going welfare within the school community. This will be done in close liaison with the classroom teacher and the Principal.

On the student’s first day, he/she will be met by the Co-Ordinator of International Students and shown to the classroom. On arrival at Gordonton School the classroom teacher will be responsible for giving the new student two “buddies” to assist with orientation into the school environment and operating procedures. All students will be mainstreamed immediately upon arrival. They will be withdrawn for English testing and further English teaching as required.

Students will be introduced to school staff and shown the school facilities. An outline of the mainstream class procedures and relevant timetables will be provided at this time. Students will be given a ‘Welcome to Gordonton School’ Booklet. This booklet provides students with pictures of the staff they will come in contact with first and a brief overview of the ESOL programme.

The Co-Ordinator of International Students will continue to monitor the student during the first few weeks while the student settles into the class and the school. The teacher will also be available for support of the students, the classroom teacher, and the parents/caregivers.

Once the initial period is over, the Co-Ordinator of International Students will continue to monitor the student and his/her progress through informal meetings, ESOL teaching times, and where necessary through formal meetings with the student and the classroom teacher, and/or the parents/caregiver.

During the orientation stage, we will go over all conditions of study. All required documentation will be checked and our school office will hold verified copies. For students NOT accompanied by their parents at time of application or orientation such parents will be contacted in their home country to verify all contact details and clarify any relevant details pertaining to the terms and conditions of study for International Students.

Translators will be made available when necessary. These may be other students or an adult, depending upon the situation and the requirements.

Parents/caregivers and students need to know that Gordonton School has an 'Open Door' policy. At any time, they may make an appointment to see the classroom teacher, or the Co-Ordinator of International Students to discuss any queries or concerns.

## Legal Liabilities

Please read all provided information carefully. Gordonton School takes no responsibilities for misinformation on the part of agents and or representatives retained by or on behalf of the students.

Gordonton School takes no responsibilities for the general daily needs and arrangements made between parents / guardians and caregivers pertaining to student's financial interests and personal belongings.

Gordonton School will not be liable for any situation, accident or injury involving or affecting the student. Medical insurance must be adequate to cover any arising situation.

All students are required to abide by New Zealand laws, regulations and rules during their stay in New Zealand.

Should any dispute arise as to any matter involving the International Student Programme at Gordonton School, such disputes will be subjected to New Zealand Law and New Zealand Courts are to have jurisdiction.

In an event of any dispute, the only documents to be considered in such a dispute are to be translated into English.

# Review Policy

The terms and conditions of this document and related policy and guidelines pertaining to the International Student Programme will be reviewed on an ongoing basis throughout the year and formally amended annually.

Recommendations will be presented to the Gordonton School Board of Trustees for approval. The amended handbook, information and policy will be made available to prospective students and parents within the final school term of each year. It will be implemented at the commencement of the following school year.

All Gordonton School's policies and a full copy of the Code of Practice are available for viewing on request through the school office.

## Frequently Asked Questions

### 1. When is Gordonton School open?

- a. Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 8:55 am and school closes for the day at 2.50 pm
- b. The school terms are given in the main school prospectus along with public holidays when the school is closed.

### 2. What do I need for the classes?

- a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need
- b. For the specialist classes (Years 7 & 8) – wood and plastics technology, electronics, food technology, and art - you need to wear shoes. You will be advised as to what days this occurs.

### 3. What if I am sick or cannot come to school?

- a. If you are sick and cannot come to school, make sure that your parents or caregivers contact the school to let the school know. When you return to school you will need to have a written note explaining your absence
- b. If you feel sick at school or if you hurt yourself at school, you need to go to the Office and tell Mrs Boxell who will look after you
- c. If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or caregiver needs to let the school know in advance through a written note

### 4. What if I change my address or phone number?

- a. If you change your address or phone number your parents or caregivers need to let the school know by giving you a written note to take to your teacher or the school office



## 5. What about breaks and meals?

- a. There are two breaks in the morning from 9:55 am to 10:15 and 11:15 to 11:25 am and a break for lunch from 12:20 pm to 1:20 pm.
- b. Lunch should be brought to school from home. The school does not provide lunches for the students.

## 6. What do I do if my lunch disappears?

If your lunch disappears from your bag or desk, let your classroom teacher know as soon as you find out. He or she will do what they can to find your lunch. They will also make sure that you do not go hungry at lunch time.

## 7. What do I do if I am bullied?

If you are teased or bullied at school, coming to school, or going home from school, you must let your classroom teacher or the Co-coordinator of International Students know as soon as you can. We do not like bullies and will do everything we can to prevent you being bullied.

## 8. May I use my e-mail at school?

Students are encouraged to keep in contact with their Parents. E-mail can be used on request, under supervision. This also applies to using the Internet, Telephone and fax. Regular times can be set up at the student's requests. The costs will be charged to the Parents/Caregivers.

# Code of Conduct

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

### I WILL:

- Use appropriate language - i.e. swearing and abusive language is OUT
- Remember to say 'Please' and 'Thank you'
- Knock before entering a classroom
- Let adults through doors first, and also other students if they are carrying something heavy
- Wait my turn to speak and certainly not speak when another is speaking
- Comply with a request from a teacher
- Borrow from another only with his/her permission
- Keep the chewing gum and bubble gum for out-of-school hours
- Speak to adults politely
- Ask the class teacher's permission before delivering a message to another student
- Not interrupt when the teacher is giving instruction

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

**I WILL:**

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

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

**I WILL:**

- Keep my voice soft to avoid disturbing others when I'm talking
- Be prepared by having what I need for each subject - pens, pencils, ruler, P.E. gear, and other equipment as required
- Avoid talking over others
- Find an appropriate time for talking to the teacher, especially when he/she 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
- Line up outside or enter my class promptly when the bell rings.

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

**I WILL:**

- Ensure I am not involved in any bullying - this is a NO-NO!
- Allow no physical or mental abuse; put downs or insulting language
- Participate only in positive interactions - there will be no threatening behaviour
- 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

# Summary Code of Practice for the Pastoral Care of International Students

## Introduction

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

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

This pamphlet 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 to these providers and must be signed by them.

### What is an "international student"?

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

### How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

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

If you have concerns about your treatment by your education 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 that 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 Qualification Authority (NZQA)

What is the New Zealand Qualification Authority (NZQA)

The NZQA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The NZQA enforces the standards in the Code of Practice.

How can I contact the NZQA?

You can contact NZQA but telephone: 0800697296

Or visit their website <http://www.nzqa.govt.nz/about-us/contact-us/>

What will the NZQA do?

The purpose of the NZQA is to adjudicate on complaints from international students. The NZQA will investigate complaints and determine if there has been a breach of the Code. The NZQA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The NZQA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the NZQA may refer the complaint to the Review Panel.

The NZQA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the NZQA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the NZQA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students 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 NZQA and the Review Panel to receive and adjudicate on student complaints.