

Meadowbank School



International Students Code of Practice

2017

Last Review: December 2016

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INTERNATIONAL STUDENTS CODE OF PRACTICE

Acceptance of International Student application is provisional on –

- Sufficient places being available
- Immigration requirements being met
- The student living with at least one of their parents whilst being educated at Meadowbank School.
- The Parent Declaration being signed
- Proof of Medical and Travel Insurance
- The full tuition fee being paid.
- Uniform purchased

PROGRAMME GOALS

- To provide a quality programme for International Students seeking to learn English.
- To increase the global awareness of Meadowbank students.
- To enhance the cultural mix of Meadowbank School.
- Provide a broader funding base to enhance learning programmes for all students at Meadowbank School.

Advice given to parents prior to enrolment re Tuition and Placement of their children is –

- A maximum of 20 International Students are enrolled at Meadowbank School at any one time.
- Students will be catered for in a mainstream class for all aspects of their learning. They will receive the identical, high quality programme and opportunities received by all other students.
- Additional support will be provided by –
 - small group English withdrawal classes with a specialist ESOL Teacher.
 - in-class support from a teacher's aide.

FEES

- **Tuition** : Includes Ministry of Education and administration costs.
 - Up to 5 weeks: \$1,500+GST (\$1,765 incl gst)
 - Over 5 weeks: \$2,500+GST per term. (\$2,941 incl gst)
- **Fee Protection Policy:**

Parents MUST be notified at enrolment

- The Meadowbank School Board of Trustees guarantees a refund of unspent fees for international students if the school becomes unable to continue to deliver their programme.
- International student fees will be coded in the school accounts and measures taken to ensure that they are not downloaded until they become due. Fees will not be released for use until the time period they cover has elapsed.
- The review of this policy is minuted at the December Board of Trustees meeting each year.

APPLICATIONS

When seeking enrolment, the following process will be followed –

- **Prior to Enrolment :**
 - The International Student Enrolment Form and Declaration is completed.
 - A copy of the Student's passport must be sighted.
 - School Management will consider all applications.
- **Upon Acceptance :**
 - The full tuition fee is to be paid.
 - The school will issue a receipt for the tuition fee and a letter to the NZ Immigration Service advising of the school's offer of placement.
- **Prior to Commencement :**
 - The full tuition fee must be received.
 - NZ Immigration Student Visa issued.
 - Evidence of Medical and Travel Insurance must be sighted by the school.

ACCOMMODATION

- Meadowbank School will only enrol International students who will be living with their parent(s) throughout their education at Meadowbank.
- The ESOL Teacher and teacher with responsibility for the pastoral care of International students will monitor any apparent changes in student accommodation and report these instances of breach of the above to the Principal.

ORIENTATION PROGRAMME

Students will be given an orientation on their first day of school. Orientation will include:

- An introduction to the Principal, International Student Pastoral Care Teacher, ESOL Teacher, office staff and their classroom teacher.
- Introduction to a classroom buddy.
- Introduction to other students in the same level who speak the same first language.
- A tour of the school visiting both sites,
 - the school office and sick bay (meeting office staff),
 - library (meeting the Librarian),
 - specialist rooms (Mandarin, Music, Garden to Table, ESOL Rooms),
 - the gully and environmental trail
 - familiarisation with students items such as the toilets, cloakroom, and lunch eating areas.
- Advice on school activities, including sports and music.

Parents orientation will include –

- A tour of the school
- Meeting with Principal, ESOL Teacher, pastoral Care teacher and classroom teacher.
- Receiving a contact list of other families who speak the same first language.
- Informal afternoon tea involving all families speaking the same first language, and the teachers of the students.

MONITORING STUDENTS

Under the Code the school is primarily responsible for the safety of students at their school. Staff are required to pay particular attention to, and have an awareness of –

- Culture shock
- Difficulty making friends and adjusting socially
- Learning disabilities
- Communication difficulties that the family may be having

ATTENDANCE :

Attendance of International Students is monitored for student safety reasons. The school has responsibility for determining where the student is if they fail to attend school regularly.

- **Procedure for Keeping International Student Attendance**
 - Attendance roll call is taken by the classroom teacher twice per day.
 - Office staff will call the student's home if they have not arrived at school by 9.30am and the school has not been notified that the student will be absent.
 - Roll Returns are sent to the Office each week.
 - Regular absenteeism is monitored by classroom teachers and is to be reported to the Associate Principals.

- **Poor Attendance of International Student**

- If attendance falls below 85% in any fortnight, the student's parents will be contacted by the Associate Principal with responsibility for the students Year Level. Reasons for absence will be sought and if necessary counselling provided to the student. Any relevant issues are to be notified to the Principal and / or ESOL Teacher.
- If poor attendance continues, letter will be sent to the student's parents. The counsellor will continue to be involved.
- If student attendance does not improve after the two written warnings, consideration should be given to a formal termination of enrolment, unless the absence is for medical or other acceptable reasons.
- If at any stage the school has serious concern for the welfare of the student based on
 - their previous attendance
 - advice from teaching staff
 - records of interviews between the school staff and the student,
 and the student's teacher is unable to contact the student or his / her parents on their e-mail, mobile phone, landline, a representative of the school will visit the student's physical address to determine that the student is safe.
- The New Zealand Immigration Service will be notified of any student whose enrolment is terminated (form – Appendix 2).

ACADEMIC AND SOCIAL PROGRESS / EMOTIONAL WELL-BEING :

Parents MUST be notified at enrolment

International students' progress and well being, like all other students is closely monitored by staff. Specifically –

- The ESOL Teacher ensures students' English proficiency is monitored and assessed using the Ministry ESOL Assessment Guidelines.
- Classroom teachers monitor progress in other academic areas via ongoing testing and assessment.
- The student's emotional well-being and social progress is monitored by the Classroom and ESOL Teachers and the International Student Pastoral Care Teacher.
- The pastoral Care Teacher is to survey all International students in Terms 2 and 4.
- Teachers report to parents as follows –
 - Written reports are issued twice per year (June / December)
 - Formal Oral Parent – Teacher Interviews are conducted twice per year (March / August).

COMMUNICATION WITH PARENTS

- **Prior to Enrolment:**

- The school will ascertain if the persons enrolling the student are the student's parents. Passport verification is essential
- Relatives or agents of the parents may be asked to assist by interpreting for the parents. If no such interpreter is available the school will attempt to arrange an interpreter.

- **On-Going Communication:**

- Annually Meadowbank School provides TWO written reports (June and December) on the student's progress. The report will include comment and grades for the –
 - Academic progress
 - Emotional well-being and social progress of the student.
- Each year Meadowbank School conducts at least TWO formal Parent Teacher Interview evenings (March and August).

GRIEVANCES POLICY: *Parents MUST be notified at enrolment*

All grievances should be treated seriously, even if they appear trivial. Any staff member who is approached by an international student or parent who has a complaint about the school must:

- Record in writing what the grievance is about. It must include:
 - The date of the grievance.
 - The name of the student involved.
 - The name of the person advising the school about the grievance.
 - The nature of the grievance.
 - Refer the grievance to another member of staff (preferably the Principal, the International Student Liaison Teacher, or the ESOL Teacher).
 - Give written record of the grievance to the Principal / International Student Liaison Teacher.
 - Ensure a written record of the grievance is filed on the student's file.
1. The guidelines below should be followed when dealing with an international student or parent who has a grievance:
 - Staff should be sympathetic and not argumentative. They should listen.
 - Staff should only attempt to resolve a grievance if it is within the scope of their position and experience.
 - If the student or parent is extremely agitated and/or upset and the staff member is having difficulty dealing with the situation, the Principal or a member of the Senior Management Team should be called.
 2. If the grievance is of a serious nature the Principal should be called or an appointment made for the person to see the Principal.
 3. **All International Students (and parents) will receive the following procedures to follow –**
 - **Issues with teachers**
If there is a problem with your teacher, please talk to your parents, the ESOL Teacher or International Student Liaison Teacher or the Principal.
 - **Issues with fellow students**
If there is a problem with another student, please tell your parents, your class teacher and the International Student Liaison Teacher
 - If you have seen the appropriate person(s), but the issue has not been resolved to your satisfaction, please see the Principal.
 4. **Parents of International Students will receive the following procedures to follow**
 - **Issues with teachers**
If there is a problem with your son / daughter's teacher, please talk to the teacher. You can make an appointment to see the teacher by calling the school office and asking to talk to the teacher.
 - **Issues with fellow students**
If there is a problem with another student, please tell your son / daughter's class teacher, or International Student Liaison Teacher or the Principal. You can make an appointment to see the teacher or the Principal by calling the school office.
 - If you have seen the appropriate person(s), but the issue has not been resolved to your satisfaction, please see the Principal.
 - If you are still not satisfied, you can write to the Principal or contact a member of the School Board of Trustees.
 5. If you believe that you have not been dealt with fairly by the school, you may contact the International Education Appeal Authority, whose address is

International Education Appeal Authority
C/O Ministry of Education
PO Box 47-911
Auckland

Or e-mail: info.ieaa@minedu.govt.nz
- You must be able to show the International Education Appeal Authority that you have told the school about the problem before you contact them.

WITHDRAWAL POLICY (MOE Request 3 - Parents notified at enrolment)

1. Students intending to withdraw from the school must advise the school **at least three weeks in advance**.
2. The school refund policy will apply when a student withdraws.

TERMINATION POLICY (MOE Request 3 - Parents notified at enrolment)

1. The school has the right to terminate enrolment in the event of:
 - **Continued and/or unexplained absenteeism:** Students must attend at least 85% of their classes. In the event that attendance falls below this level the school may terminate their enrolment.
 - **Disruptive behaviour:** This includes failure to follow school staff instructions, inappropriate behaviour towards other students, and disruption in class. In the event of ongoing disruptive behaviour, the school may terminate enrolment.
 - **Criminal behaviour:** This includes damaging or stealing school property, or the property of other students. In the event of criminal behaviour by a student, the school may terminate enrolment.
 - **Declaration Variances:** This includes parents failing to disclose requested information prior to enrolment and / or breaking the terms agreed in the Declaration.
2. The New Zealand Immigration Service will be notified when a student's enrolment has been terminated. (see appendix form attached)

REFUND OF SCHOOL TUITION FEES (MOE Request 12 - Parents notified at enrolment)

1. Any student withdrawing from his / her course of study before the course completion date may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing by the student's parents to the Principal explaining
 - Why he / she has withdrawn from the course; and
 - The reasons for seeking a refund.
3. **Applications to withdraw prior to starting the course:** Tuition fees will be refunded in full less an administration charge of \$500.00 to cover costs incurred by the school.
4. Student courses are normally for a period of at least 6 months. For applications made after the start of the course, but before the second half of the course, the refund will be 50% of the tuition fees less the percentage of the course already undertaken and an administration charge (\$500).
5. For applications made during the second half of the course, only in exceptional circumstances (eg breach of contract by the school) will a refund be given.
6. No refund will be made to a student who is expelled from the school by the Board.
7. No refund will be made to a student or their parents where the student has breached the terms of the contract with the school.
8. Where a student becomes a permanent resident during their course, their tuition fees refunded from the end of the term in which they became resident minus an administration charge of \$500.00.
9. **Homestay Fees:** Meadowbank School does not organise homestays for students or their parents. All International Students attending Meadowbank School are required to be living with a parent(s).

MONITORING OF CODE REQUIREMENTS (MOE request 19)

Ongoing compliance with the Code at **Meadowbank School** will be achieved by –

1. Collation & analysis of student complaints and issues by the Principal/ International Student Liaison Teacher.
2. Analysis of international student academic progress.
3. Meetings between the Principal, ESOL teachers and classroom teachers, as needed or desired to discuss the progress of international students (including social progress and integration).
4. Student Satisfaction. Where possible surveys will be undertaken by the International Student Liaison Teacher, either on a twice-yearly basis or on exit.

ANNUAL REVIEW PROCESS (MOE Request 6 & 19)

The school will review the following information is reviewed annually as required by the NZQA format. They list the following outcomes. We accompany staff responsible.

- | | |
|---|-------------------------------|
| 1. Marketing and Promotion | Principal |
| 2. Managing / Monitoring Agents | Not applicable |
| 3. Offers / Enrolment / Contract | School Secretary |
| 4. Immigration Matters | School Secretary |
| 5. Orientation | ESOL & Pastoral Care Teachers |
| 6. Safety and Well-Being | ESOL & Pastoral Care Teachers |
| 7. Student Support / Advice / Services | ESOL & Pastoral Care Teachers |
| 8. Managing Withdrawal and Closure | Secretary |
| 9. Dealing With Grievances | Principal |
| 10. Compliance with IS Contract and Resolution Scheme | Principal |

The Principal is responsible for overseeing the annual review process is undertaken. It should be recorded in the minutes of the December Board of Trustees meeting.

APPENDICES

1. International Student Declaration / Parent Contract (*MOE Request 10*)
2. Student Satisfaction Term Survey (*MOE Request 19*)
3. Complaints Advice for International Students & Parents (*MOE Request 18*)
4. Termination of Enrolment – NZIS Form



INTERNATIONAL STUDENT DECLARATION

(Parent Contract with Meadowbank School)

As parent(s) of.....(name of student)

I / We –

1. Have read, understand and agree to each of the following policies set out in the Prospectus for International Students:-

- The Tuition Fees **YES / NO** (delete one)
- The Uniform Requirements **YES / NO** (delete one)
- Health & Travel Insurance **YES / NO** (delete one)

i. Name of Policy Provider: _____

ii. Policy Number: _____

- The Refund Policy **YES / NO** (delete one)
- Termination Procedures **YES / NO** (delete one)
- Accommodation Provisions **YES / NO** (delete one)

2. Authorise the Principal of Meadowbank School (or such other person as may be appointed by the school to carry out the Principal's duties) to –

- receive information from any person, authority or body concerning my child relating to health, education and welfare
- provide consents that may be necessary on the student's behalf in event of a medical emergency where it is not reasonably practicable to contact the parents

YES / NO (delete one)

3. Agree that my child will comply with school rules and policies while enrolled at Meadowbank School. **YES / NO** (delete one)

- 4. Understand that failure to declare prior to enrolment at Meadowbank School, any special learning needs and / or behavioural concerns which my child has experienced at previous schools, may result in contract termination procedures being enacted. **YES / NO** (delete one)

List all known Special Learning Needs / Behavioural Concerns:

- 5. Understand that if the school determines the student has Special Learning Needs that are not declared on this declaration, the parent will bear the cost of any extra services the student may require. **YES / NO** (delete one)

- 6. Understand that Meadowbank School will provide tuition in accordance with –
 - the National Curriculum for New Zealand Schools and
 - the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students
 - use its best endeavours to ensure the safety, health and well being of the student

YES / NO (delete one)

- 7. I seek enrolment at Meadowbank School for 2 / 3 / 4 term's education

Starting _____
(Date)

- 8. I attach \$_____ payment for ____ (state number) term's tuition.

SIGNED:
(Parent) (Date)

FULL NAME:
(Print)

FOR SCHOOL:
(Signed) (Date)

PRINT NAME: