



MEADOWBANK SCHOOL

INTERNATIONAL STUDENTS GUIDELINES



OUR VISION STATEMENT

“Embracing today, shaping our tomorrow”

OUR STRATEGIC GOALS

Learning and Achievement (Education)

- Develop and empower our teachers to deliver a stimulating, well-balanced education that reflects our aspirations and values.
- Challenge and support all our students to reach their potential through authentic rich learning experiences.

Community and Culture (Partnerships)

- Develop and maintain positive partnerships with parents, whānau and wider community with the purpose of enriching teaching and learning.
- Acknowledge and embrace community diversity in all aspects of our school.

ABOUT MEADOWBANK SCHOOL

Meadowbank School is a large primary school catering for over 800 students aged 5 to 11 years. It was established in 1915. An unusual feature of our school is that it's built on **two** quite separate campuses -

Kelvin Road	-	Years 0 – 2 classes
Waiaatarua Road	-	Years 3 – 6 classes

This unusual feature necessitates 2 staffrooms and 2 playgrounds. Separating the sites is our bushed gully complete with stream. In it we have developed an environmental trail and community greenspace.

Other features of our school include our community hall, associated covered court, heated swimming pool and our large number of specialist teachers in:-

Performing Arts	Sport / Physical Education	Te Reo
Mandarin	STEAM	
Garden to Table Programme (Y4/5)		

PASTORAL CARE OF INTERNATIONAL STUDENTS

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

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, and can be viewed on their website at –
<http://www.immigration.govt.nz>

UNIFORM

- Uniform is compulsory at Meadowbank School and can be purchased in store or online from NZ Uniform. www.meadowbank.nzuniforms.com
- We do sell second hand uniforms every Friday afternoon (term time only) from the Junior School Office.

HEALTH AND TRAVEL

- Most students are not entitled to publicly funded health services while in New Zealand. We require that you have insurance that will cover the cost of medical treatment for the duration of your stay in New Zealand. You are also required to obtain insurance to cover your travel to and from New Zealand.

Recommended insurance companies are:-

- Orbit Protect Limited : www.orbitprotect.com
- Southern Cross - www.internationalstudent.co.nz

Phil Toomer
Principal





MEADOWBANK SCHOOL RULES (Our Code of Behaviour)

These rules define expectations in the classroom, the playground and when on school excursions.

1. Respect other people and their belongings.

- > Ask someone before you touch their belongings.
- > Always return other people's belongings.
- > Be friendly to other people and remember feelings.
- > Let other people join in your games.
- > Speak to and play with others in a respectful way.
- > Be honest, tell the truth and don't try to cover it up.
- > Never strike another person.

2. Have good manners.

- > Listen when others are talking.
- > Stand back for adults, allowing them to go first.
- > Remember magic words - thank you, please, excuse me and sorry.
- > Never use swear words.

3. Take care of our school.

- > Do not damage our trees and plants.
- > Put all rubbish in the correct bins.
- > Wipe and remove muddy shoes before coming inside.
- > Use the toilets correctly.
- > Be careful with the furniture and equipment.

4. Are responsible for our own belongings.

- > Keep our bags done up and on the hook.
- > Name all our school clothes, and belongings.
- > When we take clothes off, put them away.
- > Look after and keep safe items brought from home.

5. Play in safe places.

- > Play where you can be seen.
- > Play inside the fences.
- > No access to the Gully without a teacher present.
- > Do not cross the yellow lines (juniors).
- > Do not climb or swing on soccer goals (seniors).
- > Do not climb above the bottom branches of trees.
- > Keep away from the carpark.
- > Always play outside on fine days.

BULLYING

Additional to the school policy:-

1. Meadowbank School promotes and seeks to implement a zero tolerance towards bullying.

2. Bullying normally involves three sets of people:-

- The bully / bullies
- The victim / victims
- The bystanders who witness the bullying occurring. Where they take no positive action to show disapproval of the bully's actions, their inaction provides the bully permission to continue and sometimes to escalate their bullying behaviour.
- In such cases, bystanders in effect become bullies and will be treated as such.

3. Internet and Text Bullying:

- Meadowbank does not allow the use of cell phones at school but we recognise that many students own and have access to cell phones and therefore have the ability to be involved in text bullying against other students out of school hours. When this occurs it has the potential to impact in the classroom and school.
- Where this occurs the school will involve the parents of all those found to be involved.
- Use of social media sites is more likely to occur using home computers. However, as we enter the greater use of mobile devices the opportunities for students to use school hardware to perpetrate bullying behaviour is greatly increased.
- Regardless of the source, where the school becomes aware of cyber-bullying, we will react by requesting parent involvement.

4. Management of Bullying is best achieved through:

- Consistent and appropriate responses to children who feel upset or unsafe as a result of the deliberate actions of others.
- Deliberate teaching of self-help strategies and assertiveness to all children by classroom teachers (includes strategies to report bullying in a safe way).
- That in all incidences the victim feels listened to. It is not appropriate to use a brush-off statement such as "go play with someone else, or play elsewhere."
- If a parent complains that their child has been the victim of bullying, it is more than likely true. The complaint needs to be investigated and Senior Management needs to be informed immediately when a complaint is received.
- When investigating, teachers need to establish the main issues (ie accidental vs deliberate; major vs minor).
- Support from staff will be provided for both the victim and the bully to ensure both become fully integrated into the class / school environment.

COMPLAINTS ADVICE FOR INTERNATIONAL STUDENTS / PARENTS

- **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 your child's teacher by emailing them directly to arrange.

- **Issues with fellow students**

If there is a problem with another student, please tell your son / daughter's class 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 the school Board.

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:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>

You must be able to show the International Education Appeal Authority that you have told the school about the problem before you contact them.



INTERNATIONAL STUDENTS PROSPECTUS

INTERNATIONAL STUDENT CODE OF PRACTICE

Acceptance of International Student application is provisional on:-

- Places being available.
- Immigration requirements met.
- Student will be living with at least one of their parents whilst being educated at Meadowbank School.
- Pre-Enrolment Application form submitted.
- Once application has been approved, all forms completed including supporting documents, ie: Visa, Medical and Travel Insurance Policy, Passport of student and parent.
- Meadowbank School does not engage the services of an agent or pay commission to a third party.

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 & placement is:-

- Students will be in a mainstream class for all aspects of their learning. They will receive the identical, high quality programmes and opportunities received by all students.
- Additional support will be provided by:-
 - small group English withdrawal classes with a specialist ESOL Teacher.
 - in-class support from a learning assistant where applicable.

FEES

- **Tuition :**
 - \$500 plus GST Administration Charge – one off non-refundable charge.
 - \$4,250 plus GST per term (cost includes MOE levy, stationery, school trips and performers) minimum at least one term.
 - \$15,000 plus GST for a full year.
- **Fee Protection Policy: Parents to be notified at time of enrolment**
 - The Meadowbank School Board guarantees a refund of unspent fees for international students if the school becomes unable to continue to deliver their programme.
 - The review of this policy is carried out by the school Board as per our review policy.

ENROLMENT PROCEDURE FOR INTERNATIONAL STUDENTS

INITIAL CONTACT:

- The school receives an initial request for placement of an International Student. This may be by phone call, email or a visit to the school.
- Pre-Enrolment Application form to be completed – link issued after confirmation of wanting to enrol.
- Topics typically covered include:-
 - The availability of an enrolment place.
 - The school charges.
 - Minimum period of enrolment.
 - Inclusions into costs (stationery, class trips).
 - Insurance.
 - Need for student to be living with parents for period of enrolment.
 - Pre-enrolment Application Form completed before an offer is given.
- The Enrolment information includes:-
 - International Student Information Guidelines & Prospectus
 - Enrolment Form
 - Student Declaration / Contract
 - Cyber Safety Agreement
 - ESOL Form
 - Letter of Offer
 - Invoice

SITE VISIT:

- Enrolment Officer to meet / greet parents, student and support personnel
- Discuss the Enrolment Pack. Q&A.
- Specific policies including Termination of Enrolment, Fee Protection, Refunds, Grievances and Disputes.
- Confirm charges, period of enrolment, insurance requirements.
- Sight and copy passports of student and parents. Confirm full legal name and date of birth.
- Site visit as required. Visit classrooms at level of prospective enrolment, ESOL classroom, Hall, Library, music room.

PRIOR TO STUDENT COMMENCING:

- NZ Immigration Student Visa issued.
- Contract to be signed by the student's parents and a school representative
- Evidence of Medical and Travel Insurance must be sighted.
- Prepare receipt for parents
- Secretary to prepare profile file for the classroom and the ESOL teachers.
- Class Teacher and ESOL teachers are fully prepared for the new student. This includes –
 - seating arrangement
 - bag storage in cloakroom
 - identification of orientation buddies

COMMENCEMENT / ORIENTATION:

- Meet in school office.
- Issue stationery pack.
- Meet Principal (or Deputy).
- Deputy Principal or delegated staff member takes student and their parents to their classroom.
- Classroom Teacher:-
 - Introduces classroom orientation buddies and other students who speak the same first language.
 - Has orientation buddies provide a tour of the school visiting both sites including:-
 - The School Office and Sick Bay (meeting office staff).
 - The Library (and Librarian).
 - Specialist Rooms
 - Bruce McLaren Hall.
 - Specific student areas including, cloakrooms, toilets, lunch eating areas, play areas.

ACCOMMODATION:

- Meadowbank School will only enrol International students who will be living with their parent(s) throughout their education at Meadowbank.
- The International Liaison Officer (ILO) with responsibility for the pastoral care of International students will monitor any apparent changes and report these instances to the Principal.

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.
 - Regular absenteeism is monitored by classroom teachers and is to be reported to the Deputy Principals.
- Poor Attendance of International Student
 - If attendance **becomes a concern** the student's parents will be contacted by the Deputy Principal with responsibility for the students Year Level.
 - If poor attendance continues, letter will be sent to the student's parents.
 - 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 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.

ACADEMIC AND SOCIAL PROGRESS / EMOTIONAL WELL-BEING: (Parents aware at enrolment)

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

- The International Liaison Officer (ILO) ensures students' English proficiency is monitored and assessed using the Ministry ESOL Assessment Guidelines.
- Classroom teachers monitor progress in other academic areas.
- The student's emotional well-being and social progress is monitored by the Classroom and International Liaison Officer (ILO).
- Teacher report to parents as follows –
 - Written reports are issued twice per year (June / December) – subject to enrolment period.
 - Formal Oral Parent – Teacher Interviews are conducted twice per year.

COMMUNICATION WITH PARENTS:

- **Prior to Enrolment:**
 - The school will ascertain if the persons enrolling the student are the student's parents and passport verification is essential.
 - Relatives 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. We have staff capable of speaking Chinese.

GRIEVANCES POLICY:

(Parents made aware 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).
 - 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 our International Student Liaison Teacher or the Principal.
 - Issues with fellow students
If there is a problem with another student, please tell 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 International Student Liaison Teacher.
 - Issues with fellow students
If there is a problem with another student, please tell your son / daughter's class teacher or our International Student Liaison Teacher. 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 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

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>

WITHDRAWAL POLICY (Parents made aware at enrolment)

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

TERMINATION POLICY (Parents notified at enrolment)

1. The school has the right to terminate enrolment in the event of:
 - **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.

REFUND OF SCHOOL TUITION FEES:

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 plus GST subject to formal notification being received 8 weeks prior to the start date.
4. Student courses are normally for a period of at least 6 months. For withdrawals applications made after the start date but before the second half of the enrolment period, the refund will be 50% of the tuition fees.
5. For withdrawals 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. When a student becomes a domestic student after commencing their education (by way of Student Visa or Residency) their tuition fees will be refunded for the remainder of the full weeks already paid, minus an administration charge of \$500 plus GST.
9. If they do become a domestic student, then our normal school enrolment policy applies and you must reside within our school zone (subject to exceptional circumstances) and domestic charges will apply.
10. **Homestay:** Meadowbank School does not organise homestays for students or their parents.

MONITORING OF CODE REQUIREMENTS:

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. Meetings between the International Liaison Officer (ILO) and classroom teachers, as needed or desired to discuss the progress of international students (including social progress and integration).
3. Student Satisfaction. Where possible surveys will be undertaken by the International International Liaison Officer (ILO), either on a twice-yearly basis or on exit.

ANNUAL REVIEW PROCESS

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

1. Marketing and Promotion
2. Managing / Monitoring Agents
3. Offers / Enrolment / Contract
4. Immigration Matters
5. Orientation
6. Safety and Well-Being
7. Student Support / Advice / Services
8. Managing Withdrawal and Closure
9. Dealing With Grievances
10. Compliance with IS Contract and Resolution Scheme