

### 3. INFORMATION FOR PROSPECTIVE INTERNATIONAL STUDENTS

#### a) ENROLMENT PROCEDURE

When a family, whose child is an international student, wishes to enrol them at Devonport School, the following procedures will apply:

##### **Prior to enrolment**

- A. Information on the school and its programmes and policies will be supplied to parents enquiring about enrolment for their child as an international student. This will include information about the Code and associated policies such as refund and welfare procedures.
- B. The parent or guardian will fill out the enrolment form
- C. Immigration status and verification of parentage will be verified via sighting of passport, guardianship visa and permits. Expiry dates will be noted and relevant pages copied for filing with enrolment documents.
- D. The Principal will check to ensure that a place is available and no class will be overcrowded by the student's inclusion.
- E. Fees will be paid and a receipt issued.
- F. Parents will be asked to provide health and travel insurance documents.
- G. The principal will write a letter to Immigration stating that the fees have been paid, the conditions for enrolment have been met and the school offers the student a place.

##### **Upon letter of provisional acceptance**

- I. The parent/guardian signs a ***contract agreement*** which states that they agree to abide by the conditions of enrolment. These conditions state that the child must be living with a parent or legal guardian while a pupil at the school (*definition of parent/legal guardian as set down by the Ministry of Education*)
- J. A letter of acceptance will be issued by the school.
- K. A date for starting will be established and the class allocated and the teacher will be advised.

- L. The special needs co-ordinator will meet with the ESOL teacher aide to discuss the programme and orientation for the student.
- M. If the student withdraws once accepted but before the term of the contract is completed, immigration will be notified.

Please note:

### Agents

The Board of Trustees does not employ agents to act as intermediaries for long term enrolments. Any claims made by agents must be specifically authorised. Please check with the school. The board can take no responsibility for false or misleading information from agents not authorised to act on our behalf.

### 5.2.3.Code

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

### Immigration details

Full details of visa and permit requirements, advice on 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>

## **b) Contract**

Please ask for a form

## **c) HEALTH and TRAVEL INSURANCE**

### ELIGIBILITYTY FOR HEALTH SERVICES

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details of entitlements to publicly funded health services are available through the

Ministry of Health and can be viewed on their website at <http://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 at [http://www. acc.govt.nz](http://www.acc.govt.nz)

**In order to confirm an enrolment**, it is necessary for students to have valid and current insurance for health and travel problems while in New Zealand. This may be part of a family package or a separate policy for your child. Health insurance that is operable in New Zealand will ensure that in the event of illness, your child can receive medical care.

You will be required to submit an insurance certificate to show you have insurance for

- loss of baggage
- accident and injury
- disruption to travel plans
- cost of medical care in stopover countries
- medical, hospital and dental care while in New Zealand
- fund an emergency evacuation to home country
- cover for personal effects
- personal liability
- start and end dates of insurance from time leaving home country to time of return
- minimum cover should be \$600,000NZ

The school will check your policy on enrolment to ensure it has at least an A rating from Standard and Poors and meets the criteria listed above.

Policy details of home country insurers must provide an English translation

We recommend and can supply contact details for:

Global  
Southern Cross  
UniCare

## **d) FEE PROTECTION POLICY**

The Board will always have sufficient funds in reserve to be able to return students their fees or the unspent portion of their fees in line with agreed conditions of contract where the school is unable to provide or to continue a course or programme as agreed under our contract.

Please note that no refund is available if the school is closed due to a civil emergency (e.g. fire, earthquake) beyond the school's control but every effort will be made to find an alternate placement.

Accounting requirements mean that the school will need to ensure that it is not spending this money in the year that it is gained so the Board will need to make provision for salaries in the first year of operation.

## **e) FEE REFUND POLICY**

If you withdraw from a course of study before the course is complete you may be eligible for a refund of International student fees.

An application for a refund must be in writing to the Board of trustees explaining why you have withdrawn and your reason for seeking a refund.

### **Conditions for a refund:**

1. If you withdraw before the course begins, your refund will be in full, less administrative costs of \$300 to cover costs incurred by the school.
2. If you withdraw and apply for a refund after the course commences there will only be a refund if:

- (a) The school fails to deliver the promised programme, or NZ Immigration refuses to grant a student permit, or withdrawal is for family circumstances beyond the family's control.

***In any case any refund will be less:***

- \* administration costs, plus GST
- \* study already undertaken
- \* components of the fee already committed for staff salaries
- \* costs incurred in the use of facilities and resources
- \* the proportion of Government levy the school is required to pay
- \* any other costs incurred

**No refund conditions**

The Board of Trustees will make no refund of fees if:

1. The student is excluded from the school for dangerous behaviour or for a criminal act
2. The student or parent achieves residency during the contract period
3. The parent provides false information or fails to abide by the agreed contract conditions
4. The child is found to be no longer living with parent.

(Please also see the Fees Protection policy).

**f) WELFARE and GRIEVANCE PROCEDURES**

**Welfare and Pastoral Care**

International students are entitled to the same care and protection as for domestic students and all relevant school policies apply to international students also.

**WELFARE and PASTORAL CARE**

## The school will

1. Keep information on the student and their family as set out in the Code of practice
2. Check each term that the child continues to live with parents
3. Regularly identify and assess students' academic and pastoral needs through school assessment programmes and via a meeting with parents each term to discuss any concerns. Meetings and assessment can also be held at other times as need arises.
4. On enrolment seek and advise on relevant agencies or individuals who can provide language services and counselling support to parents and/ or students.
5. Provide orientation for the student through the special needs co-ordinator and principal, including information about traffic safety.
6. Ensure staff receive professional development in cross cultural awareness in general and discuss particular aspects of the cultures of nationalities enrolled at the school. Keep and add to resources for class teachers.
7. Check attendance as per school policy and check on absences as for all students.
8. Where concerns are not ameliorated through 2 and 3 above, report to NETs/ truancy, CYF's or NZ Police. See Information book for further guidance in such circumstances.
9. Ongoing non- attendance will also be reported to Immigration services.
10. In the event of a pandemic, the Board will enact the relevant policy to reduce health risks and increase safety for all students, including international students.

## Support

1. All students will be orientated to the school by means of a tour of the school, assigned a buddy and introduced to the syndicate. Group orientation will be organised by the deputy principal.
  1. All staff will be made aware of International students in the school and of any special needs they may have.
  2. All students will be informed of people who can translate for them and understand that they can request to use school phones to ring home if and when needed.

3. The principal will be the main support person for pastoral care but will be supported in group visits by the deputy principal.

## Grievance

1. The student will be assigned a buddy and told to report any concerns or problems with friends or at home to their teacher.
2. Where the student has a concern with a teacher, they will be told to see the principal.
3. Parents will be given a copy of the school concerns and complaints policy.
4. Where the concern is not resolved using the steps of this policy the parents can write to the

International Educational Authority  
c/- Ministry of Education  
PO Box 1666  
Wellington

This group will review the schools actions to date and decide on any further action required. Parents are entitled to a support person, mentor, translator or legal representation as part of any proceedings.

Please note, that all disputes will be subject to New Zealand law.

The Board of Trustees does not employ or authorise agents to act as intermediaries for long term enrolment or accommodation. Any claims made by such agents is made without the school's permission and the board can take no responsibility for false or misleading information from agents. It will, however, undertake to notify any individual making claims on behalf of the school, that they have no authority to do so and to desist immediately.

## g) STUDENT HANDBOOK

A separate handbook on the school is available at the school office. If there is any other information required, please email us or contact the school office.

