



BHB | Blockhouse Bay
Intermediate
Stand Tall • Ruia Taitea

International Student and Parent

2018 Handbook

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Pre-Enrolment Information

Blockhouse Bay Intermediate School *has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz>*

Immigration

Full details of visa and permit requirements, advice on rights in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>

Eligibility 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 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 related costs. Further information can be viewed on the ACC website at <http://acc.co.nz>

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

N.B. Students must provide evidence of medical and travel insurance on enrolment. The insurance must cover the full length of time spent in New Zealand. An overseas Insurance policy will only be accepted if it is accompanied with an English translation. The school will keep a record of the Insurance Policy number and the type of cover provided.

Prime Conditions of Enrolment

Blockhouse Bay Intermediate requires that all international students live in one of the following types of accommodation.

- Living with a parent
- Students in Years 7-8 may live with a designated caregiver chosen by their parents / legal guardians, subject to approval by the Ministry of Education. All accommodation and designated caregivers must be approved by the school, as required by the **Code of Practice for the Pastoral Care of International Students**. An Indemnity Form must be signed by international parents stating that the designated caregivers are 'bona fide' relatives or close friends of the student's family.
- In a homestay only with the approval of the International Students Co-ordinator. All homestays must be approved by the school, as required by the *Code of Practice for the Pastoral Care of International Students* and application must be made to the International Students Co-ordinator. For all enquiries about accommodation, please contact the International Student Co-ordinator at the school, Mrs Jan Stanley.

Telephone: 00 64 9 626 6414

Email: jans@bhbint.school.nz

If the people designated by the parents to look after their son/daughter are not a 'bona fide' relative or close family friend, the school will treat the accommodation as a Homestay and will follow Code of Practice requirements for police vetting and monitoring.

Application Requirements & Procedures

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

- Passport
- Student visa/permit
- Four recent passport-size photos
- Copies of recent school report
- Evidence of Medical and Travel Insurance
- Immunisation/health checklist including vaccination record from home country
- Completed Designated Caregivers Indemnity Form (*if applicable*)
- Information on any medical conditions or learning difficulties (*if applicable*)
- Administration fee: NZ \$1000 (*non-refundable*)
- An interview will take place with a member of our staff to ensure that you are welcomed and provided with all information needed.

Procedures Once an Application Has Been Received

If Student is overseas:

- Documents are checked and assessed
- Offer of Place is made and Fees Invoice sent (*Fee payment by Bank Transfer into School Account is recommended*)
- Fees received, evidence of Medical and Travel insurance sighted and Deposit fees received.
- Offer of place is confirmed

If student is in New Zealand:

- On receipt of a completed enrolment application, the parents will be informed of an interview time. Parents will be informed in writing of school's decision within 7 days of the interview.
- 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.
- When a place becomes available, they will be notified and given 14 days to accept or decline the placement.
- 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.
- If application is accepted parents have 14 days to accept the placement by paying the fees. Once the fees have been received and receipted by the school, an Offer of Place letter will be given to attend Blockhouse Bay Intermediate.

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 Blockhouse Bay Intermediate.
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 Visa and Student Permit. If a student breaks the terms of the visa/permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.

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.
8. Tuition fees will be paid in full before enrolment.
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. Proof must be provided that the insurance purchased is adequate. The school will keep a record of the policy number.
12. All international students must live in one of the following types of accommodation:
 - i. With their parents or legal guardians (proof of legal guardianship must be supplied).
 - ii. With a designated caregiver chosen by their parents / legal guardians. All accommodation offered by designated caregivers must be approved by the school. An indemnity must be signed by parents giving the designated caregiver authority.
 - iii. With a homestay provider arranged by the School's Accommodation Agent. Homestay Accommodation is arranged through the School's Agents.
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. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.

CHANGE OF ADDRESS

16. Parents must inform the school of their address, telephone numbers, fax number and e-mail address. The student and/or parents will advise the school of any change type of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any change in the contact details of the student and/or parents.

Student fees and Associated Costs

2016 International Student Fees

Period of Enrolment	Student Fee	Admin. Fee	Total Fee
One Term	\$3,000.00	\$250.00	\$3,250.00
Two Terms	\$6,000.00	\$500.00	\$6,500.00
Three Terms	\$9,000.00	\$750.00	\$9,750.00
Full Year	\$11,000.00	\$1,000.00	\$12,000.00

Student Costs

Period of Enrolment	Free	Pay	Loan
1-4 weeks	Stationery	Education Outside the Classroom (i.e. camps, trips)	Uniform (doesn't apply to students who come in groups)

			Class books
One Term	Stationery	Education Outside the Classroom (i.e. camps, trips) New South Wales Tests After School Programmes	Uniform Class Books Library Books
Two Terms and more	Stationery	Education Outside the Classroom (i.e. camps, trips) New South Wales Tests Uniform After School Programmes	Class Books Library Books

Additional Compulsory Costs

Medical and Travel Insurance Approx. NZ \$600.00

Other Curricular Activities

Camps Approx. NZ \$435.00

Other Costs

Uniform \$300.00-\$350.00

Homestay Accommodation \$250.00

Optional Costs

Music Lessons costs vary

Sports Team Participation costs vary

After School Programmes/Tuitions costs vary

It is understood that all children will participate fully in all aspects of Blockhouse Bay Intermediate School life.

Refund Conditions for International Students

To be eligible for any refund

The parents 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

Fees will be refunded in full less the administration charge. This includes if a student is not granted a student permit to attend Blockhouse Bay Intermediate.

If an international fee-paying student gains residency during the course

No further fees are to be paid and a refund may be made on the unused portion of the prepaid fees. The new resident will then abide by the school enrolment scheme if one is in place. Documentation of residency must be provided within 14 days of it being granted.

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 (GST inclusive)
- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees

- Appropriate proportions of salaries for teachers and support staff (if applicable)
- Costs already incurred for the use of facilities and resources
- Any other costs already incurred

Homestay Fees

- All unused Homestay Fees will be refunded if the Homestay has been given two weeks' notice that the student is leaving
- If the student does not give two weeks' notice, then two weeks Homestay fees will be deducted from any refund.

The Board of Trustees may refund fees to the person who paid the fees less the following amounts

- An administration charge. (GST inclusive)
- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees
- Appropriate proportions 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 commissions paid to an agent representing the student.
- Any other costs already incurred

The Board of Trustees will make no refund

- Where a student has been stood down, suspended or excluded
- Where a student is asked to leave the school because of poor attendance
- Where a student returns home for any reason other than serious illness or death of a close family member (evidence must be provided)
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- Where students acquire permanent residence or domestic student status after having enrolled at the school, no refund will be made for the term in which their status changes
- If the application is made after the second half of a course

Curriculum Programme

Programmes at Blockhouse Bay Intermediate commonly feature the following:

- learning activities in which students investigate issues and solve problems of interest to them
- a balanced curriculum which emphasises discovery and exploration; and encourages higher order thinking as keys to successful learning
- opportunities to see the relevance of learning by applying it in a practical way to solve real problems
- learning activities and experiences (both in and outside school) which enable all students to succeed regardless of previous achievement
- schemes that are not so prescriptive that they stifle creativity and the opportunity to capture the teachable moment

Teachers adapt the programme to the students to ensure the curriculum focus for each student is on personal development as well as on academic achievement.

We focus on educating the whole child, emotionally, intellectually, socially, personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

Subjects Offered

Blockhouse Bay Intermediate is a public or state school. It offers programmes in all areas of the New Zealand Curriculum. This includes:

English (Oral, written, reading, visual, and listening)

Languages (Te Reo Maori, Samoan, Mandarin and Korean)

Technology (Visual Art, Music, Dance and Drama, Hard Materials, Health and Physical Education)

Details of the curriculum can be found on the Ministry of Education's website <http://www.minedu.govt.nz>

Blockhouse Bay Intermediate adds a new range of learning opportunities to meet the broadening interest and development requirements of the pre-adolescent.

Classroom Programmes

English - Oral, Written, Visual
 Mathematics
 Science
 Social Studies
 Health/Physical Education
 Information and Communication Technology
 Library Information Skills

Technology /Arts Programmes

Food Technology
 Electronics Technology
 Materials Technology
 Media Studies
 Music
 Art
 Drama
 Information and Communication Technology

Cultural Programmes

Instrumental Tuition
 Choir
 Orchestra
 Kapa Haka Group
 Arts Festival / School Production
 Te Reo Maori

Sports Programmes

Sports Academy
 Lunchtime Inter-House Sports
 Saturday Sports(*Netball, Cricket*)
 Sports Exchange
 Rugby and Sevens Rugby
 Zone Swimming, Athletics, Cross Country
 Basketball
 Volleyball
 Table Tennis
 Badminton
 Gymnastics

Children with Special Abilities

Accelerate Mathematics Classes
 Language/Reading Extension Programmes
 Australian English/Mathematics/Science/Writing
 and Computer Competition
 Science Fair
 Art

Learning Support Programmes

Reciprocal Reading Programme
 Small Group 1:1 Tuition when required
 Teacher Aides working alongside children in
 classrooms/learning centres
 Booster programmes in Numeracy and Literacy
 ESOL

Although the homeroom teacher teaches most of the subjects specialist teachers deliver Art, Music and Technology.

We also regroup according to ability for Mathematics. Students are placed in a Mathematics group with other students who are working at the same level. This means that they will never feel bad about not being able to keep up with those that find maths easy and they will never be frustrated waiting for those who find maths difficult. It is likely that your child will have a different teacher for maths but you will always have others from his/her class in his/her maths group.

We like to make science fun and concentrate on “doing” more than “writing”. To make it easier to arrange this for half of the year classes take turns at attending science as a half class. Meantime the remainder of the class works on a special Thinking Skills programme with one of the Technology teachers.

Details of other programmes are contained in the prospectus.

Orientation Programme and Support Services

Students will be provided with a proper orientation process. Michael Malins 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.

Students will be met at the airport by a representative of the school. (i.e. the Director of International Students, the Homestay Manager and the homestay family, where this is possible.)

The Orientation Programme will include

On the student's first day, he/she will be met by the Teacher Responsible for International Students and shown their classroom. All students will be mainstreamed immediately upon arrival with a small group withdrawn for further orientation, English testing, and teaching as required. Assistance with academic planning is given, if required.

The classroom teacher will be responsible for ensuring the new student has a buddy group consisting of two or more other students whose role is to help the new student with daily routines, timetables, and activities during the breaks. He/She will also ensure the student knows where to find the sick bay, tuck shop, toilets etc.

Orientation will include school layout, rules and regulations, counselling, support systems and resources available.

Information on banking, local travel systems, and familiarisation with New Zealand laws, culture and learning will be provided.

The Teacher Responsible for 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/caregiver.

Once the initial period is over, the Teacher Responsible for 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, the classroom teacher, and/or the parents/caregiver.

Translators will be made available where necessary. These may be another student or an adult, depending upon the situation and the requirements.

Parents/caregivers and students need to know that Blockhouse Bay Intermediate has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Teacher Responsible for International Students to discuss any queries or concerns.

STUDENT SUPPORT SERVICES

The following staff members are available for assistance and support: 24/7

Principal

Michael Malins

Email: michaelm@bhshint.school.nz

Telephone (School): 626 6414

Telephone (Mobile): 0211206306

Associate Principal

Ngaria Stephenson

Email: ngarias@bhshint.school.nz

Telephone (School): 626 6414

Telephone (Mobile): 027 9111 177

International Student Co-ordinator

Jan Stanley

Email: jans@bhshint.school.nz

Telephone (School): 626 6414

SERVICES AVAILABLE IN NEW ZEALAND

Auckland Hospital	09 367 0000
Asian Health Support service	09 442 3219
Allergy Clinic	09 376 3176
Asthma and Respiratory Foundation	04 939 4629
Immigration New Zealand	0508 558 855 or 914 4100
Text bullied contact	0800 662 855
Kidsline	09 524 3080
Department of child, youth and family services	0508 326 459
Department of internal Affairs	04 495 7200
Chinese Lifeline	0800 888 880 or 09 522 2088
New Zealand Chinese Youth Trust	099 480 0299

Pedestrian Safety

Cross the road at a pedestrian crossing, traffic light controlled intersection.

When using a pedestrian crossing always wait for cars to stop before crossing at the crossing, do not run across the crossing and look both ways when crossing the road on a crossing.

If there is no crossing use the kerb drill to cross the road. Look for a safe place to cross. Approach the kerb and take one step back, look both left and right. Listen for cars approaching, look left and right again then cross when there is no traffic coming walk quickly straight across the road looking each way for traffic.

Car Safety

Always get into a vehicle on the kerb side of a road. Wear your safety belt at all times.

School Rules

GENERAL

- Once at school, all children must stay at school and not leave the school grounds until the end of the school day except with written permission from their Teacher or the Principal.
- The car parks, and the bank area beyond the rugby fields are out of bounds.
- Classrooms are out of bounds at all times unless the teacher is in the room.
- Children are not to use the foyer except when going to the Office.
- Children are not allowed out of their classroom during lesson time without permission from a teacher.
- At lunch time no pupils are to go to the Canteen until released from the eating area.
- Children who have not finished their lunch at 1:05 p.m. are to eat it in the eating area.
- Children must keep to the paths. Running or playing with balls on the paths is not allowed.
- Pupils causing damage must report breakages to a teacher on duty.
- Lost Property is to go to the Art Classroom from whence it may be claimed.
- No radios, walkmans, electronic games or skateboards/roller blades allowed at school.
- Students are not allowed in the staff room.

UNIFORM

- Full uniform (either general or sports) must be worn, and worn correctly, at all times. Children are to be in either one uniform or the other.
- 'College' style black leather shoes or roman sandals are the uniform shoes. (Sports shoes may be worn with the sports uniform)
- Black leather 'College' shoes must always be worn for Technology - no shoes, no Technology.
- Long hair must be tied back for Technology.

- Sweaters are only to be worn correctly, not around the waist, etc.
- The only jewellery allowed are watches and studs (1 per ear). Earrings or sleepers are not allowed. Any religious or cultural jewellery worn around the neck is to be kept out of sight
- No nail polish, make up or inappropriate hair styles.
- During Terms 1 and 4 a hat must be worn during the breaks.

AFTER SCHOOL

- While waiting to be picked up by parents, children must wait within the school grounds.
- While waiting for a school bus the children are to wait in bus lines on the footpath until the bus arrives.
- Bus children will not enter any bus until directed to do so by the Duty Teacher.
- Children must look after younger children on the bus and help ensure that they can get off the bus quickly and safely.
- Misbehaviour may forfeit a child's right to travel by bus.

Student 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 with my class promptly when the bell rings.
- remain on the courts until the bell rings at 8:30am

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
- Stay in my classroom to eat my lunch and, if necessary, finish eating it in the Bays
- 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.

Frequently Asked Questions

1. When is Blockhouse Bay Intermediate open?

- Our school is open at 8:00 am every morning during term time, Monday to Friday. Lessons start at 8:35 am and school closes for the day at 2.55 pm.
- 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?

- 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.
- For the specialist classes – wood and plastics technology, electronics, food technology, and art - you need to wear your college style black leather shoes.
- When your class has PE you will need your PE shirt and shorts.

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

- 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.
- If you feel sick at school or if you hurt yourself at school, you need to go to the Office and tell the staff member on the front desk. They will look after you.
- 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?

- 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?

- There are two morning breaks from 10:05 am to 10:25 am and the second from 11:35 am to 11:50 break for lunch from 1:00 pm to 1:40 pm Monday to Friday. There is a Tuckshop and other food can be bought at the school canteen during the lunch break or you can bring your food 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 Teacher Responsible for 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?

- E-mail can only be used under supervision. This also applies to using the Internet. A teacher must be present to make sure that you do not hit an unsuitable site. Do **not** bring any USB, CD from home and use them in the school computers.

What to do If You Have a Grievance

We want you to be happy at Blockhouse Bay Intermediate. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

Problems with a teacher

Make a time to talk to your classroom teacher about your concern. If your concern is the classroom teacher, make a time to talk to the Teacher responsible for International Students who is Mrs Jan Stanley.

After a few days, if you do not think the problem has been solved by your classroom teacher or by Mrs Stanley, talk to the Associate Principal, Mrs Ngaria Stephenson.

If, after a few days, after you have spoken to **Ngaria Stephenson** the problem is still there, talk to the Principal Michael Malins.

Problems with school friends

Take the time to talk to your teacher or a Deputy Principal about your concern. You can also talk with our Associate Principal, Mrs Ngaria Stephenson. She is very helpful, especially with broken friendships. You can make an appointment at the Office.

Problems with your Homestay/Designated Caregiver

Make a time to talk to the Teacher responsible for International Students, Mrs Stanley. 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.

Procedure

If you have a complaint about Blockhouse Bay Intermediate School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Blockhouse Bay Intermediate School formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>.

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 hope your stay at Blockhouse Bay Intermediate is a happy one.

Procedures That Apply When a Student Withdraws or Is Not Attending Their Course

If a student withdraws from school:

It must be in writing by the parents prior to the student's last day, giving the date of the final day of attendance and the reason for leaving and the Immigration Service will be notified.

The Refund Policy for International Students shall apply.

If a student is not attending their course:

In the case of absences, the parent/caregiver must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and following this up with a written note on the first day of the student's return to school. If the absence can be foretold – e.g. an appointment - then the school is to be informed in writing the day prior to the appointment or earlier.

Where the student is absent with no reason then the parents will initially be contacted by the school for an explanation. Where a student is being truant from school, the school Visiting Teacher will have a meeting with the parents to rectify the situation. If the Truancy continues then a family meeting will be held and contingencies put in place. If this does not rectify the situation, then the enrolment will be terminated and the Immigration Service notified.

If the student does not attend for more than twenty consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Service notified. However, if the parents have previously notified the school in writing that the student will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.

If the student is withdrawn from or ceases to attend the school the Board of Trustees will notify the New Zealand Immigration Service.

Circumstances in Which Tuition May Be Terminated

Where a student is absent or consistently truanting from school (*see above*) then the signatory will terminate the enrolment.

If a student's behaviour is of an unacceptable level, then a meeting with the student, the parents/caregiver, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. There will be no refund of fees paid if this occurs.

An 'acceptable level of behaviour' would be seen as following the school rules and the school 'Code of Conduct' as provided to each student.

If an enrolment application is found to be inaccurate in any way, the contract may be terminated at the school's discretion.

Upon termination of enrolment, the Immigration Service will be notified as required.

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 which 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.

When does the Code apply?

The Code commences on the 31st of March 2002. Educational providers then have six months to sign the Code. Between the 31st of March and the 30th of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 educational provider. The Code is also available online from www.minedu.govt.nz/goto/international or nzqa.govt.nz

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

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.minedu.govt.nz/goto/international or nzqa.govt.nz. If the educational 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 educational 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 nzqa.govt.nz or IStudents.

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

The Code sets standards for educational 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 under the age of 18 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 IStudents and the Review Panel to receive and adjudicate on student complaints.

What will the IStudent complaints do?

We are an independent dispute resolution scheme established by the New Zealand Government. Our objective is to encourage swift settlement of contractual and financial disputes between international students and their providers in New Zealand.

We work with international students and providers to ensure that:

- an alternative to the costly and time-consuming court process is accessible
- relationships between disputing parties is preserved
- their contractual and financial disputes are swiftly and effectively resolved, preferably through voluntary settlements.

iStudent Complaints was established on 1 July 2016 and is administered by FairWay Resolution Limited (FairWay), the sole dispute resolution service operator appointed by the Minister for Tertiary Education, Skills and Employment under section 238J(4)(a) of the Education Amendment Act 2015.

FairWay is an independent, employee-owned company providing specialist conflict management and dispute resolution services. FairWay employs around 100 staff and contracts with around 110 specialist reviewers and dispute resolution practitioners throughout New Zealand. FairWay handles over 14,000 disputes each year—of all kinds and levels of complexity, including medical, insurance, financial services, telecommunications, family, local government and construction disputes. FairWay has offices in Auckland, Wellington, Christchurch, and Dunedin.

The purpose of the IStudents is to adjudicate on complaints from international students. The IStudents will investigate complaints and determine if there has been a breach of the Code. The IStudents has the power to impose sanctions on educational 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 IStudents will refer complaints that are not about pastoral care to another regulatory body if appropriate.

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

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

What can the Review Panel do?

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

What is IStudents?

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

How can I contact the IStudents?

You can contact the IStudents at:

IStudents [0800 00 66 75](tel:0800006675) Fax 04 918 4901

PO Box 2272,
Wellington 6140,
New Zealand
complaints@istudent.org.nz