



Marina View School

International Fee Paying Students

Information Handbook

**97-99 Marina View Drive, West harbour 0618
Phone (09) 417 0007 <http://www.marinav.school.nz>**

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CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

CODE: “Marina View 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 website at <http://www.nzqa.govt.nz/providers-partners-caring-for-international-students>.”

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>.”

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 still may be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.”

MEDICAL AND TRAVEL INSURANCE: “International students must have appropriate and current medical and travel insurance while studying in New Zealand.”
In the case of overseas policy providers, students must provide the school with the policy details in English, before the student attends classes.

N.B. Students must provide evidence of medical and travel insurance on enrolment. The school will keep a record of the Insurance Policy number and the type of cover provided.

Application for Enrolment Requirements and Procedures

Please read and complete the checklist in order to help with your application for tuition at Marina View School as a fee paying student.

1. Application for Enrolment

Complete an application form and bring with you to your interview.

Please bring your passport, one passport photo and pay the administration fee which is non-refundable of NZ\$1,000.00

2. Conditions of Acceptance

- a) International Students must be living with their parent for students under 10 years of age or students over 10 years of age can be living with a parent, or residential caregiver approved by the school.
- b) Students must be the appropriate age for the school.

3. Offer of a Place

If accepted a letter of acceptance shall be posted to you, or advice of non-acceptance.

4. Acceptance and Fees

On receipt of the acceptance letter please provide full payment for tuition fees – this can be in the form of a direct credit, details shown on the letter. In addition the student is required to have medical and travel insurance cover.

3. Offer of a Place and Visa Application

On receipt of the acceptance and the full fees the school will send you a confirmation letter, which is required for you to apply for a student Visa.

4. Starting Date at Marina View School

On presentation of your Visa your enrolment is complete and a starting day will be confirmed.

International Students Enrolment Checklist

Name of child: _____

1. Application Form x2
 - International Students Application Form
 - Pupil enrolment

*Parents must sign an enrolment form
2. Passport : Students and Parents or Residential Caregivers
3. Family Register
4. Medical and Travel Insurance Documentation :In the case of overseas policy providers, students must provide the school with the policy details in English, before the student attends classes.
5. Payment \$11,000 + GST (Excluding Administration Fee \$1,000 + GST) a year
6. Marina View School's Cybersafety Student Use Agreement form
7. Proof of Address (e.g. power bill, phone bill, etc)
8. School Report from his/ her previous school(optional)
9. Contacting parents who are overseas prior to enrolment if the students are enrolled by others(email address)
10. Inform residential caregivers
 - A. students need to have regular contact with their parents (Phone or email)
 - B. Police Vet
 - C. Home Visit
11. Emergency Contact Person & Phone Number both overseas and NZ for the students who are over 10 years of age and are staying with residential caregivers

Refund Conditions and Procedures

All applications for a refund must be in writing to the Principal.

If the student has enrolled but has not yet started the course:

- Students must notify the school at least two weeks prior to their course commencing that they do not intend to start their course. The Tuition Fees may then be refunded in full less a \$1,000 administration charge.
- If an international student fails to obtain an appropriate study visa, The Tuition Fees will then be refunded in full less a \$1,000 administration charge.

If the student has started the course and is still in the first half of the course:

The Tuition Fee may be refunded less the following charges:

- An Administration Fee of \$1,000
- The cost of the course up to the end of the current term
- The Government charges that apply
- Any commission that has been paid

If the student has started the course and is in the second half of that course:

The Tuition Fees may only be refunded if there are special reasons for the student leaving such as becoming seriously ill or serious illness in the student's family or some other special reason. Refunds will be determined in the same manner as above.

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider

If the student changes to domestic student status during the period of enrolment, a refund may be made on the unused portion of the prepaid fees (refunds to be made on a Term basis)

If the student voluntarily requests to withdraw or transfer to another school, no refund of international tuitions fees will be made.

If a refund is to be claimed the parent of the student must:

- Write a letter explaining the special reasons,
- Supply a medical certificate

The Principal will make the decision about giving a refund in these circumstances.

There are **NO** refunds if the student has been asked to leave the school because of bad behaviour, poor attendance or because the student has broken the school's rules.

I agree with these refund conditions

Signed: _____

Parents full name _____ Date: _____

Students full name _____

Curriculum Programme

Programmes at **Marina View School** 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

Marina View School 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)
Mathematics
Science
Social Studies
Health
Physical Education

Music
Arts
Languages - Te Reo Maori
Cultural Programmes
Sports Programmes

Details of the curriculum can be found on the website <http://www.nzqa.govt.nz>

Orientation Programme and Support Services

The classroom teacher 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 Principal.

An initial orientation will be done prior to or during the enrolment interview with the prospective student and parents. On the student's first day, he/she will be met by the Principal or appointed deputy and shown to the classroom. All students will be mainstreamed immediately upon arrival.

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.

The classroom teacher 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, and the parents.

Once the initial period is over, the classroom teacher 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 Principal, and/or the parents.

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

Parents and students need to know that **Marina View School** has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Principal to discuss any queries or concerns.

Support Services

Contact Person	Title	Phone Number	Mobile Number
Kyung Ja Seo	International Student Director	09 417 0007	
Mr Maurice Young	Principal	09 417 0007	

What do you do if you have a grievance?

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

Problems with a teacher

1. Make a time to talk to your classroom teacher about your concern
 - a) If your concern is the classroom teacher, make a time to talk to the Teacher responsible for International Students who is **Kyung Ja Seo**
 - b) After a few days, if you do not think the problem has been solved by your classroom teacher talk to the **Kyung Ja Seo** again about the problem.

Problems with school friends

1. Take the time to talk to your class teacher quietly about your concern
2. You can also talk with our International Student Director, **(Kyung Ja Seo)**. She is very helpful, especially with broken friendships. You can make an appointment at the Office to speak with the International Student Director.

Problems with your residential caregiver

1. Make a time to talk to the Teacher responsible for International Students, **Kyung Ja Seo**, she will discuss the concerns with you and do his best to sort things out. If necessary she will contact your parents on the matter.

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

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent can contact the New Zealand Qualifications Authority (NZQA), who will process their complaint.

NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the Code. NZQA also has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect the immigration status of students. Students can download the Complaint Form. Completed complaint forms, along with supporting evidence, can be sent to:

The Complaints Officer

New Zealand Qualifications Authority

PO Box 160

Wellington 6140

or

email or scan the completed form along with scans of any supporting evidence to

schoolcode.enquiries@nzqa.govt.nz.

For more information on the complaint process, students can contact NZQA on 0800 697 296.

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 *Marina View School* is a happy one.

Frequently asked questions

1. When is Marina View School open?

- a. Our school is open at 8.15 a.m. every morning during term time, Monday to Friday. Lessons start at 8.50am and school closes for the day at 3.00 pm
- b. The school terms are given in the main school newsletter along with public holidays when the school is closed.

2. What do I need for the classes?

- a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need
- b. When your class has PE you might need your PE shirt and shorts

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

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

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

- a. If you change your address or phone number your parents need to let the school know. You can get a change of address form from the school office and then return the completed form to the office.

5. What about breaks and meals?

- a. There is a break in the morning from 10.40am to 11.00am and a break for lunch from 12.30 pm to 1.30 pm on Monday, Tuesday, Wednesday, Thursday and Friday.
- b. Snacks 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 Kyung Ja Seo (International Student Director), or the Principal 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 USBs from home and use them in the school computers.

School Rules

1. 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 the Principal.
- Children remain inside the school grounds until the 8.15am bell unless it is raining when they are supervised in classrooms or the school hall.
- The car parks 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
- Children who have not finished their lunch at 12.40 pm 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 lost property box (Room 16) from where it may be claimed
- No radios, walkmans, electronic games or skateboards/roller blades allowed at school
- Students are not allowed in the staff room except for the tea monitors or children sent on specific tasks

2. UNIFORM

- Jerseys are only to be worn correctly, not around the waist, etc
- No nail polish or make up
- During Terms 1 and 4 a hat must be worn during the breaks.

3. AFTER SCHOOL

- While waiting to be picked up by parents, children must wait within the school grounds

Circumstances in Which Tuition may be Terminated

1. Where a child is absent or consistently truanting from school, then the signatory will terminate the enrolment
2. If a child's behaviour is of an unacceptable level, then a meeting with the child, the parents, 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
3. An 'acceptable level of behaviour' would be seen as following the school rules and the school 'Code of Conduct' as provided to each student
4. If an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion
5. 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 that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

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

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.nzqa.govt.nz

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

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

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Student Contract Dispute Resolution Scheme (DRS).

What is the International Disputes Resolution Scheme (DRS)?

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

How can I contact the DRS?

Students (or their advocates) need to contact NZQA first when they have any concerns or complaints about an education provider.

If the complaint is contractual or financial, NZQA will direct the complainant to FairWay Resolutions Limited to be resolved under the International Student Contract Dispute Resolution Scheme (DRS). You can contact FairWay Resolution on 0800 77 44 22. It's up to the student if they use the DRS (which is a free service) or take the case to tribunals or courts which will charge a fee to users, and may take longer.

NZQA can also assist with education quality concerns about institutes of technology, polytechnics and private training establishments, but will triage other concerns to other relevant agencies.

What will the DRS do?

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

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

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

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

What can the Review Panel do?

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

You can read the new International Student Contract Dispute Resolution Scheme (DRS) on the Legislation website

<http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src=qs>

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the DRS and the Review Panel to receive and adjudicate on student complaints.