



Enrolment Information

Thank you for your enquiry regarding a placement for study at Te Aro School for an International Student. In order to respond to your enquiry and to ultimately process your enrolment without problems or delay it is advised that you complete the following important task:

- Provide the passport or correct passport details of the student you wish to enrol so that we can verify the birth date of the child. This will determine the child's age and tuition fee structure.

Once this is completed you will need to contact the Principal. An appointment time will be made for you and your child to come to the school. You will be required to bring the child's passport. A form filling process will take place and the Code of Practice for Pastoral Care of International Students and its requirements will be explained to you. Alternatively this form filling process can be done via email.

If the student is successful upon application he/she will be accepted straight away and offered a place to study at the school. An invoice will be issued and once school fees have been paid and the contract signed you will be provided with a "Letter of Placement" confirming your acceptance at our school. Students who wish to study for more than 3 calendar months will require a Student Visa. **IMPORTANT:** If your intention is to study for longer than 3 months then you must apply for a Student Visa in your home country prior to arrival.

If at all possible, prior to arrival, a copy (in English) of the student's most recent school report should be included with the enrolment documents. It should also state the student's level of English proficiency.

IMPORTANT: By signing the Enrolment Form attached you confirm that you have read, understood and accept the terms of enrolment as outlined in the information provided.

For further information please refer to the Ministry of Education:

"Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016"

We welcome all International Students to our school and look forward to providing the necessary professional educational services to your child. We pride ourselves on our exceptional reputation here at Te Aro School and are confident that we will meet the educational and pastoral needs of your child.

Kind Regards

Sue Clement (Principal, Te Aro School)

360 The Terrace, Wellington, NEW ZEALAND 6011

Ph: +64 4 472 4267.

For offshore applications please email: principal@tearo.school.nz.

website: <http://www.tearo.school.nz>

Fees for international students

Compulsory Cost of Tuition and Other Course related costs

Tuition Fees (*annual, payable in advance*)

- \$NZ 11,400 Years 1 to 6
- \$NZ 12,500 Years 7 to 8

Fees must be paid in advance.

These fees include:

- GST and any government levies.
- Normal classroom tuition costs
- Administration Fee (*\$500 non refundable*)
- School sports t-shirt
- Swimming lessons
- Specialist tuition in English by a trained teacher.
- Technicraft fees for our Year 7 & 8 students attending Mt Cook School once a week

These fees do not include:

- Fees paid to any agent.
- School camps costs
- Stationery
- Team fees for after school sports teams
- Education outside the classroom (EOTC) activities including trips, performances
- Computers and electronic devices
- Student visa (where applicable)
- Student insurance
- Private Music Tuition

Conditions of acceptance of enrolment

1. A Legal guardian, if appropriate, must provide the overseas contact phone number(s) and/or email address of Parents of the prospective student on application of enrolment and the Parents must be contacted by or on behalf of the school to acquire an indemnity statement designating the applying adults as Legal guardians to their child. This is a requirement of the Pastoral Care of International Students, Code of Practice 2016.
2. A copy of the student's most recent report, translated into English, should be provided.
3. Once assessed, the student accepts placement in a class that will cater for the child's specific English Language needs. The Principal's decision on placement is final. If the school declines the application on any grounds there is no right of appeal.
4. It is now a compulsory requirement by the New Zealand Government that all International Students studying in New Zealand must have appropriate insurance as outlined under the Education (Pastoral Care of International Students) Code of Practice 2016. The school must be adequately informed of each child's health status before entry, and that the student's Insurance Policy is acceptable under The Code above.

5. In the absence of the student's parents, the Legal guardian has permission to make a decision on the advice of the medical practitioner should a medical emergency arise.

Most students are not entitled to publicly funded health services whilst in New Zealand unless they are:

- a. A resident or citizen of Australia
- b. A national of the United Kingdom in New Zealand
- c. The holder of a temporary permit that is valid for two years or more.

If the student does not belong to one of these special categories and receives medical treatment, the Legal guardian will be liable for the full costs of that treatment.

6. The Parent or Legal guardian accepts responsibility to keep the student's Permit updated.

7. The Parent or Legal guardian accepts responsibility to keep the school informed of any changes of address, phone number(s), health status or Caregiver.

8. Passport details of both the student and Legal guardian may be shared with New Zealand Immigration to ensure they are eligible to study in New Zealand under NZIS conditions.

9. The school will be given prior notification of any overnight trips or holidays that have been arranged by the child's parent or Legal guardian to ensure they are aware of the student's whereabouts at all times.

Fee payers refund

The school has a responsibility to refund fees if such an application is eligible.

This procedure aims to:

- refund fees if the student is eligible.
- make it known under what conditions the student is eligible.
- make it known what deductions shall be made.
- supply students and Caregivers with a copy of the refund policy.
- provide this information in any promotional material concerning International Students.

Fee refund conditions for international students school fees

If you withdraw from your course of study before the course completion date you may be eligible for a refund of school fees.

1. An application for refund of fees must be made in writing. You must write to the Board of Trustees explaining why you have withdrawn from the course and your reasons for seeking a refund.
2. If your refund application is made before the start of your course:
 - a. Legal guardians must notify the school at least two weeks prior to the course commencing that they do not intend to start their course. The Tuition Fees may then be refunded in full, less the administration charge.
 - b. Withdrawing or transferring to another school without notification, will incur an additional penalty of \$100.

3. If the Parent or Legal guardian gains a residency visa or a work permit after the student has started their enrolment, then upon sight of the new visa/s any unused full terms remaining will be refunded. There will be no refund on the administration fee.
4. Once a term has commenced there will be no refund for that term.
5. If a student is withdrawn during any term, that term's fees will not be refunded.
6. No refund will be made to a student who is expelled from the school by the Board of Trustees.
7. If you withdraw early from your course of study, discounts or costs incurred by the school will be adjusted accordingly and be reflected in the amount refunded.

Fee protection

The school is responsible for protecting fees for the duration of the course in case refunds are made eligible following application or for other reasons stated by the Board of Trustees.

Terms of enrolment

Te Aro School 'code of behaviour' for international students

Introduction

Students shall abide by the following Code of Behaviour. Breaches of this code will be discussed with the student, and their explanation sought. The International Student's parents may be informed depending on the seriousness of the breach.

Should there be any breach of this code the school, in consultation with the Legal guardian, will decide on the action to be take. Should any breach be of a persistent or very serious nature, after their Parents or Legal guardians have been informed, the student may be withdrawn from the school. They will be given the opportunity to attend any meeting convened to discuss any action resulting from the offending behaviour.

Behaviour at school

Students are to attend Te Aro School every day, and to arrive on time. All lessons are to be attended, and absences authorised by Legal guardians for genuine sickness and other exceptional circumstances. Students are to request permission from Legal guardians for a special absence, before taking time off school. Approval may not always be granted.

Homework is to be completed and handed in on time.

Teachers, staff and other students are to be treated with courtesy at all times.

Managing withdrawal and closure

If Te Aro School is unable to continue to deliver an International Fee Paying programme, the student and Legal guardian may agree to transfer to another school. Every attempt should be made to place the student in a school where the curriculum is similar and the student is given credit for work completed. If the student cannot be transferred, they will receive a refund of the unused portion of fees.

In some circumstances a student's course of enrolment may be terminated by the school if the student's behaviour or actions constitute an expulsion by the Board of Trustees.

<http://www.education.govt.nz/school/managing-and-supporting-students/student-behaviour-helpand-guidance/#standdowns>

Other circumstances for termination:

- School can't provide for the Student's Needs
- False or misleading information was given on enrolment.

The agent, Legal guardians, Immigration authorities and parents overseas are to be notified by the school if there is to be a withdrawal or termination. The refund of fees will be determined by the Board of Trustees on a case by case basis.

Administration

Te Aro School will keep up-to-date and detailed contact information for all International Students and their next of kin. The relevant information, where required by the Ministry of Education, will be kept on a National database

Accommodation

Students living with a Parent / Legal guardian may still be monitored by the school. At no time can a Legal guardian leave the student unsupervised overnight or for any length of time without first informing the school and seeking approval for a temporary adult caregiver to take their place. Where a student is living with a Parent / Legal guardian, this person has full responsibility for the pastoral care of the student outside school hours. If a Legal guardian leaves a student unsupervised in New Zealand that student will lose their place at Te Aro School and the New Zealand Immigration will be informed. Parents must follow the policies of the school at all times. Copies of passports and visas are required to verify Legal guardian / Parent status.

Immigration

NB Any student applying for the appropriate student visa/permit to study at Te Aro School must first secure an acceptance in writing from the school

Te Aro School must ensure that students have Immigration approval before enrolment takes place. In doing this the school must:

- ensure that it does not allow or continue to allow a person to undertake a course of educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the course;
- take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the courses of educational instruction for which they enrol.

Overview of student visas

A student visa (or a limited visa granted for the purpose of study) is required for international students coming to New Zealand to study for more than three months. The Principal is required to sight the visa in the passport and:

- Note that the name of Te Aro School is on the visa

- Check the dates on the visa are current.
- Photocopy the title page and the visa page of the student's passport and keep this information on file
- Record the commencement and expiry dates of the visa
- Keep a copy of the student's insurance policy.
- Any breaches of visa conditions will be reported to Immigration New Zealand

If a Legal guardian is accompanying a student for the sole purpose of education in New Zealand the Principal must verify that the visa state the name of the dependent. The Legal guardian must live with the student. The Principal, or a delegate, will complete routine checks to ensure that Legal guardians are living with the student and are still in New Zealand. Should the Principal find that a Legal guardian has returned to their home country they will need to inform Immigration New Zealand.

The school cannot give immigration 'advice'. Only licensed immigration agents may give advice about immigration requirements. Full details can be found at the Immigration Adviser Authority's website at <http://www.iaa.govt.nz> Immigration requirements and questions relating to a student's immigration status rest with Immigration New Zealand. If required, the Principal will refer to Immigration New Zealand's website for details: <https://www.immigration.govt.nz/new-zealand-visas/options/study>

Student Orientation and Transition

Te Aro school will ensure that students, and where relevant their Parents / Legal guardians, have appropriate orientation to help them adjust to life and study in New Zealand. The school recognises that good practices and processes are critical to prepare international students for success in their transition to the new environment. These refer to the opportunities the school will create during the first weeks of a new enrolment to assist international students and their families to become familiar with their new environment and community.

Orientation begins with the sharing of information Orientation Handbook.

Te Aro School has assigned Cathie Cahill as their International Student Coordinator ISC to oversee the transition and the ongoing pastoral care required for students enrolled in the school. Cathie has the responsibility to induct, support and monitor the students during their time at the school.

During the initial orientation, Cathie will share with families the following enrolment information:

- The New Zealand schooling system
- Keeping safe
- Welfare facilities
- Making friends
- Relevant New Zealand laws
- Behaviour and attendance expectations
- Cultural appropriateness
- Grievance procedures
- Self-management
- Accommodation expectations
- Academic performance
- Monitoring and reporting to parents

This will be done over a period of time, in the person's first language if possible, and be relevant to the student's individual situation.

The scope of orientation information provided to Legal guardians will depend on their level of need.

Curriculum Programme

Programmes at Te Aro 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 child is on personal development as well as on academic achievement.

The school focuses 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.

Te Aro School is a state school. It is required to offer programmes in all areas of the New Zealand Curriculum. This includes:

- English (Oral, written, reading, visual, listening)
- Mathematics
- Science
- Social Studies
- Health
- Physical Education
- Technology
- The Arts (Music, Visual Arts, Dance and Drama)

Details of the curriculum can be found on the Ministry of Education's website:

<http://www.minedu.govt.nz>

Te Aro School is situated in the heart of Wellington City and makes the most of the range of learning opportunities available in the city.

Other learning opportunities include various cultural, sports, second language and special abilities programmes.

The Safety and Wellbeing of Students

Te Aro School will ensure that students are as well supported as possible so as to enable them to have a safe, happy and successful time living and studying in New Zealand.

Adopted practices for general safety and wellbeing

It is imperative that all students study in a safe environment. Te Aro School has a number of procedures designed to support student wellbeing and safety:

- The ISC will place particular importance on monitoring and looking for signs of student's distress and provide appropriate support when required. The ISC will be accessible at all times to ensure

the student's pastoral care, which includes providing contact numbers. The school will ensure that the ISC has the requisite skills and training for this role.

- Cross cultural training for staff will form part of the inservice training for those working with International Students.
- All schools are required to have a critical incident plan to respond to emergencies. School procedures for critical incidents and emergencies will be presented at the ISC induction and orientation programme.
- Students will have the clear expectations of appropriate behaviour articulated to them. International students will be treated in the same way as domestic students in regard to behaviour and conduct.
- Communication between the school and Legal guardians is effective and regular. This will include:
 - Progress and achievement school reports
 - Access to newsletters outlining the school's events
 - Updates on how the student is settling into the New Zealand environment
 - Notification of student holiday arrangements
 - Reports on illness and emergency situations
 - Information related to concerns and complaints – including absences and non-completion of work.

Te Aro School understands that Legal guardians of international students are entitled to the same progress information that is required by school policy for domestic students.

Te Aro School requires to have written confirmation from a Legal guardian regarding the arrangements for the end of enrolment.

Grievance procedures

These procedures are designed to protect the interests of students, Legal guardians, teachers and trustees.

It seeks to ensure transparent and effective processes are in place to resolve any grievances students and other stakeholders may have. It presumes that Legal guardians, agents and the school staff have information about the grievance procedures that are available to them and the processes students and others can follow in order to make a complaint.

Guidelines

The underlying principle is an intention to remedy situations in as short a timeframe as possible. At each stage:

- The purpose is to resolve problems, and it is expected that all parties will be prepared to follow procedures with that purpose.
- The services of an interpreter will be made available if required.
- All processes and outcomes will be documented and held in the student's file.
- All parties affected by a complaint will be notified of decisions made in writing.

Procedures - "How do I complain?"

1. If a student has any grievances concerning issues within the school, they or their Legal guardian are to approach the student's classroom teacher, ISC or the Principal.

2. The above person approached will, if necessary meet with the other two staff members mentioned to discuss the grievance and the person heading the meeting will then report back to the student or Legal guardian and, if necessary, the Principal. If this is appropriate the parent, if residing overseas, may also be informed.

3. The Board of Trustees should be informed once the grievance requires active involvement of the Principal. When the issue is discussed it will remain confidential, if necessary and beneficial to the student and any other parties involved. The Legal guardian may also be informed, depending on the nature of the decision.

To support this, the school will:

- identify different complaint types and the person to whom each type of complaint would be addressed
- include the grievance process in pre-enrolment packs and explain the process at orientation
- share the process both verbally and in writing and during orientation
- advise students and their parents that they have a right to an advocate during grievances
- advise students and their parents that they may bring another support person with them such as a friend or family member or a residential caregiver during any stage of the complaints process

If the complaint is not resolved then the complainant needs to contact NZQA (New Zealand Qualifications Authority) who are administrators of the Code of Practice. NZQA is a government organisation. They can provide an independent assessment of complaints and will either investigate concerns or give advice as to what to do next. A complaint or query can be made on the NZQA website, or by sending an email to qadrisk@nzqa.govt.nz If more information on the complaints process is required, contact NZQA on 0800 697 296.

However, if it is a financial dispute, contact FairWay Resolution. FairWay Resolution is available to help resolve financial or contractual disputes with education providers. FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22. There is no cost to you for this service.