

# **ORIENTATION, SUPPORT, GRIEVANCE, NON ATTENDANCE AND CIRCUMSTANCES THAT TUITION MAY BE TERMINATED**

## **ORIENTATION AND SUPPORT SERVICES**

1. When students arrive at school for the first time they will be introduced firstly to the Pastoral Support person who will introduce them to teachers and other students.
2. Students will be shown around the school and shown where and how to use the different facilities and to familiarise themselves with their environment.
3. All students are given the school information/student diary.
4. Use of "Buddy" system if required.
5. The class teacher and the Pastoral Support person will provide any support to International Students as or when required.

## **PROCEDURES FOR NON ATTENDANCE**

- Observations and reports from class teacher. Attendance registers marked daily and checked by International Student Coordinator on a regular basis.
- Principal/International Student Coordinator once informed of non attendance or any withdrawals will contact parent/s and or caregiver/s to discuss reasons for absence.
- Frequent or unexplained absences will be reported to the New Zealand Immigration Service and this may result in the termination of the student/s permit.

## **PROCEDURES COMMUNICATION WITH HOME**

- All students will have email contact with home during school time.
- Each week all students will write an email to their parents under the supervision of the ESOL teacher.
- Each week the ESOL teacher will ask students if they have phoned home, if they haven't a school phone will be made available to enable this to happen.

## PROCEDURES FOR STUDENT WITHDRAWAL

- If a student wishes to withdraw from the school, a letter must be sent to the Principal giving reasons for withdrawal and last day of attendance.
- The student must give one term's notice of such withdrawal.
- Refund of fees will be paid as per the Refunds Policy.

## CIRCUMSTANCES TUITION MAY BE TERMINATED

- After three months the school may terminate the student's enrolment if the behaviour of the student is unacceptable or academic progress is unsatisfactory.
- The parent or caregiver will be given notice of intention to terminate at least two weeks prior.
- Unless assurance can be given by parents/caregivers that behavioural patterns leading to termination can be rectified then enrolment will be cancelled following procedures set down for local students.
- Students are at any time throughout their enrolment subject to the provisions of suspension and/or expulsion as set down by the Ministry of Education.

**Frequent or unexplained absences once reported to New Zealand Immigration Service may result in tuition being terminated.**

## ACCOMMODATION

Students are required to inform the school if there is any change in their contact details, type of accommodation and residential address (please refer to accommodation section in prospectus). This also applies to your caregiver, e.g. parent, homestay family.

Students must not change their place of residence or the type of accommodation without prior approval of the school.

## STUDENT TRAVEL, HOLIDAYS AND OTHER CONDITIONS

International students are encouraged to travel within New Zealand in holiday time with their host families, with organised school groups and on trips organised by their agent. However, when traveling out of the Auckland region you must advise the school prior to leaving, your departure and return dates, where you will be going and who with.

You must also advise the school if you are planning any overseas travel and are required to provide the school with copies of your air tickets showing destinations, departure and arrival dates.

## 7.2.2

# GRIEVANCE PROCEDURES FOR INTERNATIONAL STUDENTS

- Problems with school friends – see your teacher to discuss the problem.
- Problems with a teacher – see your class teacher to discuss the problem.
- Problems with your class/home teacher – see the Pastoral Care Support Person about the problem and if it cannot be solved then see the Deputy Principal for your area of the school.

If at any time during this process you would like an interpreter to assist you the school will provide one.

If you are still unhappy then you or your parent/s will need to see the Principal.

If you are still not satisfied and feel your problem has not been resolved you may contact the International Education Appeal Authority. The IEAA enforces the standards in the Code of Practice. You can get a summary of the Code of Practice from the International Student Coordinator.

IEAA, Tribunals Unit  
Level 1, 86 Custom House Quay  
Private Bag 32001  
Panama Street  
WELLINGTON

**Phone:** + 64 4 462 6660  
**Fax:** + 64 4 462 6686  
**Email:** [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)  
**Website:** [www.justice.govt.nz](http://www.justice.govt.nz)

You must be able to show the Authority that you have tried to get the school to help you before you contact them.

If you do have a problem, then ask for help to solve the problem while it is small. If you are not confident your English is good enough you can always bring a friend along who has better English, to try and work the problem out.

## COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS

