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INFORMATION FOR THE ENROLMENT OF INTERNATIONAL STUDENTS 2016

For the purposes of this document, an International Student is deemed to be a student who is not a permanent resident of New Zealand or is a dependant of a person who does not hold a permit to work in New Zealand. Countries with NZ Citizenship are Australia, Cook Island, Chatham Islands, Kermadec Island, Niue and Tokalau.

COST OF TUITION

School Fees

The current International Student School Fee for the school year will be NZ\$12,000.00 (including GST) per annum to be paid in advance of commencing tuition. Where the period of tuition is for less than one term, a higher weekly fee may be charged. This fee is inclusive of English tuition, stationery and any incidental costs associated with the school programmes. This fee does not cover the cost of the school uniform, sports teams, photos and other non-educational school based activities.

A non-refundable administration fee of \$285.00 (including GST) is charged to each student to assist with the initial enrolment process.

A **deposit** of \$1000 (including GST) and the administration fee of \$285 is payable to secure a place at Tauranga Primary School.

APPLICATION REQUIREMENTS

1. Enrolment Eligibility

Tauranga Primary School is able to offer placements for a number of international students preferably to a maximum of one per class. Each enrolment application will be considered on an individual basis, taking into account the school's existing student demand, class sizes and available resources.

2. Student Permit

- a) All International Students, whether previously enrolled at another school or not, must hold a student permit to attend Tauranga Primary School. A student permit is particular to that student and that school.
- b) Each International Student needs to apply for a specific permit to be educated at Tauranga Primary School. Tauranga Primary School must be named on the student permit.

3. Student Details

Tauranga Primary School must be provided with the personal details, full name, current address and telephone number, and accommodation situation of the student. Enrolment is subject to the parent living and continuing to live with the student in New Zealand. Should a student be found not living with a parent, the school is required to notify the Immigration Service and the student permit may be revoked.

4. Passports

Passports will be checked for immigration status (a photocopy of the passport, visa and permit will also be taken).

ENROLMENT PROCEDURES:

1. Enrolment form completed to commence application process and passport checked.
2. Verification of address, accommodation and parents' details.
3. School to check that a place is available; an offer of place is provided if applicable. Enrolment process as per Appendix A will be followed.
4. Required deposit paid and receipt issued by the school.
5. The school will provide a letter of confirmation to be forwarded to the Immigration Department of New Zealand for the purpose of obtaining a student visa.
6. Parents/students are responsible for providing any additional information as requested by the Immigration Department of New Zealand.
7. All International Students are required to hold current medical insurance. It is the responsibility of the student and/or their caregivers to ensure this insurance is in place and to provide the school with a copy of the current policy.
8. All tuition fees must be paid prior to commencing any tuition.
9. Parents/students must provide the school with a copy of their current student visa within 28 days of commencing tuition.

CONDITIONS OF ACCEPTANCE

It is Tauranga Primary School's policy that it will only enrol International Students who live with their parents or a legal guardian.

REFUND CONDITIONS

When an International Student withdraws from enrolment, a refund of fees may be applied for by writing to the principal explaining the special circumstances of the claim for refund. The administration fee (\$285.00) is non-refundable. A refund of tuition fees will apply in exceptional circumstances (such as family death, serious accident or illness) and will be considered in other non-urgent circumstances on an individual basis. The length of notice given for those non-urgent circumstances may affect the agreement conditions of the refund.

- If you apply for a refund two months **before** tuition begins, the school will refund the fees or deposit in full, less an Administration Fee of \$285 (GST inc).
- If you apply for a refund less than two months **before** tuition begins, the school will retain the deposit in full, inclusive of the Administration Fee of \$285 (GST inc).
- If you apply for a refund **after** tuition begins the school will refund the remaining fees in full, less:
 - The Administration Fee of \$285 (GST inc).
 - 20% of the remaining tuition fees, calculated on a **full term basis** (partial term refunds are not applicable).
- The Board of Trustees will not refund fees to a student who is excluded from the school.
- The Board of Trustees will not refund fees to a student who chooses to move to another New Zealand education provider.

FEE PROTECTION

Tauranga Primary School Board of Trustees guarantees to keep sufficient funds in reserve to enable a refund of the unused portion of fees should the school be unable to continue the course.

TERMINATION OF TUITION

Tuition may be terminated if the International Student is in breach of the school rules, as outlined in the Whole School Behaviour Management Plan.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Tauranga Primary School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students administered by New Zealand Qualifications Authority (NZQA) and available on their website at:

www.nzqa.govt.nz/studying-in-new-zealand/code-of-practice-for-the-pastoral-care-of-international-students

MEDICAL INSURANCE

Eligibility for publicly funded personal health and disability services in New Zealand is restricted to New Zealand citizens. Student permit holders and those on visitor permits are not eligible for publicly funded health services regardless of their length of stay in New Zealand. All foreign visitor o New Zealand and student permit holders irrespective of their length of stay, via status or nationality have cover for injuries. Full details on entitlements to publicly funded health services are available through the Minister of Health and can be reviewed on their website at: www.moh.govt.nz. Recent changes to the Code of Practice for the Pastoral Care of International Students (the Code) require all International Students to have compulsory medical and travel insurance for the duration of their planned period of study. Tauranga Primary School needs to sight the current medical insurance policy of every International Student upon enrolment.

IMMIGRATION

Full details of visa and permit requirement, 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: www.immigration.govt.nz

ORIENTATION PROGRAMME

Prior to admission at Tauranga Primary School the student and family will be introduced to the Principal, senior staff and the class teacher. They will be given a short tour of the school and a general briefing about school and class organisation and routines. The class teacher will allocate a buddy for the student.

ATTENDANCE

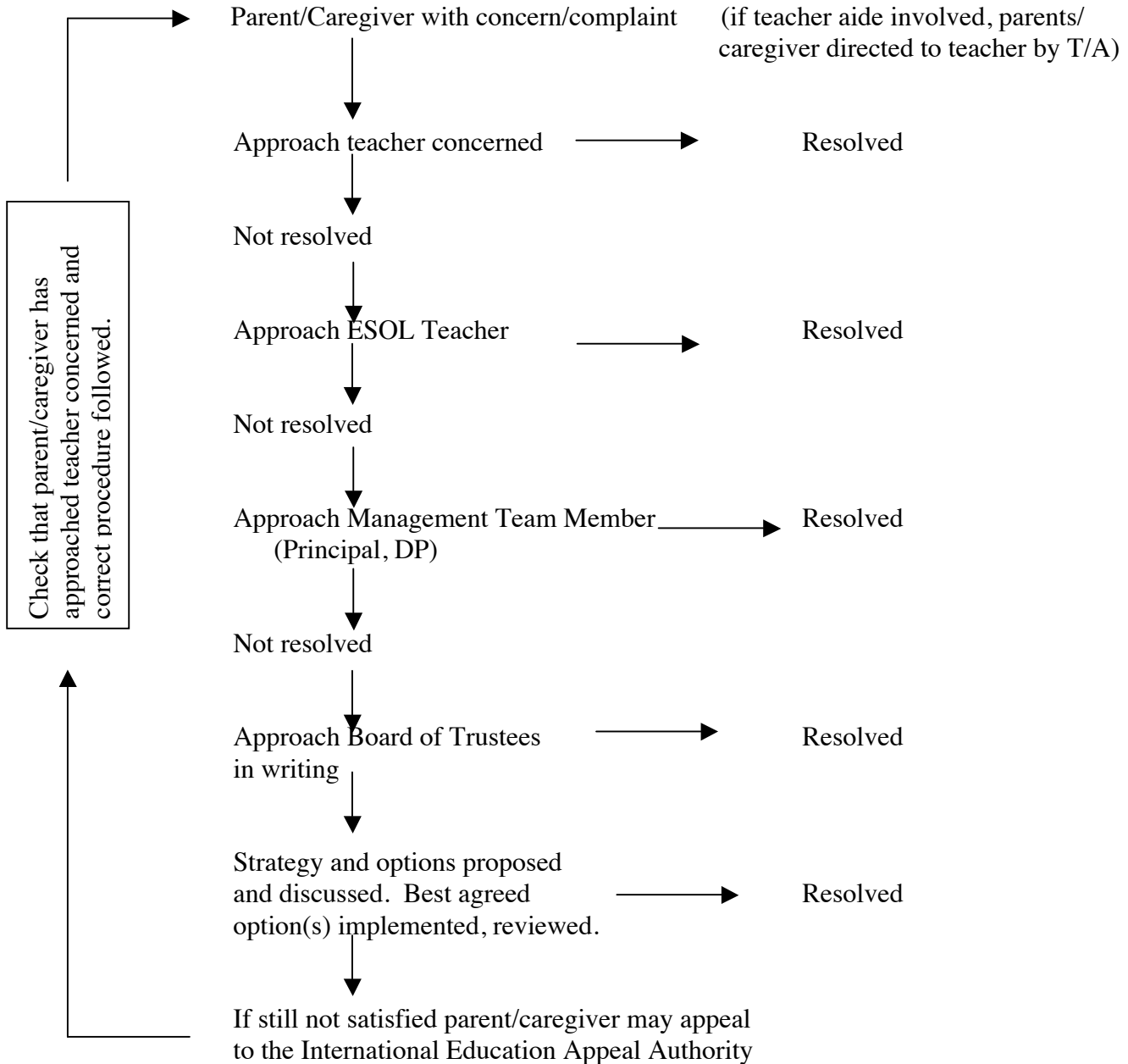
Children are required to attend school whenever it is open. To enable us to monitor attendance and ensure children are accounted for during these hours certain procedures must be followed:

1. Parents must notify the school on or before the day of absence and this can be done by telephone on 07 578 6222, by email to office@tauranga.school.nz or on the school website www.tauranga.school.nz.
2. The teacher will record the absence in the class between 8.55am and 9:00 am daily.
3. If the school has not been notified of the absence, contact will be made with the family for an explanation.
4. Where a pattern of irregular, unjustified and/or unexplained attendance becomes apparent the Principal or appropriate senior personnel will follow up. Further actions would be taken as deemed necessary following recommended MOE guidelines.
5. If an International Student is absent from school for 20 consecutive days, he/she will be taken off the roll and the Immigration Service will be notified.

THE SCHOOL

1. Tauranga Primary School has a school uniform and the International Student will be required to purchase this uniform at their own cost.
2. Students will need to bring their own morning tea and lunch each day.
3. School trips within the school curriculum (including school camp) will be covered by the tuition fee but any optional activities such as sports or music tuition or ICAS testing will need to be paid for separately.
4. Stationery packs will be supplied without charge to the student.

GRIEVANCE PROCEDURE



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 providing 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. 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 on a student permit from the New Zealand immigration Service.

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.nzqa.govt.nz.

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

The New Zealand Ministry of Education will maintain a registrar of all signatories to the Code. This list will be available from www.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 so 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 International Education Appeal Authority (IEAA).

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 the 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 IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA 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 IEAA 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 IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach, the IEAA 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 IEAA can refer complaints to the Review Panel.

What is the International Educational Appeal Authority (IEAA)?

The IEAA 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 IEAA enforces the standards in the Code of Practice.

How do I contact the IEAA?

You can contact the IEAA at:

The International Education Appeal Authority
 Tribunals Unit
 Level 1, 86 Custom House Quay
 Private Bag 32001
 Panama Street
 Wellington 6146
 Phone + 64 4 462 6660
 Fax + 64 4 462 6686
 Email ieaa@justice.govt.nz

Appendix A

International Student Enrolment Procedures for 2016

Round 1	Applications for 2016	Received by Friday 18 September 2015 (Week 9, Term 3)
	Priorities: <ol style="list-style-type: none"> 1. Available spaces in classes 2. Returning students and siblings. 3. Tauranga Korean Times 4. Other agents and private arrangements. 	
	If spaces available: Letters of Offer emailed to students	23 September 2015 (Week 10, Term 3)
	Deposit paid to secure space for the following year.	Friday, 16 October 2015 (Week 1, Term 4)
	Receipt provided and placement for the following year confirmed in writing (Letter of confirmation)	Friday, 16 October 2015 (Week 1, Term 4)
Round 2	Applications for 2016	Monday, 19 October 2015 (Week 2, Term 4)
	Priorities: <ol style="list-style-type: none"> 1. Available spaces in classes 2. Returning students and siblings. 3. Tauranga Korean Times 4. Other agents and private arrangements. 	
	If spaces available: Letters of Offer emailed to students	Friday, 23 October 2015 (Week 2, Term 4)
	Deposit paid to secure space for the following year.	Friday, 6 November 2015 (Week 4, Term 4)
	Receipt provided and placement for the following year confirmed in writing. (Letter of confirmation)	Friday, 6 November 2015 (Week 4, Term 4)