



Gleniti Primary School

Timaru, New Zealand

International Student Information Book 2025



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Contents

A. Introduction	3
B. The Code of Practice for the Pastoral Care of International Students	3
C. Accommodation arrangements for International Students.....	4
D. Student fees and other costs.....	6
E. Application and Enrolment	7
F. Change of Address	9
G. Refund of Fees for International Students	9
H. Equipment, Facilities and Staffing	11
I. Curriculum programme	11
J. Orientation programme	12
K. Student Support Services	13
L. Dealing with your concerns and/or grievances.....	13
M. Frequently asked questions	14
N. School Rules	15
O. Gleniti School Code of Conduct	16
P. If a student stops attending school.....	17
Q. Circumstances in which tuition may be terminated	18
R. Summary of the Code of Practice for the Pastoral Care of International Students	19
S. Checklist for Students Enrolling as International Students.....	22

A. Introduction

Gleniti School aims to provide its International Students with an excellent education in a safe, friendly and inclusive environment.

The school has a proud record of educational excellence, and welcomes International Students.

This book contains information to help parents of prospective International Students at Gleniti School understand how the school provides for the needs of its International Students.

The information provided is a summary of the formal policies adopted by the school's governing Board of Trustees, and the procedures developed by the staff. You are welcome to ask at the school office for copies of these documents.

If you want further information please contact the principal, Mr Mark Creba Contact information can be found on the front cover of this booklet.

B. The Code of Practice for the Pastoral Care of International Students

1. The Code of Practice

The New Zealand Ministry of Education has established a Code of Practice for the Pastoral Care of International Students ("the Code") to detail the conditions which New Zealand schools must meet to be able to enrol International Students.

Gleniti 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 Gleniti School or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>

2. 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>

3. 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>.

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

5. Medical and Travel Insurance

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

Students must provide evidence of medical and travel insurance on enrolment. The insurance must cover the full length of time spent in New Zealand. The school has arranged an appropriate policy which parents can purchase, or parents can arrange their own insurance cover provided it meets the school's specification for International Student Insurance. A copy of the specification is available from the school office.

The school will keep a record of the Insurance Policy number and the type of cover provided.

C. Accommodation arrangements for International Students

Gleniti School requires that all international students live in one of the following types of accommodation.

1. Students in Years 1 – 6 [*students under 11 years*]:

- a. All students in Years 1 – 6 must live with and continue to live with a parent.
 - i. In order to ensure that all international students are living with **and continue to live with** a parent for the duration of the student's study in New Zealand, the school will meet once a term with international parents to ensure they are still living in the country.
 - ii. If the school becomes aware that the parent of a Year 1 – 6 international student has returned home without notifying the school, the parent will be given an opportunity to return to New Zealand immediately or the student will be returned to their home country at the parents' expense and NZIS notified.

2. Students in Years 7 & 8 [*ages 11 to 13 years*]:

- b. Year 7 & 8 students can stay with a Designated Caregiver, a relative or family friend designated by their parents.
- c. To ensure the arrangements are appropriate the school will:
 - i. Check that parents of each student living with a designated caregiver have signed an Indemnity Document, which declares that the designated caregiver is a relative or close family friend.
 - ii. On or before enrolment, visit the home of the designated caregiver to ensure that it is suitable and is not a Boarding Establishment – i.e. does not have five or more international students.
 - iii. On or before enrolment, meet and establish communication with the designated caregiver.
 - iv. Police vet designated caregivers.

Other accommodation documents

- d. Full details of arrangements regarding International Student accommodation can be found in the following Gleniti School documents
 - i. Document 16: Accommodation Policy
 - ii. Document 17-1: Homestay Agreement
 - iii. Document 18: Designated Caregiver Agreement
 - iv. Document 18-1: Designated Caregiver Indemnity Document

D. Student fees and other costs

New Zealand has a Goods and Services Tax (GST). All amounts quoted in this booklet include the Goods and Services Tax (GST)

1. **Payment schedule: compulsory costs** paid in advance:

Tuition Fees of \$3,250 per term (GST incl.)

Ministry of Education Levy of \$10.73 per week.

Activity Fee, Education outside the classroom \$397.50 per year.

Stationery Fee \$50 per year.

Refer to [International Students Fee Invoice.xls](#)

2. **Homestay Accommodation** (if required)

Refer to [International Students Fee Invoice.xls](#)

Fees protection

Gleniti School has a Fee Protection policy to safeguard the fees paid by International Students, in the unlikely event that the school may not be able to commence or continue to deliver tuition to the international student. The School's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

E. Application and Enrolment

1. Application for enrolment

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

- a. A valid Passport
- b. A New Zealand Student Visa / Permit
- c. A copy of "Family Census Register" form for each student enrolling
- d. Copies of recent school reports with verified English translation
- e. Evidence of appropriate Medical and Travel Insurance

There are specific requirements for travel and medical insurance. The school can provide you with an approved policy, or you can obtain your own policy as long as it meets the school's requirements. If you intend to arrange your own insurance ask the school for a copy of Document 24: Specification for International Students' Insurance Policy

- f. A completed Designated Caregivers Indemnity Form (*if applicable*)
- g. Information on any medical conditions or learning difficulties (*if applicable*)
- h. Administration fee: NZ \$750 (non-refundable)

2. Procedures once an application has been received

a. if the Student is overseas:

- i. Documents are checked and assessed

b. If student is in New Zealand:

On receipt of a completed enrolment application, the parents will be informed of an interview time.

This interview will involve:

- The prospective pupil and parents
- The designated caregivers (if applicable)
- A translator (if required)
- The Principal or the teacher responsible for International Students
- International Student Co-ordinator

The interview will include:

- A tour of the school
- An explanation of the Conditions of Acceptance (see below)
- Classroom and daily programme explanation
- Ensuring the parents understand the Code
- Explanation of the designated caregiver's role & responsibility (if applicable)
- Making an appointment time to visit the home of the designated caregiver
- Answering any questions the family may have.

3. Following the interview or assessment of documents:

- a. Parents will be informed in writing of school's decision within 10 days of the interview.
- b. 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.

- c. 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.
- d. If application is accepted parents have 14 days to accept the placement by paying the fees. Fees must be paid by Bank Transfer into the school's Bank Account.
- e. Once the fees have been received and receipted by the school, an Offer of Place letter will be given to attend Gleniti School.

4. Conditions of acceptance

The following is a summary of important conditions that must be met for an international student to be enrolled at Gleniti School, and to be able to continue as an international student.

In addition all conditions that are part of contracts and agreements with parents, the fees refund policy, and all of the school's other international students' policies must be met.

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 Gleniti School.

- a. 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.
- b. Students must observe the laws of New Zealand.
- c. 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.
- d. As 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.
- e. The student must attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
- f. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
- g. Tuition fees must be paid in full before enrolment, or before enrolment is renewed (whichever applies).
- h. All additional costs (as outlined in the school prospectus) must be paid promptly, as required.
- i. The conditions of the Fee Refund Policy must be accepted

- j. All students are required to have travel and medical insurance for the duration of their period of enrolment. The school can arrange insurance unless students choose to make their own arrangements, in which case proof must be provided that the insurance purchased is adequate. The school will keep a record of the policy number.
- k. All international students must live in the following type of accommodation:
 - i. All students in Years 1 – 6 [*students under 11 years of age*] must live with and continue to live with a parent.
 - ii. Year 7 & 8 students [*aged 11 years to 13 years*] can stay with a parent, or a Designated Caregiver, (that is, a relative or family friend designated by their parents.). In this case parents must sign a Designated Caregiver Indemnity Document
 - iii. Students in Years 7 & 8 may stay in homestay accommodation approved by the school.
- l. All disputes will be dealt with in New Zealand law.
- m. The school's complaints procedure for international students will be used to deal with grievances.
- n. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.

F. Change of Address

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

G. Refund of Fees for International Students

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. The following procedures and guidelines would apply:

1. To be eligible for any refund:

- a. 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.

2. If the application is made before the start of the course:

- a. Fees will be refunded in full less the administration charge of \$750. This includes if a student is not granted a student permit to attend Gleniti School.

3. If the application is made after the start of the course, but before the second half of a course:

- a. Fees will be refunded less:

- i. An administration charge of NZ \$750 (GST inclusive)
- ii. Costs to the school already incurred for tuition
- iii. Components of the fee already committed for the duration of the course
- iv. Specialist fees
- v. Appropriate proportions of salaries for teachers and support staff (if applicable)
- vi. Costs already incurred for the use of facilities and resources
- vii. Any other costs already incurred

4. If the application is made after the second half of a course:

- a. There will be no refund except under exceptional circumstances. (See also Compassionate Refunds below)

5. Compassionate Refunds

- a. In exceptional circumstances, refunds may be granted on compassionate grounds, (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Principal and the Board of Trustees,

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

- a. 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.

7. Homestay Fees

- a. All unused Homestay Fees will be refunded if the Homestay has been given two weeks' notice that the student is leaving
- b. If the student does not give two weeks' notice, then two weeks Homestay fees will be deducted from any refund.
- c. The Homestay placement fee of NZ \$200 will not be refunded.

8. The Board of Trustees will make no refund:

- a. Where a student has been stood down, suspended or excluded
- b. Where a student returns home for any reason other than serious illness or death of a close family member.
- c. If the enrolment application is found to be inaccurate in any way and the contract is terminated.

H. Equipment, Facilities and Staffing

1. Introduction

- a. Gleniti School is a New Zealand State Primary School which provides education for students in Years 0 to 8 (ages 5 years to about 12 years)
- b. The school is allocated staffing and funding by the New Zealand Ministry of Education to provide its students with an education programme based on the New Zealand Curriculum.
- c. The Board of Trustees ensures that the school is well staffed and equipped to carry out its responsibilities.

2. Staffing

- a. The school employs the equivalent of 14 full-time teachers, and 13 other staff members to provide teacher support, office services and property management.

3. Equipment and resources

- a. The school has modern, well maintained classrooms, and a well stocked school library, a community hall and spacious grounds.
- b. The school is well equipped to support its teaching programmes.

I. Curriculum programme

4. Programmes at Gleniti School commonly feature the following:

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

5. Meeting individual needs

- a. 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.
- b. 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.

6. Subjects Offered

- a. Gleniti School is a public or state school. It offers programmes in all areas of the New Zealand Curriculum. This includes:
 - i. English (Oral, written, reading, visual, and listening)
 - ii. Mathematics
 - iii. Science
 - iv. Social Studies
 - v. Health
 - vi. Physical Education
 - vii. Technology (Electronics, Bio-Technology, Food Technology, Wood and Plastics Technology)
 - viii. Music
 - ix. Visual Arts
 - x. Languages (Te Reo Maori)
- b. Details of the New Zealand Curriculum can be found on the Ministry of Education's website <http://www.minedu.govt.nz>
- c. In some situations students are grouped according to ability or need, and may be taught by a teacher other than their usual classroom teacher.

J. Orientation programme

Students will be provided with an orientation programme to help them get to know the school and the community they live in.

1. Orientation on arrival

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 join a home class 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, toilets etc.

Orientation will include a walk around the school to get to know the school layout, explanation of school rules and ways of doing things, and where to go for help.

If necessary the student and parent(s) / designated caregivers will be given advice on safety such as road rules, and safety while travelling to and from school.

2. During the first few weeks

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.

3. Translation services

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

4. Parent / caregiver visits to the school

Gleniti School has an "Open Door" policy. This means that at any time parents or caregivers may make an appointment to see the classroom teacher or the Teacher Responsible for International Students to discuss any queries or concerns.

K. Student Support Services

The following staff members are available for assistance and support:

Name	Designation
Mrs S Johnson	International Student Co-ordinator
Mrs Stephanie Holland	Teacher Responsible for International Students Principal
Mr Mark Creba	Principal

L. Dealing with your concerns and/or grievances

We want International Students and their parents to be happy and confident with the care and support provided by the school. There are times however, when things do not go as smoothly or as well as we may like.

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.

Here are the ways you can get help with problems:

1. Problems your child's learning

Make a time to talk to your classroom teacher about your concern. The sooner teachers are aware of your concerns the sooner they can attend to the problem. We would rather you spoke to us about a minor issue so we could attend to it rather than have you wait until the problem became bigger.

2. Problems with a teacher

If your concern is the classroom teacher, make a time to talk to the International Student Co-ordinator, Mrs Sarah Johnson.

After a few days, if you do not think the problem has been solved by your classroom teacher talk to the Principal, Mr Mark Creba.

3. Problems with school friends

Take the time to talk to your teacher or the Teacher responsible for International Students about your concern.

4. Problems with your Home stay / Designated Caregiver

Make a time to talk to the Principal, Mr Mark Creba. She will discuss the concerns with you and do her best to sort things out.

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

5. Unresolved problems

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority
PO Box 12 083
Wellington
New Zealand

Phone: (64 4) 918 8300
Fax: (64 4) 918 8303
Email: info.ieaa@minedu.govt.nz

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.

M. Frequently asked questions

1. When is Gleniti School open?

Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 9.00 am and school closes for the day at 3.00 pm

The school terms are given in the school' information booklet along with public holidays when the school is closed.

2. What about breaks and meals?

There is a break in the morning from 10:30 am to 11:50 am and a break for lunch from 12:00 pm to 1:00 pm.

You need to bring your food from home. The school does not provide lunches for students.

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 office (phone 686 0082) to let the school know. When you return to school you will need to have a written note from your parent or caregiver explaining why you were unable to come to school.

If you feel sick at school or if you hurt yourself at school go to the Office and ask for help.

If you have a medical or dental appointment 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 by giving you a written note to take to the Office.

4. 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 some specialist classes (such as physical education, and Technology) you may need to wear appropriate clothing. Your class teacher will explain this to you.

5. 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.

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?

Personal E-mail is not available to school pupils.

9. May I use the Internet at school?

Computers at the school connect to the internet. You will be required to sign an Internet Use Agreement that says what you can and can't use the school computers for. A teacher must be present when you are using school computers.

The school does not allow students to bring floppy disks, CDs, DVDs or USB drives from home to use in the school computers, unless by special arrangement with the teacher.

N. School Rules

1. General rules

- a. Once at school, all children must stay at school and not leave the school grounds until the end of the school day except with permission from their parent, caregiver or homestay family.
- b. Children remain at the school entrance way until the bell rings at 8.30a.m.
- c. The car parks, cycle racks, are out of bounds.
- d. Classrooms are out of bounds at all times unless the teacher is in the room.
- e. Children are not allowed out of their classroom during lesson time without permission from a teacher.
- f. Children must keep to the paths. Running or playing with balls on the paths is not allowed.

- g. Pupils causing damage must report breakages to a teacher on duty.
- h. Lost Property is to go to the School Office from whence it may be claimed.
- i. No radios, walkmans, electronic games or skateboards/roller blades allowed at school.
- j. No cellphones are to be used in school time
- k. Students are not allowed in the staff room except for the tea monitors or children sent on specific tasks.

2. School uniform

- a. Full uniform must be worn, and worn correctly, at all times. .
- b. 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
- c. No nail polish or make up
- d. During Terms 1 and 4 a school sunhat must be worn during the breaks. Students without a hat must stay in the shade areas.

3. After school

- a. While waiting to be picked up by parents, children must wait at an area designated by their parent, caregiver or Homestay family.

O. Gleniti School Code of Conduct

- 1. In our school we RESPECT, HELP, and SUPPORT each other. This means showing COURTESY to all students and adults.**

Students are expected to:

- b. Use appropriate language - i.e. swearing and abusive language is OUT
- c. Remember to say 'Please' and 'Thank you'
- d. Knock before entering a classroom
- e. Let adults through doors first, and also other students if they are carrying something heavy
- f. Wait my turn to speak and certainly not speak when another is speaking
- g. Comply with a request from a teacher
- h. Borrow from another only with his/her permission
- i. Keep the chewing gum and bubble gum for out-of-school hours
- j. Speak to adults politely
- k. Ask the class teacher's permission before delivering a message to another student
- l. Not interrupt when the teacher is giving instruction.

- 2. In our school WE TAKE CARE OF EVERYTHING, remembering it is 'on loan' and a privilege, not a right.**

As a Student I will be expected to:

- a. Take responsibility for the state of my desk, classroom furniture and equipment
- b. Take good care of all books supplied, which includes all library books and school texts
- c. Use sports and P.E. gear for the right purpose and look after it
- d. Do my share of keeping our classroom, passage, and grounds clean and tidy

3. In our school, every student has a RIGHT TO LEARN and every teacher has a RIGHT TO TEACH.

As a Student I will be expected to:

- a. Keep my voice soft to avoid disturbing others when I'm talking
- b. Be prepared by having what I need for each subject - pens, pencils, ruler, P.E. gear, and other equipment as required
- c. Avoid talking over others
- d. Find an appropriate time for talking to the teacher, especially when he/she is working with other students
- e. When I need to, move around the class in a quiet orderly manner
- f. Do my very best to stay on task
- g. Make every effort to complete all learning tasks, including homework

4. In our school every student has the right to a SAFE ENVIRONMENT in which to learn and play.

As a Student I will be expected to:

- a. Ensure I am not involved in any bullying - this is a NO-NO!
- b. Allow no physical or mental abuse; put downs or insulting language
- c. Participate only in positive interactions - there will be no threatening behaviour
- d. Stay in the appropriate areas to eat my lunch.
- e. 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.

P. If a student stops attending school

1. 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. The Immigration Service will be notified.

The Refund Policy for International Students shall apply.

2. If a student is not attending their course:

In the case of absences, the parent, caregiver or homestay family 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 explaining the reason for the absence. 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 parent, caregiver or homestay will initially be contacted by the school for an explanation. Where a student is being truant from school someone from the school will have a meeting with the parents to rectify the situation.

If the Truancy continues then a meeting will be held and plans 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.

Q. Circumstances in which tuition may be terminated

Where a student is absent or consistently truanting from school (see above) then the school 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.

R. Summary of the 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.

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.

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. 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 International Education Appeal Authority (IEAA).

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

What is the International Education 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.

What will the International Education Appeal Authority (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. If the breach 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.

How can I contact the IEAA?

You can contact the IEAA at:

International Education Appeal Authority
PO Box 12 083
Wellington
New Zealand

Phone: (64 4) 918 8300
Fax: (64 4) 918 8303
Email: info.ieaa@minedu.govt.nz

S. Additional Information

With this handbook you should receive copies of the following Gleniti School documents:

- Document 20: Grievance Procedures
- Document 12: Refund Policy
- Document 13: Fee Protection Policy

Checklist for Students Enrolling as International Students

Student's Surname: _____

Student's Given Name: _____

Name Usually Known: _____

Date of Enrolment: _____

Checklist...	✓
1. Enrolment form completed	
2. Fees paid	
3. Copy of "Family Census Register" has been given to School	
4. Immunisation form completed	
5. Student Permit obtained	
6. Tuition Agreement signed	
7. Met / communicate with Principal to discuss Code of Practice and international student support material	
8. Medical Insurance arranged	

Signed: _____ (Student)

Signed: _____ (Parent)

Date: _____