



Glenfield Intermediate School

International Student Parent/Caregiver Handbook



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Information about Glenfield Intermediate School

Glenfield Intermediate School is a leading provider of Intermediate Education in New Zealand. We are committed to meeting the learning and developmental needs of emerging adolescents, 11—13 year olds.

Glenfield Intermediate School is well-positioned to meet the Code of Practice and we are proud of the excellent processes and practices we have in place to cater for our International Students. We have a very experienced team of English Speakers of Other Language teachers and support staff. We are passionate about ensuring that our school not only continues to be well-positioned to offer quality intermediate education in a positive environment, but also is in a position to manage growth.

The International Team is made up of the Principal / Marketing Agent, Mark Whitford/Helen Williams; International Student Support, Mrs Sarah Stevenson, Language Assistant, Yoon Hee Chang;

Glenfield Intermediate School has an excellent programme of teaching English to students. Each International Student will have their English assessed and will then receive additional English at their level. We are focussed on ensuring all students have a strong grasp of Literacy—this includes reading, writing and speaking. Literacy is taught across the school on a daily basis.

A feature of our curriculum is our specialist programme. Students complete a course in Food Technology, Hard Materials, Education Outside the Classroom, Performing Arts, Digital Media, Visual Art and Science over the two-year period.

All students are offered quality annual outdoor experiences. We have a strong sporting programme and many students join sports teams.

Our school, established in 1972, has a special place in the Glenfield community. It has a proven record of supporting individual students with their academic learning and providing opportunities in sporting and cultural activities.

Glenfield Intermediate School seeks to establish a positive, safe, caring environment where students are encouraged to take responsibility for their learning. The school has a depth of teaching strengths and a breadth of skills, interests and abilities that are well utilised in providing sound and innovative learning programmes.

At Glenfield Intermediate School we are focused on ensuring our students:

- establish a strong foundation in literacy and numeracy
- have a depth of understanding in a broad range of knowledge
- gain high level thinking skills
- develop effective social and cooperative skills
- develop the attitudes, values and skills to pursue life-long learning
- gain a strong sense of cultural identity, belonging, contribution and well-being

Glenfield Intermediate School offers students a unique opportunity to develop their skills and talents and is well positioned to support the emerging adolescent as they learn the skills of communication, develop friendships and build on those basic skills already learnt in the primary years.

The school acknowledges the importance of engaging families in the education of their young adolescents by offering them opportunities to support the learning process, both at home and school.

I look forward to welcoming your family to Glenfield Intermediate, and if you have any queries please do not hesitate to make an appointment to see me.

Mark Whitford
DipTch, Bed, MEdLM(Hons)
PRINCIPAL

Code of Practice for the Pastoral Care of International Students

Glenfield Intermediate 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 New Zealand Ministry of Education website at <https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/#sh-code%20of%20practice>

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 www.immigration.govt.nz

1. 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 www.health.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 may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

Medical and Travel Insurance

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

N.B. Students must provide evidence of appropriate and current medical and travel insurance. This insurance must cover the full length of time spent in New Zealand. New Zealand Insurance cover will be accepted, or an overseas Insurance policy will only be accepted if it is accompanied with an English translation. The school will keep a record of the Insurance Policy number and the type of cover provided. The policy must also cover Emergency Assistance and Evacuation and Repatriation, and fee protection for the student. Glenfield Intermediate School is to be indemnified in regard to any costs for any medical / accident treatment and cannot be held liable for any costs or expenses.

2. Conditions of Enrolment

Accommodation

Glenfield Intermediate School requires that all international students live in one of the following types of accommodation -

- living with a parent
- living with a designated caregiver
- living in a homestay
- temporary accommodation for group students and short courses only

Students in Years 7 - 8 may live with a **designated caregiver** chosen by their parents, subject to approval by the Ministry of Education. All accommodation and designated caregivers must be approved by the school, as required by the *Code of Practice for the Pastoral Care of International Students*.

- An Indemnity Form must be signed by international parents stating that the designated caregivers are 'bona fide' relatives or close friends of the student's family.

Students in Years 7 & 8 may live in a **homestay** only with the approval of the 'Code Administrator'. All homestays must be approved by the school, as required by the *Code of Practice for the Pastoral Care of International Students*.

Group Students: Students coming to Glenfield Intermediate School for short - term group visits will be accommodated in homestays that have been approved and vetted by the school.

3. Student Fees and Associated Costs

PAYMENT OPTIONS: (All fees are GST inclusive)

- Fees schedule available on request

Full Time Students (Long Term and Short Term)

- Administration Fee (non-refundable)
- Tuition Fees include Specialist fees and compulsory curriculum trips / experiences however they exclude education outside of the classroom trips
- Tuition fee includes ESOL support

Additional Compulsory Costs

- Medical and Travel Insurance
- Stationery
- Uniform
- Sports uniform

The tuition fee does not cover

- Camps
- Ski Camps
- Education outside the classroom excursions
- Transport costs to and from school
- Sports team participation
- Any academic assessment by a private provider

It is understood that all students will participate fully in all aspects of Glenfield Intermediate School life

All payments are to be made prior to the start date of any student. Receipt of funds will confirm placement. A receipt will be issued as required for the New Zealand Immigration in order to issue the appropriate student study visa. An offer of place will only be issued for the period covered by the fees.

Fees Protection

Glenfield Intermediate School has a Fees Protection Policy to safeguard the fees paid by international students, in an unlikely event that the school may not be able to commence or continue to deliver tuition to the international student.

The Glenfield Intermediate School Board guarantees to hold sufficient reserves to be able to meet any requirements of any refund in these circumstances.

4. Application Enrolment Requirements

Parents or Agents must complete the International Student Application and Enrolment form and produce the following documentation before the application can be processed.

- Application to enrol as an International Student Form
- Tuition agreement
- Passport
- Student Visa or Permit (for visa free countries like South Korea, application for a study permit can be requested on arrival in New Zealand after an offer of place is received).
- Medical and Travel Insurance documentation
- Details of designated caregivers (if applicable)
- Homestay Indemnity form (if applicable)
- Information on any pre-existing medical conditions
- Additional information required by the school
- Administration fee NZD \$500.00

Procedures once an Enrolment has been received

If student is overseas:

- documents are checked
- fees Invoice sent
- offer of place is made
- fees received and evidence of Medical and Travel insurance sighted
- offer of place is confirmed

If student is in New Zealand

On receipt of a completed application, the parents and or agent will be informed of an interview time to involve the student, parents, designated caregivers (if applicable), a translator (if applicable), the principal and the International student liaison person and Academic support teacher responsible for international students.

The interview will consist of:

- tour of school
- explanation of the conditions of acceptance
- class programme
- initial assessment of the level of English of the student
- ensuring parents understand the Code
- explanation of the designated caregiver's roles and responsibilities (if applicable)
- the making of an appointment time to visit the home of the designated caregiver
- answering any questions, the family may have

If the enrolment is accepted, it will be confirmed by the payment of fees due. Enrolments arranged overseas may be interviewed in conjunction with an overseas agent.

Conditions of Acceptance

In addition to the conditions that are part of the contract with parents, the homestay contract, the fees refund policy and other school policies also apply.

1. Students of all English language abilities will be accepted.
2. The teacher responsible for the Academic Support for International students or the international Student liaison person will be available for the student to contact for any reason and / or at any time during or outside of school operating hours. The principal is also available at all times.
3. Glenfield Intermediate School does not arrange homestay accommodation at this time.

All Terms and Conditions pertaining to such will be provided in writing on application.

4. The student's academic progress, general behaviour and welfare at school and in the homestay situation will be regularly monitored. At any time, considered necessary by the school, contact will be made directly with the parents / legal guardian to discuss any arising issues.
5. Behavioural issues will be handled under the jurisdiction of school policy. If further action is required it will be implemented as stipulated in the Education (Pastoral Care of Tertiary and International Learners Code of Practice 2021).
6. All information for each student, including a current photo taken by the school, will be kept as a separate record in the office.
7. Any health concerns or known medical conditions are to be advised to the school. This information needs to be held by the school and by the homestay family. Carrying any medication at school is prohibited. Any medication that is required to be taken during school time is to be held and administered by the school office in terms of our school policy.
8. Glenfield Intermediate School retains the right to terminate any contracts entered into pertaining to the student studying at their school. This could result if the student is considered to not be making progress or is deemed in need of special educational services, to assist with mainstream learning over that currently offered by the programme. If required, an independent assessment will be undertaken and the cost of this will be deducted from fees prior to any reimbursement on termination of study at Glenfield Intermediate School.
9. If a student leaves and ceases to study at Glenfield Intermediate School for any reason New Zealand Immigration will be advised.
10. Glenfield Intermediate School will monitor the welfare of students and will act in accordance with the measures stipulated in the International Student Homestay Guidelines published by the Ministry of Education.
11. Students must obey the laws of New Zealand, the school rules and the conditions of their visa. If a student breaks the terms of their visa the school will report the fact to the New Zealand Immigration Service which may result in the student having to leave the country. The school may terminate tuition if any of the above are breached.
12. The student will attend school on all occasions that the school is open unless prevented by illness or other urgent cause.
13. Student fees will be paid in full before enrolment or before enrolment is renewed.

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 in the type of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any change in the contact details of the student and / or parents.

5. Refund Conditions 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 in special circumstances. The following procedures and guidelines would apply:

To be eligible for any refund:

- The parents must apply in writing to the School Board setting out the special circumstances of the claim within one month of the last day of attendance.

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

- Fees will be refunded in full less the administration charge of **\$500.00**. This includes if a student is not granted a student permit to attend Glenfield Intermediate School.

If the application is made after the start of the course:

- Fees will not be refunded unless it is on compassionate grounds,

Compassionate Refunds

- 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.

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

- 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.

The School Board will make no refund:

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

6. Orientation Programme

Orientation activities within the first 1-3 weeks, include:

- Meeting the Principal and/or Senior Staff member
- Familiarisation with the school, layout, systems and resource
- Introduction to local systems as necessary
- Familiarisation with aspects of life in New Zealand (*booklet*)
- Ensuring students understand school rules, complaints, procedures, counselling and support systems
- English competency testing
- Familiarisation with the nature and culture of learning in New Zealand classrooms

Student Support Services

The following staff members are available for assistance, support and for emergencies:

Designated Person for Pastoral Care

Name: Sarah Stevenson
Phone: 021 727 541

Name: Mark Whitford
Phone: 021 241 6746

Emergencies

- The school must be notified of all emergencies in New Zealand and in the home country. The school's 24 / 7 emergency contact number 0064 21 241 6746.

Contact Details

- The school must have the student's and parents' contact details both in New Zealand and in the home country at all times.

Student Welfare

- If a student is having difficulties adapting to the new culture, a meeting will be set up with the student, agent and homestay parents to discuss the issues and put further support structures
- Information will be given regarding travel options to and from school. This is to ensure that students and their families know there is a school bus service; know how and where to access public buses; and understand basic pedestrian safety.
- Students are encouraged to seek advice from the teachers or principal on welfare issues, including personal health problems.

- Information on sexuality education and health promotion is provided through the Health and Physical Well Being curriculum programme taught in the school.

7. What Do You Do If You Have a Grievance?

We want you to be happy at Glenfield Intermediate 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

- Make time to talk to your classroom teacher about your concern. If your concern is the classroom teacher, make time to talk to the Deputy Principal.
- If, after a few days, after you have spoken to Sarah Stevenson or Yoon Hee Chang, the problem is still there, talk to the Principal, Mr Whitford.

Problems with school friends

- Take the time to talk to your teacher about your concern.
- You can also talk with the Deputy Principal.

Problems with your homestay / designated caregiver

- Make a time to talk with our Co-ordinator for International Students. She will discuss the concerns with you and do her best to sort things out. If necessary, she will contact the Principal on the matter and / or your parents.

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, and you still wish to have the complaint resolved, then you can contact NZQA. NZQA is a government organization. They can provide independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800697.

Or – if it is a financial dispute – you can contact FairWay Resolution

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

8. Withdrawal Procedures

If a student withdraws from school:

1. It must be in writing prior to the student's last day, giving the date of the final day of attendance and the reason for leaving and the Immigration Service will be notified.
2. The refund policy shall apply.

If a child is not attending their course:

1. In the case of absences the parent / guardian / caregiver must notify the school of the absence with an explanation.
2. In unexplained absences the ASA Truancy Service may be contacted, and for protracted truancy which cannot be resolved, the enrolment will be terminated and the Immigration Service will be notified.
3. If the student does not attend for more than twenty 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 child 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.
4. If the student is withdrawn or ceases to attend, the school will notify the New Zealand Immigration Service.

9. Circumstances in Which Tuition May Be Terminated:

1. Where a student is absent or consistently truanting from school (*see above*) then the school will terminate the enrolment.
2. If a child's behaviour is of an unacceptable level, then a meeting with the child, the parents / caregiver and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents/Agent, 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 the school 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 Behaviour Management Plan.
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 the termination of enrolment, the Immigration Service will be notified as required.

10. Pandemic Information for Families of International Students

If a pandemic comes to New Zealand, Glenfield Intermediate School will do all it can to support the health and welfare of your child. Your child will be looked after in the same way as a New Zealand student. The health and well-being of your child is our main concern, and we have put plans in place to ensure they are well looked after.

- International students will have to follow the rules just as every other person in New Zealand does.
- Students and their caregivers will be informed about pandemic influenza and the steps they need to take to stay healthy and safe.
- The school will communicate with you directly to keep you informed about our plan, and the local pandemic influenza status.
- If people are not allowed to travel in or out of New Zealand, your child may not be allowed to return to their home country until the pandemic is over.
- If your country's border is restricted, your child may not be able to return home and may have to stay in New Zealand until the restriction is lifted.
- If your child has a prolonged stay in New Zealand, the school will continue to care for and support them to the best of its ability.
- The school will provide 24/7 support for residential caregivers, and for students and their parents. The school emergency phone number is **+ 64 21 241 6746**.
- The school will regularly check on your child and keep you informed about how they are.
- You will be contacted immediately and provided with new contact details if your child's accommodation is changed.
- If your child's funds run out during a prolonged stay, the school may need to ask you to provide extra money to pay the caregiver to look after them.
- You will be contacted as soon as possible in case of an emergency.

If your child has not left home or is in transit when the pandemic is declared, it will be your responsibility to advise your child what to do. The following information may be useful for this purpose:

- If your child has not left home when travel to New Zealand is restricted, they should not start their journey. They should stay at home until the pandemic is over. This will be announced in the New Zealand news media and on the Ministry of Foreign Affairs and Trade website. Your country's New Zealand embassy should be able to tell you the current situation. You can also phone your child's New Zealand school.
- If your child is in transit to New Zealand when travel to New Zealand is restricted, you will need to contact them and arrange for their return home. Alternatively, they may contact you first. Please phone the school and inform them when your child arrives home or if there are any problems. The school may be able to help you to contact the embassy.