

INFORMATION FOR PARENTS OF INTERNATIONAL STUDENTS

2011 School Year



We welcome you to our School Community and we trust that your families' association with the school is happy, positive and productive.

This booklet has been designed to give you some general information about the school as well as to explain some of the more specific points that we feel will interest you.

Children can only learn well, both at school and at home, when there is co-operation and mutual understanding between teachers and parents. We hope this booklet will help to achieve this end.

Remember the doors of Cotswold School are always open. If you have a query, contact your child's Class Teacher or the Principal.

STEPHEN HARRISON
Principal

GENERAL INFORMATION

School Address: Cotswold School
Cotswold Avenue
CHRISTCHURCH 8053

School Telephone No: (03) 359-8035

School Fax No: (03) 359-4460

School Website: www.cotswold.school.nz

School Email Address: office@cotswold.school.nz

School Hours: 8:30am Classroom Entry.
8:55am First session.
9:50am Fruit Break
10:00am First session

continues

11:00am Playlunch break
11:10am Morning Interval
11:30am Second session.
12:40pm Lunch.
1:30pm Third session.
3:00pm School finishes.

CODE OF PRACTICE

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

A summary of the code is included in this document.

REVIEW OF CODE COMPLIANCE

To ensure that the Code of Practice is being complied with the following actions will take place as part of the school's self review process:

- All relevant policies will be included in and reviewed as stated in the school's programme of policy review.
- The enrolment information and fees will be reviewed each year under the direction of the Principal and the International Students School Liaison Person.

All new staff will be issued with copies of the school information pack for international students so that they are conversant with the requirements and procedures.

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>

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>.

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>.

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 medical and travel insurance on enrolment. The insurance must cover the full length of time spent in New Zealand. 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.

PRIME CONDITIONS OF ENROLMENT

Cotswold School requires that all international students live with their parents.

SCHEDULE OF FEES (Per Student)

The schedule of fees ratified by the Board of Trustees for the school year is:

<u>ITEM</u>	<u>FULL SCHOOL YEAR</u>	<u>ONE TERM</u>
Administration Fee	\$184.44	\$184.44
Tuition Fee	\$8,134	\$2,143.36
Crown Fee	\$373.33	\$102.63
GST	\$1,303.70	\$364.57
TOTAL FEE	\$9,995.00	\$2,795.00

A full terms tuition is charged for students staying less than one term – i.e. \$2,795.00

ADDITIONAL EXPENDITURE

- All students who attend this school are required to wear a correct School Uniform. Details of this are contained in the School Enrolment Package.
- For Foreign students requiring extra tuition in Reading and English, a fully qualified teacher may be employed at a cost to the parents.
- The cost of any recreational activities undertaken during the year – camps, field trips, EOTC (Education Outside the Classroom).
- The cost of medical & dental treatment.
- Specialist Support Services eg. Speech Therapy, Occupational Therapy, Psychological Services or any other additional learning support.
- Truancy Service in case of prolonged, unexplained periods of absence from school.

ADDITIONAL ENGLISH LANGUAGE LESSONS

Foreign students may require special tuition in the English Language. The need for this will be governed by the knowledge the student already possesses. An assessment of the student's ability will be conducted as soon as he/she arrives at the school or prior to attending if that is possible. The student's caregiver will be consulted fully and the course will be designed to suit the particular student.

As a guide, a child with limited English would probably require four hours per week during the initial twelve-week period and that could drop to approximately one and a half hours per week for an additional twelve weeks. The school would then negotiate with the student's family if further tuition is recommended.

FEES PROTECTION

Cotswold 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.

REFUND OF FEES

The minimum course fee is for one Term.

If students leave prior to the actual period of confirmed enrolment they may be eligible for a refund of tuition fees. Cotswold School has put in place a Fees Refund Policy to guide the process of refunding fees. A copy of this policy is included in this document.

ENROLLING AS AN INTERNATIONAL STUDENT

This school has a policy for enrolling and educating foreign fee-paying students.

A foreign fee-paying student will receive all services outlined in the School Enrolment Package.

Any student enrolled will be mainstreamed into present classes and have access to and use of all facilities and equipment to meet their educational needs.

A student fee will be set by the Board of Trustees annually.

TO ENROL

You can apply for a placement at Cotswold School by contacting the school office, requesting an Enrolment Package and making an appointment to meet with the Principal.

Contact details are as follows:

Telephone: 64 03 3598035

Fax: 64 03 3594460

Email: office@cotswold.school.nz

An Enrolment Package can be downloaded from our website – www.cotswold.school.nz

APPLICATION REQUIREMENTS & PROCEDURES

The applicant must complete the **Application To Enrol As An International Student form** and produce the following documents before the application can be processed:

1. Passport
2. Student visa/permit
3. Copies of recent school report with verified English translation
4. Evidence of Medical and Travel Insurance
5. Information on any medical conditions or learning difficulties (*if applicable*)
6. Administration fee: NZ \$212.11 including GST (*non-refundable*)

PROCEDURES ON RECEIPT OF APPLICATION

If Student is overseas:

1. Documents are checked and assessed
2. Offer of Place is made and Fees Invoice sent (*Fee payment by Bank Transfer into School Account is recommended*)
3. Fees received and evidence of Medical and Travel insurance sighted
4. Offer of place is confirmed

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
- A translator (*if required*)
- The Principal or nominated deputy
- The teacher responsible for International Students.

- **During the enrolment interview the principal will:**
 - Ascertain the parent's goals for their child while studying in New Zealand and intended length of stay.
 - Photocopy the information page and entry permit in the child's passport and verify the child's immigration status.
 - Check the information on the enrolment forms.
 - Obtain full details about the child's living arrangements in New Zealand
 - Obtain information about the child's previous schooling and levels of achievement.
 - Check the Contact Information Form and ascertain who is to be contacted in the case of emergencies, sent copies of reports, etc.
 - Advise on fees and refund policy
 - Explanation of the Conditions of Acceptance (see below)
 - Classroom and daily programme explanation
 - Ensuring the parents understand the Code
 - Answering any questions the family may have.
 - Explain our schools complaints procedure. A copy of our Complaints Policy is included in this document.
 - Issue with receipt for fees paid and complete the "Offer of a Place" form to take immigration. You may like to visit the New Zealand Immigration website for more information about the Student Visa or Permit at www.immigration.govt.nz

All the information you provide will remain confidential. Please refer to the school's policy on 'Privacy' included in this document.

- **When the family has obtained a student permit in the student's passport the Principal will:**
 - Advise parents of the child's placement and name of the teacher.
 - Arrange for a tour of the school, meet ESOL teacher, class teacher and class.
 - Give the family a date and time to start.

If any of the details you provide at the time of enrolment changes, it is your responsibility to notify the school of the change.

If International Students do not have the necessary Student Visa or Permit they will be required to obtain one. It is an offence to be enrolled in a New Zealand school without such documents.

- **New Zealand Immigration Service will be informed when:**
 - Students complete the course for which they have enrolled and return to their home country.
 - Choose to leave Cotswold School to continue their study at another school in New Zealand.
 - Students fail to attend school on a regular basis (act truant).

- **Upon Completing a Course of Study at Cotswold School:**
 - Students returning to their home country will receive a letter from the school to explain the study course, or Year of Schooling completed, plus a copy of their Progress and Achievement School Record Card.
 - Students who leave Cotswold School to attend another school in New Zealand will be provided with a Transfer Notice with all school records forwarded to the new school when requested.

CONDITIONS OF ACCEPTANCE

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

1. 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 Cotswold School.
2. 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.
3. Students must observe the laws of New Zealand.
4. 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.
5. Because 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, if it is in the student's interests to do so.
6. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
7. Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
9. All additional costs (as outlined in the school prospectus) will be paid promptly, as required.
10. The conditions of the Fee Refund Policy will be accepted
11. 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.

12. All international students must live with their parents or legal guardians (proof of legal guardianship must be supplied).
13. All disputes will be dealt with in New Zealand law.
14. The school's complaints procedure for international students will be used to deal with grievances.
15. The student and/or parents will provide academic, medical and other information that is relevant to the wellbeing and course placement of the student.
16. 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 and any change in the contact details of the student and/or parents.

ORIENTATION AND SUPPORT

The staff member responsible for International Students and ESOL programmes is the main person responsible for the orientation of the students and their on-going welfare within the school community. This is done in close liaison with the classroom teacher and the principal. Cotswold School's liaison person is Stephen Harrison.

An initial orientation will be done before or during the enrolment interview with the prospective student and parents. On the student's first day, the student will be met by the principal and shown to the classroom. All students are mainstreamed immediately upon arrival with a small group withdrawn for further orientation, English testing, and teaching as required.

The classroom teacher is 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. The teacher also ensures that your child knows where to find the sick bay, toilets etc.

The ESOL teacher continues to monitor international students during the first few weeks while they settle into the class and the school. The teacher is also available to support the students, the classroom teacher, and the parents/caregiver.

Once the initial period is over, the ESOL teacher continues to monitor the student's progress through informal meetings, ESOL teaching times, and (where necessary) through formal meetings with the student, the classroom teacher, and the parents/caregiver.

Translators are available if necessary. These may be another child or an adult, depending upon the situation and the requirements.

Parents/caregivers and students need to know that Cotswold School has an 'Open Door' policy. You can make an appointment to see the classroom teacher, or the ESOL teacher to discuss any queries or concerns at any time.

COTSWOLD SCHOOL CURRICULUM PLAN

Programmes at Cotswold 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 student is on personal development as well as on academic achievement.

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.

Cotswold School is a public or state school. It offers programmes in all areas of the New Zealand Curriculum.

This includes:

- English
- Learning Languages
- Mathematics and Statistics
- Science
- Social Sciences
- Health & Physical Education
- Technology
- The Arts

Details of the curriculum can be found on the Ministry of Education's website <http://www.minedu.govt.nz>

Cotswold School has developed a comprehensive Curriculum Plan giving clear guidance on the school's curricular. A copy of our Curriculum Plan can be available from:

School Office Cotswold Avenue
CHRISTCHURCH

School Website www.cotswold.school.nz

NB: All information in our Enrolment Package should be read in conjunction with this Information Booklet



STUDENT WELFARE

The school provides all international students with access to:

- interpreter services
- cultural support in their first language
- counselling in their first language

The school reports to the Administrator of the Code of Practice for the Pastoral Care of International Students every six months with a review of their compliance to the Code.

SUPPORT SERVICES

The school assigns a designated person for all enquiries about pastoral care from international students. Students are made aware of this person's existence and availability on enrolment. At Cotswold School, this person is Stephen Harrison.

The following support services are also offered:

- an appropriate orientation programme
- assistance for those facing difficulties adapting to a new culture and environment
- awareness of the student's rights and how to access both internal and external grievance procedures

INTERPRETER SERVICES

In the event of legal or contentious issues arising which may require a professional interpreter, the responsibility for the cost of the service will be established and settled from the outset.

Interpreters are available through the Citizens Advice Bureau or New Settlers Trust.

Volunteer interpreters can be used in less complex situations such as parent meetings.

A representative of the school will always be available while interpreting is taking place.

Care is taken not to use a family member or friend as an interpreter when issues of the child's privacy or confidentiality need to be considered.

Every effort is made to recruit the services of an interpreter during Student Orientation.

CULTURAL SUPPORT

Cultural support is offered to international students to help ensure their health, safety and well-being while keeping them in touch with their culture.

Cotswold School has cultural support people available who speak the student's first language, and these are documented. The existence and availability of these people are discussed with the student on enrolment.

Cotswold School also encourages our international students' cultures to be acknowledged and integrated into their learning environment.

This may take place in the form of:

- Pictures
- Classroom discussions
- Greetings or songs in the student's first language
- Observance of any special cultural days
- A buddy system with another international student of the same ethnicity

COUNSELLING

First language counselling is available for all international students attending Cotswold School.

Counsellors may not necessarily be qualified, but can be appointed subject to:

- fluency in the student's first language
- police vetting
- references detailing suitability
- experience
- a job description outlining the limits of their responsibility
- 24/7 availability in event of a crisis or emergency.

The purpose of the counsellor is to:

- provide comfort and support to the student
- act as an intermediary between the school, student, and residential caregiver
- pass on to the liaison person any concerns regarding the student's emotional or physical safety
- maintain an up-to-date record of any interviews with the student
- monitor the student's well-being
- provide support in the case of a crisis or emergency.

IN-SCHOOL SUPPORT FOR INTERNATIONAL STUDENTS

- The class teacher will be the first point of contact if an International Student faces difficulties adapting to his/her new cultural environment.
- If you, as parents have concerns about any aspect of your child's schooling, please follow the procedures outlined in the school's policy on International Students Grievance Process.
- If you have concerns about a breach of the Code, advocacy procedures are outlined in the Summary of the Code of Practice for the Pastoral Care of International Students (Included with the information provided).
- As part of the enrolment procedures office staff will establish communication arrangements with you should an emergency arise.
- If school personnel are concerned that your child has been, or is likely to be, ill treated, harmed, abused or neglected we are obliged to notify the Children's Young Person's and Families Service (CYFS) or the New Zealand Police and follow the 'Breaking the Cycle', CYFS reporting protocol.
- The Education Rules 1999 (Stand –down, Suspension, Exclusion and Expulsion) apply to all students including International Students enrolled at Cotswold School and these Rules must be complied with.

WHAT DO YOU DO IF YOU HAVE A GRIEVANCE?

We want you to be happy at Cotswold School. There maybe times however, when things do not go as smoothly or as well as we may like. The school has a detailed International Students Grievance Policy which is included in this document. Please use this policy along with the ideas detailed below to assist you in resolving a concern or grievance.

Problems with a teacher

1. Make a time to talk to your classroom teacher about your concern.
2. If your concern is the classroom teacher, make a time to talk to the Teacher responsible for International Students who is Lissa Kyle.
3. After a few days, if you do not think the problem has been solved by your classroom teacher or by Lissa Kyle, talk to the Deputy Principal, Andrew Mouat.
4. If, after a few days, after you have spoken to Andrew Mouat, the problem is still there, talk to the Principal, Stephen Harrison.

Problems with school friends

1. Take the time to talk to your teacher or Lissa Kyle about your concern
2. You can also talk with our Deputy Principal, Andrew Mouat. He is very helpful, especially with broken friendships. You can make an appointment at the Office.

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, 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
Tribunals Unit
Private Bag 32-001
Panama Street
Wellington 6011
New Zealand
Phone: (64 4) 462 6660
Fax: (64 4) 462 6686
Email: ieaa@justice.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.

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.

We hope your stay at Cotswold School is a happy one.

ABSENCE OR WITHDRAWAL FROM SCHOOL

If a student withdraws from school

1. The parents must write to the school before the student's last day, giving the date of the final day of attendance and the reason for leaving. The school must notify the Immigration Service.

2. Depending on the circumstances, the Fee Refund Policy may apply.

If a student is not attending their course

1. In the case of absences, the parent/guardian/caregiver 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 child's return to school. If the absence can be foretold, e.g. an appointment, then the school is to be informed in writing the day before the appointment or earlier.
2. If the student is absent with no reason, then the school initially contacts the parents for an explanation. If the child is being truant from school, the school Visiting Teacher will have a meeting with the parents to rectify the situation. If the truancy continues, then a family meeting will be held and contingencies put in place. If this does not rectify the situation, then the enrolment will be terminated and the Immigration Service notified.
3. 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 will notify the Immigration Service. 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, as required.
4. If the student is withdrawn from or ceases to attend the school, the board of trustees will notify the New Zealand Immigration Service.

CIRCUMSTANCES IN WHICH TUITION MAY BE TERMINATED

The school may terminate the enrolment at its discretion if:

1. The child is absent or consistently truanting from school.
2. The enrolment application is found to be inaccurate in any way.
3. The child's behaviour is unacceptable, and attempts to resolve it have not succeeded in the opinion of the school, after the following process:
 - If the child's behaviour is deemed unacceptable, 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 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.

An 'acceptable level of behaviour' means following the school rules.

Upon termination of enrolment, the board of trustees will notify the Immigration Service.

ACCOMMODATION POLICY FOR INTERNATIONAL STUDENTS

Version Dated: 18 October, 2010

All year 1-6 international students enrolled in New Zealand schools must be living with their parents (or in a school hostel). A parent is defined as a person who is legally responsible for the child, and that the child normally lives with in their own country. Children in Years 7 and above may live with a designated caregiver.

It is the school's responsibility to determine the living situation of the student.

Living with Parents

When a child is living with their parent(s), the school:

1. Asks for the child's birth certificate, passport, and the parents' passports.
2. Compares the identification documents and checks passport photos.
3. Checks and records the parents' passport visa/permit dates to ensure that they end after the student's period of enrolment. If not, the expiry date is noted and parents are required to supply renewal details at the appropriate time.

Note: The Code of Practice for the Pastoral Care of International Students does not recognise any papers signed by overseas courts or lawyers stating that parents have appointed another person as a legal guardian of their child. There are no exceptions.



FEE PROTECTION POLICY

Version Dated: 18 October, 2010

Fee Protection Policy

The income derived from foreign fee paying students must be protected against the possibility of an interruption to the course. Internal procedures assist the school in monitoring income and expenditure to ensure that money is controlled appropriately.

1. These fees are separately coded and audited.
2. These fees are not spent in advance on the premise that future students will attend the school.
3. Fees are accrued forward each month and the income is spread across the year's financial reporting.
4. Monthly reporting to the board details both income and expenditure and is monitored closely.
5. The board holds sufficient reserves to be able to refund the student's fees if necessary or because the school is unable to provide or continue a course or programme.

INTERNATIONAL STUDENTS FEE REFUND POLICY

Version Dated: 18 October, 2010

Fee Refund Policy

If your child withdraws from their course of study before the completion date, you may be eligible for a refund of tuition fees. The school will always investigate your claim for a refund and act fairly towards you.

1. The school does not refund fees if your child:
 - has been asked to leave the school because of misbehaviour or poor attendance.
 - wishes to transfer to another educational institution for any reason.
 - has special needs that you did not explain to the school on the enrolment form.
2. The school will consider refunding all or part of your fees if:
 - there are special circumstances, for example, the child has a serious illness or accident, or you need to return home because of the death of a family member. You will need to supply proof.
 - your child gains permanent residency during the course. You will need to provide documentation of the residency within 14 days of it being granted.

To receive a full or partial refund of fees:

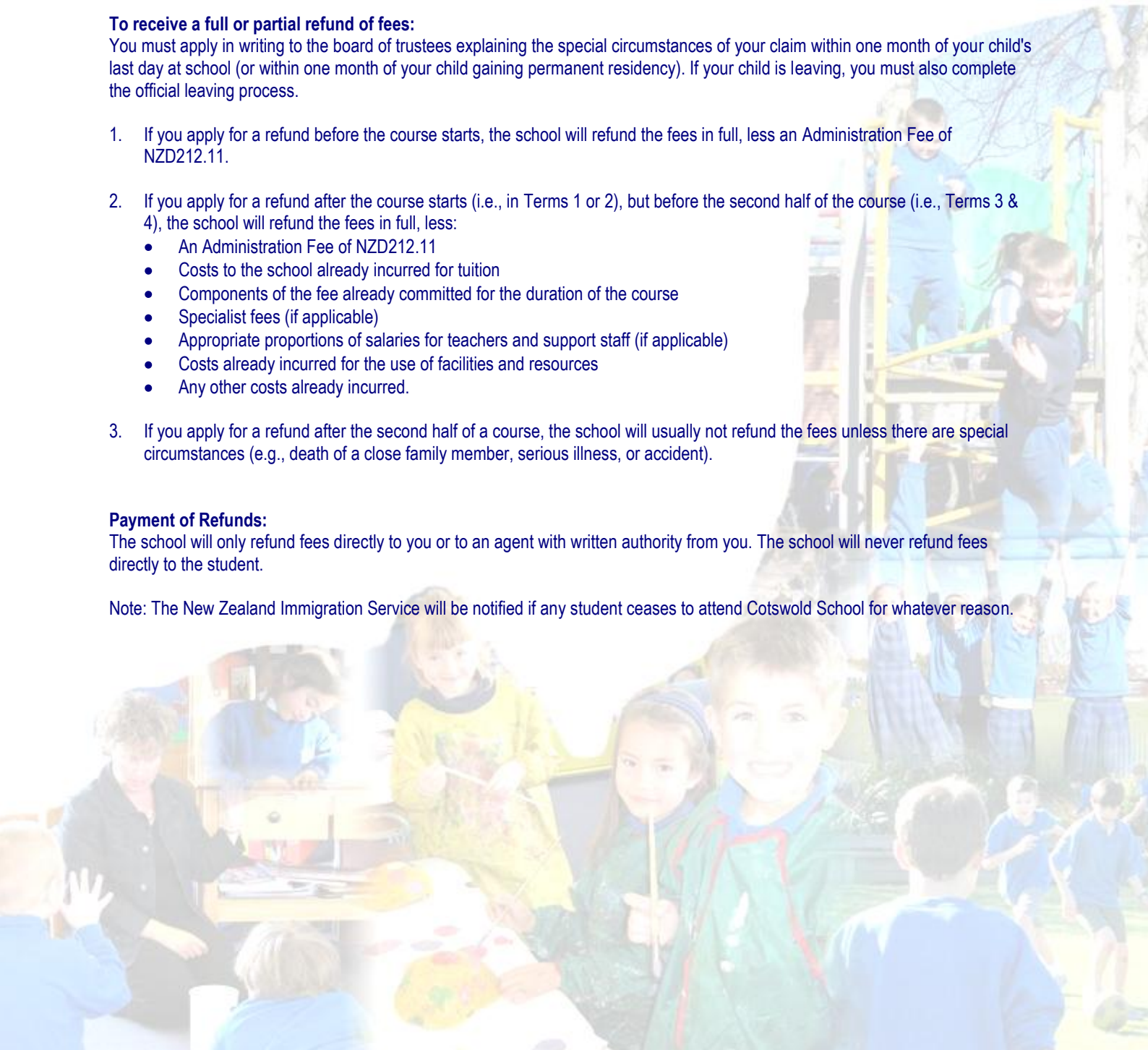
You must apply in writing to the board of trustees explaining the special circumstances of your claim within one month of your child's last day at school (or within one month of your child gaining permanent residency). If your child is leaving, you must also complete the official leaving process.

1. If you apply for a refund before the course starts, the school will refund the fees in full, less an Administration Fee of NZD212.11.
2. If you apply for a refund after the course starts (i.e., in Terms 1 or 2), but before the second half of the course (i.e., Terms 3 & 4), the school will refund the fees in full, less:
 - An Administration Fee of NZD212.11
 - Costs to the school already incurred for tuition
 - Components of the fee already committed for the duration of the course
 - Specialist fees (if applicable)
 - Appropriate proportions of salaries for teachers and support staff (if applicable)
 - Costs already incurred for the use of facilities and resources
 - Any other costs already incurred.
3. If you apply for a refund after the second half of a course, the school will usually not refund the fees unless there are special circumstances (e.g., death of a close family member, serious illness, or accident).

Payment of Refunds:

The school will only refund fees directly to you or to an agent with written authority from you. The school will never refund fees directly to the student.

Note: The New Zealand Immigration Service will be notified if any student ceases to attend Cotswold School for whatever reason.



Medical and Travel Insurance Policy

1. All students must have appropriate and current medical and travel insurance for the full duration of their planned study before enrolment, as specified in the Code.
2. Cotswold School advises all prospective students of the standard wording as set out in the Code of Practice. See Information about Your Rights in New Zealand.
3. Students purchasing insurance should purchase insurance cover at the time of fee payment and before they leave their home country.
4. If the insurance is provided from a New Zealand company, policy details should be provided in the student's first language where possible.
5. In the case of overseas policy providers, students must provide the school with the policy details in English, before the student attends classes.

Verification of Policies

1. In accordance with section 7.4 of the Code and Code Guidelines, Cotswold School verifies all policies before enrolment, and checks that:
 - The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
 - The insurer is able to provide emergency 24-hour, 7 day per week cover.
 - Students have a "certificate of currency" and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits, etc.
2. If a student does not have appropriate and current medical and travel insurance cover, the school must:
 - Advise the student of the medical and travel insurance requirement.
 - Provide the student with a default policy or policy choices which meet the requirements of the Code of Practice Guidelines.
 - The cost of default insurance will be met by the student.

Recording of Policy Details

For each student, the school takes a copy of their medical and travel insurance policies (thus retaining a record of the insurer's name, the policy number, and the policy start and end dates).



INTERNAL GRIEVANCE PROCEDURES

The school provides international students with access to adequate and fair grievance procedures.

These procedures are documented and displayed in a prominent place, such as the school noticeboard. Information regarding the International Education Appeal Authority (IEAA) is also displayed with the school's complaint procedures.

COPING WITH PROBLEMS

We want you to be happy at Cotswold 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.

If you have a concern or complaint, contact the teacher involved and discuss the matter.

If the matter doesn't involve a particular teacher, or you do not wish to contact the teacher concerned, or you are unhappy with the outcome of meeting with the teacher, contact the principal, deputy or assistant principal..

We want to know about any worries or concerns you have. We will always take notes about your concerns and do our best to find solutions. 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.

If an informal meeting does not resolve your concern, you may need to make a formal complaint.

FORMAL COMPLAINT

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility:

Action

Complainant

1. Put your concerns in writing, and sign the letter. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers.
2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.

Principal (if complaint is about a staff member)

3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned.

Inform the chairperson of the board of trustees.

Board chair (if complaint is about the principal)

4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an investigation may take place.

Note: If the complaint relates to an international student, and it cannot be resolved by following this process, refer to MOE's website for information on the International Educational Appeal Authority. You must be able to show that you have tried to get the school to act before you contact them. They will consult the school to see what can be done to help you.

NON ENGLISH SPEAKING BACKGROUNDS POLICY

Version Dated: 18 October, 2010

Some pupils are recent immigrants to New Zealand, or live in homes where English is not the first language used. These students can access support through the NESB programme. There will be a wide range of different experiences of life and school for these students. Many of them will be entitled to special funding from the Ministry of Education.

1. The Learning Support Coordinator (LSC) is responsible for the NESB programme, including its funding, returns, and organisation.
2. NESB students are identified at enrolment, or through teacher or parent requests. Identified students are usually placed in classes with their peer group.
3. The child's class teacher uses the ESOL Assessment Guidelines booklet to assess the needs of each of their ESOL students.
4. Each year in term one and term three a return on ESOL pupils is made to the Ministry of Education, and eligible students receive funding which is used to employ a teacher aide. The hours for this resource are managed and reported by the NESB coordinator.
5. The teacher aide's programme for NESB students is prepared under the supervision of the coordinator.



PRIVACY POLICY

Version Dated: 18 October, 2010

The Privacy policy enables us to promote and protect the privacy of all individuals associated with the school, i.e., students, staff, parents and any others. The policy follows the key principles of the Privacy Act, 1993, which describe how we may collect, use, and store personal information. The Act also created the position of Privacy Commissioner to administer it. Among the many functions of the Privacy Commissioner's Office is that of investigating any alleged breaches of the Privacy Act.

Each school has a privacy officer who deals with requests for personal information, and who, if required, liaises with the Privacy Commissioner in any investigations. At this school the role belongs to the principal.

The policy gives us guidelines about:

- how we collect and store information
- what information we collect
- how we use and disclose information about individuals
- how individuals may access information relating to them that is held by the school
- how to manage the rights of parents regarding information about their child.

Privacy Guidelines

The Act is primarily concerned with good information handling practices, and is made up of information privacy principles. These principles are summarised in the following guidelines. The number in brackets after each guideline refers to the relevant information privacy principle.

Guidelines for collecting, using and storing personal information:

1. When we collect information we make the purpose known, and only collect it:
 - for purposes connected with the function of the school, and only when it is necessary to have this information
 - directly from the person concerned, unless it is publicly available from elsewhere
 - in as unobtrusive a manner as possible. [1,3,4]
2. In general, we collect information directly from the person concerned unless it is publicly available from elsewhere or the person's interests are not prejudiced when we collect the information from elsewhere. [2]
3. We have reasonable safeguards in place to protect information from loss, unauthorised access, use, or disclosure. These safeguards include the use of individual logins for computers, and lockable filing cabinets. [5]
4. If an individual wants access to information we hold about them, we provide it. Individuals may request correction of this information or, when not corrected, that a record of the request is attached to the information. [6,7]
5. We take reasonable steps to make sure personal information is correct, up to date, relevant and not misleading. [8]
6. We only keep information for as long as it is needed, and for the purposes for which it was obtained. When a student moves to a new school and their records are requested, we cull the file and forward the remaining relevant information. [9]
7. Information is only used for the purposes for which it was obtained except in certain circumstances (for example, for statistical purposes where the person's identity is not disclosed). [10]
8. As a general rule, information about any person is not given to a third party without the person's knowledge, unless:
 - the information is already publicly available
 - it is being passed on in connection with a purpose for which it was obtained, for example, to the student's new school.
 - the right to privacy is over-riden by other legislation
 - it is necessary for the protection of individual or public health and safety. [11]

Parents and the Privacy Act

State and integrated schools must observe the Privacy Act, and also the Official Information Act, and the Education Act.

Under the Privacy Act, individuals are entitled to access personal information held about them. There is no age limit to this, children and young people have the same rights as everyone else. This means that parents have no automatic right to access all of the information the school may hold about their child.

Parents and guardians are entitled to access educational information, and are usually able to access other information if they request it, through the provisions of the Official Information Act. This act overrides the Privacy Act in most circumstances. In considering a request from a parent, the school must consider the following:

- Is it information that the parent has a right to, for instance, about their child's academic progress, or is it information the child has a right to keep private?

- Is the parent acting as the child's representative, or acting without the child's consent?
- Is the child of an age or maturity that allows them to decide to give consent or not?
- Is disclosure of the information a breach of the child's confidentiality?
- Is it in the child's best interest?
- Does other legislation affect the decision? For example, the Education Act, 1989, requires principals to tell parents about matters which are preventing or slowing a student's progress at school, or harming the student's relationships with teachers or other students.

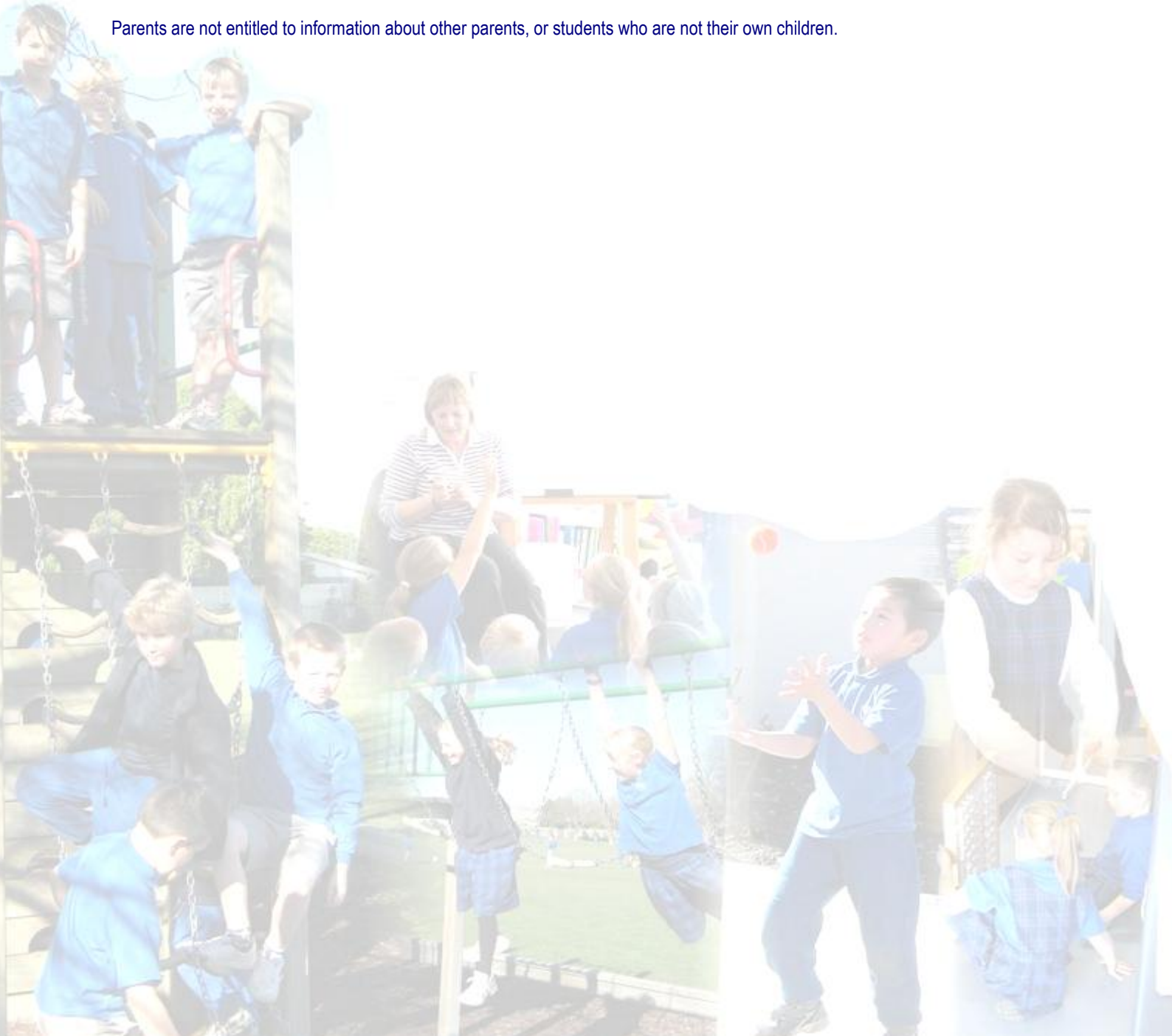
In practice there are very few occasions when a school would be justified in withholding any information from a parent. One example of such a situation might be a child at school who finally has confidence to confide in a counsellor who is trying to help the child and the child insists that the parents or (perhaps in a situation of abuse), a particular parent, are not to be told the child's information by the counsellor. A counsellor is required to respect and consider the wishes of the child.

When in doubt, seek advice. A good place to start is the Office of the Privacy Commissioner.

Note: in the case of separated parents, each parent is entitled to educational information about their child, for example, school reports. These should be provided unless there is a Court Order preventing it. It is the responsibility of the custodial parent to alert the school of any such Order.

Parents have no automatic right to request corrections of information held about their child. The school, however, is bound by the principles of the Privacy Act and one of them is to endeavour to keep information about a person up-to-date and correct. If a parent points out that information is incorrect, the school should correct it.

Parents are not entitled to information about other parents, or students who are not their own children.



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/codeofpractice.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This list will be available from www.minedu.govt.nz/international. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be able to study at that institution.

What if I have questions about the Code?

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email info.code@inedu.govt.nz

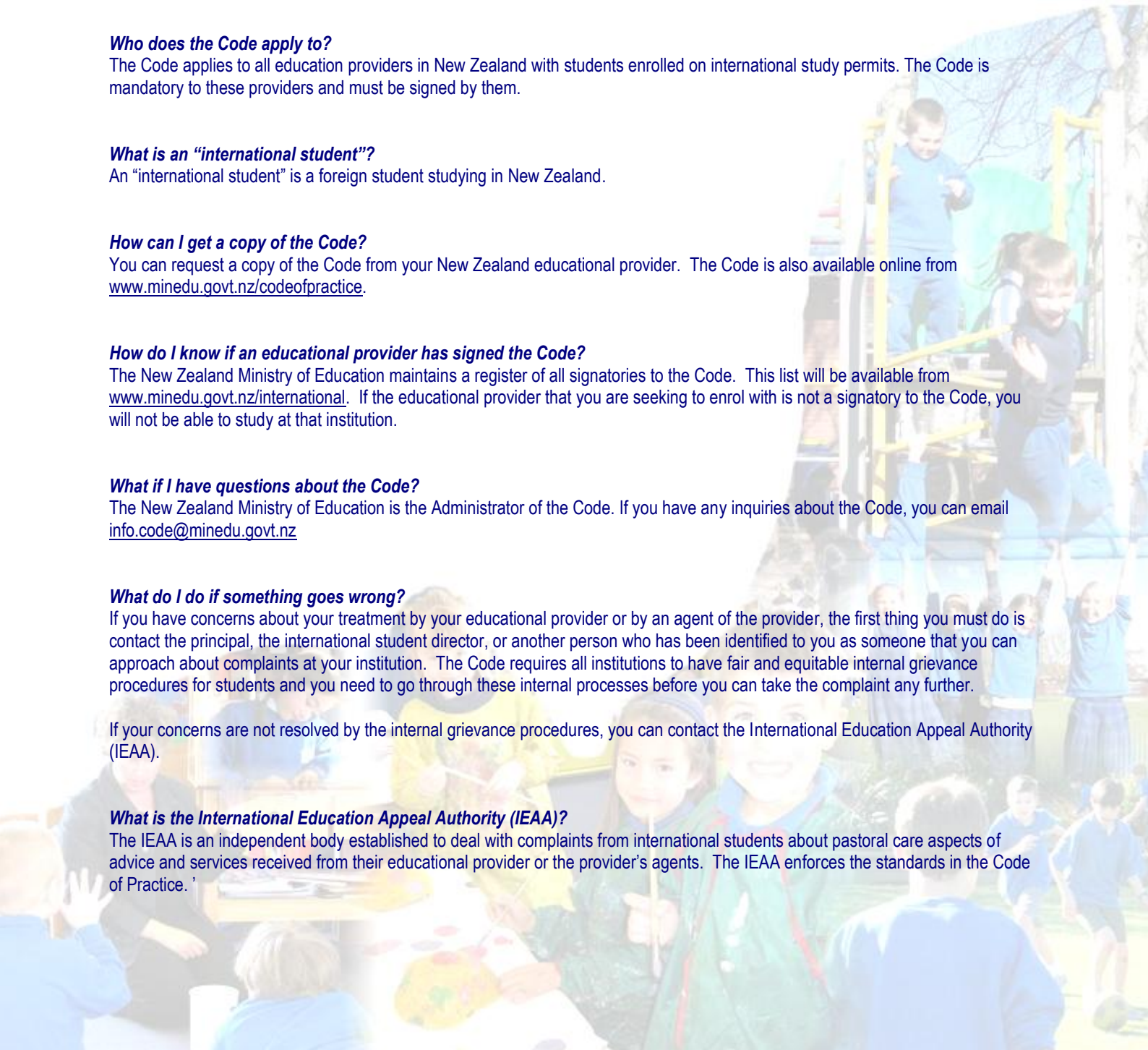
What do I do if something goes wrong?

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).

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.'



How can I contact the IEAA?

International Education Appeal Authority

District Court
PO Box 12 083
Wellington
New Zealand

Phone: (64 4) 462 6660
Fax: (64 4) 462 6686
Email: ieaa@justice.govt.nz
Website: www.justice.govt.nz/tribunals/international-education-appeal-authority

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. 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.

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.

