

Chaucer School
International School Learner Handbook



Empowering Confident Learners



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Code of Practice for the Pastoral Care of International School Learners

Code of Practice

Chaucer School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International School Learners 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.

<https://www.education.govt.nz/>

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.

<https://www.immigration.govt.nz/>

Eligibility for Health Service

Most 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 cost 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.

<https://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.

<https://www.acc.co.nz/>

Medical and Travel Insurance

International School Learners must have appropriate and current medical and travel insurance while studying in New Zealand. N.B. School Learners must provide evidence of medical and travel insurance on enrolment. The Insurance must cover the full length of time spent in New Zealand. New Zealand Insurance cover will be accepted only.

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



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Chaucer School requires that all International School Learners live with their parents or legal guardians. Proof of legal guardianship must be supplied.

School Learner Fees and Associated Costs

Yearly cost is \$8000.00 which includes GST plus the Government Levy.

This cost is based on 12 months tuition paid at the time of enrolment. For shorter durations of study or if a school learner wishes to pay in instalments the prices are: \$2000.00 per term (this includes GST.)

The minimum charge rate is 1 term, part of a term will be charged at the full term rate (e.g. if a student starts in Week 3 of Term 2 till the end of the year he/she will be charged at 3 terms.)

All fees include GST and are non-refundable. Any further enquiries regarding fees should be directed to the Executive Officer.

What do the Fees cover?

- Classroom Tuition
- Stationery
- ESOL tuition
- School trips

Non-Compulsory Costs

The parent/caregiver is responsible for any non-compulsory costs. This includes events such as school camps.

Fees Protection

Chaucer School has a Fee Protection Policy to safeguard the fees paid by International School Learners, in the unlikely event that the school may not be able to continue delivering tuition to the International School Learner. The School Board guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.



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The applicant/designated caregivers must complete the International School Learner Application Booklet for enrolment and produce the following documents before the application can be processed.

- a. A certified copy in English of the school learner's passport and birth certificate
- b. Visitor visa (If studying for a period of 3 months or less)
- c. Student visa (if studying for a period of more than 3 months)
- d. Details of proposed health insurance
- e. A certified copy in English of the school learner's immunisations
- f. Details of other medical information (if applicable)
- g. Results of any public examinations the school learner has entered.
- h. Any additional information required from parents/designated caregivers.

Procedures once an Enrolment has been received.

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

This interview will involve:

- The prospective school learner
- The parents/designated caregivers
- A translator (if required)
- The Principal

The interview will consist of:

- Ensuring the parents understand the Code
 - Point of contact for issues relating to welfare, academic, complaints etc..
 - Tour of the School
 - Classroom and daily programme explanation
 - Initial assessment of the level of English of the learner
 - Answering any questions the family may have.
1. Parents will be notified of school's decision within 7 days of the interview.
 2. If there are no current available places, the parents will be given the option of being placed on a waiting list.
 3. When a place becomes available, they will be notified and given 14 days to accept or decline the placement.
 4. 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.
 5. If enrolment is accepted the parents have 14 days, or less if they desire, to accept the placement by paying the fees. Once the fees have been received and receipted by the school, the school learner may attend Chaucer School.



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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 school learner will be refused acceptance due their level of English, as all levels of English proficiency are catered for at Chaucer School.
2. School Learners and parents/designated caregivers must accept and abide by rules regarding behaviour and conduct that apply to all school learners. Unacceptable behaviour may result in the termination of tuition.
3. School Learners must observe the laws of New Zealand
4. School Learners must observe the conditions of their student permit. If a school learner breaks the terms of the permit the school will report the fact to the New Zealand Immigration Service, which may result in the school learner 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 school learner's interests to do so.
6. The School Learner 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 School Learner fails to comply with the school rules or breaches the conditions of their visa/permit.
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies)
9. All additional fees 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 School Learners are required to have travel and medical insurance for the duration of their period of enrolment.
12. All International School Learners must live with their parents or legal guardians (proof of legal guardianship must be supplied.)
13. The School's complaints procedure for International School Learners will be used to deal with any complaints.
14. Parents must inform the school of their address, telephone number and email address. The School learner and/or parents will advise the school of any change in the contact details of the School Learner and/or parents.
15. The School Learner and/or parents will provide academic, medical and other information that is relevant to the well-being and class placement of the School Learner.



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Refund Conditions and Procedures

Chaucer School has a NO REFUND policy once a course has been commenced, except in the case of exceptional circumstances (see Compassionate Refunds)

To apply for a Refund

- To be eligible for a refund, 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.
- In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.

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

Fees will be refunded in full, less an Administration Fee of \$500.00 and any other costs already incurred. This includes if a school learner is not granted a student permit to attend Chaucer School.

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 School Board.

The School Board will make no refund

- When a School Learner is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a School Learner has been stood-down, suspended or excluded.
- Where a School Learner returns home for any reason other than serious illness, accident or death of a close family member.
- If the enrolment application is found to be inaccurate in any way and the contract is terminated.
- If a School Learner wants to transfer to another school or educational institution.
- If residency is obtained within the duration of the contract.

Payment of Refunds

All refunds will be paid to either the parents of the School Learner or to an Education Agent with written authority from the parents. No refunds will be given directly to the School Learner.

Fees Protection

The School has a fee protection Policy to safeguard the fees paid by International School Learners, in the unlikely event that the school may not be able to continue delivering tuition to the International School Learner. This Policy ensures that the school retains sufficient funds to meet the requirements of any refund in these circumstances.

N.B. The New Zealand Immigration Service will be notified if any student ceases to attend Chaucer School for whatever reason.



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Curriculum Programme

At Chaucer School we focus on educating the whole child, emotionally, intellectually, socially and personally.

School Learners are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

Teachers adapt the programme to the School Learners to ensure the curriculum focus of each School Learner is on personal development as well as on academic achievement.

Subjects Offered

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

These include:

- English (Oral, written, reading, visual and listening)
- Mathematics
- Science
- Social Studies
- Health
- Physical Education
- Technology
- Music
- Arts

Details of the curriculum can be found on the Ministry of Education's website.

<https://nzcurriculum.tki.org.nz/The-New-Zealand-Curriculum>



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School Rules

- 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 the Principal or school office staff
- The car parks are out of bounds
- Children are not to use the foyer except when going to the Office
- Children are not allowed out of the classrooms during lesson time without permission from a teacher
- School Learners causing damage must report breakages to a teacher on duty
- No radios, electronic games, MP3 players etc..., skateboards/roller blades are allowed at school.
- As a general rule, children are not allowed to bring cellphones to school. If there is a genuine reason why your child needs to bring a cellphone to school, they must hand it in to the school office when they arrive at school in the morning and collect it from there at the end of the day.

Uniform

- The school full uniform is compulsory
- The only jewellery allowed are watches and small stud earrings. (1 per ear), other earrings or sleepers are not allowed.
- No nail polish or make-up
- During Terms 1 and 4, a school hat must be worn outside during the breaks. School Learners without a hat are not allowed to play outside. No hats are to be worn inside.
- Scarves and jackets may only be worn outside the classroom during winter.

After School

While waiting to be picked up by parents, children must wait within the school grounds and in the designated areas.



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If a School Learner withdraws from school

It must be in writing by the parent/designated caregiver prior to the School Learner's last day, giving the date of the final day of attendance and the reason for leaving and the Immigration Service will be notified.

The Refund Policy for International School Learners shall apply.

If a child is not attending school

In the case of absences, the parent/designated caregiver must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and every day that they are away after that. If the absence can be foretold e.g. an appointment, then the school is to be informed in writing on the day prior to the appointment or earlier.

Where the School Learner is absent with no reason, then the parent/designated caregiver will initially be contacted by the school for an explanation.

If the School Learner is withdrawn from or ceases to attend the school, the School will notify the New Zealand Immigration Service.

Frequently Asked Questions

When is Chaucer School open?

Our school is open for teaching from 8.55am every morning (Monday to Friday) and closes at 3pm during term time. The best time to arrive at school is 8.30am (Classrooms are open at this time)

The school term dates are given in the main school prospectus along with public holidays when the school is closed.

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 designated caregivers contact the school to let the school know on the morning of every day that you will be away.
- If you feel sick at school or if you hurt yourself at school, you will need to tell your teacher and then go to the Office and tell the office staff who will look after you.
- If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or designated caregiver needs to let the school know in advance through a written note.

What if I change my address or phone number?

If you change your address or phone number your parents or designated caregivers need to let the school know by giving you a written note to take to your teacher and the school office.



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What do I bring for Lunch?

At School we have two food breaks. Morning tea, which is a short break (20 mins) and Lunch which includes time for eating, followed by play (50 mins). Your parents or designated caregivers will need to pack your food in a lunchbox each day. We suggest some fruit, a sandwich and a water bottle. (Peanuts/Nutella/Peanut Butter are NOT allowed)

We do not heat food up for children. Parents and caregivers are not encouraged to deliver food to students during school time.

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. If it cannot be found the teacher will give you a note to go to the office. The office staff will arrange for some food for you.

What happens at the end of the day?

Your classroom teacher will dismiss the class at 3.00pm. You should arrange a pick-up spot with a parent or designated caregiver e.g. outside the classroom or at the school gate. Children are not allowed to stay at school and play after school has finished if they are not supervised by their parent/caregiver. Children are allowed to walk home only if there is an adult waiting for them at home. If they do so, they must go straight home and not stop to play outside the school grounds.

What do you do if you have a complaint?

We want you to be happy at Chaucer School. There are times, however, when things may not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

1. Make 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 Principal

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

If, after all the above has been tried, and it is felt that your problem has not been resolved, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email to risk@nzqa.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 speaks better English or an interpreter.

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

NZQA

International School Learners – How to make a complaint What to do if you have a complaint When you come to New Zealand as an international school learner, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do. Ask your education provider to resolve your complaint Your education provider is your first point of contact for any complaint you have, including any complaint about the education agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider. If your complaint is not resolved – contact NZQA If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA.

NZQA is a government organisation. They can provide an 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 risk@nzqa.govt.nz If you need more information on the complaints process, visit the NZQA webpage or contact NZQA on 0800 697296.

If it is a financial dispute – you can contact iStudent Complaints. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints via their website or on 0800 00 66 75. New Zealand's quality standards ensures that all international school learners enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This is legislation that outlines the level of care that education providers, and their education agents, must provide to international school learners while they live and study in New Zealand. The education system is regulated with strong quality assurance systems across the board. In general, as an international school learner you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
 - the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
 - education providers' education agents give you reliable information and act with integrity and professionalism
 - you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
 - you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
 - your study environment is safe.
- Code of Practice 2021 The New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is a document that clearly outlines the full legal requirements that education providers enrolling international school learners must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice 2016. www.nzqa.govt.nz



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Summary Code of Practice for the Pastoral Care of International School Learners

Introduction

When School Learners from other countries come to study in New Zealand, it is important that those School Learners are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for International School Learner's welfare.

This summary provides an overview of the "Code of Practice for the Pastoral Care of International School Learners" (the Code), and provides a procedure that School Learners can follow if they have concerns about their treatment by a New Zealand educational provider or Education 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 Education Agents to International School Learners.

The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to International School Learners. 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 School Learners enrolled on International study permits. The Code is mandatory to these providers and must be signed by them.

What is an International School Learner?

An "International School Learner" is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online.

<http://www.legislation.govt.nz>

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

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.