

**Chaucer School  
International Student  
Handbook**



**Empowering Confident  
Learners**

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## Code of Practice for the Pastoral Care of International Students

### Code of Practice

Chaucer 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.



<http://www.minedu.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.



<http://ww.immigration.govt.nz>

### Eligibility for Health Services

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.



<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.



<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. 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.

## **Student Fees and Associated Costs**

Annual 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 student 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 (if required)

### **Non-Compulsory Costs**

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

### **Fees Protection**

Chaucer 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 continue delivering 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.



## Prime Condition of Enrolment

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

### Application for Enrolment Requirements and Procedures

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

- a. A certified copy in English of the student's passport and birth certificate
- b. Visitor visa (If studying for a period of 3 months or less) Student visa/permit if studying for longer.
- c. Details of proposed health insurance
- d. A certified copy in English of the student's immunisations
- e. Details of other medical information (if applicable)
- f. Results of any public examinations the student has entered
- g. 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 pupil
- 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 welfare, academic, complaints etc.
- Tour of the school
- Classroom and daily programme explanation
- Initial assessment of the level of English of the child
- 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 pupil may attend Chaucer School.

## **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 Chaucer School.
2. Students and parents/designated caregivers 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 student permit. If a student breaks the terms of the 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/permit.
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.
12. All international students must live with their parents or legal guardians (proof of legal guardianship must be supplied).
13. The school's complaints procedure for international students will be used to deal with grievances.
14. Parents must inform the school of their address, telephone number, and e-mail address (whichever applies). The student and/or parents will advise the school of any change in the contact details of the student and/or parents.
15. The student and/or parents will provide academic, medical and other information that is relevant to the well-being and class placement of the student.

## 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 Board of Trustees 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 student 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 Board of Trustees.

### The Board of Trustees will make no refund

- When a student 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 student has been stood-down, suspended or excluded
- Where a student 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 student 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 student or to an agent with written authority from the parents. No refunds will be given directly to the student.

### Fees Protection

The 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 continue delivering tuition to the international student. 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.*

## Curriculum Programme

At Chaucer School we focus on educating the whole child, emotionally, intellectually, socially and personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

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.

### 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.



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

## 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 for students
- Children are not to use the foyer except when going to the Office
- Children are not allowed out of classrooms during lesson time without permission from a teacher
- 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 makeup
- During Terms 1 and 4, a school hat must be worn outside during the breaks. Students 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.



## **Procedures that Apply when a Student Withdraws from Chaucer School**

### **If a student withdraws from school**

It must be in writing by the parent/designated caregiver 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.

The Refund Policy for International Students 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 student is absent with no reason, then the parent/designated caregiver will initially be contacted by the school for an explanation.

If the student 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 and closes at 3.00pm during term time, Monday to Friday. The best time to arrive at school is 8.30am. (Classrooms are open at this time)

The school terms 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 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.

### **What do I bring for lunch?**

At school we have two food breaks. Morning tea which is a short break and lunch which includes time for eating, followed by play. Your parents or designated caregivers will need to pack your food in a lunch box 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 do I do if I am bullied?**

If you are teased or bullied at school, coming to school, or going home from school, you must let your classroom teacher know as soon as you can. We do not like bullying behaviour and will do everything we can to prevent you being bullied.

**What happens at the end of the day?**

Your classroom teacher will dismiss the class following the 3.00pm bell. You should arrange a pick-up spot with a parent or designated caregiver e.g. outside the classroom. 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 grievance?**

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 a time to talk to your classroom teacher about your concern
2. If your concern is with 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 [gachisk@nzqa.govt.nz](mailto:gachisk@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/an interpreter.**

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

## International students - How to make a complaint

### What to do if you have a complaint

When you come to New Zealand as an international student, 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 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 [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296.

### Or – 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 on 0800 00 66 75.

### New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. This is legislation that outlines the level of care that education providers, and their agents, must provide to international students 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 student 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' 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, and that you have a safe place to live (Pastoral Care of International Students) Code of Practice
- The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students 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.



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

## Summary Code of Practice for the Pastoral Care of International Students

### Introduction

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

This summary 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 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 I 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.