

Seeking Help - A Guide For Parents

1. Ask the ESOL teacher for help

- We will arrange a translator if needed.
- You are welcome to bring your own translator or support person.

2. Arrange a meeting

- Speak to the person face to face.
- Send a note or an email
- Tell them the topic so they can gather relevant information.

Remember

- You know your child best.
- Teachers welcome parent's questions.
- Teachers want to know about any difficulties your child is experiencing so they can help.
- There are always two sides to every situation.

3. Be prepared for the meeting

- Write down your ideas.
- Talk about facts.
- Remember the translator's job is to communicate and explain information, not to get involved in the situation.

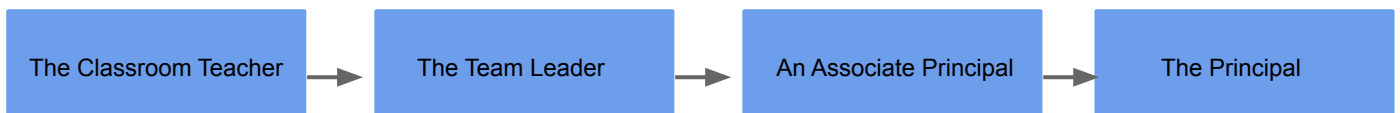
4. Negotiate a solution

- Share your ideas.
- Listen to the teacher's suggestions.
- The solution may mean a compromise by both people.

If you are not happy with the outcome ...

5. Seek further help from the ESOL teacher

Arrange a time to speak to:



If you feel there has been a breach of the Code of Practice

The International Student Contract Dispute Resolution Scheme (DRS) provides a free, faster and more effective process for students to resolve contractual and financial disputes with education providers.

FairWay Resolution Limited administers the Dispute Resolution Scheme (DRS). FairWay has been appointed by the Minister for Tertiary Education, Skills and Employment.

Go to the iStudent Complaints website www.istudent.org.nz to find out about the complaints process.

Meeting request

Hello my name is _____.

I am _____'s mother/father.

I would like to come and talk to you about _____.

Can we please arrange a time to meet?

I would like a translator to help translate.

Thank you.

Your name

Sentence starters

I have a question about ...

_____ is upset about ...

_____ is having difficulty with ...

I would like to know ...

Please explain ...

How can I help my child with ...

Seeking Help - A Guide For Students

Sometimes we have problems that make us feel **angry**, **frightened** or **sad**.

At Fendalton School we do not want any of our students feeling this way.

There are lots of people who can help ...

