



# **Information For Parents Of International Students**

**2023 School Year**

## GENERAL INFORMATION

|                       |  |                         |
|-----------------------|--|-------------------------|
| School Address:       | Cotswold Mātāhae School<br>Cotswold Avenue<br>CHRISTCHURCH 8053                        |                         |
| School Telephone No:  | (03) 359-8035  |                         |
| School Website:       | <a href="http://www.cotswold.school.nz">www.cotswold.school.nz</a>                     |                         |
| School Email Address: | <a href="mailto:international@cotswold.school.nz">international@cotswold.school.nz</a> |                         |
| School Hours:         | 8:30am   | Classroom Entry.        |
|                       | 8:50am   | First bell              |
|                       | 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 **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)** published by the Minister of Education. Copies of the Code are available on request from the school office or from:

[https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_English.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf)

A copy of The Code is included in the information given to prospective students and their parents.

## 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.
- [NZQA Annual Self-review and Attestation](#).

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.

Further information is detailed in [Cotswold Mātāhae Policy - International Learners Review](#)

## 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. For more information about entitlements to publicly funded health services see the [Ministry of Health: Guide to Eligibility](#).

## ACCIDENT INSURANCE

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but International Students may still be liable for all other medical and related costs. For more information see <https://www.acc.co.nz/im-injured/what-we-cover/if-youre-a-visitor-injured-in-new-zealand/>.

## MEDICAL AND TRAVEL INSURANCE

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

### Please note:

- Students should purchase insurance before they leave their home country.
- If the insurance is provided by a New Zealand company, policy details should be provided in the student's first language where possible.
- If the insurance is provided by a company in the student's home country, policy details should be provided to the school in English. If an English version is not provided, the parents can be asked to declare in writing that the insurance meets Code requirements.



- A student with an exclusion on their medical insurance for a pre-existing condition may be enrolled at the school's discretion.

In addition to checking that the student's insurance meets the minimum requirements as specified in the Code, we will also:

- Ask if the student has any pre-existing conditions. Take steps to check if an additional premium can and should be paid if a pre-existing condition is disclosed
- Advise students (and their parents/guardians) of the limitations of their policy
- Make students (and their parents/guardians) aware that they will be responsible for any costs not covered by insurance.

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

### PRIME CONDITIONS OF ENROLMENT

International Students are required to live with their parents while enrolled at Cotswold Mātāhāe School.

**As part of the enrolment process we:**

- Request proof of legal guardianship (e.g. child's passport and birth certificate, and parents' passports), and seek legal advice on the authenticity of documents as needed
- Check and record the parents' passport visa/permit dates to ensure that they cover 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)

While your child is enrolled at our school we will:

- Maintain contact with parents (e.g. through home visits, parent/teacher evenings)
- Monitor the continued presence of parents (e.g. through permission forms, homework, formal parent interviews), and asks teachers to raise any concerns regarding absent parents)
- Have processes in place to cover unexpected parental absences
- Meet with your child to offer support and help address any problems, as required, and keep records of any meetings in the international student's file.

### SCHEDULE OF FEES (Per Student)

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

| ITEM                       | FULL SCHOOL YEAR   | ONE TERM          |
|----------------------------|--------------------|-------------------|
| Administration Fee         | \$500.00           | \$500.00          |
| Tuition Fee                | \$12,000.00        | \$4,000.00        |
| <b>TOTAL FEE (inc GST)</b> | <b>\$12,500.00</b> | <b>\$4,500.00</b> |

**Administration Fee** is Non-Refundable.

**Tuition Fee** includes Tuition, Operating Costs and Government Levy. All prices are inclusive of GST.

Anything less than a term maybe available dependent on space. Please contact the school to enquire.

### 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 Mātāhae School has a Fee Protection & Refund 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.

A copy of the Fee Protection & Refund Policy is included in the document.

### 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 Mātāhae School has put in place a Fee Protection & Refund Policy to guide the process of refunding fees.

A copy of the Fee Protection & Refund Policy is included in the document.

### ENROLLING AS AN INTERNATIONAL STUDENT

Cotswold Mātāhae School welcomes the enrolment of International Students.

An International 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 is set by the Board of Trustees annually.

### TO ENROL

You can apply for a placement at Cotswold Mātāhae School by contacting the International Student Coordinator, requesting an Enrolment Package and making an appointment to meet with the International Student Coordinator or Principal.

**Contact details are as follows:**

**Telephone:** 64 03 3598035

**Email:** [international@cotswold.school.nz](mailto:international@cotswold.school.nz)

An Enrolment Package can be downloaded from our website – [www.cotswold.school.nz](http://www.cotswold.school.nz). Our Enrolment Package includes:

- International student guide/prospectus
- Enrolment application
- Enrolment contract
- Fee refund and/or fee protection information

### 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:

- Passport – Parent & Student
- Student visa/permit
- Copies of recent school report with verified English translation
- Evidence of Medical and Travel Insurance
- Information on any medical conditions or learning difficulties (if applicable)
- Administration fee: NZ \$500.00 including GST (non-refundable)

### PROCEDURES ON RECEIPT OF APPLICATION

- Receive and check enrolment information:
  - Check the student's details are complete
  - Assess the student's suitability for your school
  - Assess the student's proposed living situation
  - Check insurance, passport, and visa
  - Check all documents required have been provided
  - Check the enrolment contract is complete (and signed).
- Send invoice.
- Receive and receipt full fee amount or deposit.
- Send an offer of place (Immigration New Zealand requires this for the student's visa application).
- Ensure all relevant documents are completed correctly and filed in the international student file.

### After Arrival in New Zealand

The parents and student will be invited to an enrolment interview.

- **This interview will involve:**
  - The prospective student and parents
  - A translator (*if required*)
  - The Principal or nominated deputy
  - The International Student Coordinator.
  -



- **During the enrolment interview the Principal and International Student Coordinator 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.
  - 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](http://www.immigration.govt.nz)
  - Detail the services, support, and facilities offered at our school and, if appropriate, in the wider community
  - Provide the names and contact details of designated international student support staff at the school
  - Outline health and safety requirements, behaviour expectations, grievance procedures (internal and external), enrolment termination procedures and student rights and entitlements, including any entitlement to a fee refund if the student withdraws voluntarily.
  - 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.

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

**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 Mātāhae 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 Mātāhae 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 Mātāhae 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. Living Arrangements**

All International Students must live with their parents. 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.

### **2. English Proficiency**

Although an elementary level of English is desirable, no child will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at Cotswold Mātāhae School.

### **3. Immigration Matters**

Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report

the fact to Immigration New Zealand, which may result in the student having to leave New Zealand.

#### **4. Student Insurance**

All students are required to have travel and medical insurance for the duration of their period of enrolment, from home to home.

#### **5. Behaviour Management**

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.

#### **6. Attendance**

The student will attend school on all occasions when it is open unless prevented by illness or other urgent cause.

#### **7. Class Placement**

Class placements are decided on the evidence of assessment after arrival in New Zealand so 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.

#### **8. Fee Protection and Refund Policy**

The student and the student's family accept the conditions of the fee protection and refund policy.

#### **9. Dealing with Grievances**

The school's complaints procedure for international students will be used to deal with grievances. If a complaint is not resolved through the school's internal processes, students can make a complaint through NZQA.

#### **10. Safety and Well-being**

Parents must keep their contact details (address, phone number, email address) held by the school up to date.

#### **11. New Zealand Law**

Students must observe the laws of New Zealand. All disputes will be dealt with in New Zealand law.

#### **12. Contact Details**

Parents must inform the school of their address, telephone number, fax number and email address (whichever applies). The student and/or parents must advise the school of any changes to the contact details for the student or parents.

#### **13. Tuition Fees**

Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).

All additional costs (as outlined in the school prospectus and year book) will be paid promptly, as required.

### **ORIENTATION AND SUPPORT**

We believe orientation for students, and their parents where relevant, is a key process that begins before a student arrives, is very important in the first few weeks, and continues throughout the student's time in New Zealand in the form of ongoing advice and support.

#### **Enrolment Orientation**

An initial orientation will be done with the prospective student and parents before or during the enrolment interview.

#### **First-day Support**

- On the student's first day, the student will be met by the International Student Coordinator and 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 the student knows where to find the toilets, sick bay, etc.

#### **First Few Weeks**

- The International Student Coordinator continues to monitor international students during the first few weeks while they settle into the class and the school.
- The classroom teacher is also available to support the student and the parents/caregivers.

#### **Ongoing Support**

- Once the initial period is over, the International Student Coordinator continues to monitor the student's progress through informal meetings, ESOL teaching times, and (where necessary) formal meetings with the student, the classroom teacher, and the parents/caregivers.
- Translators are available if necessary. A translator may be another child or an adult, depending upon the situation and the requirements.
- We emphasise to students and parents/caregivers that they can talk with the classroom teacher, or the International Student Coordinator, to discuss any queries or concerns at any time.



We take care not to overload students with information: we use a planned approach, repeat key information, and try to make sure students understand the information they receive.

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

### STUDENT SUPPORT, ADVICE, AND SERVICES

At Cotswold Mātāhae School, the International Student Coordinator oversees the care of international students. We tell students who this is when they enrol. At Cotswold Mātāhae School, this person is Greta Carrell.

#### Orientation

International students receive a full initial orientation appropriate to our school and the student's age, as well as ongoing orientation to aspects of New Zealand life and culture.

#### Support Services

We support our international students, and their parents as appropriate, by giving them information about:

- Their rights and the school's obligations under the Code
- Internal and external grievance procedures
- Road safety in New Zealand
- Courses (as appropriate)
- Welfare and health services, e.g. doctor (GP), counselling, sexual health
- New Zealand laws (including the sale of tobacco and alcohol)
- Harassment and discrimination.

Information is tailored to meet the needs of international students.

#### Social and Psychological Support

We provide all students with:

- Orientation
- First language cultural support and counselling
- Homesickness support and an understanding approach to developmental needs (such as puberty)
- Sensitive management of grievance processes.

We take particular care to support the social and psychological needs of our young international students.

#### Communicating With Parents

- We contact parents of international students before enrolment to confirm enrolment details, and discuss any special medical needs, and the child's capabilities and aspirations.
- Cotswold Mātāhae School has clear communication arrangements with the parents of international students that can be used in the event of an emergency. This includes having the contact details of an appropriate first language speaker if the parents do not speak English.
- We will communicate regularly with parents of our international students. If the parent does not speak English, we will use an appropriate first language speaker to communicate with the parent on our behalf. We will keep parents informed about:
  - General progress, e.g. school reports and school newsletters
  - Success of the accommodation placement (if applicable)
  - How the student is settling in to the New Zealand environment
  - School holiday arrangements
  - Illness and emergency situations
  - Concerns and complaints (including absences and non-completion of work)
  - Financial management (as appropriate).
- We respect international students' privacy and will not disclose the student's confidential information to parents unless we consider that an exception in the Privacy Act or Health Information Privacy Code applies.

#### 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 Mātāhae 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 Mātāhae 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

### 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 [CNSST Foundation \(CNSST\)](#).

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.

### 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 Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. A copy is (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 Oranga Tamariki - Ministry for Children or the New Zealand Police.
- The Education Rules 1999 (Stand -down, Suspension, Exclusion and Expulsion) apply to all students including International Students enrolled at Cotswold Mātāhae School and these Rules must be complied with.

### COTSWOLD MĀTĀHAE SCHOOL CURRICULUM PLAN

Programmes at Cotswold Mātāhae 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 Mātāhae 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/NZ Histories Curriculum
- Health & Physical Education
- Technology
- The Arts

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

<https://parents.education.govt.nz/primary-school/learning-at-school/new-zealand-curriculum/>

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

**School Office**      Cotswold Avenue  
CHRISTCHURCH

**School Website**    [www.cotswold.school.nz](http://www.cotswold.school.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 Mātāhae School is a happy one.

### WHAT DO YOU DO IF YOU HAVE A GRIEVANCE?

We want you to be happy at Cotswold Mātāhae 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 International Student Coordinator who is Greta Carrell.
3. After a few days, if you do not think the problem has been solved by your classroom teacher or by [Greta Carrell](#), talk to the Associate Principal, [Andrew Simpson](#).
4. If, after a few days, after you have spoken to [Andrew Simpson](#), the problem is still there, talk to the Principal, [Chris Smith](#).

#### Problems with school friends

1. Take the time to talk to your teacher or [Greta Carrell](#) about your concern
2. You can also talk with our Associate Principal, [Andrew Simpson](#). 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 a student's complaint is not resolved through the school's internal grievance procedures, they can contact the New Zealand Qualifications Authority (NZQA), who will process their complaint.

NZQA is the first point of contact for all complaints related to the Code of Practice. NZQA has the authority to apply sanctions to schools where breaches are found to have occurred.

For more information about the complaints process, go to the [NZQA website](#) or contact NZQA on 0800 697 296.

### 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.

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



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## INTERNATIONAL LEARNERS

Our school hosts international learners and is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

As a signatory to the Code, we have clear practices to support the wellbeing and safety of our international learners. The pastoral care we provide includes:

- Supporting learners in a new cultural environment
- Identifying and addressing the needs of learners
- Supporting international learners to achieve their educational goals.

### The Code of Practice for the Pastoral Care of International Learners

In accordance with the Code of Practice, Cotswold Mātāhāe School:

- Maintains high professional standards
- Recruits/informs and enrolls international learners ethically and responsibly (Part 7, Outcomes 13–16)
- Ensures that learners are offered appropriate orientation (Part 7, Outcome 17)
- Provides a safe study environment and wellbeing support, and ensures, as far as practicable, that learners are in safe accommodation (Part 7, Outcome 18)
- Provides learners with relevant information and advice to support their educational outcomes (Part 7, Outcome 19)
- Manages withdrawal and closure ethically and responsibly (Part 7, Outcome 20)
- Has fair and equitable processes for addressing concerns and complaints (Part 7, Outcomes 21 and 22).

### Legislation

- [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)
- [Education and Training Act 2020](#)

### Resources

- NZQA: [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(the Code\)](#)
- NZQA: [Guidelines for the Education \(Pastoral Care of International Students\) Code of Practice 2016 \(including 2019 amendments\)](#)
- Ministry of Education: [Regulations To Better Support International Students](#)

## MARKETING AND PROMOTION

*See the Code, Part 7, Outcome 13, clauses 56–57.*

### Understanding The Information Needs of Learners

Our school provides marketing information that is accurate, realistic, professional, and personalised. Our information for prospective international learners is age-appropriate and up to date. We use marketing tools such as our school website, and brochures.

We review our information for international students regularly. We proactively consider and evaluate the information needs of prospective international learners by asking students and their parents to complete a short survey about the marketing and promotion materials they received from us once they have been enrolled for an appropriate length of time.

### What It's Like to Study at Cotswold Mātāhāe School

We help prospective international learners and their families understand what it is like to live in New Zealand, and go to our school, by providing information about:

- The education provided and potential learning outcomes, including further education pathways (such as NCEA), and employment and residency pathways (where applicable)
- School staffing, facilities, and equipment
- Quality assurance results (ERO)
- Study and living costs
- [Accommodation](#) and transport
- Dealing with [complaints](#)
- The [Dispute Resolution Scheme](#).

We provide international learners and their families with current information about what it is like to live and study in New Zealand in our school prospectus.

Also see our school's website for [information for international learners](#).

### Quality Assurance Results – ERO Review

The Education Review Office (ERO) reviews all New Zealand schools. Schools that enrol international learners have a section called "Provision for international students" in the reviews ERO conducts.

Our ERO reports are available on the [ERO website](#) – enter our school's name in the search box on the home page. We also provide quality assurance information about our school in our school prospectus.

## Resources

- Immigration New Zealand: [Study](#)
- Education New Zealand: [New Zealand Schools](#)
- Ministry of Education: [The New Zealand Curriculum Online](#)

## OFFERS, ENROLMENT, CONTRACT, AND INSURANCE

*See the Code, Part 7, Outcome 15.*

Cotswold Mātāhae School ensures that we meet Code requirements when we enrol international learners, by following the enrolment process below and our school guidelines for [international enrolment](#), [fees, fee protection and refunds](#), [offers](#), and [insurance](#).

### Before Enrolment

- Send [international enrolment](#) information and any other promotional materials. This may include:
  - international learner guide/prospectus
  - enrolment application
  - enrolment contract
  - [fee refund and fee protection](#) information
  - [accommodation](#) information (if applicable).
- Receive and check enrolment information:
  - check the learner's details are complete
  - assess the learner's suitability for your school
  - assess the learner's proposed living situation
  - check [insurance, passport, and visa](#)
  - check all documents required have been provided
  - check the enrolment contract is complete (and signed).
- Send invoice.
- Receive and receipt full [fee](#) amount or deposit.
- Send an [offer of place](#) (Immigration New Zealand requires this for the learner's [visa](#) application).
- Ensure all relevant documents are completed correctly and filed in the [international learner file](#).

### At Enrolment

- [Enrol](#) the learner and update ENROL with the learner's information.
- Arrange class placement and check starting date.
- Copy and file documents:
  - [passport and visa](#)
  - [insurance](#) (medical and travel).
- Ensure [cultural support](#) is in place as appropriate.
- Ensure [orientation](#) programme is in place.
- Arrange a [school uniform](#) and stationery as appropriate.

## INTERNATIONAL ENROLMENT

*See the Code, Part 7, Outcome 15, clauses 62-64.*

As required by the Code of Practice, we provide international learners and their families with information to help them make an informed decision to enrol at our school, and we ensure the enrolment contract is fair and reasonable.

### Pre-enrolment Information

Cotswold Mātāhae School ensures key information is provided to the parents of international learners before signing an enrolment contract:

- The most recent results of evaluations by education quality assurance agencies
- Compliance notice disclosure (if applicable)
- The education provided and its outcome (such as a qualification, if applicable)
- [Refund conditions](#)
- Staffing, facilities, and resources (e.g. [International Safety and Wellbeing, International Learners at Risk or with Additional Needs](#))
- Available [services and support](#)
- [Insurance](#) and [visa](#) requirements
- The Code of Practice and the [dispute resolution scheme](#)
- Full costs of the [offer of place](#)
- The learner's rights and obligations in relation to their schooling.

Also see [Marketing and Promotion](#).

### Enrolment Contract Requirements

After choosing to proceed with enrolment, the Code of Practice requires a signed written contract of enrolment between the school and an international learner's parents or legal guardians (if the learner is under 18 years). Signed contracts will be in English.

The Code specifies that the enrolment contract must be **fair and reasonable** and include:

- Clear information about the beginning and end dates of enrolment (which align with the signatory's pastoral care responsibilities)
- Conditions for terminating the contract of enrolment
- The circumstances under which the learner's conduct would be in breach of the contract (including behaviour when the learner is not under the supervision of the school)
- The types of [disciplinary actions](#) the school may take against the learner (such as suspension or exclusion)



- The processes the school follows when taking **disciplinary actions** or seeking to terminate the contract of enrolment (note that these processes are always in accordance with the principles of natural justice).

The contract may also include the following as appropriate:

- Key conditions of enrolment
- Authorisation processes for occasions when the parent or legal guardian's authorisation cannot be obtained
- The parent's obligation to keep the school informed of their up-to-date contact details (home country/New Zealand)
- Any **accommodation** requirements, limitations, or agreements (e.g. a designated caregiver agreement)
- **Attendance** policy and absence procedures and expectations (including holiday information)
- An outline of the school's **orientation** programme
- The school's **fee protection and refunds** policy
- The school's **concerns and complaints** procedures
- information about **withdrawal procedures**
- Declaration of **medical or learning needs** (and a note that international learners are not eligible for learning support needs funding).

See our school's **International Student Application Form and Tuition Agreement**.

## **INTERNATIONAL OFFERS**

*See the Code, Part 7, Outcome 15, clauses 60.e. and 61.*

### **Ensuring Our School Is the Right Fit for A Prospective International Learner**

An offer of place is based on an assessment of whether the teaching programme is appropriate for the learner's expectations, English language proficiency, and academic capability. In the case of older learners, we also consider their career intentions. The outcome of this assessment is recorded in the learner's file, and by making an offer of place the school confirms "that they have assessed and are satisfied that the programme offered is appropriate for the student's expectations, and that the student has the English language proficiency and academic capability to succeed in that programme" – see **Immigration New Zealand**.

Our assessment of whether an offer of place should be made may include:

- Interviewing learners and their parents, as appropriate (in person or by video call, etc)
- Asking questions on the application/enrolment form
- Other information received through the **enrolment process**

- Testing and assessment in relevant skill areas
- Assessing English language proficiency (e.g. through academic transcript, test/exam results, verified school reports, or references)
- Checking the learner's academic record and attendance at other New Zealand schools (if relevant).

An assessment of the student's English ability will be conducted as soon as they arrive, or before arrival if possible.

We emphasise to prospective international learners and their parents the importance of full disclosure to ensure the learner receives appropriate care. This includes health information. Non-disclosure can affect **insurance**.

We will advise learners, as appropriate, in writing:

- If they will be required to take tests on arrival in New Zealand
- Of the standard that must be achieved through testing in New Zealand
- If course placement, or placement at a particular level, is dependent on that testing
- Of the repercussions if they do not reach the required standard.

### **Providing Information To International Learners To Support Their Decision To Enrol**

We provide international learners and their families with information to help them make an informed decision to enrol at our school.

See **Marketing and Promotion** and **International Enrolment Internal**.

### **Making An Offer of Place**

An offer of place is sent to a learner and their family, or their agent, to support their visa application for Immigration New Zealand. Fees may be paid before or after this, depending on requirements.

Immigration New Zealand states that an offer of place must be signed and dated by a representative of the school and must include:

- Education provider details
- Student information
- Length of study and other education details (e.g. student's start date, year level)
- Fee payment details
- Accommodation requirements



- Confirmation that the programme offered is appropriate for the student.

Also see [Immigration Matters](#).

### Resources

Immigration New Zealand: [Making an Offer of Place](#)

### INTERNATIONAL LEARNER INSURANCE

See the Code, Part 7, Outcome 15, clause 65.

It is important that international learners get the right advice about insurance and have insurance in place to protect them against significant financial costs arising from any incidents. We provide learners and their families with information about insurance requirements before entering into a contract.

- International school learners should purchase insurance before they leave their home country.
- If the insurance is provided by a New Zealand company, policy details should be provided in the learner's first language where possible.
- If the insurance is provided by a company in the learner's home country, policy details should be provided to the school in English. If an English version is not provided, the parents can be asked to declare in writing that the insurance meets Code requirements.

Our international student coordinator is responsible for ensuring that international learners have all required insurance documentation (as listed under "Appropriate insurance" below).

### Appropriate Insurance

The Code of Practice specifies that signatories, as far as practicable, must ensure that all international learners enrolled for two weeks or longer must have appropriate insurance that covers travel costs and health. Assessment of insurance cover will form part of the offer of place process.

Also see [Why is health insurance required?](#)

### Exclusions

A learner with an exclusion on their medical insurance for a pre-existing condition may be enrolled at the school's discretion. See the 2021 Code Guidelines, Outcome 15, Clause 65.

### Checking That Insurance Is Appropriate

In addition to checking that the learner's insurance meets the minimum requirements as specified in the Code, we:

- Ask if the learner has any pre-existing conditions

- Take steps to check if an additional premium can and should be paid if a pre-existing condition is disclosed
- Advise learners (and their parents/guardians) of the limitations of their policy
- Make learners (and their parents/guardians) aware that they will be responsible for any costs not covered by insurance.

See the 2021 Code Guidelines, Outcome 15, Clause 65.

### Recording and monitoring policy details

We take a copy of each international learner's insurance policies (thus retaining a record of the insurer's name, the policy number, and the policy start and end dates) and keep this in the learner's file. For each learner, Cotswold Mātāhāe School monitors the expiry date of insurance policies, and issues a reminder advising that policy renewal must be completed.

### Resources

- Immigration New Zealand: [Do I Need Medical Insurance?](#)
- Ministry of Health: [Guide to Eligibility](#)
- ACC: [Am I Covered?](#)

### IMMIGRATION MATTERS

See the Code, Part 7, Outcome 16, clauses 67-68.

International school learners coming to study in New Zealand for more than three months require a student visa (or a limited visa for the purpose of study). Study must be the main purpose of the visit. These international learners need to show they have enough money to meet their living costs during their stay.

International learners also need to supply health information as part of their visa application and may be asked to have a chest X-ray or provide other medical certificates depending on their country of origin, where they've been living, and how long they want to stay in New Zealand. For more information, see the New Zealand Government's [Health Requirements For A Student Visa](#).

International learners whose study period is less than three months can enter under a visitor's visa.

It is important that international learners are entitled, in terms of immigration requirements, to undertake their course. Learners need to understand their rights and responsibilities around immigration matters. However, schools cannot give immigration advice. Only licensed immigration agents may

give advice about immigration requirements. See [Immigration Advisers Authority](#).

Verifying and monitoring the international learner's entitlement to study in New Zealand

The International Student Coordinator is responsible for keeping up to date with immigration requirements for study in New Zealand and ensuring that each international learner who enrolls at Cotswold Mātāhae School has the necessary immigration status to study in New Zealand for the duration of their stay.

We have procedures in place for checking and monitoring immigration status and visa expiry.

The main ways of checking an international learner's visa are:

- sighting the visa in the passport (we copy the title page and the visa page of the learner's passport and keep this on file)
- using Immigration New Zealand's Website link icon Visa View Service for education providers (we print the enquiry results page and keep this on file).

We check that:

- The name of the signatory is on the visa
- The learner is enrolled in the programme that is stated on the visa
- The dates on the visa are current (we record the start and end dates of the visa and passport)
- We have a copy of the learner's [insurance](#) policy.

### Visa Conditions

A visa (or a limited visa granted for the purpose of study) is subject to conditions, and we report any breaches of those conditions to Immigration New Zealand.

### Parents Living with International Learners

Schools need to carry out routine checks to ensure that parents are living with the enrolled international school learner and are still in New Zealand. Our school sights and copies the parent's visa to keep on file. If we learn that a parent/legal guardian has left New Zealand, we inform Immigration New Zealand.

### Termination of Enrolment

If an international learner's enrolment is terminated, we notify Immigration New Zealand immediately, using the Website link icon Termination of Enrolment form.

### Resources

- Immigration New Zealand: [Assist Students](#)
- [Immigration Advisers Authority](#)
- [Visa View Service](#)

### INTERNATIONAL ORIENTATION

*See the Code, Part 7, Outcome 17, clauses 69-70, Outcome 18, clause 72.c to e, and Outcome 19, clauses 78-79.*

Orientation processes are required for long-term and short-term enrolments, including group students. Orientation for [international learners](#) (and their [parents](#) where relevant) is a key process that begins before a learner arrives, is very important in the first few weeks, and continues throughout the period of enrolment. Ongoing advice and support is provided to learners and their parents.

Orientation and information provided to learners should be relevant to their situation, age-appropriate, and in the learner's own language if necessary.

We take care not to overload learners with information. We use a planned approach, repeat key information, and try to make sure learners understand the information they receive.

### Orientation Programme

Our orientation programme provides each international learner with information about:

- Our school and school policies as relevant to their time with us
- The [services, support, and facilities](#) offered at our school and, if appropriate, in the wider community
- The names and contact details of any staff members responsible for [international learner support](#)
- Health and safety
- [Behaviour expectations](#)
- [Concerns and complaints](#) procedures (internal and external)
- [Terminating enrolment](#)
- Learner rights and entitlements, including any entitlement to a [fee refund](#) if the learner withdraws voluntarily.

### Health And Safety Information

International learners are given age-appropriate health and safety information, which includes:

- How to report and address health and safety problems
- What to do in an emergency, e.g. ringing 111, following school emergency procedures
- Available health, welfare, and support services (e.g. [counselling](#)), and how to access these



- How to engage with relevant government agencies if necessary.

We give international learners health and safety, and services information during their orientation, verbally and in written form.

Additional health and safety information may include:

- What to do about issues of harassment and/or discrimination, including [bullying](#)
- Guidelines around New Zealand culture, culture shock, and how to access available [cultural support](#)
- New Zealand laws, e.g. the sale of alcohol and tobacco
- Road safety, e.g. pedestrian and cycling information
- Water safety
- Personal safety.

#### Related Topics

- [Offers, Enrolment, Contract, and Insurance](#)
- [International Safety and Wellbeing](#)
- [International Learner Support, Advice, and Services](#)
- [Dealing with Complaints](#)

#### Resources

New Zealand Immigration: [New Zealand Now](#)

NZQA: [Tertiary and International Learners Code of Practice](#)

### ORIENTATION FOR INTERNATIONAL LEARNERS

*See the Code, Part 7, Outcome 17.*

#### Enrolment Orientation

- An initial orientation will be done with the prospective international learner and their parents before or during the enrolment interview.

#### First-Day Support

- On the international learner's first day, they will be met by the International Student Coordinator and Principal and shown to the classroom. All international learners 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 international learner has a buddy group consisting of two or more other students whose role is to help the new learner with daily routines, timetables, and activities during the breaks. The teacher also ensures that the learner knows where to find the toilets, sick bay, etc.

#### First Few Weeks

- The International Student Coordinator continues to monitor international learners during the first few weeks while they settle into the class and the school.
- The classroom teacher is also available to support the learner and the parents/caregivers.

#### Ongoing Support

- Once the initial period is over, the International Student Coordinator continues to monitor the international learner's progress through informal meetings, ESOL teaching times, and (where necessary) formal meetings with the learner, the classroom teacher, and the parents/caregivers.
- Translators are available if necessary. A translator may be another learner or an adult, depending upon the situation and the requirements.
- We emphasise to international learners and parents/caregivers that they can talk with the classroom teacher, or the International Student Coordinator, to discuss any queries or concerns at any time.

Also see [Safety and Wellbeing](#) and [Cultural Support for International Learners](#).

### ORIENTATION FOR PARENTS OF INTERNATIONAL LEARNERS

*See the Code, Part 7, Outcome 17, clause 70.2.*

At Cotswold Mātāhae School, the orientation information we provide for parents depends on whether or not they are going to be living in New Zealand with the international school learner.

Orientation for parents/legal guardians of international learners under 18 years is important to ensure that they have a warm welcome to New Zealand, have good support while living here, and are able to make informed choices.

We ensure parents/guardians or residential caregivers have access to the orientation information or programme provided to learners, and are aware of what is expected of their learner at school, how the school operates, and what support is available.

In particular, we provide parents with information about our [attendance](#), [behaviour](#), and performance expectations, student rights, and [complaint procedures](#).



If the parent will be living in New Zealand, we also aim to give helpful information about life in New Zealand, which may include:

- Daily living routines
- Living costs and budget advice
- Banking information, e.g. how to open a bank account
- Transport, e.g. car licensing and driving in New Zealand
- Climate and clothing
- Surrounding rural or urban environment
- Information about cultural, recreational, and sporting activities
- Water and sun safety
- Earthquakes and natural disasters.

#### Related Topics

- [International Enrolment](#)
- [Behaviour Expectations and Disciplinary Actions](#)
- [International Safety and Wellbeing](#)
- [International Learner Support, Advice, and Services](#)
- [Managing Withdrawal and Closure](#)
- [Dealing with Complaints](#)
- [Quick Links for Parents](#)

#### INTERNATIONAL SAFETY AND WELLBEING

*See the Code, Part 7, Outcome 18, clauses 71-73.*

#### International Learner Support

The Code requires that schools designate at least one staff member to proactively monitor and address any concerns about international school learners under 18 years.

At Cotswold Mātāhae School, the International Student Coordinator (Greta Carrell) oversees the care of international learners and proactively monitors and addresses any concerns. International students can also receive or seek help from their classroom teacher, the Principal (Chris Smith), or the Associate Principals (Paula Fleming-Connell and Andrew Simpson).

We provide the names and contact details of designated staff members responsible for international learner support at [orientation](#).

Where possible we seek first language support for international learners, as needed.

#### Student Safety

Cotswold Mātāhae School ensures, as far as practicable, that international learners study and [live](#) in a safe environment.

Our school has comprehensive [health, safety, and welfare](#) policies that also apply to international learners.

We inform international learners about health and safety issues, and how to access health and support services, through our [international orientation](#).

#### Monitoring And Addressing Concerns

We keep up-to-date contact details for the learner, their next of kin, parents/legal guardians, and any residential caregivers. We maintain effective communications with parents/legal guardians, and any residential caregivers concerning the international learner's wellbeing and progress in study.

We encourage international school learners to address concerns early before they turn into bigger problems. We let them know they can ask a support person to help them talk about their problem and discuss their concerns with the teacher involved. If a learner doesn't want to talk to a particular teacher or is unhappy about the outcome of discussing the matter, we follow the school's international [concerns and complaints](#) procedures.

When concerns are raised about inappropriate behaviour by, or impacting on, an international school learner, we follow our general and international behaviour management policies.

#### Emergency Contact

As required under the Code, Cotswold Mātāhae School ensures that at all times there is at least one staff member available to be contacted by an international learner in an emergency. International learners and their families are given an emergency contact number for such situations. International learners are given the emergency contact number in our school guide "Information for Parents of International Students".

#### Responding To Emergencies

Our school has comprehensive [emergency planning policies and procedures](#) that also apply to international students. We have [crisis management](#) plans, and our International Student Coordinator is involved with the crisis management team as appropriate in order to support any international learner, if required.

We inform international learners about what to do in various emergency situations through our [international orientation](#).

In the event of an accident or emergency, Cotswold Mātāhae School takes appropriate action and ensures the international

learner's parents are contacted as soon as possible by the most appropriate person (e.g. International Student Coordinator, the Principal, education agent, or insurance company). See [Communicating with Parents of International Learners](#).

### INTERNATIONAL LEARNER ATTENDANCE

See the Code, Part 7, Outcomes 16 and 18.

As with all our students, we take care that international learners are participating in the learning programme. Our expectations and procedures are included in our information for prospective learners and orientation information, and are explained to international learners by the school's international student coordinator. If an international learner is failing to attend school, our Associate Principal will meet with them.

We manage the attendance of international learners by:

- Making the attendance [expectations and requirements](#) clear
- Letting international learners know:
  - How to inform the school of a legitimate absence
  - What will happen if they do not meet attendance requirements
  - What to do if they will be absent for a longer period of time
- Following up if the international learner fails to attend class/school.

We record [attendance](#) in our student management system. Parents/guardians/residential caregivers will be informed of any continued non-attendance.

### Absence From School

- In the case of absences, the parent/caregiver must follow the normal school procedures for [student attendance](#).
- If the international learner's absence is unexplained, the school contacts the parent/caregiver for an explanation. If the learner has an unacceptable level of absence or is being truant from school, the relevant associate principal, in consultation with the International Student Coordinator, will follow up the absence after discussion with the classroom teacher. A meeting may be held and the school will follow the appropriate [behaviour management and disciplinary procedures](#) for international learners. If this does not resolve the situation, the enrolment will be terminated.
- If the international learner does not attend for more than 20 consecutive school days then the school will, in writing, notify the parents/caregivers that the enrolment has been

terminated, and will notify Immigration New Zealand.

However, if the parents have previously notified the school in writing that the learner 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.

- If the international learner ceases to attend the school, the school will notify Immigration New Zealand.

### Related Topics

- [International Enrolment](#)
- [Student Attendance](#)
- [Behaviour Expectations and Disciplinary Actions](#)
- [Managing Withdrawal and Closure](#)
- [Immigration Matters](#)

### ACCOMMODATION

See the Code, Part 7, Outcome 71.c and Outcome 18, clauses 73-74 and 76.

To ensure the safety and wellbeing of international learners under the age of 18, the Code of Practice has several accommodation requirements that signatories must meet.

According to the Code of Practice, international school learners under 10 years of age must live with a parent/legal guardian, unless they are accommodated in an approved school hostel. We outline the accommodation requirements for international school learners under 10 in our enrolment contract, and ensure parents are aware of these conditions.

International school learners aged 10–17 years must:

- Live with a parent or legal guardian
- Be in the care of a residential caregiver
- Be in a group of properly supervised students (whose educational instruction is less than 3 months).

At Cotswold Mātāhae School, we only enrol students who are living with their parents.

### Living With Parents

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

- Requests proof of legal guardianship (e.g. child's passport and birth certificate, and parents' passports), and seeks legal advice on the authenticity of documents as needed
- Checks and records the parents' passport visa/permit dates to ensure that they cover the learner's period of enrolment (if not, the expiry date is noted and parents are required to supply renewal details at the appropriate time)
- Maintains contact with parents (e.g. through home visits, parent/teacher evenings)



- Monitors the continued presence of parents (e.g. through permission forms, homework, formal parent interviews), and asks teachers to raise any concerns regarding absent parents)
- Has processes in place to cover unexpected parental absences
- Meets with the international learner to offer support and help address any problems, as required, and keeps records of any meetings in the international learner's file.

### **BEHAVIOUR EXPECTATIONS AND DISCIPLINARY ACTIONS FOR INTERNATIONAL LEARNERS**

*See the Code, Part 7, Outcomes 15, clauses 63–64, and Outcome 18, clauses 72a-b.*

International learners are expected to abide by the laws of New Zealand and follow the school rules.

We inform learners about the behaviour expectations at our school as part of our [orientation](#) processes. Staff are also made aware of any special requirements for international learners. All school staff know to contact the school's [international learner support](#) when concerned about an international learner's behaviour.

The Code requires schools to respond fairly and effectively to instances of inappropriate behaviour involving international learners. Staff and learners are made familiar with [behaviour management](#) policies and these are implemented effectively.

As international learners are not covered by the sections of the Education and Training Act 2020 which relate to disciplinary action, the school's [international enrolment](#) contract outlines the school's conditions of enrolment, and what the school's processes are for discipline and contract termination. The Code requires that enrolment contracts be fair and reasonable and that any disciplinary action or contract termination undertaken by a school must follow the principles of [natural justice](#).

Our school follows the same behaviour management and disciplinary procedures for international students as for domestic students. Any additional or different conditions for international students (such as around accommodation, attendance, or visa requirements) are outlined in the enrolment contract.

#### **Related Topics**

- [Behaviour Management](#)
- [Stand-down, Suspension, and Exclusion Procedures](#)
- [International Enrolment](#)

- [International Orientation](#)
- [International Safety and Wellbeing](#)
- [Managing Withdrawal and Closure](#)

### **COMMUNICATING WITH PARENTS OF INTERNATIONAL LEARNERS**

*See the Code, Part 7, Outcome 15, clause 66, and Outcome 18, clause 73.*

Cotswold Mātāhae School's general processes for [Communicating with Parents](#) apply to the parents of international learners. Cotswold Mātāhae School also meets the Code of Practice requirements for communication.

#### **Communication Before Enrolment**

Before enrolment, we communicate with the parents/legal guardians of international learners to:

- Help them make well-informed enrolment decisions
- Confirm enrolment details
- Discuss any additional needs – see [International Learners at Risk or with Additional Needs](#) and [International Learner Insurance](#)
- Discuss their child's capabilities and aspirations
- Discuss how we will communicate during enrolment, including a plan for regular communication and emergencies.

Communication may be direct or through an agent, if appropriate.

We ensure that proper documentation is kept and, where appropriate, provided to parents.

See [Offers, Enrolment, Contract, and Insurance](#).

#### **Contact Details**

We keep up-to-date, detailed contact information for all international learners and their next of kin, parents, legal guardians, and residential caregivers. This may include names, addresses, phone numbers, email addresses, passport numbers, national ID numbers, and visa and insurance information, as appropriate. We collect this information at enrolment and ensure that the information is up to date by checking the details annually. Parents also agree when signing the enrolment contract to take responsibility for notifying us of any changes to their details. We keep this information securely, online and in hard-copy. It is easily accessible to key staff, who have access to the online files and hard copies.

## Orientation

Parents receive orientation information and can request the orientation information provided to learners.

See [International Orientation](#).

## Ongoing Communication

We endeavour to provide all parents/legal guardians of international learners (those living with their child in New Zealand and those living in another country) with full information about the following matters as appropriate:

- General progress (e.g. school reports, newsletters/emails about school events)
- How the learner is settling in
- Illness and emergency situations
- Concerns and complaints (including absences and non-completion of work).

Where appropriate, we gain the written agreement of the parent or legal guardian in relation to decisions affecting the learner.

We respect international learners' privacy and will not disclose the learner's confidential information to parents unless an exception relating to the Privacy Act or Health Information Privacy Code applies. See [Privacy](#).

## Communication During Emergencies

Cotswold Mātāhāe School has clear communication arrangements with the parents of international learners that can be used in the event of an emergency. This includes having the contact details of an appropriate first language speaker if the parents do not speak English.

Also see [Communicating about Injuries and Illness and Planning and Preparing for Emergencies, Disasters, and Crises](#).

## INTERNATIONAL LEARNERS AT RISK OR WITH ADDITIONAL NEEDS

See the Code, Part 7, Outcome 18, clause 75.

Cotswold Mātāhāe School has effective policies and procedures to ensure the care and protection of students.

We take care to identify [international learners at risk or with additional needs](#) at the time of [enrolment](#). We have appropriate measures in place to address the needs and issues of international learners at risk or with additional needs, including considering the extent to which we can meet their needs before accepting them for enrolment. We have

policies and procedures [to support students with learning support needs](#), but international learners are not usually eligible for Ministry of Education learning support funding. If an international learner's enrolment application is found to be inaccurate and the school cannot meet the learner's needs, there may be grounds for terminating their contract of enrolment.

## Referral

Parents, legal guardians, or the next of kin are kept informed of any situations where the international learner is at risk or has additional needs. If an international learner needs to be referred to other agencies (e.g. outside counsellors, mental health services, Family Planning), the International Student Coordinator will discuss additional support for the learner with the parents/legal guardians, as appropriate.

Serious concerns are reported to relevant agencies (e.g. New Zealand Police, Oranga Tamariki, NZQA) as necessary. See [Child Protection](#).

## Related Topics

- [Student Wellbeing and Safety](#)
- [Supporting Student Wellbeing](#)
- [Healthcare](#)
- [Health Conditions](#)
- [International Learner Insurance](#)
- [Managing Withdrawal and Closure](#)
- [Communicating with Parents of International Learners](#)
- [Privacy](#)

## STAFF TRAINING

See the Code, Part 7, Outcome 18 (and 2019 Code Guidelines, p.44), and Outcome 22.

It is important that all staff directly or indirectly involved with international learners are aware of:

- The existence of the Code of Practice
- The content of the Code of Practice as it relates to their role
- The Dispute Resolution Scheme (DRS) rules
- The requirement to undertake an annual review.

## Role-Appropriate Support and Training

All school staff are given information about the care of international learners appropriate to their role. This includes information shared in staff meetings, and in reports (e.g. to senior management or the board).

Staff who have regular contact with international learners are given cross-cultural training to develop their competency in, and understanding of, communication and behaviour patterns



in another culture. This may include teaching staff and teacher aides, international learner support staff, administration staff, and the Principal.

All new staff members who have direct contact with international learners are given support and relevant professional development opportunities so that they become familiar with the Code of Practice, and our policies and procedures for international learners, including our **compliance with the dispute resolution scheme**.

Specifically, the International Student Coordinator at our school undertakes professional development (such as through ISANA NZ) and shares this with other school staff.

#### Resources

- ISANA: **International Education Association**
- Ministry for Ethnic Communities: **Intercultural Capability** (eLearning)

#### INTERNATIONAL LEARNER SUPPORT, ADVICE, AND SERVICES

*See the Code, Part 7, Outcome 19.*

At Cotswold Mātāhae School, we inform international learners about services available to support their educational outcomes and provide them with relevant advice about services, as needed.

#### Advice And Support Services

International learners are aware of the **school support** available.

As required by the Code, we have practices in place for providing our international learners and their parents (as appropriate) with accurate, age-appropriate, and up-to-date information about:

- Their legal rights and obligations, including (as appropriate) the possible risks of receiving or accepting advice or services
- Living in New Zealand, including how to:
  - Effectively interact with people from different cultural backgrounds
  - Access available **cultural support** and community support
  - Adjust to a different cultural environment
- Available health and safety services (as covered in **International Orientation**) and **counselling** services
- Pathways for further study or career development (where applicable)
- Residency pathways (where applicable).

Information and advice is tailored to meet the needs of international learners during **enrolment**, **orientation**, and at other times as needed. Where appropriate, **interpreters** may be used.

#### Related Topics

- **Marketing and Promotion**
- **International Orientation**
- **International Safety and Wellbeing**
- **Dealing with Complaints**

#### CULTURAL SUPPORT FOR INTERNATIONAL LEARNERS

*See the Code, Outcome 19, clause 79.c.*

Cotswold Mātāhae School offers international learners cultural support to help ensure their health, safety, and wellbeing, while keeping them in touch with their culture.

We give our international learners information and advice on how to interact with people from different cultural backgrounds and how to adjust to a different cultural environment in New Zealand. We also make sure they know about the cultural and community support available to them.

We keep a record of cultural support people who speak the learner's first language, and this is discussed with the learner on enrolment and during their orientation. If appropriate, we pair learners together for peer support. Cotswold Mātāhae School also encourages our international learners' cultures to be acknowledged and integrated into our learning environment.

We involve international learners in school life and show interest in their culture in a range of ways, including:

- Classroom discussions
- Displaying pictures in the classroom
- Greetings or songs in the learner's first language
- Observing special cultural days.

#### Related Topics

- **International Safety and Wellbeing**
- **International Orientation**
- **Recognition of Cultural Diversity**

#### COUNSELLING

*See the Code, Outcome 18, clause 72.c.iii and the 2019 Code Guidelines, 16A, 20.1.d.*

Cotswold Mātāhae School supports international learners to access counselling, if needed.

If an international learner requires counselling, we may:

- Explain how counselling works if it is not common in the learner's home country, and assure them there is no shame/negative consequences in seeking available services
- Check if the learner's insurance provider will cover counselling services
- Emphasise counselling is confidential, unless the learner poses a risk to themselves or others.

We keep a record in the [international learner file](#) of any information or referrals provided.

Counsellors may provide support by:

- Monitoring the international learner's wellbeing
- Acting as an intermediary between the school, learner (and parent), and residential caregiver
- Passing on any concerns regarding the learner's emotional or physical safety to the appropriate services
- Supporting learners in the event of a crisis or emergency.

#### Related Topics

- [Child Protection](#)
- [Supporting Student Wellbeing](#)
- [International Safety and Wellbeing](#)
- [International Learners at Risk or with Additional Needs](#)

#### MANAGING WITHDRAWAL AND CLOSURE

*See the Code, Outcome 20, clauses 80-81.*

There may be circumstances in which an international learner's enrolment ends due to withdrawal, termination, or closure. Cotswold Mātāhāe School has practices in place to ensure that such circumstances are dealt with fairly and reasonably.

#### Withdrawal From School

- International learners must give adequate advance notice of their intention to withdraw from the school. Parents/Guardians must write to the school before the learner's last day, giving the date of the final day of attendance and the reason for leaving.
- Depending on the circumstances, the [fee refund](#) policy may apply.

When an international learner withdraws, we document:

- The learner's last day of class
- The reason for withdrawing
- Whether the learner is being granted a refund

- The date of notifying Immigration New Zealand that the learner has withdrawn.

#### Circumstances In Which The Contract Of Enrolment May Be Terminated

The school may terminate the enrolment at its discretion if the:

- Learner is absent or consistently truant from school (see [International Learner Attendance](#))
- Enrolment application is found to be inaccurate in any way
- Learner's behaviour is unacceptable, and attempts to resolve it using the school's [behaviour management](#) processes have not succeeded.

As required by the Code (63.d–e and 64), we outline our disciplinary processes and processes for seeking to terminate enrolment in our [enrolment contract](#) and these processes follow the principles of natural justice. Also see [Behaviour Expectations and Disciplinary Actions for International Learners](#).

The school notifies Immigration New Zealand when an international learner's enrolment is terminated. See [Immigration Matters](#).

#### School Closure Or School Unable To Provide Agreed Educational Programme

In the unlikely event that the school closes, or is no longer able to provide the agreed educational programme, the school's [fee protection and refunds](#) policies will apply.

The international learner may agree to transfer to another school, and this will be worked through with the learner and their family on a case-by-case basis.

#### FEE PROTECTION AND REFUNDS

*See the Code, Part 7, Outcome 20, clauses 80-81.*

#### Fee Protection

As required by the Code, Part 7, Outcome 20, clause 80, Cotswold Mātāhāe School ensures that the [international learner fees](#) they receive are secure and protected in case the learner withdraws, the educational instruction ends, or the school closes. Internal procedures help the school monitor income and expenditure to ensure that money is controlled appropriately.

Fees received in advance should only be recognised as income earned by the school as each term commences. A portion of advance fees is transferred to the school's main



bank account in instalments. Remaining fees paid in advance are available to be refunded if necessary.

### Fee Refunds

As required by the Code, Part 7, Outcome 20, clause 81, Cotswold Mātāhāe School's refund policy is reasonable and meets legal requirements, including an outline of the refund conditions for the following situations:

- Failure by a learner to obtain a study visa (the Code 81.2.a)
- Voluntary withdrawal by a learner (the Code 81.2.b)
- The school ceasing to provide the agreed educational programme (the Code 81.2.c)
- The school ceasing to be a signatory to the Code of Practice (the Code 81.2.d)
- The school ceasing to be an education provider (the Code 81.2.e).

If the school ceases to provide the agreed educational programme or ceases to be a signatory to the Code of Practice, Cotswold Mātāhāe School will deal with the fees paid for services not delivered or the unused portion of fees by:

- Refunding the amount in question to the learner (or the learner's parent or legal guardian) (the Code 81.3.a)
- transferring the amount to another signatory as agreed with the learner (as specified in the Code) (the Code 81.3.b).

The school will always investigate requests for a refund and act fairly.

### Fee Protection and Refund Policy

Our fee refund policy is provided in our school guide "Information for Parents of International Students".

### How To Apply for A Full or Partial Refund of Fees

To apply for a full or partial refund of fees, a parent (legal guardian) must apply in writing to the board of trustees within one month of the learner's last day at school (or within one month of the learner gaining permanent residency) explaining the special circumstances.

Also see [Managing Withdrawal and Closure](#)

### Legislation

- Education and Training Act 2020
- Education (Refund Requirements for International Students) Notice 2012
- Student Fee Protection Rules 2013
- Fair Trading Act 1986

- Consumer Guarantees Act 1993
- Human Rights Act 1993

### Resources

NZQA: [Student Fee Protection](#)

### DEALING WITH COMPLAINTS

See the Code, Part 7, Outcome 17, clause 70.1.e, and Outcome 21, clauses 82-83.

Learners and their families are given information about the internal and external complaint procedures available to them in our school guide "Information for Parents of International Students". If our school uses an agent, we ensure they are also aware of our complaint procedures.

To help international learners cope with problems, we encourage and help them to address concerns early and let them know they can ask a support person to help. When [raising concerns or complaints](#) we follow these steps:

1. Encourage and support the learner to discuss their issue with the person involved.
2. If a learner doesn't want to talk to a particular person, or is unhappy with the outcome after discussing the matter, we help them contact the principal or associate principal, international student coordinator, or a member of the board of trustees for more support and guidance.
3. If the issue cannot be resolved informally, we follow the school's [formal complaints](#) process.
4. If a learner's complaint is not resolved through the school's internal process, [NZQA](#) or [iStudent Complaints](#) can be contacted.

NZQA handles complaints regarding breaches of the Code of Practice, and expects learners to have first made an effort to resolve concerns through the school's formal complaints process. Financial and contractual disputes should be raised through iStudent Complaints.

### Related Topics

- [International Safety and Wellbeing](#)
- [Concerns and Complaints](#)
- [Compliance with International Student Contract Dispute Resolution Scheme](#)

### Resources

- NZQA: [Learner complaints about providers' compliance with the Code of Practice](#)
- NZQA: [Student complaints about their education provider](#)
- [iStudent Complaints](#)

## **NZQA AND COMPLAINTS**

*See the Code, Part 7, Outcome 21, clause 82-83.*

If a learner's complaint is not resolved through the school's internal complaint procedures, they can contact the New Zealand Qualifications Authority (NZQA), who will process their complaint.

NZQA is the first point of contact for all complaints related to breaches of the Code of Practice. NZQA has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect the immigration status of learners.

### **Formal Complaint to NZQA**

Learners can find out about making a formal complaint or get advice about their options by completing a [student complaint enquiry](#).

Completing a complaint enquiry does not automatically submit a formal complaint. Enquiries are assessed by the Quality Assurance Division of NZQA, who inform the complainant of their options. To make a formal complaint about a signatory to the Code of Practice, download and complete a [formal complaint form](#) from NZQA. Website link icon

For more information about the complaints process, go to the NZQA website or contact [NZQA](#) on 0800 697 296.

### **Financial Or Contractual Disputes**

If a dispute is financial or contractual, see [Compliance with International Student Contract Dispute Resolution Scheme](#).

### **Resources**

- [NZQA: Learner complaints about providers' compliance with the Code of Practice](#)
- [NZQA: Student complaints about their education provider](#)

## **COMPLIANCE WITH INTERNATIONAL STUDENT CONTRACT DISPUTE RESOLUTION SCHEME**

*See the Code, Part 7, Outcome 22, clauses 84-85, and Outcome 13, clause 57.c.iii.*

Code signatories are required to be familiar with and comply with the [International Student Contract Dispute Resolution Scheme Rules](#) (DRS rules). Failure to comply with the DRS rules is a breach of the Code of Practice and may result in sanctions. We inform learners and their families about the Dispute Resolution Scheme before they sign a contract, and in information provided at [enrolment](#).

The DRS rules apply to contractual or financial disputes between an international learner and an education provider. Should such a dispute arise, learners should follow the school's internal concerns and complaints procedures and then, if not satisfied, contact iStudent Complaints.

The International Student Contract Dispute Resolution Scheme (DRS) is administered by Fair Way Resolution Limited, the sole international learner contract dispute resolution scheme operator appointed by the Minister for Tertiary Education.

### **iStudent Complaints**

iStudent Complaints is an independent dispute resolution scheme established by the New Zealand Government to settle contractual and financial disputes between international learners and education providers in New Zealand.

If a learner has a contractual or financial dispute, they should follow the school's internal [complaints procedures](#) before contacting iStudent Complaints.

### **Legislation**

- International Student Contract Dispute Resolution Scheme Rules 2016

### **Resources**

- iStudent Complaints: [Make a Complaint](#)
- Fair Way Resolution: [iStudent Complaints](#)