



International Students Procedures

Marketing and Promotion

Marketing for International Students is done through our website and through contacted agents. All information on Greenhithe School will be clear, informative and updated as required. Feedback from parents will also be used to make changes and amend information if needed. Agents will have access to any marketing material that Greenhithe School uses to ensure continuity. Greenhithe School will only promote the school for long term study of 1 school term or more. Exceptions will be made for returning students who have previously studied at Greenhithe School.

Managing and Monitoring Agents

Greenhithe School will sign agreements with International Agents for recruiting purposes. A valid agreement will be in place prior to confirming a placement for a student. The Agent contract will be in place and updated if required. If the agent has not been used for a 2 year period, a new contract will be sent and signed.

The school will do reference checks for any new agents. References will be taken from other providers, others schools who have used them, or past families who have been represented by them. Feedback must provide the school that the agent will work professionally and not breach the law or jeopardise the school's compliance with the Code. Communication with The Agent will be regular as needed to ensure the support for an international family is adequate. Concerns over the performance of a contracted Agent will be reported to the Principal and may result in a contract being terminated. Managing and monitoring Agents will be reviewed as needed and changes to communication and behaviour will be adapted accordingly.

Offers, Enrolments, Contracts

Parents of applicants will have sufficient information to make a well informed decision about their child/children studying at Greenhithe School before any offer of placement has been made. Greenhithe School website will provide all the necessary information and email contact through The Agent or through the International Student contact person is available to help with any queries. All study contracts will adhere to the [Education And Training Act 2020](#), and will be appropriate for the student and parent expectations.

Fees

All fees will be receipted. Fees must be provided prior to arranging the requested programme or service, as set out in the Fees document. Uniforms and stationary will be purchased by the parent on arrival and will not be included in the fees owed on acceptance of study.

Offers

Applicants must be between 6 and 11 years of age at the completion of their study, unless other situations warrant a student who has previously studied at another school and is not yet 6 years of age. An offer of enrolment will be sent once passport details have been provided and reviewed. All other documents must

be sent prior to the student starting their study at Greenhithe School- Immunization certificates, visa details, contact information of parents/legal guardians while living in New Zealand. A confirmed offer of place will clearly state the start and end dates of enrolment, year level of the student and the amount of tuition owed for the study period. Offer of place letters will meet all Immigration and Code requirements showing a link to Greenhithe School's website to find information on the terms and conditions of enrolment, the refund policy, the Code of Practice and the school's latest evaluation report.

Insurance

Applicants will organise appropriate insurance coverage, including travel costs, medical care and costs associated with repatriation and funeral expenses that meet Code requirements.

Immigration Matters

Applicants will have the required immigration status for study in New Zealand. Greenhithe School will ensure that these are in place at the time of study and that they meet all requirements as set out in the Immigration Act 2009. A student will not be allowed, or continue to study if immigration status does not comply with the immigration Act 2009.

A student and their parent's/legal guardian's passport and visa documents will be checked for current and eligible criteria and copies will be retained.

International Students' attendance will be monitored. If there is a concern regarding continued absentee (97% required attendance), Greenhithe School will inform INF and request they send a warning letter to the parent/legal guardian that their low attendance rate may place in jeopardy their ability to obtain a visa renewal for further terms of study. When a student applies for a subsequent visa, INZ requires the school to attest to the full attendance the previous year (97%), or to explain the students unjustified attendance. Greenhithe School will comply with these requirements.

Regular check-ins with parents/caregivers will be done to ensure they remain the full time caregiver throughout the students enrolment.

Any suspected breaches of visa conditions, or early termination of study will be reported to INF. If a student's study has been terminated, other than they choose to leave voluntarily without seeking a refund of partial fees, an INF student enrolment termination form will be submitted.

Orientation

Once a student has received an Offer of Place at Greenhithe School, an email will be sent regarding a previsit and purchase of uniform and stationary. The email will identify the class teacher and room number and a date will be organised to meet. All school information will be available on our school website and any questions will be addressed.

Safety and Wellbeing

A physically and emotionally safe environment will be ensured by the school, complying with all requirements in the following:

1. The Education (Pastoral Care of International students) Code of Practice 2016
2. Vulnerable Children Act 2014
3. The school's Health and Safety policy (on School docs)
4. The school's Child Protection policy (on School docs)
5. The school's vision and values for personal development, learning and wellbeing of every learner

(Perseverance (Manawanui), Respect (Manaakitanga), Initiative (Whakaaratanga), Diligence (Urupū), Excellence (Kairangatira), as well as the Mitey wellbeing programme.

6. The Privacy Act 2020

Support

Greenhithe School will be responsible for the pastoral care of the students while at school and support will be offered if and when required outside of school. Regular communication with students and parents/caregivers will take place within the ESOL department to ensure the wellbeing of students, and to ensure any learning and behaviour issues are addressed early.

Students requiring additional needs

If a student presents with special needs, which may be learning, behaviour or medical needs, and there has been a contractual obligation for the parent to disclose these special needs that have not been identified, the school will follow a two step process.

1. Investigation

- a. We will contact the parent/caregiver either directly or through their agent, and inform them that the school has noticed the student may have extra needs.
- b. We will ask the parent to provide further information to these needs. The information should include:
 - Whether the students has had prior testing, diagnosis or treatment for the special needs, copies of medical or psychologist reports, details of any treatment or medication either past or ongoing,
 - The reasons for the non disclosure of these needs to the school during the enrolment process
 - Any other information the parents would like to provide the school

2. Response

- Once the school has evaluated the information provided as above, the school will decide whether to continue the student's enrolment and support their needs, as required by The Code, or to terminate the enrolment contract for breach.
- Once the school has determined the level of support the student will need, the school may choose to offer the parents the option of funding extra support for the student, such as a learning assistant. If the parents are unwilling or unable to fund the required support, the school will take this into account in their decision whether to continue or to terminate the student's enrolment.
- If the decision is made to terminate, the school will follow appropriate procedures and inform the parents of the decision, in conjunction with the agent representing them.
- All records of decisions to terminate will be kept as evidence for self review.

Critical Incident - Illness, Injury or Death

Notification by office staff, to parents and agents will be by phone or in case of death, by the Principal. First language support will be offered through the ESOL team or through translation help from a Board member.

Student Behaviour

The school may take appropriate disciplinary action in response to the conduct or behaviour of the student in accordance to our Greenhithe School behaviour policy. Appropriate disciplinary action includes time out of the class, walking with a duty teacher over a morning tea or lunchtime play, phone call to parent.

Appropriate disciplinary action may include stand downs or suspensions or terminating the contract due to forfeiture of fees, if of a very serious nature in accordance to our behaviour policy.

The disciplinary procedures shall be applicable for all serious misconduct that is alleged to have occurred while attending Greenhithe School.

1. Meeting with parents over the concerns of the school in fulfilling the contract that the school had entered into with them.
2. A plan from the school and the parents to address the issues.
3. The student and the parent or legal guardian, agent acting on their behalf or caregiver to be given a written warning where the issues are still not addressed.
4. The student's parents or legal guardian, agent acting on their behalf or caregiver have the right to have their concerns considered by the Board and to be present at this meeting.
5. The procedures followed will be in line with [Section 4B of the Education Act](#) and the guidelines to terminate enrolment is decided, immigration will be advised by the school.

Grievances and Complaints

All grievances in the first instance will be managed by the staff member in charge of International Students, the class teacher and help from the ESOL department when translation is needed. This will be escalated to the Principal if appropriate. Greenhithe School will apply the principles of fairness, consistency, objectivity and promptness when responding to grievances and complaints.

1. Provide grievance and complaints procedures that are easy to understand using stepped instructions.
2. Include clear direction on who to go to for support.
3. Include these Procedures on the school websites and in SchoolDocs.
4. Inform staff of the grievance process for International Students.
5. Advise the parent or legal guardian that students have a right to an advocate, making sure advocates have knowledge of the school's policies and procedures and can listen without prejudice to the student and or parent's/legal guardian's point of view.
6. Advise the parent or legal guardian that they may bring along a support person (The Agent, friend, family member) during any stage of the process.
7. Regularly review the procedures.

Information on how to submit a formal complaint to NZQA in the event they are not satisfied with and how their grievance was dealt with by the school, will be provided on request.

Compliance with International student DRS

If the matter is a financial or contractual dispute which cannot be resolved through the school's complaints procedure, the parent or legal guardian or Agent will be directed to [iStudentComplaints](#) and provided with a further copy of the NZQA [How to make a Complaint](#) brochure.