



St Mary's
Catholic School

International Student Handbook

St Mary's Catholic School
13th Ave Tauranga

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Welcome to St Mary's School Tauranga

Introduction

St Mary's Catholic school is situated in the city of Tauranga, which is 2 ½ hours drive south of Auckland. The school has a maximum roll of 500 pupils and caters for students from new entrants to year 6, with ages ranging from 5 years to 11 years.

St Mary's School accepts only international students aged from 5 to 11 years old who are living with their parent (s) or a legal guardian.

St Mary's is a Catholic Integrated Primary School. A school prospectus will be provided within the application package.

St Mary's School

International Student Manager: Anna MacKinnon (Deputy Principal)

E-mail: amackinnon@stmarystga.school.nz

Principal: James Murray

E-mail: jmurray@stmarystga.school.nz

Code of Practice of International Students

St Mary's School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education website at <http://www.minedu.govt.nz>

Academic Programme

Full Immersion in the Mainstream Class

St Mary's School offers full immersion into an age related class with the opportunity to interact and experience and interact within New Zealand culture, English language and our values based education.

Subjects offered in these classes as a part of the National Curriculum are:

Maths

English

Social Studies

Science

Physical Education / Health

The Arts

Religious Instruction is provided as an integral part of the Catholic character of the school.

Students are encouraged to participate in activities offered by the school that are of interest to them. They are given the opportunity to be part of representative school sports teams and or cultural groups.

Students will be placed in a mainstream class on the first day of attendance based on age and /or academic ability.

English Language Support

Students will receive English Language support as considered relevant by staff of St Mary's School. We have a fully qualified teacher and teacher aides to support the students' learning needs.

The areas of support available to students are:

- Students are withdrawn from the mainstream class to receive structured language tuition relevant to their English level. This is usually done in small groups with students of like age and ability.
- Assistance with reading and writing at the level determined by the classroom teacher. This will be done in small group or one-on-one tuition.
- Teacher support with other curriculum subjects and topics. This support is offered in the mainstream classroom.

Assessment:

Students will be assessed as part of the learning programme. Student progress and achievement records will be reviewed at the end of the first term of the placement. Relevant discussions will take place with the teacher, tutor, parent and International Manager.

If necessary the decision to end the contract may be made if the student's response to the programme of work is detrimental to the student and / or compromising to the class.

Fees and Structure

Tuition Fees and related expenses

(All fees are GST inclusive.)

Tuition Fees: (Full year) NZ\$13 000.00
(This includes a non-refundable \$500 administration fee)

Tuition fees also include stationery costs.

All other school related costs are to be paid over and above the tuition fee. Any variations on payment to the tuition fees are at the discretion of the Principal.

Following an acceptance of placement, an Invoice will be sent. Full payment can be made directly to our school office or can be made directly to our bank account. Receipt of funds will confirm placement.

A receipt will be issued as required by New Zealand Immigration.

Students wishing to study for less than one full year are required to pay \$375 per week plus non refundable \$500 administration fee.

Additional Costs

All additional costs are as follows and are estimates only (GST inclusive).

Full uniform (compulsory)	Girls	NZ\$ 300.00
	Boys	NZ\$ 250.00
Full Medical/Travel and Personal Insurance: 1 Years cover:		NZ\$ 599.00
Class field trips/Day excursions or sports events:	(approx.)	NZ\$ 20.00
School camps: Costs to be notified	(approx.)	NZ\$220.00

Applications must be signed by the parents/legal guardian of the student applying with copies of the student's and parent's passport details.

Prior to acceptance of placement and payment of fees, parents are required to be familiar with the terms and conditions in this handbook, for studying at St Mary's Catholic school as an International student studying in New Zealand. If further clarification is needed it is requested that the parent contact the school or refer to the "Code of Practice of International Students" through the website details listed. A summary of the Code of Practice is included in this hand out.

IMPORTANT: Payment of fees will be viewed as acceptance of all terms and conditions pertaining to the student studying in New Zealand and at St Mary's Catholic School, Tauranga. A receipt will be issued for amount of tuition with an Offer of Place to International

Student at St Mary's School. Presentation of this is required by the New Zealand Immigration.

Payment of all fees must be made before the student commencing at St Mary's School.

Application for a student to study at St Mary's School can be obtained and made directly through the school office.

- All other costs will be invoiced separately.
- Evidence of Insurance Policy, Passport and Student Visa for St Mary's School is required to be sighted by the school office and verified copies taken and held.
- Any changes to current situation or contact details are to be advised to the school office immediately.

Accommodation

St Mary's requires that all International students live with a parent/legal guardian. Proof of legal guardianship and immigration status must be provided.

The following Systems and Procedures are put in place at St Mary's to ensure that International Students are continuing to live with a parent:

Conditions of Study

Health, medical, Travel, and Personal Insurance

While studying in New Zealand, International students are required to have appropriate and current health and travel insurance while studying in New Zealand. This insurance cover is to commence when the student leaves the home country.

Most international students are not entitled to publicly funded health services while in New Zealand. Therefore, in most instances and international student will be liable for the full costs of any necessary medical treatment. Comprehensive details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at <http://www.moh.govt.nz>

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. Nevertheless, an international student may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

St Mary's School will only accept international students who have an approved health insurance policy. **This policy must cover medical and accident costs, Personal Liability, Personal Effects, Emergency Assistance and Evacuation and Repatriation of the student. Furthermore, the School is to be indemnified against costs of any medical/accident treatment and will not be held liable for any costs or expenses.** A copy of the Insurance Policy is required by the St Mary's and will be held by the school office.

St Mary's has found that the following Insurers provide the necessary policies:

1. Southern Cross Medical Care
2. Student Care
3. Unicare

However, it remains the applicant's decision on whose insurers' policy they will purchase. Where the applicant chooses to purchase health and travel insurance from a company outside of New Zealand, a copy of the English version of the policy is to be provided and must show evidence of complying with all conditions as outlined above.

Any health concerns or known medical conditions are to be advised to the school as well as the insurer. This information will be held by the school. A statement authorizing the sharing of information about any particular medical conditions is included in the application to study.

Immigration Information

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 Services, and can be viewed on their website at <http://www.immigration.govt.nz>

On arrival at the school the student is to present his/her passport to the office administrator for verification of their identity and student visa/permit to study in New Zealand. The school office will hold copies of the passport, other relevant documents and parent/Legal guardian contact details. If a student does not have the necessary authority to study under the Immigration Act 1987 the school will require the student to apply to New Zealand Immigration Services for the appropriate authority.

Accompanying parents staying in New Zealand while students are attending St Mary's school are to provide details of their immigration status. A copy of their passport details will be held by the school office. Parents who reside in New Zealand while their child/children are studying in New Zealand may be entitled to a 'Guardian Visa' issued in conjunction with the student permit.

A copy of a student's parent's passport details is required and will be held by the school office.

The school is to be notified as soon as possible in the advent that the student's and/or the parents' immigration status should change. **If the student becomes a domestic student during the contracted time of being an International Student the school will refund the fees of the terms not started at the time the student's status changes. However, the refund will only be granted if the student has given the school a copy of the letter from New Zealand Immigration Services which states that the application for change of status has been received and processed.**

If a refund is obtained the contracted placement is revoked and application for enrollment as a domestic student is required. However, there is no guarantee that the application for enrollment to study as a domestic student will be granted.

A parent who obtains a work permit must produce supporting evidence that they are fulfilling their work commitments, and for a reasonable length of time, in order that the dependent child can be recognised as entitled to study as a domestic student.

New Zealand Immigration will be advised if a student leaves or ceases to attend St Mary's School for any reason.

Fee Protection

St Mary's School Board of Trustees provides "Fee Protection" for all International Students. Therefore the Board has agreed to deal with International Student funds in the following ways:

- The fees are separately coded and audited and held in an account separate from the operational account of the school. The money is transferred into the operations account to meet the costs incurred at regular intervals in arrears of tuition being delivered.
- Should, for some reason, the School be unable to provide or to continue to provide a course or programme, the Board will always have sufficient reserves to be able to refund students their fees, or the unspent portion of their fees.

The St Mary's Board of Trustees holds a written Fees Protection Policy for International Students, which is reviewed annually.

Refund Policy

If a student withdraws from a course of study before the completion date, they may be eligible for a refund of tuition fees. In such circumstances, the following procedures and guidelines apply:

In order to be eligible for any refund, the parents/legal guardians must apply in writing, within one month of the last day of attendance, to the Board of Trustees. The application must set out the special circumstances of the claim.

If the application is made before the start of the course (one year of schooling), fees will be refunded in full less the administration charge specified on the fees information sheet.

If the application is made after the start of the course, but before the second half of a course, fees will be refunded less an Administration charge of **NZ\$500.00** and:

- Costs to the school already incurred for tuition components of the fee already committed for the duration of the course, e.g.
- Specialist fees
- Appropriate portion of salaries for teachers and support staff (if applicable)
- Costs already incurred for the use of facilities and resources
- The proportion of the Government Levy the school is required to pay
- Any other related costs.

If the application is made after the second half of the course there will be no refund except under exceptional circumstances. These circumstances are subject to the discretion of the Board of Trustees.

If an international fee paying student gains residency during the course, no further fees are to be paid and a refund may, at the discretion of the Board of Trustees, be made on the unused portion of the prepaid fees. The new resident will then abide by the school enrolment scheme. Documentation of residency must be provided within fourteen days of it being granted.

The Board of Trustees will make no refund:

- Where a student has been stood down, suspended or excluded.
- Where a student wishes to transfer to another school during the contracted period of study
- Where a student returns home for any reason other than in a genuine case, e.g. serious illness or death of a close family member.

The contract for study will be terminated if the enrolment application is found to be inaccurate in any way.

If international parents and students feel that the school has not resolved the issue satisfactorily, they may appeal to the International Educational Appeal Authority. The contact details of the IEAA are:

C/- Ministry of Education	Phone: (09) 374 5481
Private Bag 47911	Fax: (09) 374 5403
Ponsonby	Email: info.ieaa@minedu.govt.nz
Auckland	

Students must be able to show they have been through the school's grievance procedures before contacting the IEAA.

In the advent that a refund should be necessary the Board of Trustees will ensure that there is a reserve of funds to cover the unused portion of any international student's fees.

Orientation Procedures

On arrival at St Mary's School, the new student will be placed in a mainstream class according to their age and will be designated a buddy to assist with orientation into the school environment and operating procedures. Students will be introduced to school staff and shown the facilities. At this stage, we will go over the conditions of study. All required documentation will be checked and verified copies will be held by the office administrator.

If a student is having difficulties adapting to the new culture, a meeting will be set up with the student and parents to discuss the issues and put further support structures in place. This may be in the form of family support provided by a buddy family contacted by the school.

Information will be given regarding travel options to and from school. This is to ensure that students and their families know there is a school bus service; know how and where to access public buses; know that students are crossed after school by a duty teacher, and understand basic pedestrian safety.

Families are encouraged to seek advice from the teachers, International Student Manager or Principal on welfare issues. **including personal health problems, mental health problems, drug problems and problem gambling.** Referral information will be given and a referral made to the appropriate support agency if necessary.

Information on sexuality education and health promotion is provided through the Health and Physical Well Being curriculum programme taught in the school.

St Mary's School is smoke free. No smoking is permitted anywhere on school property. In New Zealand, the sale of alcohol and tobacco products is not permitted to any person under 18 years.

STUDENT SUPPORT SERVICES

The following staff members are available for assistance, support and for emergencies:

Name: James Murray
Phone: 027 6209735

Designation: Principal
Email: bfuller@stmarystga.school.nz

Emergency Contact: In the case of an emergency please contact:

Name: Anna MacKinnon
Mobile: 027 6731004

Deputy Principal / International Manager
Email: amackinnon@stmarystga.school.nz

Name: Noeline Hamill
Mobile: 07 5788066

ESOL Teacher
Email: nhamill@stmarystga.school.nz

Name: Theresa Dunston
Mobile: 021 0363753

Administration
Email: tdunston@stmarystga.school.nz

Grievance Policy for International Students

During school hours the student may approach any member of the St Mary's staff for assistance. Moreover, the Co-ordinator of International Students or a representative is available, as appropriate, at all times during and outside of school hours. In general, the following protocols apply in the handling of difficult situations:

- In the first instance the student is encouraged to speak to the class teacher or ESOL teacher .
- If this is not satisfactory, then the student may take the matter to the International Student Manager or, the principal.
- If necessary a telephone call will be made to the parents to discuss the matter and decide what further action needs to be taken. An interpreter can be available to facilitate communication.
- Naturally, students may request an interpreter and one will be provided at an agreed time.
- The School can arrange for students to attend an informal meeting with their parent and a member of their own community to discuss any significant concerns. These meetings will be monitored in the interests of the student's welfare and progress.
- If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to risk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697296.

Or – if it is a financial dispute – you can contact iStudent Complaints.

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 006675.

Monitoring and Welfare

The co-ordinator of International students will keep regular contact with the students to monitor their welfare and to ensure their needs are being met by the school. The school will make every endeavour to ensure the safety of the student. This assistance is available at all times through the Principal or the International Student Manager.

It is mandatory if the School “believes an international student has been, or is likely to be, ill-treated, harmed, abused or neglected” that “they will notify Children Young people and Family Services (CYFS) in accordance with the CYFS reporting protocol, or the New Zealand Police, of their concerns. “

Student Welfare and Disciplinary Action

International students who require disciplinary action during school will be disciplined under the jurisdiction of school policy. If further action is required it will be implemented as stipulated in “ The Code of Practice” part 5:students under 18, section 15.4.

At any time deemed necessary by the school the student’s parents will be contacted directly to discuss issues related to student conduct and/or welfare.

Student’s welfare during school times is subject to the terms and conditions relevant to all students attending St Mary’s School and is determined by policy pertaining to the operation of the school.

St Mary’s retains the right to terminate any contracts entered into pertaining to the student studying at their school. This could result if the student is considered not to be making progress or is deemed in need of special education services, to assist with mainstream learning over that currently offered by the programme. If required, an independent assessment will be undertaken at the cost of the applicant which will be deducted prior to any reimbursement of school fees.

Legal Liabilities

Please read all the information and documentation carefully. St Mary's takes no responsibility for misinformation on the part of agents and or representatives retained by or on behalf of the student. Not all information provided within the School Prospectus is applicable to International Students studying at St Mary's School.

Should any dispute arise as to any matter involving the International Student Programme at St Mary's Primary School, such disputes will be subject to New Zealand Law and New Zealand Courts are to have jurisdiction. In an event of any dispute, the only documents to be considered in such a dispute are to be the English translation.

Review Policy

The terms and conditions in this document and related policy and guidelines pertaining to the International Student Programme will be reviewed on an ongoing basis throughout the year and formally amended annually. Recommendations will be presented to the St Mary's School Board of Trustees for approval. The amended handbook, information and policy will be made available to prospective students and parents within the final school term of each year. The amended handbook, information and policy will be implemented at the commencement of the following school year. All St Mary's School policies are available for viewing on request through the school office.

Summary Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international.

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student manager, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualification Authority (NZQA). When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps first.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website,
<https://www.nzqa.govt.nz> or send an email to risk@nzqa.govt.nz

What is the New Zealand Qualifications Authority (NZQA)?

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

What will the NZQA do?

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- The quality of teaching and learning you receive will meet high educational standards
- The marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- Education providers' agents give you reliable information and act with integrity and professionalism
- You will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- You are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- Your study environment is safe, and that you have a safe place to live