

A Community Growing Successful Learners

INTERNATIONAL STUDENT PROSPECTUS



Welcome from the Principal and Staff

INTRODUCTION

Glenfield Primary School welcomes international students and values the rich social mix overseas students provide in our school community. We provide a comprehensive programme for international students, designed to enable them to gain a full appreciation of New Zealand life while developing their skills in English.

Glenfield Primary School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution or from the NZQA website International Students section.



PROGRAMME

Glenfield Primary School is a state contributing school teaching the New Zealand Curriculum. In accordance with the 1989 Education Act, section 75, the Board of Trustees controls the management of the school, except to the extent that any enactment or the general law of New Zealand provides otherwise.

The Curricula taught are:

- English
- Mathematics
- Social Studies
- The Arts (music, dance, drama)
- Technology
- Health
- Physical Education
- Science
- Digital Technology

Copies of the requirements for these Curricula are available on the Ministry of Education website: www.minedu.govt.nz

The school reports to parents on the student's progress and achievement throughout the year.

Term 1:

Y4 – 6 Meeting with the teacher, student and parents to plan a programme of education for the students. International students will have the opportunity to meet with both the classroom teacher and the ESOL teacher.

Y1 – 3 Meeting with the teacher, student and parents to plan a programme of education for the students. International students will have the opportunity to meet with both the classroom teacher and the ESOL teacher.

Anniversary reports will be issued once the student has been at school for 40,60,100 and 120 weeks. Conferences with parents will take place when reports are issued.

Term 2: A written report on the student's achievement will be issued in Term 2.

Term 3: Community Conferences are held to review Term 1 and 2 and set new goals.

Term 4: A full report on the student's progress and achievement, or on final date of attendance.

All international students are placed in a class of their year level and are expected to participate as fully as possible in all areas of the curriculum, with consideration given to their level of English. Where required, students are withdrawn on a regular basis during the week, for intensive small group English lessons with the ESOL teacher, until they are able to work independently within the classroom.

The ESOL lead teacher is responsible for this programme and will liaise directly with the classroom teacher to ensure the student is settling in well, progressing with English, and the school curriculum, and to provide support 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 your child knows where to find the sick bay, toilets etc.

The ESOL teacher continues to monitor international students during the first few weeks while they settle into the class and the school. The teacher is also available to support the students, the classroom teacher, and the parents/caregiver.

Once the initial period is over, the ESOL teacher 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/caregiver. Weekly diaries are kept by the classroom teacher.

Translators are available if necessary. These may be another child or an adult, depending upon the situation and the requirements.

International students have access to all school facilities, resources and opportunities including computers, school library, music, drama and sports teams.

Please read the main school prospectus for further information on Glenfield Primary School environment, staffing and programmes.



ENROLMENT INFORMATION AND PROCEDURES

The following terms and conditions should be read carefully before any enrolment is proceeded with.

ENROLMENT PROCEDURES

To make an appointment for enrolment please call the office on 09 441830 or email on office@glenfield.school.nz

Once an appointment for enrolment has been made the following procedure will occur:

- a. An interview will be scheduled and parents will be advised of the time. This interview will be attended by the prospective student, parents, a translator (if required), and the Principal and international student co-coordinator.
- b. If the applicant is still overseas the process will take place via email, and once they have arrived in New Zealand then sighting of the original documentation can take place.
- c. The interview will comprise of:
 1. Inspection of documentation: - passports/visas, birth certificates, health, medical and travel insurance.
 2. Verification of eligibility to attend.
 3. Completion of an enrolment application.
 4. Tour of the school.
 5. Tour of classrooms and outline of daily programmes.
 6. Discussion of parental understanding of the code.
 7. Any questions the family may have.

On completion of the interview, the school will inform the parents by letter of their decision. The parents have a maximum of 14 days to accept the placement. Acceptance will be advised by the payment of the tuition fees. Once the fees have been received and receipted by the school, the student may attend school. An assessment period of one month may be included as a condition of acceptance if advised by the school.

If there are no current places available the parents will be notified and will be offered the option to be placed on a waiting list. When a place subsequently becomes available they will be notified and will then have 14 days to accept or decline the offer.

No student will be refused a place due to the level of their English. A place will be offered when the conditions of enrolment are fully met.

Once a place has been agreed for the student, a start date will be given. On that date the student and parent/s should come to the school office between 8.30 and 8.45am. Once there the Principal will greet the students and accompany them with their parents to meet the teacher in charge of International students and their class teacher. An assessment of the student's level of English will take place once the child has settled into school. Appropriate learning programmes for the student will then be developed.

It is expected that once enrolled in the school the students will attend each day the school is open, unless they are ill.

International Students are not required to wear uniform. If they are studying for a long period and wish to purchase uniform it is available from The Warehouse at Glenfield Westfield Mall.

All enrolments are subject to the following conditions, which become legally binding on confirmation of acceptance by the School.

- Parents / student must inform the school of any sickness, behavioural problems, disability or special education needs before enrolment.
- Parents must inform the school if any contact details change, i.e. parents address, telephone number etc.

- All enrolments are subject to a one month probation period from the first day of attendance at Glenfield Primary School. The school reserves the right to terminate the contract at the end of this period after assessing the academic progress, the general wellbeing and happiness of the student.
- All enrolments are subject to the student obtaining a current student permit which is endorsed with Glenfield Primary School as a place of study.

As signatories of the Code of Practice, Glenfield Primary School will comply with section 40(1) of the Immigration Act 1987 which provides that every person conducting any course of study or training commits an offence if they allow or continue to allow any other person to undertake the course knowing that other person does not have the required permit.

Glenfield Primary School will follow the procedures set out in the New Zealand Immigration Service (NZIS) guidelines and advise NZIS immediately if an international student's enrolment has been terminated.

ACCOMODATION

Under Outcome 6 of Clause 24 of the Education (Pastoral care of International Students) Code of Practice 2016(the code), international students under 10 years old must live with a parent or legal guardian while studying in New Zealand.

All students must live with at least one biological parent while studying at Glenfield Primary School. The parent who is living with the student in New Zealand must have a Guardian Visa and Permit for the duration of the student's study at Glenfield Primary School. Students are not to live with designated caregivers or guardians. Should a student be found not to be living with a parent, the school is required to notify the Immigration Department and the student permit may be revoked.

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 web site at <http://www.immigration.govt.nz>

SHORT TERM VISITORS

Under the New Revised Code of Practice 2010 schools are able to host short term international visitors. These fee paying student visitors are able to attend the school for up to three months as holders of a visitor visa.

The biological or adoptive parent who is to live with the student whilst they are visiting Glenfield Primary School must also hold a visitor's Visa for the duration of the student's time at Glenfield Primary School

ENROLMENT CONDITIONS

Glenfield Primary School has an International Student Policy and procedures and is a signatory to the Code of Practice for Pastoral Care of International Students (hereinafter referred to as the Code). Please read these documents before the interview so that any queries may be discussed.

ACCIDENT INSURANCE

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

HEALTH AND TRAVEL INSURANCE

Most students are not entitled to publicly funded health services while in New Zealand unless they are:

- a resident or citizen of Australia, or
- a national of the United Kingdom in New Zealand, or
- the holder of a temporary permit that is valid for 2 years or more

Under the revised Code of Practice for the Pastoral Care of International Students, all International students are required to have appropriate travel and medical insurance that is valid in New Zealand. The policy should commence as soon as the student leaves home on their way to New Zealand, apply in transit and for the whole time the student is in New Zealand.

This Insurer must have a Standard and Poors credit rating of no lower than A or AM Best B+ and the policy must have the following coverage as a minimum:

1. High sums insured and medical benefits (Minimum \$1,000,000 to “unlimited cover”)
2. Emergency evacuation/repatriation (unlimited cover)
3. Accompanying relative cover
4. Personal effects cover
5. Personal liability cover.

Plus the following components are desirable:

1. Loss of fees due to unforeseen events.
2. Mental illness

To enable the student to enrol at Glenfield Primary School, the school must sight the certificate of insurance that confirms coverage to at least the minimum levels stated.

International student health and travel insurance is available to purchase from the following companies:

Southern Cross: www.scti.co.nz/our-products/international-student/insurance/

Orbit Protect: <https://orbitprotect.com/insurance-products/international-student-insurance/summary/>

Uni Care: www.uni-care.org/our-policies/nz-student-plan.aspx

Full details of entitlement to publicly funded health services can be viewed at www.moh.govt.nz

Alliance health Plus has launched a new primary healthcare service, Caring Clinic Doctors, on Queen Street in the Auckland CBD to increase international student access to health services. The clinic has a focus on Asian migrant and student health and has bilingual staff.

STUDY AND LIVING COSTS

For information on living in New Zealand and associated costs, you can visit:

www.nzready.immigration.govt.nz or www.studyinnewzealand.govt.nz

You can also contact the citizens advice bureau for help with any issues that you may have with day to day life in New Zealand. They provide free, confidential, independent information and advice.

www.cab.org.nz or call 0800FOR CAB

INTERNATIONAL STUDENT FEES PER YEAR (40 week school year)

Administration (non-refundable)	NZ\$1000 (NB: Administration fees are due on a pro-rata basis.)
Tuition Fees	NZ\$12000
Payable per term, in advance	NZ\$3250
For periods less than one term	\$325 per week

Tuition Fees Include:

- Tuition as specified in the school timetable.
- All text books and supplementary teaching materials.
- ESOL programme.
- Orientation programme.

Additional Costs These compulsory costs vary according to the individual programme and depend on year level and interest of the pupil.

Uniform costs

Stationery

Varies depending on year level

Camp (Year 6)

Approximate cost in 2017 \$170.00

Travel and medical insurance

FACILITIES AND OPPORTUNITIES

International students have access to all school based facilities, resources and opportunities including information and communication technology such as computers, a well-stocked library, music, sports (access to equipment at morning tea and lunch times), choir, chess club, sports teams such as touch rugby, netball and interschool competitions across a variety of sporting codes.

Extra-curricular Activities (voluntary)

Music, Sports (hockey, netball, miniball, athletics, rugby, winter sports) – have extra costs which vary depending on the activity selected.

It is understood that all children will participate in all aspects of Glenfield School life including camp for Years 5 and 6.

UNIFORM

School uniform is compulsory for all students studying at Glenfield Primary School. Prices can be obtained from the school office with items purchased from The Warehouse, Glenfield Mall, Glenfield.

www.thewarehouse.co.nz

Short term students are not expected to wear uniform.



OPEN DOOR POLICY

Glenfield Primary School has an “Open Door Policy,” the parents and students can make an appointment to see the classroom teacher, teacher in charge of International Students or the Principal at any time.

Parents are welcome at any time to be involved in their child’s learning. We encourage your participation in assisting in classroom programmes and see this as a valuable experience for both parents and children. Please see your child’s teacher and/or the Deputy Principal Mrs Jenny Lundin, to express your interest. Please contact the school if you are interested in helping.

We endeavour to contact parents or caregivers personally to share the progress and achievement of your children on a regular basis.

The school hours are 9am to 3pm, Monday to Friday and the Term dates for 2018 are :

Term 1:	31 January to 13 April 2018
Term 2:	30 April to 6 July 2018
Term 3:	23 July to 28 Sept 2018
Term 4:	15 Oct to 14 Dec 2018

GRIEVANCE PROCEDURE:

While we hope that students will be happy at school there may be times when you have questions or concerns.

If a student has any of the following problems this is what to do:

1. If there is a problem with the curriculum or teacher:

The parent should make an appointment to see the teacher in charge of International Students or the Deputy Principal. An appointment can be made through the school office.

2. If there is a problem with school friends:

Talk to the classroom teacher, or the parent can make an appointment to see the teacher before or after school. The child can also ask to see Mrs Kerr - the teacher in charge of International Students.

If the child is still not happy, they or their parents should make an appointment to see the Principal, or the parents can write to the Principal. If you require the support of an interpreter you can arrange your own or contact the school who will organise someone suitable.

Please see the complaints procedure flowchart on the following pages.

If they still feel the problems have not been solved, they can contact the NZQA as per the “How to make a complaint information”. The family must be able to show them that they have tried to get the school to act before contacting them. They will then consult with the school to see if anything can be done to help.

INTERNATIONAL STUDENTS - HOW TO MAKE A COMPLAINT

What to do if you have a complaint.

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

- Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is.

Follow that process to see if your complaint can be resolved by your provider.

- If your complaint is not resolved – contact NZQA

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

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

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

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

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

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

NEW ZEALAND'S QUALITY STANDARDS

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

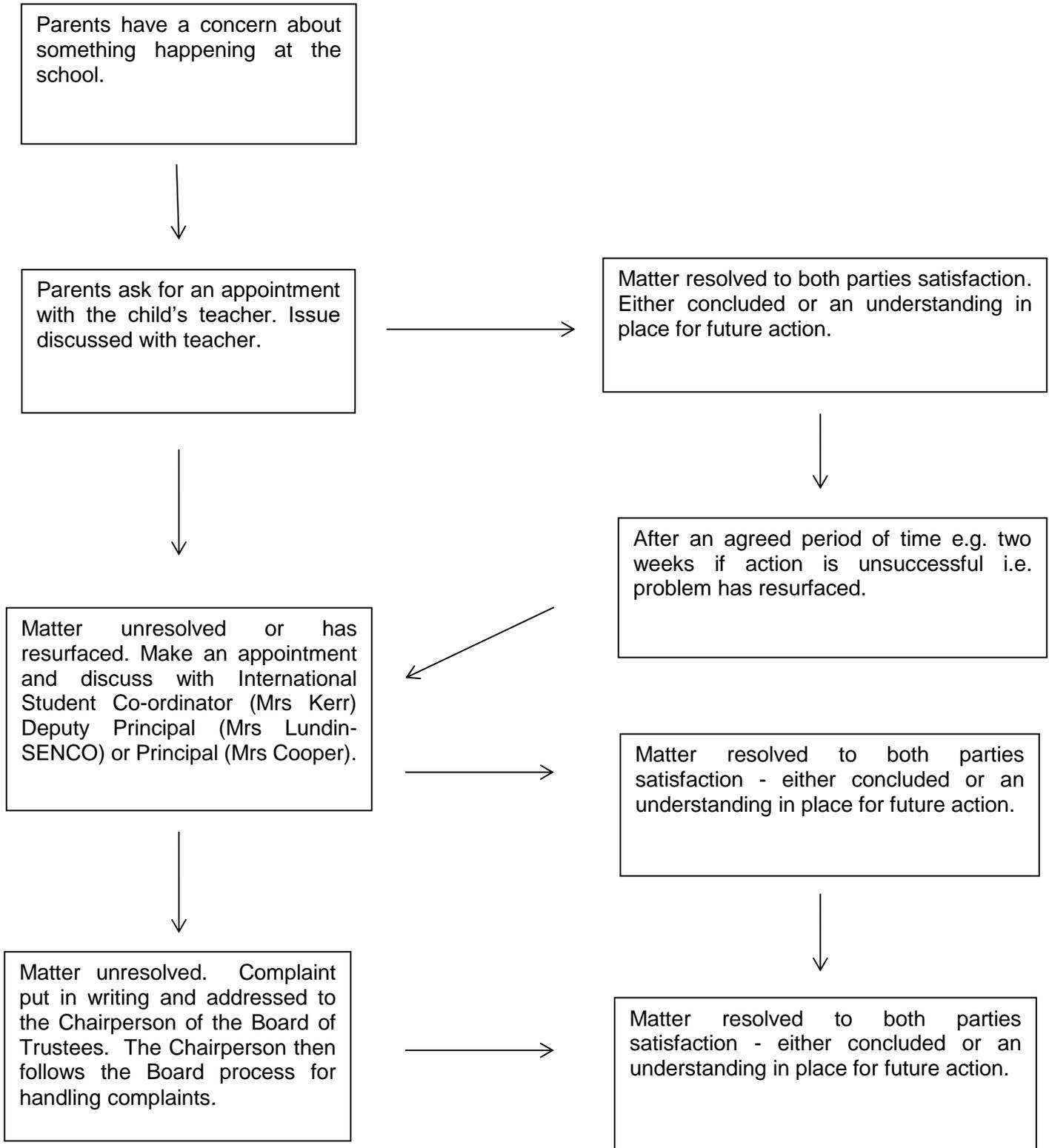
This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

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

Complaints Procedure for Glenfield Primary School



SUMMARY OF THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

About the Education (Pastoral Care of International Students) Code of Practice:

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this- see the summary below or for the full document go to the NZQA website.

About NZQA

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

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare. This summary provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code.

New Zealand education providers have an important role in ensuring the wellbeing of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to.

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements. A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz

How can I get a copy of the Code.

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

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. 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 Immigration New Zealand and you will not be able to study at that institution.

What can you expect of an education provider

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider

- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
 - ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong.

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director. If the provider's grievance process does not address your concerns or complaints, you can contact: • NZQA (for concerns and complaints about a provider breaching the Code) or • iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code.

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider. For information about how to make a complaint see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Is your complaint about money or contracts.

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free. You can contact iStudent Complaints in a few ways:

Website www.istudent.org.nz

Email complaints@istudent.org.nz

International phone number 64 4 918 4975

Freephone (within New Zealand) 0800 00 66 75 Fax 64 4 918 4901

On social media:

Facebook www.facebook.com/istudent.complaints

WeChat (search for 'NZ iStudent Complaints' Chinese language only)

Post: iStudent Complaints P.O. Box 2272 Wellington 6014 New Zealand.



**Health and Support Services available to
International Students**

Asian Health Support Service

Waitemata District Health Board
North Shore Hospital
Shakespeare Road
Milford
North Shore City

Ph: 486 8953

Auckland Regional Migrant Services Charitable Trust

532 Mt Albert Road
Three King
Auckland

Ph: 625 3090
Email: john.wong@extra.co.nz
Website: www.arms.mrc.org.nz

Bikewise

Website: www.bikewise.co.nz

Chinese Lifeline

Ph: 522 2088

Chinese New Settlers Services Trust

2nd Floor, Friendship House
20 Putney Way
Manukau City

Ph: 262 3868
Email: CNSST2extra.co.nz
Website: www.chineseservice.org.nz

Citizens Advice Bureau

90 Bentley Avenue
Glenfield 629
(09) 444 9451
www.cab.org.nz

Education New Zealand Trust

P O Box 10-500
Wellington

Ph: 04 472 0788
Email: enquiry@educationnz.org.nz
Website: www.educationnz.org.nz

Ethnic Affairs Language Line

Website: www.ethnicaffairs.govt.nz

Human Rights Commission

Information line: 0800 496 877
Website: www.hrc.co.nz

International Education Appeal Authority

C/- Ministry of Education
Private Bag 47 911
Ponsonby, Auckland

Ph: 374 5481

Email: info.ieaa@mineduc.govt.nz

Land Transport Safety Authority

Website: www.ltsa.govt.nz
Helpdesk: 0800 699 000

Mental Health Commission

Website: www.mhc.govt.nz

Mental Health Foundation of New Zealand

Website: www.mentalhealth.org.nz

Ministry of Education Code Operations Unit

Code Advisory Officer
Ministry of Education
Private Bag 47-911
AUCKLAND

Ph: 374 5481

Website: www.minedu.govt.nz/goto/international

New Zealand Immigration Service

Website: www.immigration.govt.nz

New Zealand Police Youth Education Service

Email: yes@xtra.co.nz
Website: www.police.govt.nz/yes

Study Auckland

Pedestrian Safety
Website: www.aucklandnz.com/studyauckland/



GLENFIELD PRIMARY SCHOOL INTERNATIONAL STUDENT POLICY

INTERNATIONAL STUDENTS

Rationale

It is important for education to keep pace with increasing internationalisation. Many of our students will operate in a multicultural environment both within and beyond New Zealand. Contact with international students is beneficial for these reasons.

As required by the Education Act 1989, Glenfield Primary School has signed and is bound by the NZ Code of Practice for the Pastoral Care on International Students.

Goals and Objectives:

- To recognise that international students are in a new cultural environment and to provide support that enables students to make the necessary adjustments.
 - To assist international students to participate in NZ culture by helping them to develop relationships and networks.
 - To support international students to achieve their goals.
1. International students will obtain the same quality of education as fulltime New Zealand students.
 2. Related administration is efficient and complies with the updated version of the Code of Practice.
 3. The Principal is responsible for the enrolment of all International Students following the procedures set out in the Code of Practice.
 4. The Board of Trustees sets the fees for International students and groups, but must set the tuition fee higher than the subsidy that the taxpayer gives to domestic school students via the Operations Grant.
 5. The Board of Trustees will ensure that in accordance with the Education Act 1989 no fee paying International Student shall occupy a place in preference to an eligible domestic student.
 6. International Students have full access to school programmes, sporting and cultural opportunities and to all guidance facilities and programmes.
 7. An instalment and deposit structure will be followed as set out in the Code of Practice.
 8. If an International student gains permanent residence then any refund of fees will follow as set out in the Code of Practice.
 9. Refunds will only be given as per the refund conditions for International Students.
 10. The contract may be terminated at any time if the enrolment application is found to be inaccurate in any way.
 11. The International Student programme will be reviewed annually by the Board of Trustees and a report prepared by the principal with recommendations of any changes required.
 12. An internal grievance procedure is in place to deal with any problems, however contact details of the International Educational Appeal Authority (IEAA) will be made available to all international students.
 13. A school Board of Trustees may reduce the advertised international fee on compassionate or other grounds. To do this the Board would need to make some sort of scholarship or donation from the Board to the school to make up the rest of the amount owing. Section 4B requires that any Board scholarship or donation must come from income generated by the Board from locally raised funds or any profit earned from tuition fees from other international students.

INTERNATIONAL STUDENTS FEE PROTECTION POLICY

The income derived from foreign fee paying students must be protected against the possibility of an interruption to the course.

Internal procedures assist the school in monitoring income and expenditure to ensure that money is controlled appropriately.

- These fees are separately coded and audited.
- These fees are not spent in advance on the premise that future students will attend the school.
- Fees are accrued forward each month and the income is spread across the year's financial reporting.
- Monthly reporting to the board details both income and expenditure and is monitored closely.
- The board holds sufficient reserves to be able to refund the student's fees if necessary (see "Fee Refund Policy" on page 13) or because the school is unable to provide or continue a course or programme.

INTERNATIONAL STUDENT MEDICAL AND TRAVEL INSURANCE POLICY

All students must have acceptable, appropriate, and current medical and travel insurance for the **full** duration, i.e., from home to home, of their planned study **before enrolment**, as specified in the Code. "Acceptable" insurance complies with the Code and is acceptable to the school.

"Appropriate" insurance refers to private insurance policy, and should meet the following guidelines:

Length of cover: The policy should cover the full duration of the planned study including any holiday breaks taken. ACC provides cover for all people in New Zealand for injuries and accidents, but not if they occur overseas, so students taking holidays out of New Zealand during their study must be covered by their private insurance policy.

The policy must cover:

- Travel: delays, missed flights, and any medical expenses incurred during travel into or out of New Zealand.
- Health cover: (an unlimited sum insured).
- all medical expenses for hospital treatment due to illness or injury (in excess of ACC cover).
- medical evacuation related to serious injury or illness.
- the cost of family members' travel if the student suffers serious illness or injury.
- emergency dental treatment.
- Personal liability: negligence causing injury (including death) to another person, or damage or loss of property; and false arrest and wrongful detention.
- Repatriation: if the student's study plans are interrupted due to injury or illness that requires them to return home.
- Death: in the event of the student's death.
- the repatriation of their body, or their funeral expenses.
- the travel costs for family members.
- Search and rescue: any search and rescue operation performed to find the student.

Glenfield Primary School advises all prospective students of the standard wording as set out in the Code of Practice. See Information about Your Rights in New Zealand (on page 2).

Students purchasing insurance should purchase insurance cover at the time of fee payment and before they leave their home country.

If the insurance is provided from a New Zealand company, policy details should be provided in the student's first language where possible.

In the case of overseas policy providers, students must provide the school with the policy details in English, before the student attends classes.

Verification of policies

In accordance with section 7.4 of the Code and Code Guidelines, Glenfield Primary School verifies all policies before enrolment, and checks that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The insurer is able to provide emergency 24-hour, 7 day per week cover.
- Students have a "certificate of currency" and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits, etc. It should confirm that the policy is consistent with the guidelines above.

If a student does not have appropriate and current medical and travel insurance cover, the school must:

- Advise the student of the medical and travel insurance requirement.
- Provide the student with a default policy or policy choices which meet the requirements of the Code of Practice Guidelines.

The cost of default insurance will be met by the student.

Recording of policy details

For each student, the school takes a copy of their medical and travel insurance policies (thus retaining a record of the insurer's name, the policy number, and the policy start and end dates).

FEE REFUND POLICY FOR INTERNATIONAL STUDENTS

If your child withdraws from their course of study before the completion date, you may be eligible for a refund of tuition fees. The school will always investigate your claim for a refund and act fairly towards you.

The school is not obliged to refund fees: if your child:

- If your child has been asked to leave the school because of misbehaviour or poor attendance.
- If your child wishes to transfer to another educational institution for any reason, or voluntarily withdraws from the school.
- If your child has special needs that you did not explain to the school on the enrolment form.
- If you or your child fails to obtain the necessary visas.
- If you or your child gains permanent residency during the course. You will need to provide documentation of the residency within 14 days of it being granted.
- If the school is closed for a period of one week or more due to force majeure. (Force majeure means an event beyond the reasonable control of the school, such as snow, earthquake, etc.)
- If the school ceases to be a signatory to the Code Of Practice and therefore ceases to be a provider.

Full or partial refund of fees:

The school will consider refunding all or part of your fees if: there are special circumstances, for example, the child has a serious illness or accident, or you need to return home because of the death of a family member. You will need to supply proof.

You must apply in writing to the Principal explaining the special circumstances of your claim within one month of your child's last day at school (or within one month of your child gaining permanent residency). If your child is leaving, you must also complete the official leaving process.

- If you apply for a refund **before** the course starts, the school will refund the fees in full, less an administration fee of NZD.
- If you apply for a refund **after** the course starts (i.e., in terms 1 or 2), but before the second half of the course (i.e., terms 3 & 4), the school will refund the fees in full, less:
 - An administration fee of NZD.
 - Costs to the school already incurred for tuition.
 - Components of the fee already committed for the duration of the course.
 - Specialist fees (if applicable).
 - Appropriate proportions of salaries for teachers and support staff (if applicable).
 - Costs already incurred for the use of facilities and resources.
 - Any other costs already incurred.
 - If you apply for a refund **after the second half** of a course, the school will usually not refund the fees unless there are special circumstances (e.g., death of a close family member, serious illness, or accident).

Payment of refunds

The school will only refund fees directly to you or to an agent with written authority from you. The school will never refund fees directly to the student.

Immigration New Zealand will be notified if any student ceases to attend Glenfield Primary School for whatever reason.