

Papatoetoe Intermediate School

International Student Handbook

Information for Students and Parents



2023

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1. Welcome to Papatoetoe Intermediate School

Papatoetoe Intermediate School has a long and rich history of providing high quality educational opportunities for the emerging adolescents in this community. We are proud of our heritage, of our students and staff members who have passed through these doors, especially of those who have been high achievers. We are equally proud to work with and for our current students and their families.

We have high expectations of our students and staff members. We aim to provide the very best curriculum opportunities possible with a wide range of subjects and learning contexts. We work to integrate modern technologies and pedagogies into all of our classrooms. We are committed to assisting students to realise their potential and to work with them to achieve to the very best of their abilities. We expect our students to be the 'authors of their own destinies'; working at all times to seize every opportunity and to fully engage with teachers and support workers in order to make exceptional progress in a wide range of curricula and extra-curricular activities. We want our students to be peaceful and involved citizens, to achieve academically, to be fit and healthy and to be good team members and leaders. We strive to offer them a well-rounded curriculum.

The intermediate years are exciting years for students. It is a time of considerable physical and emotional growth as children move from childhood to adolescence. It is a time of transition between primary and secondary paradigms. Our curriculum aims to build on prior learning and achievement. We work towards a more independent, self-directed learning style. Students are encouraged to develop a clearer understanding of their own achievement levels and to set and achieve personal learning goals. We want our students to be successful at secondary school and become successful 'life-long learners'.

We want our parents, whānau and wider school community to be involved; in our students and their successes, in the development of our facilities, in fundraising and community events and in the direction of our school. We encourage this through our 'open door policy', our hui, fono and parent meetings and through the 3-Way Reporting Conferences. We want our students to know that they are supported, encouraged, that they 'belong' and that their success is important to us all.



Pauline Cornwell
Principal

Yours sincerely

Pauline Cornwell
Principal

Introducing Senior Staff at Papatoetoe Intermediate School



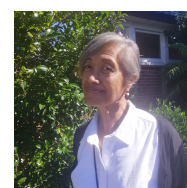
Donna Young
Deputy Principal



Tracy Prout
Assistant Principal
Team Tupu-a-rangi



Barbara Ferregel
International Student
Administration Officer



Bonnie Naera
SENCo



Sarah Richardson
Assistant Principal
Team Waiti
International Student
Programme Coordinator



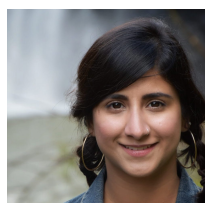
Gareth Fletcher
Assistant Principal
Team Waita



Sanjeev Kumar
Assistant Principal
Team Uru-rangi



Nawinta Prasad
Assistant Principal
HOD Technology & Arts



Huda Parvez
Learning Support Leader

2. Pre-enrolment Information

Papatoetoe Intermediate 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. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at:

<http://www.education.govt.nz/quick-links/international-students/>

Immigration

Full details of visa and permit requirements, advice on rights in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service and can be viewed on their website at:

<https://www.immigration.govt.nz/new-zealand-visas/options/study>

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 related costs. Further information can be viewed on the ACC website at:

<http://www.acc.co.nz/>

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. Southern Cross is one of the service providers. Their website is:

<https://www.southerncross.co.nz/>

Please note:

Papatoetoe Intermediate School recommends that international students have a current Medical and Travel Insurance Policy from a reputable Medical Insurance provider.

3. Accommodation

Papatoetoe Intermediate requires that all international students live in one of the following types of accommodation:

- Students in Years 7 and 8 may live with a parent or with a designated caregiver chosen by their parents/legal guardians, subject to approval by the Ministry of Education. All accommodation and designated caregivers must be police vetted and approved by the school, as required by the Code of Practice for the Pastoral Care of International Students. An Indemnity Form must be signed by the international parents stating that the designated caregivers are 'bona fide' relatives or close friends of the student's family.
- In a homestay only with the approval of the "Administrator". All homestays must be approved by the school, as required by the Code of Practice for the Pastoral Care of International Students and application must be made to the "Administrator". For enquiries about accommodation, please contact the International Student Administration Officer at the school Mrs Barbara Ferregel.
Telephone: 0064 9 278-9763
Email: barbaraf@papint.school.nz

If the people designated by the parents to look after their son/daughter are not a 'bona fide' relative or close family friend, the school will treat the accommodation as a homestay and will follow Code of Practice requirements for police vetting and monitoring.

Monitoring

In order to ensure that all international students who have been accepted as living with a parent are living with and continue to live with a parent for the duration of the student's study in New Zealand, the school will meet once a term with international parents to ensure they are still living in the country. If the school becomes aware that the parent of the international student has returned home, the student will also be returned home at the parent's expense. Immigration New Zealand will be informed.

4. Application Requirements and Procedures

The applicant must complete an Enrolment Application Form, the Enrolment Contract and produce the following documents before the application can be processed:

Passport (student and parent/s)
Student visa/permit
Four recent passport-size photos
Copies of recent school report with verified English translation
Medical and travel insurance (including dental cover)
Immunisation/health checklist including vaccination record from home country
Completed Designated Caregivers indemnity form (if applicable)
Information on any medical conditions or learning difficulties (if applicable)
Administration fee: \$400.00 (non-refundable)

Procedures Once an Application Has Been Received

If the student is overseas: (It is recommended that an agent is used to support the family through the process)

- Documents are checked and assessed
- A conditional Offer of Place is made and invoice for fees deposit is sent. (Fee payment by Bank Transfer into the school account is recommended.)
- Deposit fees received
- Evidence of NZ Medical and Travel Insurance is sighted
- Copy of a valid passport is sighted

The conditional offer of place will be confirmed upon interview with student and parent/caregiver.

If student is in New Zealand:

If the application form is approved the parents will be informed of an interview time.

The interview will consist of:

- Tour of the school
- Explanation of the Conditions of Acceptance
- Classroom and daily programme explanation
- Initial assessment of the level of English of the student
- Ensuring the parents understand the Code of Practice
- Explanation of the designated caregiver's role and responsibility (if applicable)
- Making an appointment time to visit the home of the designated caregiver
- Answer any questions the family may have

Checklist for enrolment process:

- ☐ Enrolment form completed and sent to school administration
- ☐ Parent contacted through phone/fax/e-mail if not at enrolment (may be through an Agent)
- ☐ Signed tuition agreement sent to school administration
- ☐ Meet with School representative to discuss Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2021 – Schools
- ☐ Medical Insurance advice given
- ☐ School programme outlined by School's representative
- ☐ Fees paid and receipted
- ☐ Copy of Passports/Visa (Parent's/Caregiver/Student)
- ☐ Student and parents/caregiver are to sign the Behaviour Contract

After enrolment:

- ☐ Student's permit to be given to the Student Administrator as soon as possible.
- ☐ Purchase uniform
- ☐ Immunisation form completed

During orientation:

- ☐ Cyber-safety agreement signed
- ☐ English language assessment
- ☐ Timetable discussed
- ☐ Meet the staff involved with the International Student
- ☐ Meet the teacher
- ☐ ESOL programme for student

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. The minimum period of enrolment is one school term (ten weeks). Enrolments shorter than one term are at the Principal's discretion.

2. Although an elementary level of English is desirable no student will be refused acceptance due to their level of English, as all levels of English proficiency are catered for at Papatoetoe Intermediate.
3. Students and parents/legal guardians must accept and abide by the rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
4. Students must observe the laws of New Zealand.
5. Students must observe the conditions of the Visa and Student Permit. If a student breaks the terms of the visa /permit, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
6. Because class placements are decided on the evidence of assessment after arrival in New Zealand, 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.
7. The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
8. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies). Tuition fees are \$11, 920.00 (annual and payable in advance, GST inclusive, includes a non-refundable Administration Fee of \$400.00)
9. All additional costs (as outlined in the school prospectus) will be paid promptly, as required.
10. The conditions of the Fee Refund Policy will be accepted.
11. All students are recommended to have a travel and medical Max insurance policy for the duration of their period of enrolment from a reputable Medical Insurance Company. The school will keep a record of the policy number.
12. All international students must live in one of the following types of accommodation:
 - With their parents or legal guardians (proof of legal guardianship must be supplied).
 - With a designated caregiver chosen by their parents / legal guardians. All accommodation offered by designated caregivers must be approved by the school, as required by the Code of Practice for the Pastoral Care of International Students. An indemnity form must be signed by the parents giving the designated caregiver authority.
 - In a homestay (only in exceptional circumstances and with prior approval from Papatoetoe Intermediate)
13. All disputes will be dealt with under New Zealand law.
14. The school's complaints procedure for international students will be used to deal with grievances.
15. The student and/or parents will provide academic / behavioural / medical and other information that is relevant to the wellbeing and course placement of the student.

16. Change of address

Parents must inform the school of their pending or new address, telephone numbers, fax number and email address before the change takes place. The student and/or parents will also advise the school immediately of any change in type of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any change in the contact details of the student and/or parents.

<https://www.immigration.govt.nz/assist-migrants-and-students/assist-students/education-in-nz/making-an-offer-of-place>

School Zone

Papatoetoe Intermediate has an enrolment policy with defined boundaries for domestic students. Students living outside this school zone must enrol in their own zoned intermediate. In the event of an enrolled international student who gains domestic student status, the student would be expected to live within the defined school zone or move into the school zone immediately. If the student continues to live outside the school zone, they are required to transfer from Papatoetoe Intermediate to a school in their local area.

5. Student Fees and associated costs

Refund Conditions for international Students

To be eligible for any refund

Refund of fees will be considered only after a written request from parent or legal guardian has been received by the Board of Trustees setting out the special circumstances of the claim.

If the application is made before the start of the course

The parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim prior to starting the course.

If the application is made after the start of the course

If a student wishes to withdraw after starting the school, course or programme, no refund will be made except in exceptional circumstances. These may include the student returning home due to a serious illness of a close family member. All such refunds will be at the discretion of the Principal and Board of Trustees and evidence will be required. Please note the Administration Fee of \$400.00 is non-refundable.

The Board of Trustees may refund fees to the person who paid the fees less the following amounts:

- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees
- Appropriate proportions 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 commissions paid to an agent representing the student
- Any other costs already incurred

The Board of Trustees will make no refund

- Where a student has been stood down, suspended or excluded
- Where a student is asked to leave the school because of poor attendance
- Where a student returns home for any reason other than serious illness or death of a close family member (evidence must be provided)
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- Where students acquire permanent residence or domestic student status after having enrolled at the school, no refund will be made for the term in which their status changes (unless the Board of Trustees in its absolute discretion determines otherwise)

Fees Protection Policy for International Students**Rationale**

International student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure from misappropriation and are only made available to the school in accordance with the Refunds Policy.

Purpose

1. To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be monitored
2. To ensure that Papatoetoe Intermediate does get payment in full for those services provided
3. To ensure that international students' payments may be drawn down in accordance with the Refund Policy

Guidelines

1. Accounting procedures are in place to ensure that monies are available for release.
2. International students' fees shall be paid into the school's general account, and initially treated as income in advance.
3. At the end of each month, the fees portion for that month will be transferred to operating income.
4. Fees will be available for approved refunds resulting from withdrawal from Auckland Normal Intermediate School or in the event of the school not being able to provide tuition.
5. Accounting practice will ensure that international student fees are reported separately from other income sources.

Evaluation

The Principal shall report to the Board of Trustees annually with reference to this policy.

6. School Information

Our school is a STAR school. We subscribe to the Positive Behaviour for Learning School-Wide framework. This is commonly referred to as PB4L School-Wide. This framework allows us to build a culture where positive behaviour and learning is a way of life – the STAR way.

STAR forms the foundation for this framework. The acronym stands for:

Safety	Trust	Attitude	Respect
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The framework is designed not to change students but rather changes the environment, systems and practices that our school has in place to support our students make positive behaviour choices.

Uniform

Sweatshirt	Unisex – monogrammed maroon polo fleece jacket.
T Shirt	Unisex – monogrammed [gold, charcoal and maroon] <i>[We recommend families buy 2 or 3 of these as there is no PE uniform]</i>
Girls Skirt	Plain black
Shorts	Unisex – black
Sandals	Black sandals [straps or buckles must be no higher than the ankle line. No jandals]
Shoes	Unisex. Plain black shoes. [No colours or stripes on shoes] – NO boots or shoes higher than the ankle.
Socks	Plain black ankle length or knee high socks for both boys and girls. No socks to have stripes or logos. [Girls can also wear black tights and must also wear shorts or skirts over their tights]
Winter comfort.	Free choice of plain black raincoat. Students may wear a plain black scarf to and from school only.
Sun hats	Only black plain hat or cap
Jackets	Optional. Shower-proof jackets in black, the school track suit jacket or KidsCan jacket.
Head covers	Students may wear head covers – these must be plain black or maroon.

Sports/PE Uniform

School T-shirt *	Unisex – monogrammed [gold, charcoal and maroon]
Shorts	Unisex. Plain black.
Sports shoes	Unisex. Optional. For PE and sport ONLY.
Track suit	Plain black shower proof jacket with school logo and Mango pare down the sleeve or KidsCan Jacket. Plain black shower-proof pants.



**PAPATOETOE INTERMEDIATE
SCHOOL TEE UNISEX**



**PAPATOETOE INTERMEDIATE
SCHOOL FLEECE JACKET UNISEX**



**PAPATOETOE INTERMEDIATE
SCHOOL JACKET UNISEX**

Standards of dress

As the school is judged in public by the uniform standards shown by pupils, all students are encouraged to wear their uniform with pride. Parents are requested to help the school by ensuring the following rules are adhered to: if, for any reason, a child will not be wearing regulation uniform items, a written note should be sent to the classroom teacher, approved by the Deputy Principal and carried by the International Student.

Programmes at Papatoetoe Intermediate School

The School Curriculum is made up of all the essential learning areas; English, Maths, Science, Physical Education, Health, Social Studies, Music, Art and Technology [Design and Hard Materials, Food and Soft Materials]. Students also have the provision to be involved with learning another language during Academy Cultural and Elective time – ACE. All students also learn Te Reo Maori.

Teaching is learner-focussed, promoting active involvement in setting learning goals and supporting students to be authors of their own learning pathways. Details of the school curriculum can be found on the Papatoetoe Intermediate website: <http://www.papint.school.nz/>

Cultural Programmes

Instrument tuition – selected students
Choir – selected students
Orchestra – selected students
Concert Band
School-wide electives (ACE)
Kapa Haka group
Nga Tikanga Maori
Festivals in swimming, athletics, cross country

Sports Programmes

Recreational sports programmes
Lunchtime inter-class/inter-house sports
Inter- school intermediate school sports events
Sports exchange
Rugby
Rugby league
Basketball
Festivals in dance, speech, drama

Children with special abilities

Language/Reading extension programmes
National/international English, Mathematics and Science competitions
General knowledge quiz

Learning support programmes

Teacher Aides working alongside students in classrooms
Support programmes in numeracy and literacy
Small group 1:1 tuition when required
Reciprocal reading programme
In-class and withdrawal support for ESOL students

Second language learning

Te Reo Maori

English Studies for Speakers of Other Languages (ESOL)

Students at Papatoetoe Intermediate will also be offered a special ESOL programme to improve their English. The programme will be designed around the needs of the student and will be decided on after an initial assessment.

In the event of the student having a high level of English they will participate in the normal school curriculum and may be withdrawn or have in-class support to improve aspects of their English.

Although the homeroom teacher teaches most of the subjects, specialist teachers deliver Art, Music, Technology, Science, Dance and Drama and Physical Education.

School facilities

- Withdrawal room for one-on-one or small group ESOL lessons
- WiFi across the whole school
- Gymnasium
- Basketball/Netball fields
- Grass rugby and football fields
- Adventure playground
- Library and ICT Suite
- Technology block (Hard Materials, Soft Materials, Food Technology, Visual Arts)
- Science laboratory
- Music rooms with practice spaces
- Musical instruments
- Access to Tirinui Trust
- Mt Richmond Special School satellite classes
- Computers and Data Projector in each classroom

BELL TIMES

8.30 a.m.	Students can enter classrooms
8.45 a.m.	Start of school day - karakia
8.45 – 9.30 a.m.	Period 1
9.30 – 9.35 a.m.	Healthy Brain Snack
9.35 – 10.20 a.m.	Period 2
10.30 – 11.05 a.m.	Period 3
11.05 – 11.10 a.m.	Morning Tea Eating
11.10 - 11.40 a.m.	Morning Tea Break
11.40 – 12.25 p.m.	Period 4
12.25 – 1.10 p.m.	Period 5
1.10 – 1.15 p.m.	Lunch Eating
1.15 – 1.55 p.m.	Lunch break
1.55 – 3.00 p.m.	Period 6
3.00 p.m.	End of school day
3.05 – 4.30 p.m.	Study Centre – Monday - Thursday

7. Orientation Programme and Support Services

International students at Papatoetoe Intermediate will be provided with a proper orientation process.

Sarah Richardson/Bonnie Naera/Huda Parvez are primarily responsible for the orientation of the students and their on-going welfare within the school community. This will be done in close liaison with the classroom teacher and the Principal.

The Orientation Programme

On the student's first day, he/she will be met by the staff member responsible for international Students and other staff who will work directly/indirectly with the new arrival. After the introduction, the student will be shown around the school grounds if this was not previously done during the interview process. On completion, the student will be taken to the class and introduced to the students.

All students will be mainstreamed immediately upon arrival with a small group withdrawn for further orientation, English testing, and teaching as required. Assistance with academic planning is given, if required.

The classroom teacher will be 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. He/she will also ensure the student knows where to find the sick bay, toilets, etc.

Orientation will include school layout, rules and regulations, counselling, support systems and resources available.

Student Support

The school will establish what support is required for the student. The school will support the student so that any difficulties around adapting to the new culture can be addressed. Familiarisation with New Zealand culture, schools and learning will be provided. Translators will be made available where necessary. This may be another student or an adult, depending upon the situation and the requirements.

The International Student Coordinator will continue to monitor the student during the first few weeks while the student settles into the class and the school. The Co-ordinator will also be available for support of the students, the classroom teacher and the Parents/Caregiver.

Once the initial period is over, the Teacher Responsible for International Students will continue to monitor the student and his/her progress through informal meetings, ESOL teaching times, and where necessary through formal meetings with the student, the classroom teacher, and/or the Parents/Caregiver.

Parents/Caregivers and students need to know that Papatoetoe Intermediate has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Teacher Responsible for International Students to discuss any queries or concerns.

Student Support Services

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

Principal

Ms Pauline Cornwell

Telephone: (school) 0064 9 2789763

Email: paulinec@papint.school.nz

24 Hour/emergency contact number

Mobile: 0211151462

Associate Principal and International Student Programme Coordinator

Miss Sarah Richardson

Telephone: (school) 0064 9 2789763 ext 909

Email: sarahr@papint.school.nz@papint.school.nz

SENCo

Mrs Bonnie Naera

Telephone: (school) 0064 9 2789763

Email: bonnien@papint.school.nz

24 Hour/emergency contact number

Mobile: 021680540

All International Students are issued with a laminated emergency card which shows the student's name and address, name of parent / caregiver, contact phone numbers and room number at school. The contact details for the Principal, Ms Pauline Cornwell on are detailed on the card so that students have 24 hour emergency contacts and support at all times.

Student Code of Conduct

At Papatoetoe Intermediate we respect, help and support each other. This means showing courtesy to all students and adults. Rules help the school run smoothly, making it a safe and happy place for students to learn.

Standards for Students

At Papatoetoe Intermediate School, we use the S.T.A.R acronym to describe our core values and to guide our behaviour and interactions. Our STAR school, classroom/playground rules can be simplified to:

- Follow instructions
- Be considerate - no teasing or put-downs
- Keep your hands and feet to yourself
- Respect others' property and the environment
- Be in the correct place at the correct time with the correct equipment

Clear and consistent school-wide expectations and values underpin all our positive learning behaviours at Papatoetoe Intermediate School. Our school adheres closely to the Positive Behaviour for Learning initiative is about improving academic and behaviour outcomes for all students. Our school has always placed a strong emphasis on positive interactions and good behaviour for all on our school site. This initiative aims to make positive behaviour in our school the norm.

Consequences

We believe that strategies that prevent conflict (such as teaching students to identify, discuss and solve possible conflict-related problems) are better than trying to deal with concerns after the conflict has arisen.

We believe that all students want to attend school, to be able to learn and to feel that they 'belong'.

Papatoetoe Intermediate School follows restorative practices processes when dealing with behavioural incidents. When working with students who have been involved in 'an incident' the school will seek all perspectives, to investigate the harm done to all people involved. We take the time to uncover each person's 'truth' and to eventually hold a meeting where each person has their say about the harm that has been caused and how they might 'address' (fix) the harm.

Other restorative practices for classes can include: Check and Check out/ Circle time/ emotional recognition and tracking/ reflective journals etc.

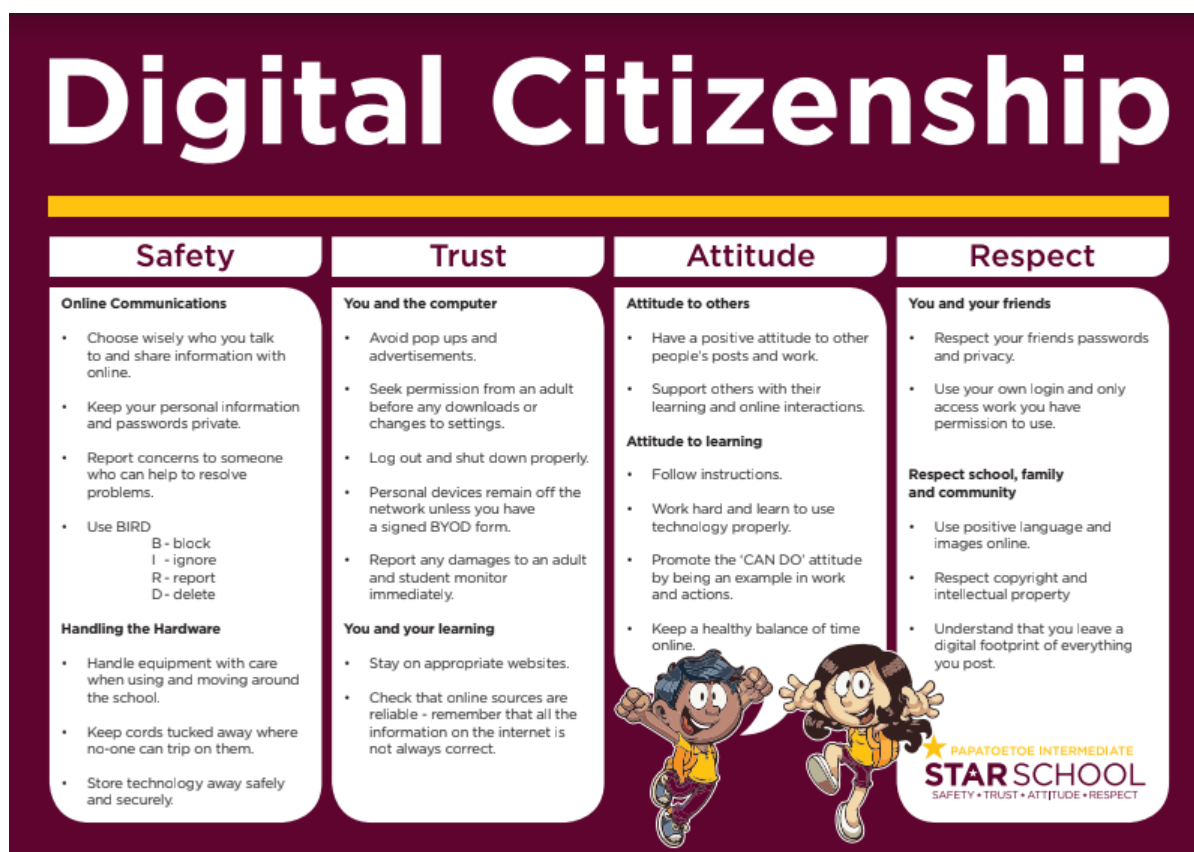
Whether disciplinary action is informal or formal, the *Papatoetoe Intermediate School Board of Trustees* will make sure that the disciplinary procedures are fair. This means that:

- Parents/caregivers will be informed both verbally and in writing (when necessary). This includes
 - your right to request support, other assistance and/or representation.
 - information about the specific behaviour or matter that is causing concern so you have a reasonable opportunity to provide an explanation.
 - the action that is required to amend or improve the behaviour or performance.
 - a reasonable timeframe/opportunity to do so.
- If the offence is sufficiently serious, the student is to be placed on suspension pending the full investigation.
 - Extensive student support would usually precede a formal disciplinary action, depending on the seriousness of the misconduct.

BYOD and Digital Technologies

Our school has a Bring Your Own Device system in place for those wanting to bring a device (laptop, chromebook or tablet) to school to support learning in class. Application forms are available at student reception and include the expectations around this. All classes have a set of chromebooks available and students all receive a Google

account login for use here at school. They are also required to sign a student user agreement around acceptable care and use of technology at Papatoetoe Intermediate School.



Mobile Phones

Students are permitted to bring their mobile phones to school. All mobile phones/wallets/money or any other item that needs to be kept secure during the day are collected at the start of the day and locked in a security box. The security box is kept in the administration office during the day. The security box is returned to the class before the end of the day so the stored items can be returned to the respective students.

The school accepts no responsibility for mobile phones that are carried around the school or are left in bags or desks.

7. Frequently Asked Questions

1. When is Papatoetoe Intermediate open?

- Our school is open at 8:00am every morning during term time, Monday to Friday. Lessons start at 8:45am and school closes for the day at 3:00pm.
- The school terms are given in the main school prospectus along with public holidays when the school is closed.

2. What do I need for classes?

- Make sure you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need.
- For the specialist classes, you need to wear your school style black shoes.

3. What if I am sick and cannot come to school?

- If you are sick and cannot come to school, make sure that your parents or caregivers contact the school to let the school know. When you return to school you will need to have a written note explaining your absence.
- If you feel sick at school or if you injure yourself at school, you need to go to the Student Reception area and inform the staff who will look after you and provide appropriate treatment for the injury.
- If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or caregiver needs to let the school know in advance through a written note.

4. What if I change my address and phone number?

a) If you change your address or phone number your parents or caregivers need to let the school know by giving you a written note to take to your teacher or the school Office.

5. What about breaks and meals?

a) There is a break in the morning from 11:10 to 11:40 am and a break for lunch from 1:20 to 1:55pm every day.
b) Food is provided everyday for all students. We can also cater for dietary needs.

6. What do I do if I am bullied?

If you are bullied at school, coming to school, or going home from school, then you must let your classroom teacher or the staff member responsible for international students (Sarah Richardson) know as soon as you can.

8. May I use my email at school?

a) Students can use the internet and a teacher must be present to make sure that you access suitable sites. You will need to sign a Student User Agreement (this will be in the enrolment pack).
b) Private email addresses (e.g. Hotmail) cannot be used at school.

8. Student Grievances

What to do if you have a grievance

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

We want you to be happy at Papatoetoe Intermediate. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

Problems with a teacher

You can make an appointment to discuss your concerns with your classroom teacher.

If your concern is the classroom teacher and you are not comfortable to talk with them directly or you do not get a resolve, make an appointment to talk to the International Students Programme Coordinator - Miss Sarah Richardson.

If you have spoken with Miss Richardson and still have not resolved the problem, please talk to the Principal, Ms Pauline Cornwell.

Problems with school friends

Take the time to talk to your teacher about your concern.

You can also talk with Miss Richardson. She is very helpful, especially with broken friendships. You can see Miss Richardson in her office at any stage as long as she is not busy and you have permission from your teacher. Remember to carry your class pass with you.

Problems with your homestay/designated caregiver

Make a time to talk to the International Students Programme Coordinator (Miss Sarah Richardson)

9. Procedures that apply when a student withdraws/is not attending their course

If a Student Withdraws From School

1. The intention to withdraw a student from school must be in writing by the parents prior to the student's last day, giving the date of the final day of attendance and the reason for leaving. The school will notify the Immigration New Zealand.

2. The Refund Policy for International Students will apply.

If a Student Is Not Attending Their Course

1. In the case of absences, the parent / 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 student'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 prior to the appointment or earlier.
2. Where the student is absent with no reason then the parents or caregivers will initially be contacted by the school for an explanation. Where a student is being truant from school, the school 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 New Zealand 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 the Immigration New Zealand notified. However if the parents / caregivers have previously notified the school in writing that the student 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 Immigration New Zealand.

Circumstances In Which Tuition May Be Terminated

1. Where a student is absent or consistently truanting from school (see above), then Papatoetoe Intermediate will terminate the enrolment.
2. If a student's behaviour is of an unacceptable level, then a meeting with the student, 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. There will be no refund of fees paid if this occurs.
3. An 'acceptable level of behaviour' would be seen as following the school rules and the school 'Code of Conduct' as provided to each student.
4. If an enrollment application is found to be inaccurate in any way the contract may be terminated at the school's discretion.
5. Upon termination of enrolment, the Immigration New Zealand will be notified as required.

10. 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:

<https://www2.nzqa.govt.nz/international/study-nz-quals/code-international-students/#:~:text=The%20Code%20explained,at%20all%20levels%20of%20education.>

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 Immigration New Zealand 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 teacher in charge of international students, 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 Qualifications Authority.

Should a dispute either contractual or financial arise between the international student and our school, the NZQA will refer the matter to dispute resolution operator, FairWay Resolution Limited. Information can be found on their site: <https://www.fairwayresolution.com/got-a-dispute/istudent-complaints>

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Papatoetoe Intermediate School Policies

The following school policies are available for viewing on the school website. Copies will be sent through to parents/caregivers upon request:

- a) Medical and Travel Insurance policy
- b) Fees protection Policy for International Students
- c) Refund Conditions for International Students
- d) Fees Protection Policy
- e) Accommodation Policy for International Students

- f) Withdrawal of International Students and attendance policy
- g) Grievance Procedure and compliance with International Student Contract Resolution Scheme Policy
- h) Annual Review Information
- i) Annual Review of Compliance of the Education (Pastoral Care for International Students) Code of Practice 2016.

11. Useful Links:

NZQA Code of Practice (English): <https://www2.nzqa.govt.nz/tertiary/the-code/>

Student complaints: <https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

International Student Contract Dispute Resolution Scheme Rules 2016

<http://www.legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748781>

iStudent Complaints: <http://istudent.org.nz/>

Information about the Disputes Resolution Scheme online at:

<http://www.fairwayresolution.com/istudentcomplaints>

Disputes Tribunal: <https://www.disputestribunal.govt.nz/>

Study in New Zealand: <http://www.studyinnewzealand.govt.nz>

NZQA's Studying in New Zealand: <http://www.nzqa.govt.nz/studying-in-new-zealand>

Immigration New Zealand's Studying in New Zealand:

<https://www.immigration.govt.nz/new-zealand-visas/explore-visa-options>

Earthquakes and other natural disasters: <http://getthru.govt.nz>

Police vetting service: <http://www.police.govt.nz/advice/businesses-and-organisations/vetting>

Vulnerable Children Act 2014:

<http://www.legislation.govt.nz/act/public/2014/0040/latest/DLM5501618.html?src=qs>

Children's worker safety checklist, as part of the supporting material provided under the Vulnerable Children's Act

2014: <http://www.childrensactionplan.govt.nz/childrensworkforce/safety-checking-and-the-workforce-restriction/>

New Zealand Now: <http://www.newzealandnow.govt.nz>

Tourism New Zealand: <http://www.tourismnewzealand.com>

Water Safety New Zealand: <https://www.watersafetynz.org/>

NZTA information for visiting drivers: <http://www.nzta.govt.nz/safety/driving-safely/visiting-drivers/>

Drive Safe: <http://www.drivesafe.org.nz/>

Alcohol laws and penalties: <http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties>

Sun safety: <http://sunsmart.org.nz/>

Budgeting resources: <http://www.sorted.org.nz/life-events/studying>

Sexual and reproductive advice:

<http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>

Language line

<https://www.newzealandnow.govt.nz/living-in-nz/english-language/help-in-your-language>

Language line is a free telephone based interpreting service used by many government agencies, some doctors and city councils. Additional information can be found at the Office of Ethnic Affairs website. This will provide information about how to use the Language line.

You can phone them on 0800 656 656 or, from overseas, on +64 4 495 9448