

INTERNATIONAL STUDENTS

Information and Enrolment Pack



WELCOME

Nau mai haere mai,

Thank you for taking the time to find out more about Beach Haven Primary.

At Beach Haven we work collaboratively with parents and students, to ensure each student experiences success in all aspects of their educational journey.

We want our students to be socially adept, emotionally secure as well as academically successful. Our learning programmes are designed to enrich, engage and inspire our students to reach their potential in a 21st Century world.

We welcome international students and their families and look forward to offering a memorable and stimulating experience during your time with us.

Ngā mihi nui,

Stephanie Thompson



Mrs. Stephanie Thompson
Principal

In case of an emergency, please contact your Agent. If further assistance is needed, please contact Stephanie Thompson +21 171 9008 or Anna Mills +21 240 8899

OUR VISION

STUDENT EMPOWERMENT

Opportunities for ownership, leadership and personalisation of the learning journey will be prioritised.

GROWING STAFF

Teachers and support staff are supported to develop and grow their capability and capacity as professionals.

COMMUNITY ENGAGEMENT

Parents and Whānau are actively involved in the school, in partnership with staff, students and the community.



RESPECT RESPONSIBILITY INTEGRITY EXCELLENCE

WE OFFER..

- An International Student Manager who is responsible for international students and parent liaison,
- Full mainstreaming of all students into classes,
- English language classes in small groups coordinated by an ESOL teacher,
- A range of additional opportunities such as Kapa Haka, choir, sporting events and much more.
- A friendly and nurturing environment
- Curriculum focused trips and excursions
- Free stationery and curriculum focused trips for our International Students.

For more information, please have a look at our website - www.beachhaven.school.nz

If you would like more information on studying in New Zealand, click on this link.

<http://www.studyinnewzealand.govt.nz>

ENROLMENT PROCEDURES

Enrolment Process

Beach Haven Primary School has agreed to observe and be bound by the Code of Practice for Pastoral Care of International Students published by the Ministry of Education. A copy of the Code is available to download at: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>. Throughout the enrolment process you will work with our International Student Coordinator who will be available to answer any questions you may have.

Discuss Availability

At the time of your initial enquiry, our International Student Coordinator will establish whether we have a place at your child's year level. You will be informed of this before any further steps in the enrolment process can occur.

Enrolment Criteria

At this next phase of the process, you will need to provide the following:

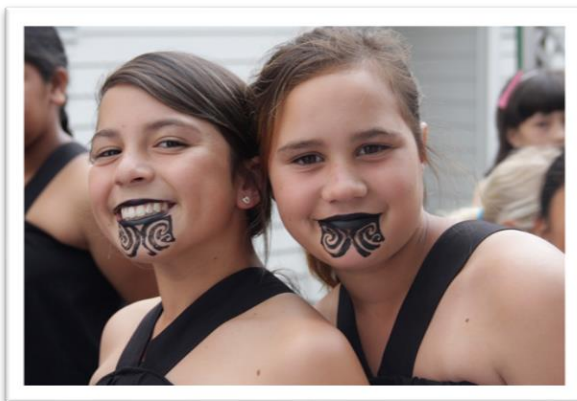
- Agent Details
- Passport Verification
- Student visa/permit
- Copy of the most recent school report with verified English translation.
- Evidence of Medical and Travel Insurance
- Health immunisation checklist
- Medical information completed



A non-refundable administration fee of \$450 is due with your enrolment application. Once your enrolment has been processed and accepted you will be invited to tour the school.

Once your application is approved and on receipt of payment, an offer of place and a receipt will be issued. At this stage an application to immigration for a student permit.

** If a place is not available at the time of your enquiry you will be offered the opportunity to go on a waiting list. When a place becomes available you will be notified and have 14 days to accept or decline the place.*



ORIENTATION PROGRAMME

On the pupil's first day, the pupil will be met by the Principal, a member of our Senior Leadership Team or the International Student Manager and will be introduced to key staff members, given a tour if one has not been undertaken previously, given your stationery and shown to their classroom.

The international student will be placed in a class with students of the same age. The classroom teacher will be responsible for ensuring the new student has a cultural buddy to help the new student with daily routines, timetables and activities during free time. The buddy will be supported by the International Student Manager.

All students will be mainstreamed immediately on arrival. In addition to this the ESOL teacher will start additional support and will carry out an assessment within one week. The ESOL teacher will liaise closely with the classroom teacher and will ascertain the level and frequency of ESOL support that is required. ESOL support can be in class support or withdrawal. You are welcome to meet with the ESOL teacher and the classroom teacher, and you will be invited for student conferences twice a year.

If you require a translator at any time, we will work with you to arrange this to ensure we can communicate effectively.

Any and all matters relating to International Students attending Beach Haven Primary will be passed onto the International Student Coordinator who will then decide the best course of action, in conjunction with the Principal (if appropriate).



TUITION FEES

Our international fee for 2025 is **\$14,850.00** (inclusive of GST and an enrolment fee). Please refer to the Fee Structure Policy **(A)** for terms fees by term and short term fees.

This fee covers the cost of classroom tuition, ESOL tuition, stationery and all curriculum linked school trips. Additional costs include competition sports fees, music lessons and choir transport costs.

REFUND POLICY

No refund of fees will be made unless exceptional circumstances apply. The administration fee is non-refundable. Please refer to the Refunds Policy **(B)**.

TERMINATION OF TUITION

Under certain circumstances the school has the right to terminate the student's tuition. Immigration NZ will be notified immediately a termination takes place. Please refer to the policy **(C)**.

COMPLAINTS

If you have any concerns, please talk to a member of the International Student Team immediately. Our complaints procedure is attached **(D)**.

ADDITIONAL INFORMATION

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlement to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz.

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.

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance whilst in New Zealand.

Absence Requirement

Parents must phone the school by 9am on the day of the absence.

Accommodation

Beach Haven Primary requires that all international students live with their parents for the duration of their study. We do not arrange any accommodation for parents of fee-paying students. Parents must notify the school of any change in contact details including change of address. Beach Haven Primary has a relationship with many real estate and rental property agencies within the area and can assist families by making connections for them to further discuss their housing needs, if required.



Automatic Acceptance

Acceptance of one student within the family does not automatically mean the acceptance of other members within the immediate or extended family. However, Beach Haven Primary will endeavour to accept Y1-Y6 siblings of the same immediate family.

Unaccompanied Pupils

Beach Haven Primary will not accept any student who is not living with parents or legal guardian (see The Code).

English Proficiency

No child will be refused acceptance due to their level of English, as all levels of English proficiency are catered for within Beach Haven Primary.

Emergency Contacts

In an emergency situation outside of school hours please in the first instance call 111 for Police, Ambulance or Fire Services. All International families have access to the school's International Student Coordinator 24/7, in the event that the International Student Coordinator is not available the Principal is also available to be contacted at any time, details for both parties are provided as part of the orientation process and are also in the Welcome section of this document..

Residency and Zone

If a pupil gains residency, they may attend without further fees being paid in that calendar year if they are within the Beach Haven Primary school zone. Changes in residency must be advised to the school immediately.

Reporting

The international student attending Beach Haven Primary will be expected to participate fully in all aspects of the school curriculum and activities. As with all pupils at school, parents will be given a mid year and end of year report to show progress and achievement in all areas of the curriculum. If parents have any concerns, they may request an interview with the classroom teacher and/or the ESOL teacher.

Migrant Parent Meetings

Migrant and international parents are invited to meet with the Deputy Principal and International Student Manager each term to discuss what is happening that term and to answer any questions parents may have.

Pathways to Further Education

Beach Haven Primary works closely with its future pathway schools Birkdale Intermediate School and Birkenhead College. As part of community learning, with a focus on transitions, the cluster recognises the importance of ensuring smooth and consistent transitions between learning facilities. Beach Haven Primary assists all students moving onto their next learning facility through the passing on of information, reports and records and assistance with enrolment procedures and requirements.

Transportation

Most families attending Beach Haven Primary live within our immediate area and for students residing within walking distance we encourage walking to and from school when possible. However, should you wish to drive your child to school there is a parking bay at the Tramway Road side of the school accessible by parents as well as ample street parking. Should your child/ren need to access public transport, bus stops are located at the Rangatira entrance to the school and at the top and bottom of Tramway Roads. Beach Haven Primary does not have a school bus system currently but public bus timetables can be found at <https://at.govt.nz/bus-train-ferry/timetables/>. A personalised transportation plan along with more specific information will be discussed during your orientation

Buddies

The International Student Manager will work alongside the selected buddies to support international students during their first few weeks at Beach Haven Primary School. These students will provide crucial support in those first few weeks.

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FEE STRUCTURE - 2024

1 TERM

International Student Fee:	\$3,600.00
Administration Fee:	\$450.00
Total	\$4,050.00

2 TERMS

International Student Fee:	\$7,200.00
Administration Fee:	\$450.00
Total	\$7,650.00

3 TERMS

International Student Fee:	10,800.00
Administration Fee:	\$450.00
Total	\$11,250.00

4 TERMS (1 YEAR)

International Student Fee:	\$14,400.00
Administration Fee:	450.00
Total	\$14,850.00

SHORT TERM ENROLMENT

International Student Fee per week:	\$450.00
Administration Fee:	\$450.00

* All prices include levy and GST.

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REFUND POLICY

1. If you withdraw from your prepaid period of study before the course completion date you may be eligible for a refund of school fees.
2. An application for a refund of fees must be made in writing. You must write to the Board of Trustees explaining why you have withdrawn from the course and your reasons for seeking a refund.

Changing schools does not constitute grounds for a refund of fees under normal circumstances.

3. If your application for a refund is made before the start of your period of study at Beach Haven Primary School, your fees will be refunded in full less an administration charge of \$450.00 to cover any costs already incurred by the school.
4. If your application for a refund is made after the start of your period of study, before the second half of your course, your fees will be refunded less:
 - an administration charge of \$450.00.
 - costs of completed tuition plus any part-term tuition.
 - components of the fee already committed for the duration of the course e.g. salaries of teachers/support staff.
 - costs already incurred for the use of facilities and resources.
 - the Government Levy.
 - any other costs already incurred.
5. No refund of fees will be made after the end of the first term (two terms). Application for a refund of fees for the second term (two terms) must be made prior to the end of the first term (two terms).
6. No refund will be given to a student who:
 - is expelled by the Board of Trustees.
 - does not notify the school of his/her departure.
7. If it is found that a student no longer holds a valid student visa, or if a student terminates his/her tuition ahead of schedule, then the New Zealand Immigration Service guidelines will be followed.
8. Refunds will not be given if a parent:
 - has misled the school at enrolment.
 - or where any irregularities arise with visa or entry requirements.

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TERMINATION OF TUITION

The school reserves the right to terminate the student's tuition at Beach Haven Primary School if any of the following occur:

- There is unsatisfactory or disruptive behaviour (international students are subject to the same stand-down and suspension rules as domestic students).
- The student fails to have a current student visa, current passport or appropriate and current health and travel insurance.
- The parent fails to pay the fees by the due date.
- The student or parent fails to comply with school rules and expectations.
- The student (under 10 years) is not living with a parent.
- The school is made aware that false information has been supplied by the parent.

Immigration New Zealand will be advised immediately if a termination takes place. This is likely to result in the student visa being cancelled.

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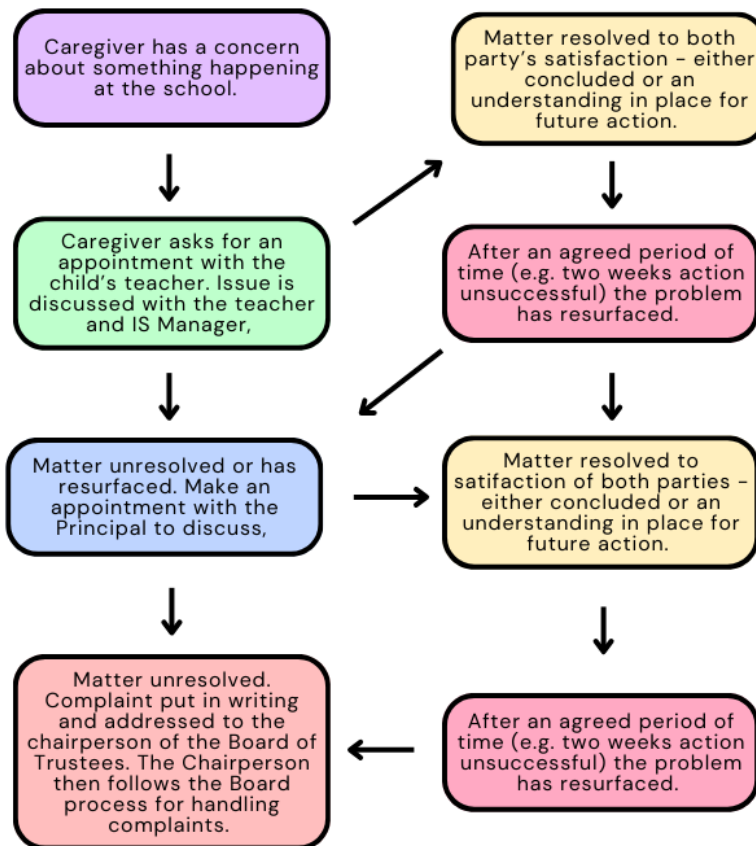
COMPLAINTS

COMPLAINTS POLICY

The Board will deal with all complaints in a way that is:

- a) Fair and reasonable.
- b) Timely as reasonably practicable (refer procedure chart).
- c) Transparent.
- d) Accessible.
- e) Consistent.
- f) Mutually communicative.
- g) Compliant with the Board's legal obligations, School Charter and School policies and procedures.

COMPLAINTS PROCEDURE FOR BEACH HAVEN PRIMARY SCHOOL



STAGE 1: SCHOOL COMMUNITY PROCESS

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
2. If the complaints procedure has not been followed the board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. The board needs to formally receive a complaint to act on it. If a complaint is serious enough for the board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing please discuss the matter in confidence with the board chair [or another delegated board member] to enable them to assist you with this.
4. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.

BEACH HAVEN PRIMARY SCHOOL BOARD OF TRUSTEES COMPLAINTS PROCEDURE

1. The letter of complaint is acknowledged by the chairperson and the complainant advised of the next steps in the board process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.
2. The letter is tabled at the board meeting (with the public excluded) and referred to relevant parties for reporting back to the board. The board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the board.
3. At the meeting of the board/committee reports are received and the parties may be invited to speak about their complaint or answer questions. The board/committee considers the evidence and/or information and comes to a decision or recommendation.
4. Depending on the delegated powers of the committee, either they or the board as a whole come to a resolution as to how the board will respond and/or what action will be taken.
5. The board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.

Any of the parties may request the board to reconsider their decision – however normally for such a reconsideration to take place new information that would have been relevant to the board's deliberations must be produced.

STAGE 2: BOARD PROCESSES

Guidelines:

1. Issues of a serious matter, **e.g.** allegations of physical abuse, may require a special meeting of the board to be called.
2. All letters addressed to the chairperson of the board are for the **entire board**. The chairperson cannot decide independently as to what action will be taken unless delegated authority to do so by the board.
3. Subject to agreement between the parties, resolution or dismissal of the complaint will not occur before all the information is to hand.
4. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
5. The board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. It is advisable to contact the regional NZSTA personnel/industrial adviser in such cases. The board will need to consider the relevant staff disciplinary policies, employment contracts, and expert advice from the NZSTA adviser.
6. The board recognises that not all complainants will be satisfied with the outcome of a complaint. After **one** reconsideration, if the board is confident of its decision, it will refuse to enter further discussion/correspondence. In making such a decision the NZSTA helpdesk can assist by giving an objective assessment of a board's processes in dealing with the complaint.
7. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.
8. Trustees need to be clear in their mind of the difference between a complaint they have as a parent [**ie** regarding their own child] and a complaint they have as a trustee [**eg** obstruction of staff preventing them carrying out board work]. In the first instance they are required to follow the normal procedures and are excluded from decision making due to conflict of interest. The latter case is dealt with as an agenda item for the whole board [possibly with the public excluded].

iSTUDENT COMPLAINT

Should you have completed the Beach Haven Primary School complaint process and you are not happy with the outcome, iStudent an independent dispute resolution scheme set up by the NZ Government may be able to help. Information about their services and how to make a complaint can be found at <https://www.istudent.org.nz/about-istudent-complaints>

NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)

If your concerns regarding quality of service matters are not resolved by the internal complaints procedures then you can contact the New Zealand Qualifications Authority at the following address:

NZQA
The Complaints Officer
QUality Assurance Division
PO Box 160
Wellington 6140