

# INTERNATIONAL STUDENTS



## PROCEDURE

Please read and complete the checklist in order to help with your application for tuition at Silverstream South School as a fee paying student.

### Application for Enrolment

1. Request an application pack and when practical, book an interview with the principal who will escort you on a no obligation tour of the school to highlight our special character, facilities and programmes.
2. Complete the application form and bring it to the school for processing.
3. Bring passports and pay the administration fee which is non-refundable of NZ\$1000.00.

### Conditions of Acceptance

4. a) Students must be living with their parent(s) or legal guardian.
5. b) Students must be the appropriate age for the school.
6. c) Students must have medical and travel insurance for the period of tuition.

### Offer of a Place and Visa Application

7. If accepted, a letter offering a place at Silverstream School will be given to you. Non acceptance will also be notified.
8. The letter of acceptance is required for you to apply for a Student Visa from NZ Immigration.

### Acceptance and Fees

9. On receipt of the acceptance letter full payment for tuition fees is required. A receipt will be issued as a requirement for visa applications.

### Starting Date at Silverstream South School

10. Once a Student Visa has been granted, bring it to school where enrolment procedures can be finalised and a starting day and class placement will be confirmed.

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## Code of Practice for the Pastoral Care of International Students

*Silverstream School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister 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.minedu.govt.nz>*

**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 Immigration New Zealand, and can be viewed on their website at <http://www.immigration.govt.nz>”

**Eligibility for 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 entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>

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



Uniform

Prices and ordering available online:  
<http://silverstreamschool.nzuniforms.com/>

### **NON-COMPULSORY COSTS**

Sports team participation

As required if a student selects to play particular sports.

Camps

approximately \$150.00 per student

***It is understood that all children will participate fully in all aspects of Silverstream School life.***

### **FEES PROTECTION**

The Silverstream School Board of Trustees guarantees to hold in reserve sufficient funds to meet any refund requirements should the school not be able to continue tuition.

## **Application for Enrolment Requirements and Procedures**

The parent/guardian must complete **Student Application form** and produce the following documents before the application can be processed:

- a. Passport
- b. Student visa/permit
- c. Copies of recent school report with verified English translation is required
- d. Health & travel insurance documentation for the family
- e. Completed Designated Caregivers Indemnity Form N/A
- f. Medical information ( *in addition to entries on the enrolment form- gray* )
- g. Additional information required by parents
- h. Administration fee: NZ \$1000 (*non-refundable*)

## **PROCEDURES ONCE AN APPLICATION HAS BEEN RECEIVED**

4. On receipt of a completed application, the parents/guardians will be informed of an interview time.

This interview will involve:

- The prospective pupil
- The parents
- A translator (*if required*)
- The Principal or nominated deputy

### **The interview will consist of:**

- Tour of the school - staffing, facilities and values outlined
- Explanation of the **Conditions of Enrolment** (*see below*)
- Classroom and daily programme explanation
- Initial assessment of the level of English of the child
- Ensuring the parents understand the Code
- Answering any questions the family may have.

5. Parents will be informed in writing of the school's decision within 7 days of the interview.

***Placement in a particular Year or class is at the discretion of the Principal.***

6. If enrolment is accepted the parents have 14 days, or less if they desire, to accept the placement by paying the fees. Once the fees have been received and receipted by the school, the pupil may attend Silverstream School.

## **Conditions of Enrolment**

***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.***

- Although an elementary level of English is desirable no child will be refused acceptance owing to his/her level of English, as all levels of English proficiency are catered for at Silverstream School. If additional tuition is recommended as desirable this will be discussed and provision negotiated with the parents.
- Costs incurred for ESOL tuition are additional to classroom tuition.
- Students and parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
- Students must observe the laws of New Zealand.
- Students must observe the conditions of their visa. If a student breaks the terms of the visa the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
- Because class placements are decided on the evidence of assessment after arrival in New Zealand, **all** information given before enrolment about placement 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.
- The student will attend the school on all occasions when it is open unless prevented by illness or other urgent cause.
- Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
- Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies).
- All additional costs (as outlined in the Information for Enrolment of International Students) will be paid promptly, as required.
- The conditions of the Fee Refund Policy will be accepted.
- All students are required to have medical and travel insurance (provided by caregivers) for the duration of their period of enrolment. Proof must be provided that the insurance purchased is adequate.
- All international students must live with their parents or legal guardians (proof of legal guardianship must be supplied).
- All disputes will be dealt with in New Zealand law.
- The school's complaints procedure for international students will be used to deal with grievances.
- Parents must inform the school of their address, telephone number and e-mail address (whichever applies). The student and/or parents will advise the school of any change in the contact details of the student or parents.
- The student and/or parents will provide academic, medical and other information that is relevant to the well being and class placement of the student.

## Refund Conditions and Procedures

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. The following procedures and guidelines would apply:

1. To be eligible for any refund, the parents/guardians must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.
2. If the application is made before the start of the course (one year of schooling), fees will be refunded in full less the administration charge specified on the fees information sheet.
3. A refund of any fees over and above costs already incurred by the school will be provided for the situation when:
  - (i) the signatory ceasing to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency;
  - (ii) the signatory ceasing to be a signatory;
  - (iii) the signatory ceasing to be a provider.
4. If the application is made after the start of the course, but before the second half of a course, fees will be refunded less:

An administration charge of NZ \$1000.00

Costs to the school already incurred for tuition

Components of the fee already committed for the duration of the course

- i. Specialist fees
  - ii. Appropriate proportions of salaries for teachers and support staff (*if applicable*)
  - iii. Costs already incurred for the use of facilities and resources
  - iv. The proportion of the Government Levy the school is required to pay
  - v. Any other costs already incurred.
5. If the application is made after the second half of a course there will be no refund except under exceptional circumstances - to be determined by the Board of Trustees.
  6. If an international fee-paying student gains residency during the course, no further fees are to be paid and a refund may be made on the unused portion of the prepaid fees. The new resident will then abide by the school enrolment scheme if one is in place. Documentation of residency must be provided within 14 days of it being granted,
  7. The Board of Trustees will make no refund:
    - Where a student has been stood-down, suspended or excluded
    - Where a student wishes to transfer to another school
    - Where a student returns home for any reason other than serious illness or death of a close family member ( proof of the latter would need to be included with the application to the Board of Trustees )
    - If the enrollment application is found to be inaccurate in any way and the contract is terminated.

8. In any dispute regarding the above, the decision of the Board of Trustees of Silverstream School is final (refer Refund Policy and [istudent.org.nz](http://istudent.org.nz)).
9. All fees (incoming and outgoing) are coded and recorded in accordance with our finance policy. Silverstream School is audited by a Ministry approved auditor annually.
10. The Board of Trustees will ensure that there is a reserve of funds to cover international students prepaid tuition fees in the event that a refund should be necessary.

## Curriculum Programme

Visit our website: <http://www.silverstre.am/about/>

Programmes at Silverstream School commonly feature the following:

- learning tasks in which students investigate issues and solve problems of interest to them;
- a balanced curriculum which emphasises inquiry, discovery and exploration; and encourages higher order thinking as keys to successful learning;
- opportunities to see the relevance of learning by applying it in a practical way to solve real problems;
- learning tasks and experiences (both in and outside school) which enable all students to succeed regardless of previous achievement.
- programmes that promote creativity and the opportunity to capture the teachable moment.
- An emphasis on developing the key competencies of thinking, managing self, participating and contributing, using language, symbols and texts and relating to others.

Teachers adapt the programme to ensure the curriculum focus for each student is on personal development as well as on academic achievement.

We focus on educating the whole child, emotionally, intellectually, socially, personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

Silverstream School is a public or state school. It offers programmes in all areas of the New Zealand Curriculum. This includes:

English (Speaking & listening; reading & writing; viewing & presenting)	Technology	
Mathematics	Music	
Social Sciences	Visual Arts	
Health	Taha Māori	integrated through
Physical Education	Dance / Drama	other curriculum areas

Details of the curriculum can be found on the Ministry of Education's website <http://www.minedu.govt.nz>



Silverstream School offers other learning opportunities to meet the broadening interest and development of students:

### **Classroom Programmes**

- ◇ English
- ◇ Mathematics
- ◇ Social Sciences
- ◇ Health/Physical Education
- ◇ The Arts
- ◇ Technology
- ◇ Information and Communication Technology
- ◇ Library Information Skills

### **Learning Support Programmes**

- ◇ Small Group 1:1 Tuition when required
- ◇ Curriculum Support people working alongside children in classrooms/learning centres
- ◇ Attention to support in literacy and mathematics ( as required )
- ◇ ESOL – support when required
- ◇ Reading Recovery programme

### **Special Events**

- ◇ **Camp:** - The children spend five days / four nights at a lodge and participate in outdoor pursuits such as abseiling, orienteering, kayaking, tramping, mountain biking, confidence and team building activities;
- ◇ **Production** – held biennially in even numbered years. All classes work together to present a live performance reflecting work in The Arts.

### **Classroom Programmes**

All students are taught the following core subjects:

- English (Speaking and Listening, Reading and Writing, Viewing and Presenting);
- Health;
- Mathematics;
- Physical Education;
- Social Sciences;

### **Integrated to class programmes**

- ◇ Social skills & values
- ◇ Buddy programme – an older and younger student meet once a week to share time & work or are involved in activities sometimes with other ‘buddy’ pairs
- ◇ Education for Sustainability- developing a greater focus on the ‘action for the environment’ in and beyond the school
- ◇ Extension work or interest opportunities

### **Sports Programmes**

- ◇ Opportunity to participate in sports teams for: netball, hockey, futsal, mini-ball, touch rugby.

- Technology and
- The Arts – with an emphasis on Visual Arts and Music. Dance and drama are integrated through other curriculum areas.

On occasions students are grouped according to ability for some activities.

**The current Education Review Office report is available here:**

<http://www.ero.govt.nz/review-reports/silverstream-south-primary-school-01-02-2018/>

## **Orientation Programme and Support Services**

**The Principal is 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 family members.

An initial orientation will be done prior to or during the enrollment interview with the prospective student and parents. On the student's first day, he/she will be met by the Principal and shown to the classroom. All students will be mainstreamed immediately upon arrival with individuals withdrawn for further orientation, English testing, and teaching as 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 child knows how to find his / her way around the school and especially where to find the medical room, school office, toilets etc.

The class teacher and principal will continue to monitor the student during the first few weeks while the student settles into the class and the school. The Principal will also be available for support of the students, the classroom teacher, and the parents/caregiver.

Once the initial period is over, the school's management team 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.

Translators will be made available where necessary. These may be another child or an adult, depending upon the situation and the requirements.

Parents/caregiver and students need to know that Silverstream School has an 'Open Door' policy. At any time they may make an appointment to see the classroom teacher, or the Principal to discuss any queries or concerns.

If it is decided during the enrolment process that a student would benefit from additional tuition in English the Principal will advise parents of options. This may

involve advice about private tuition options available outside school hours. It may involve negotiating payment for ESOL tuition as part of a class support arrangement.

Approved private tuition is available.

Contacts for advice are:

The Administration Officer  
University of Otago Language Centre and Foundation Year  
PO Box 56  
Dunedin,  
New Zealand  
Tel 64 3 479 5250  
Fax 64 3 479 5251  
Email [uolcfy@otago.ac.nz](mailto:uolcfy@otago.ac.nz)  
Website <http://www.otago.ac.nz/uolcfy>

One private provider is English Language Partners

They have classes on our school site Mon, Tue, Thur 9:30-12:30.

<http://www.englishlanguage.org.nz>

Phone +64 4 471 2382

Manager Paul Naidu

## **What do you do if you or your child has a grievance?**

We want you to be happy at Silverstream School. 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 or your child can do about it.

If you have a complaint about Silverstream School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow our school's formal complaint process first (as outlined below).

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>.

### **Problems with a teacher**

1. Make a time to talk to your classroom teacher about your concern.

If your concern is the classroom teacher, make a time to talk to the Principal.

### **Problems with school friends**

1. Find a duty teacher if this is during a play time or take the time to talk to your class teacher quietly about your concern.
2. You can also talk with our Principal or one of the leadership team in the school: Mrs Miller (Yrs 3&4), Mrs Robertson (Yrs 1&2), Mrs Wallis (Yrs 5&6)

***At all the above meetings, notes will be taken of your concerns and of the solutions put in place to help with the problem you have discussed.***

**Legal obligations for schools** regarding the **International Student Contract Dispute Resolution Scheme Rules** are available here:

<http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src=qs>

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

***If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.***

**The classroom teacher is the first support for classroom and curriculum questions.**

**All other queries or concerns are to be addressed to the principal:**

[principal@silverstre.am](mailto:principal@silverstre.am)

03 4898577

After 5pm - 021 0635221

***We hope your stay at Silverstream School is a happy one.***

### **Frequently asked questions**

1. **When is Silverstream School open?**
  - a. Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 9.00 am and school closes for the day at 3.00 pm
  - b. The school terms are given in the Information Booklet and school calendar along with public holidays. On Public holidays the school is closed.
2. **What do I need for the classes?**
  - a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need.
  - b. During Term 1 and 4 you need to wear your school sunhat whenever you are outside.

- c. Footwear that is suitable for fitness activities.
3. **What if I am sick, unwell or cannot come to school?**
- a. 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.
  - b. If you feel sick or unwell or if you hurt yourself at school, you need to go to the Office and tell our office managers who will look after you and if necessary, telephone your parent to come and take you home
  - c. 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 needs to let the school know in advance through a written note or by telephoning the school office.
4. **What if I change my address or 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 10:40 am to 11:05 am and a break for lunch from 12:40 pm to 1:20 pm every day.
  - b. The school does not provide lunches for the students. On some days lunches can be purchased – refer to the Silverstream School Information Booklet.
6. **What do I do if my lunch disappears?**
- a. If your lunch disappears from your bag or desk, let your classroom teacher know as soon as you find out. He or she will do what they can to find your lunch. They will also make sure that you get some food.
7. **What do I do if I am bullied?**
- a. If you are teased or bullied at school, coming to school, or going home from school, you must let your classroom teacher, the Deputy Principal or the Principal know as soon as you can. We do not like or want bullying behaviour at our school and will do everything we can to prevent you being bullied.
7. **May I use my e-mail at school?**
- a. E-mail can only be used under supervision. This also applies to using the Internet - a teacher must be present in accordance with the school's Internet Safety procedures.

# The school year 2022

## Term 1

- starts between Monday 31 January and Tuesday 8 February
- ends Thursday 14 April

## Term 2

- starts Monday 2 May
- ends Friday 8 July

## Term 3

- starts Monday 25 July
- ends Friday 30 September

## Term 4

- starts Monday 17 October
- ends no later than Tuesday 20 December.

## School Rules

### 1. GENERAL

- Once at school, all students must stay at school and not leave the school grounds until the end of the school day except with written permission from their class teacher or the Principal.
- Students remain outside until 8.30am.
- Students must sit with their class and teacher from 12.30 – 12.40 to eat their lunch.
- Students causing damage must report breakages to a teacher on duty.
- Lost Property is kept in the hall.

## 2. UNIFORM

- Grey school jacket, blue shorts, track pants or skirt and blue and red polo top.
- During Terms 1 and 4 a hat must be worn during the breaks. Students without a hat must stay indoors.

## 3. AFTER SCHOOL

- While waiting to be picked up by parents, students wait within the school grounds.

## Code of Conduct

### Akoranga Manawanui



***Learning to be the Best we can be!***

## Procedures that Apply When a Student Withdraws / is not Attending School or Class

If a student withdraws from school:

1. It 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 and the Immigration Service will be notified.
2. The Refund Policy for International Students shall apply.

If a child is not attending school:

1. In the case of absences, the parent/guardian/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 child's

return to school. If the absence can be foretold - eg 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 will initially be contacted by the school for an explanation. Where a child is being truant from school, the principal will arrange to have a meeting with the parents to discuss the situation and develop a plan to resolve the issue. If the truant behaviour continues a further family meeting will be held to outline that the enrolment is in jeopardy.
  
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 Service notified. However if the parents have previously notified the school in writing that the child 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 New Zealand Immigration Service.



## Circumstances in Which Tuition may be Terminated

1. Where a child is absent or consistently being truant from school then the signatory will terminate the enrolment.
2. If a child's behaviour is of an unacceptable level, then a meeting with the child, the parents, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents, warning that the enrolment is likely to be terminated. 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 in the Silverstream School Information Booklet issued at the beginning of each year.
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 Service will be notified as required.

## INSURANCE:

**Silverstream School does not offer insurance.**

**Caregivers are required to have the following insurance cover:**

(a) the student's travel—

(i) to and from New Zealand; and

(ii) within New Zealand; and

(iii) if the travel is part of the course, outside New Zealand; and

(b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and

(c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and

(d) death of the student, including cover of—

(i) travel costs of family members to and from New Zealand; and

(ii) costs of repatriation or expatriation of the body; and

(iii) funeral expenses.



## **Tuition Agreement for full time primary schooling**

**Silverstream School has assessed and is satisfied the competencies and enrolment provisions have been met in full. This student's accommodation is also compliant with the Code of Practice for the Pastoral Care of International Students.**

**Name:**

**This Offer of Place includes the Tuition Agreement and signing below indicates I have read and understand the conditions and procedures outlined above. Before signing I understand that an interpreter can be provided to ensure complete understanding of this document and subsequent policies attached.**

I also understand I must notify the Silverstream South School of any changes of circumstances stated in the enrolment process.

Silverstream South School agrees to adhere to the Education (Pastoral Care of International Students) Code of Practice 2016, Silverstream International Student Policy and provide all due care and curriculum as stated in the policy and International Students Handbook.

**Termination:** Either party may terminate this agreement with 5 (five) days' written notice. Upon termination of this agreement, refunds will be made in accordance with the School's Fee Refund Policy.

**Limitations of liability:** In no event shall the School liability exceed an amount equal to the amount of tuition fees paid by the Applicant.

**Policies:** All school policies and procedures are available on our website [www.silverstre.am](http://www.silverstre.am) or on request from school reception or electronically via emailing [principal@silverstreamsouth.school.nz](mailto:principal@silverstreamsouth.school.nz)

**Tuition start date:**

**Completion date:**

Student's signature .....

Parent's Signature ..... Date .....

Principal .....

Signature ..... Date .....