

ISLEWORTH SCHOOL INTERNATIONAL STUDENT ENROLMENT INFORMATION

Welcome to Isleworth School.

We trust you find the information contained in our enrolment package helpful.

Should you have any questions, please do not hesitate to ask.

We welcome visitors to our school.

If you would like to view our school, please make an appointment.

Isleworth School
59 A Farrington Avenue
Bishopdale
Christchurch 8053
Phone: (03) 359 8553
Fax: (03)359 8560
e-mail: admin@isleworth.school.nz
website: www.isleworth.school.nz

Revised August 2006

Enrolling as an International Student

All New Zealand children enrolled at a State School are entitled to a 'free education'. State schools are funded by the government, and teachers are paid by a central government pay service.

International students do not qualify for 'free' education and are required to pay a fee.

The fee set by the Isleworth Board of Trustees includes:

- The cost of employing extra staff
- ESOL (English lessons for children who have English as their Second or Other Language)
- A portion of the school's operational cost
- Administration
- A Crown fee (A charge imposed by the Government for the use of a state-owned facility)
- Additional charges which include the annual cost to the school for being a Signatory to the Code of Practice for the Pastoral Care of International Students, and GST (Goods and Service Tax, a Government tax amounting to 12.5% of the total fee)

Fees for International Students at Isleworth School

Fee Calculations ratified by the Board of Trustees for the 2008 school year.

	FEE	COST PER TERM	COST PER YEAR
1	Administration fee	\$ 87.50	\$ 350.00
2	Tuition fee	\$ 1,064.13	\$ 4,256.55
3	Special tuition - ESOL Extra tuition for students who have English as their second language. Students from countries where English is a principal language and the student speaks it fluently will be exempt.	\$ 500.00	\$ 2,000.00
4	Crown fee for use of a government-owned property, government export education levy and variable flat fee component	\$ 237.25	\$ 949.00
5	Total (excluding GST)	\$ 1,888.88	\$ 7,555.55
6	GST (Goods & Services Tax)	\$ 236.12	\$ 944.45
7	Total (including GST)	<u>\$ 2,125.00</u>	<u>\$ 8,500.00</u>

Medical and Travel insurance is a requirement for enrolment and will cost approximately \$600 per year. Please refer to the section on insurance in this booklet and attached Insurance Brochure.

Other charges you may have to meet include:

- The cost of dental treatment
- Specialist Support Services eg Speech Therapy, Occupational Therapy, Psychological Services or any other additional learning support
- Truancy Service in the case of prolonged, unexplained periods of absence from school.
- Payment for extra curricular activities such as school excursions, camps, transport for sports

Visas and Permits

If International Students do not have the necessary Student Visa or Permit they will be required to obtain one. It is an offence to be enrolled in a New Zealand school as an International Student without such documents.

Full details of visa and permit requirements, advice on rights to employment in New Zealand, and reporting requirements are available through the Immigration Services at www.immigration.govt.nz

Enrolment Requirements

- International Students have to enrol for a period **not less than ten weeks or one term.**
- If International Students do not have the necessary Student Visa or Permit, they will be required to obtain one. It is an offence to be enrolled in a New Zealand school without such documents.
- Payment can be made on a term-by-term basis or annually.
- Students must have adequate medical and travel insurance in place prior to enrolment (see appropriate section below). Copies of insurance policies must be sent with enrolment for confirmation. (See Appendix B.)

New Zealand Immigration Service will be informed when:

- The International Student completes the course offered and leaves New Zealand
- The student chooses to leave Isleworth School and enrol at another school
- Students fail to attend school on a regular basis (truancy)

Upon Completing a Course of Study at Isleworth Primary School:

- Students returning to their home country will receive a letter from the school to explain the study course, or Year of Schooling completed, plus a copy of their School Records.
- Students who leave Isleworth Primary School to attend another school in New Zealand will be provided with a Transfer Notice, with all school records forwarded to the new school when requested.

Refunds

The minimum period of enrolment is for ten weeks. International students who leave Isleworth School after attending for more than the minimum period will be refunded the portion of the unused fee. (See Appendix A.)

Fee Protection

All fees paid for international students will be lodged in the school's bank account system, with all entries and use detailed in a separate ledger. Money will be drawn down for use as detailed in the fee calculations. (Refer to Isleworth School Fee Protection Policy – Appendix D).

Health and Travel Insurance

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

- A resident or citizen of Australia; or
- A national of the United Kingdom in New Zealand; or
- The holder of a temporary permit that is valid for two years or more

If you do not belong to one of these special categories and you receive medical or dental treatment during your visit, you will be liable for the full costs of that treatment. It is compulsory that international students enrolled in a New Zealand school have medical and travel insurance that will cover the cost of medical treatment in New Zealand for the duration of their stay and travel to and from this country. The insurance must cover the full length of time spent in New Zealand. (Refer Appendix B.)

It is strongly recommended that the insurance covers:

- Medical insurance with a sum insured of \$1,000,000 (one million dollars)
- Insurance cover for emergency evacuation / repatriation
- Transportation insurance for an accompanying relative
- Insurance cover for personal effects
- Personal liability cover

All insurance policies will be verified against international standard accrediting agencies by administration staff at the time of enrolment.

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 at www.acc.co.nz

Withdrawing from the School

Parents who are withdrawing their child from the school prior to the completion of the enrolment period are required to inform the school in writing, stating the date of withdrawal and where the student will be going, eg another school, leaving the country, etc. This information is required for the New Zealand Immigration Service.

Student Welfare

Isleworth School, as a signatory to the Code of Practice for the Pastoral Care of International Students, has a number of obligations relating to the welfare of international students.

Important Information held by the School

Isleworth School will hold current information for each international student at all times. As well as the information required on the enrolment form, copies of the passport and permits will be included. Full names, current addresses and copies of parents' passports must be obtained.

In-School Support and Conditions for International Students

- The Isleworth International Liaison Person or the School Principal will be the first point of contact for an international student facing difficulties adapting to the new cultural environment.
- Upon enrolment, students will be informed of the school Mission Statement and Vision.
- If a student has concerns about an aspect of their education or treatment within the school, they should inform one of the following:
 - classroom teacher
 - school international student liaison people
 - ESOL tutors
 - his/her parent
- Where parents or legal guardians have concerns about any aspect of an international student's schooling, they should follow the procedures in the school's Complaints Procedure (refer Appendix E).
- Where parents or legal guardians have concerns that there have been breaches of the Code, advocacy procedures are outlined in the Summary of the Code of Practice for the Pastoral Care of International Students.
- As part of the enrolment procedures, school personnel must have contact with the parents of an international student prior to, or at the time of, enrolment to establish communication arrangements in the case of an emergency.
- Where first language contact for either support or counselling is required, the liaison person, in consultation with the principal, will organise to obtain the services of a suitable interpreter.
- If school personnel are concerned that an international student has been, or is likely to be, ill treated, harmed, abused or neglected, they are obliged to notify the Child, Youth and Family Services or the New Zealand Police, in accordance with the "Breaking the Cycle" CYFS reporting protocol.
- The Education Rules 1999 (Stand-down, Suspension, Exclusion and Expulsion) apply to all students including international students enrolled at Isleworth School and those Rules must be complied with.

Circumstances in which tuition may be terminated:

- Where a child is absent or consistently truanting from school, the signatory will terminate enrolment.
- If a child's behaviour is of an unacceptable level, then a meeting with the child, the parent(s), and the school will be arranged. If the behaviour does not improve, written notification will be given to the parent(s) warning of the danger of termination of the enrolment. If there is no further improvement, the parent(s) 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. Please refer to the school's Refund Conditions for International Students (Appendix A).
- An 'acceptable level of behaviour' is set out in the School's Playground Behaviour Management Procedures.
- If an enrolment application is found to be inaccurate in any way, including false or misleading information given at the time of enrolment, the contract may be terminated at the school's discretion.
- Upon termination of enrolment, the Immigration Service will be notified as required.

Orientation for International Students

Upon enrolment but prior to starting school, international students and their parent/legal guardian will be introduced to the classroom teacher, the school international student liaison person, ESOL tutors and, if possible, a 'buddy' student who speaks their language.

Accommodation

International students enrolled at Isleworth School must live with a parent or a legal guardian.

The school office will ensure that at all times current details, including residential information about parents or legal guardians, are held with enrolment details.

Enrolment Procedure

Children can be enrolled at a New Zealand State Primary School from their fifth birthday. Education becomes compulsory at age six.

To enrol at Isleworth Primary School you must approach the Principal with a request for enrolment. Isleworth Primary is a State School (Year 1 to 6) and our first priority is to cater for resident students. A request for enrolment can be made by e-mailing the school office on admin@isleworth.school.nz, or by visiting the school. If a vacancy exists at your child's age and class level, you may be offered a place.

The details completed in the 'Offer of a Place' form are required by New Zealand Immigration for the issuing of a Student Visa and a Guardian Visa. You may like to visit the New Zealand Immigration website for more information about the Student Visa at www.immigration.govt.nz

You will be required to complete a Student Enrolment Form that provides information about your child and your family. ***PLEASE NOTE: All international students enrolled at Isleworth School must live with a parent or a legal guardian.*** The definition of a **legal guardian** is the person with the legal right and responsibility to provide for the care, including education and health, of the student, and **appointed only by a New Zealand or foreign court**. The legal guardian would also be the person who would normally provide for the care of the student in the student's home country. See Appendix C.

Further information will include particulars about your child's health and any requirements for special needs the school may have to address. Past experience with the English language for ESOL will also be sought.

More comprehensive diagnostic tests are conducted once your child has settled into Isleworth School, and will include an assessment of proficiency in the English language.

All the information you provide for the school will remain confidential. Please refer to the school's procedures on 'Collection and Storage of Personal Information'. If any of the details you provide at the time of enrolment change, it is your responsibility to notify the school of the change.

At the time of enrolment, you will also be required to sign the school's 'Cybersafety and Internet Use Agreement'. An explanation of this agreement is included in your Information Pack. A copy of the school's Complaints Policy is also included, to outline procedures for dealing with grievances, should they arise.

Information about the curriculum and other general information about the school is available on our website at www.isleworth.school.nz and in the information pack.

Support and Training for International Student Staff

In order that the highest level of service is available for international students enrolled at Isleworth School, staff working with them will be offered suitable professional development opportunities. These will be linked to their personal appraisal programmes.

The Isleworth School Charter

The Isleworth School Charter can be reviewed upon request at the school office. Within the Charter, parents can see the Strategic and Annual goals for the school. The latest Education Review Office Report on Isleworth School is available at www.ero.govt.nz. The Education Review Office is an independent body contracted by the Ministry of Education to evaluate and report on the performance of all schools.

The New Zealand Code of Practice for the Pastoral Care of International Students

Summary of the 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 these students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

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

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 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.

When does the Code apply?

The Code commenced on 31 March 2002 and was revised in September 2003 to include provisions for very young students. You will need to check with the Ministry of Education if your provider is a signatory to the Code.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

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

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

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

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider, or by an agent of the provider, the first thing you must do is contact the Principal, the international student director, 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 International Education Appeal Authority (IEAA).

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

The Code sets standards for educational 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 under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students, about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at: The International Education Appeal Authority
C/- Ministry of Education
PO Box 47911
Ponsonby
Auckland Phone: (64 9) 374 5481
New Zealand Fax: (64 9) 374 5403

Isleworth School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. A full copy of the Code is available on the New Zealand Ministry of Education website at www.minedu.govt.nz/goto/international

Review of Code Compliance

To ensure that the Code of Practice is being complied with, the following actions will take place as part of the school's self review process:

- All relevant policies will be included in and reviewed, as stated in the school's programme of policy review
- The enrolment information and fees will be reviewed each year under the direction of the international student liaison person
- Six-monthly Review of Performance, to ensure compliance to the Code of Practice for the Pastoral Care of International Students

All new staff will be issued with copies of the school information pack for international students, so that they are conversant with the requirements and procedures.

Jeanette Shearer
Principal

Colin Cadigan
Chairperson Isleworth School Board of Trustees

Date Approved/Reviewed:

Isleworth School Refund Conditions for International Students

To be Eligible for a Refund

To be eligible for a refund, parents must apply in writing to the Board of Trustees within one month of the last day of attendance, setting out the special circumstances of the claim within one month of the last day of attendance. In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.

If the Application is made before the start of the course

Fees will be refunded in full, less an administration fee of \$250.00.

If the Application is made after the start of the course, ie in Terms 1 or 2, but before the second half of the course, ie Terms 3 and 4

Funds will be refunded **less**:

- An administration fee of \$250.00 (NZ)
- Costs for tuition already incurred by the school
- Components of the fee already committed for the duration of the course
- Specialist fees (if applicable)
- Appropriate proportions of salaries for teachers and support staff (if applicable)
- Cost already incurred for the use of facilities and resources
- Any other costs already incurred

If the Application is made after the first half of a course

There will be no refund, except under exceptional circumstances (see Compassionate Refunds below).

Compassionate Refunds

In exceptional circumstances, refunds may be granted on compassionate grounds, eg death of a close family member, serious illness or accident, etc. All such refunds will be at the discretion of the Principal and the Board of Trustees. Three weeks will be granted for the parent/legal guardian to return to New Zealand, otherwise the student will have to cease at Isleworth School and Immigration will be notified.

If an International Fee Paying Student gains Residency during their course

Documentation of residency must be provided within 14 days of it being granted. Students who gain New Zealand residency qualify for a refund on the balance of their course (please read the conditions above).

The Board of Trustees will make no refund in the following situations:

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school
- Where a student has been stood-down or suspended
- Where a student returns home for any reason other than serious illness, accident or death of a close family member
- If the enrolment application is found to be inaccurate in any way, and the contract is terminated
- If a student wants to transfer to another school or educational institution

Payment of Refunds

All funds will be paid to the parents of the student. No refunds will be given directly to the student.

The **New Zealand Immigration Services** will be notified if any student ceases to be at Isleworth School for any reason whatsoever.

Jeanette Shearer
Principal

Colin Cadigan
Chairperson Isleworth School Board of Trustees

Date Approved/Reviewed:

Isleworth School Medical and Travel Insurance Requirements for International Students

Rational:

Isleworth School has developed a Medical and Travel Insurance Policy to

- ensure the safety and well-being of its students
- comply with the Ministry of Education's Code of Practice for the Pastoral Care of International Students (revised in 2003)

Requirements:

- All International students are required to have medical and travel insurance as specified in the Code of Practice.
- The school will advise all prospective students about medical and travel insurance in the Information brochures with the standard wording in the Offer of a Place letter.
- Students purchasing insurance through a New Zealand insurer will be required to have their cover by the time of fee payment.
- Where insurance is provided from a New Zealand company, policy details should be provided in the student's first language where possible.
- In the case of overseas policy providers, students' insurance details needs to be translated into English and given to the school, at least one month before travelling to New Zealand.

Verification of Policies:

The school is required to verify that all International students enrolled have acceptable medical and travel insurance cover. Verification of policies will be undertaken by the school's Administration Officer at the time of enrolment.

The school will ensure that:

- The insurer is a reputable and established company with substantial experience in the travel and medical insurance business, and has a credit rating no lower than A from Standard and Poor, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hour, seven days per week cover.
- Students have a 'Certificate of Currency' and policy wording from the Insurance Company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy working wording must also detail medical sums insured, reparation benefits, etc.

Where the student is not in possession of an appropriate and current medical and travel insurance, the school will undertake to:

- Advise the parents of the medical and travel insurance requirements set out in the Code of Practice.
- Provide the student with a default policy that meets the requirements of the Code of Practice Guidelines with the cost of the insurance met by the parents.

Recording of Policy Details:

For every student the Administration Officer will record the:

- Name the Insurer
- Policy number
- Policy start and finishing dates

and take a copy of insurance details.

Policy Renewals:

Prior to the expiry dates, the school Administration Officer will write to families to remind them that their medical and travel insurance policies are due for renewal.

Jeanette Shearer
Principal

Colin Cadigan
Chairperson Isleworth School Board of Trustees

Date Approved/Reviewed:

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Information Sheet for Parents - Legal Guardianship

Summary: This page contains an information sheet on legal guardianship for parents of very young international students. This information sheet is also available in Korean, Simplified Chinese, and Japanese.

Last update: 11-Oct-2004.

Very Young International Students Studying in New Zealand

Information Sheet for Parents

From 1 January 2004, education providers may only enrol international students in Years 1-6 of a school, or aged 10 years and under in any other provider if they are living with a parent. The definition of parent in the Code of Practice for the Pastoral Care of International Students includes a legal guardian and this is defined as the person:

- a With the legal right and responsibility to provide for the care (including education and health) of an international student; and
- b Appointed by a New Zealand or foreign court, or by testament (a person appointed by will when the child's parents have died); and
- c Usually providing for the care of the student in the student's home country

All three of the above criteria must be met.

International students in Years 1-6 of a school or aged 10 and under in any other provider must be living with a parent or legal guardian. If a student is found not to be living with a parent or legal guardian, the school should discontinue enrolment, otherwise the school may be in breach of the Code of Practice.

Parents of very young international students can come to New Zealand on different visa/permits:

Guardian Visa/Permit

- This is a multiple entry visitor's visa/permit
- The Guardian visa/permit may be issued to the guardian of a person who is aged 17 years and under or enrolled in Years 1 - 13 and the holder of a student visa/permit; AND who meets the following requirements:
 - Bona fide applicant
 - Funds for maintenance in New Zealand
 - Evidence of onward travel arrangements
 - Health and character requirements
- For the purposes of immigration's guardian policy, a guardian includes a biological or adoptive parent, a testamentary guardian, and a court appointed guardian. The guardian is defined as the person that has the legal right and responsibility to provide the care for the student, and who would normally do so in the student's home country.
- The Guardian visa/permit is issued for a stay of 12 months in New Zealand, or if the student's course is less than 12 months, for a period consistent with the student's permit. If this is longer than 12 months, the guardian visa/permit will be issued for 12 months, and after 12 months the guardian will have to apply for a further permit/visa.
- Only one parent/guardian can be issued a guardian visa/permit per family.

- A guardian visa/permit will be revoked if the student permit is revoked, or if the guardian fails to live with the student.
- The guardian is not able to work while in New Zealand but may enrol in a course that is less than 3 months. For courses longer than 3 months, the guardian will need to apply to NZIS for a variation of conditions to obtain authority to study.

Visitor's Visa

Parents or legal guardians can come to New Zealand with their children as visitors; however, it is important that the parents make sure that they are able to stay in New Zealand for the same length of time as their child's course. Generally visitors can only stay in New Zealand as a visitor for 9 months in every 18 months, ie spend 9 months in NZ and then cannot re-enter as a visitor until another 9 months time.

Student Visa

Parents or legal guardians of international students can come to New Zealand as students themselves.

Isleworth School Fee Protection Procedure

The Board of Trustees guarantees the tuition fees of International Students are protected:

- Funds will be separately coded and accounted for in a separate bank account.
- The auditor will be able to identify the International Students' funds.
- These funds will be transferred into the school's operations account on a regular basis in arrears.
- This way the Board of Trustees will ensure that there is always a sufficient amount of money available to refund unspent fees throughout the year.

Jeanette Shearer
Principal

Colin Cadigan
Chairperson Isleworth School Board of Trustees

Date Approved/Reviewed:

Isleworth School Complaints Procedure

Rationale:

A just policy to resolve issues arising from complaints will help to maintain good relations among staff, students, Board of Trustees, parents and the community. Open, respectful and objective communication will resolve most issues.

Purposes:

- To provide guidelines for appropriate procedures to receive and resolve complaints.
- To encourage resolution of disputes by mediation, before disciplinary action.
- To identify the problem and initiate the right procedures for resolution.

General Guidelines:

- Complaints in the first instance may be verbal.
- The Principal will maintain a register of complaints. This will be available for the Chairperson of the Board of Trustees.
- All action taken will be recorded.
- All written complaints will be acknowledged.
- Complaints addressed to the Board of Trustees will be logged and received as inwards correspondence in an open meeting. Acknowledgement by the Secretary.
- Content and processing of complaints by the Board of Trustees may be an “in committee” matter. All outcomes and actions to be motioned at a full Board of Trustees meeting.
- All complaints will be dealt with in accordance with the School Charter and policies, the Collective Employment Contract and other current and relevant legislation.
- The Principal should, in the first instance, receive the complaints. However, if the Board of Trustees receive them, they should be referred to the Principal.
- At the outset, a distinction between a competency or a disciplinary complaint should be made.
- Public rights need to be acknowledged under the Privacy Act.
- Security of information is important.
- If any party which has taken a complaint to the Principal is dissatisfied with adjudication, that party shall have the right to refer the complaint to the Board.

Guidelines:

- All matters will be dealt with in accordance with the Charter, award provisions, legislation and school policies.
- Complaints received by the Board may be:
 - dealt with “in committee”.
 - considered on the information presented in writing, which has been signed by the complainant.
 - either concluded, with no further action, or referred to a Disputes Committee which does not include any of the complainants.

The Board will appoint an independent adjudicator to form a Disputes Committee. This committee will consider at hearing, any complaint referred to it (except a complaint alleging serious misconduct by the Board itself). This Committee will report to the Board for action.

Complaint from Parent or Community about the School:

- Staff member is approached with a complaint.
- Staff member determines existence of complaint.
- Arrange a time and place to discuss.
- Details recorded and signed by both parties.
- Principal, if not the recipient of complaint, is advised at this stage.
- If staff member is unable to resolve the matter then Principal, Deputy Principal or Assistant Principal will follow up.
- If then unresolved, refer to Board of Trustees.

Complaint from Staff Member about another Staff Member:

- Principal receives complaint.
- Resolution attempt by all parties.
- If unresolved, then refer to the Board of Trustees Chairperson.
- If necessary, refer to the Board of Trustees and dealt with "in committee".

Serious Complaints:

All serious complaints are required to be presented in writing to the Principal and/or Board (except those compromising the Principal, which will be received by the Board). It may be decided that immediate police referral is appropriate.

In the event of a serious allegation of unlawful conduct by a staff member, such as assault, dishonesty, sexual misconduct, or misuse of alcohol or drugs:

- the member will be suspended on full pay pending an inquiry if a criminal prosecution is brought.
- the Board may suspend the member on full pay pending an inquiry at a preliminary hearing, if a prosecution has not been commenced, but evidence of unlawful conduct exists.

After a hearing, the Disputes Committee may:

- find the complaint not established, or
- find the complaint established and recommend that the Board:
 - take no further action
 - reprimand the person complained against in writing
 - warn the person complained against in writing
 - institute a programme of restitution and/or counselling and/or mediation
 - suspend the person complained against
 - dismiss the person complained about
 - formally contact the Registration Board

Complaints against the Board:

If such a complaint is directed at an individual member then:

- All correspondence written and addressed to the Board of Trustees Chairperson.
- Recorded and read as inwards correspondence at an open Board of Trustees meeting.
- To be discussed at Board of Trustees meeting.
- All outcomes to be recorded in the minutes.
- Outcome to be acknowledged to complaint in writing.
- If unresolved then referred to an independent Disputes Committee.

Complaints against the Board concerning its discussions or actions will be referred to an independent Justice of the Peace. Should that person find a need to appoint a panel to adjudicate, then it will comprise of three or more including:

- a Principal of another school, and/or
- an New Zealand Educational Institute (NZEI) counsellor, and/or
- a representative of School Trustees Association (STA), and/or
- another person agreed to by both parties

After considering all relevant information, the Justice of the Peace or the panel will take a recommendation to the Board to guide it in resolving the complaint.

Jeanette Shearer
Principal

Colin Cadigan
Chairperson Isleworth School Board of Trustees

Date Approved/Reviewed:

Isleworth School International Student Enrolment Pack contains:

International Student Enrolment Information

International Student Tuition Agreement

New Zealand Code of Practice for the Pastoral Care of International Students in translation

Cybersafety Agreement for Students and Caregivers – school and parent copies

Parent Information Book

Isleworth School brochure

Southern Cross Travel Insurance brochure

CASPA brochure