



TAHUNA NORMAL INTERMEDIATE SCHOOL POLICY FOR THE ANNUAL REVIEW OF INFORMATION PROVIDED TO FEE PAYING STUDENTS

Rationale

Information provided to International Students will be reviewed annually in accordance with code requirements:

12 (a) proactively seek to understand the information needs of international students; and

12 (b) develop and provide information to international students and review the information to ensure it is up to date

Purpose

1. To ensure that International Students have a comfortable transition to become part of the school community, aware of all the benefits and support structures the school provides.
2. To ensure that the support systems reflect the needs of a changing cohort of pupils.
3. To ensure that the information provided is current and is organized in the most convenient way for the students.

Guidelines:

1. A review of information will be carried out in October of each year for Prospectus, and Information for International Students Handbook.
2. Discussions will take place initially with staff and Senior Management
3. The Principal will be responsible for approving procedure and programme changes. The B.O.T. will be responsible for approving policy changes
4. The Teacher responsible for International Students is responsible for implementing any changes to written material, and ensuring that Website material is updated
5. The following need to be considered in the review:

International Student Information Book

- Student Information Pack
- Tuition Fees and other Course Costs
- Application Requirements and Procedures
- Conditions of Acceptance
- Refund Conditions
- Information on Facilities, Equipment and Staffing
- Information on Courses/Qualifications offered
- Information on Medical and Travel Insurance

- The Standard code, immigration, health and travel insurance, eligibility for health services, accident insurance and medical and travel insurance wording
- Name and designation of person or unit students can contact regarding accommodation queries
- Orientation Programme and Support Services
- Grievance Procedures
- Summary of the Code
- Withdrawal and Non-Attendance Procedures
- Circumstances in which Tuition may be Terminated
- Fees Protection and Refund Policy
- Notifying of Change of Address
- Name and Designation of Pastoral Support Person or Unit
- Support Services
- Additional Support Services (as applicable)
- Offer of Place Letter/s
- Tuition Agreement
- Application for Enrolment Form

Evidence:

1. Information Pack Prospectus
2. Details of the Student Briefing/Induction Session
3. Annual Report to Board of Trustees

Evaluation:

The teacher in charge of International Students will report to the B.O.T. annually and will include details of items reviewed or altered. B.O.T. members responsible for policies and international students will be involved in the review.

The International Students will be surveyed for feedback on the effectiveness of the information provided to them.



TAHUNA NORMAL INTERMEDIATE SCHOOL

POLICY FOR INTERNATIONAL STUDENTS

Rationale:

TAHUNA NORMAL INTERMEDIATE SCHOOL accepts a number of international full fee paying students each year and endeavours to ensure that the children, parents and staff find this a rewarding experience.

Objectives:

1. To ensure that all fee paying international students have the best possible learning opportunities while at TAHUNA NORMAL INTERMEDIATE SCHOOL.
2. To ensure that all barriers to learning specific to these children are recognised and addressed.
3. To ensure that the school recognises its responsibility to oversee the well-being of all fee paying students enrolled at TAHUNA NORMAL INTERMEDIATE SCHOOL and that the requirements concerning the care of these students as set out in the Ministry of Education Code of Practice For the Pastoral Care of International Students 2016 are met.

Guidelines:

1. Each year the school will offer a limited number of places to international fee paying students.
2. Fees for international students will be reviewed and set by the Board of Trustees annually.
3. The Senior Management Team will have responsibility for matters relating to international full fee paying students. The Senior Manager responsible for International Students will review the needs of individual students.
4. International students will be admitted at the discretion of the Principal. Factors taken into consideration when accepting a student will include availability of places in a particular class level whether the school can meet the needs of the student.
5. International full fee students will be given priority in ESOL programmes funded by their international fees.

6. International students are required to pay tuition fees in advance. Long term students (one term or more) can pay twice a year, or for the entire duration of intended study.
7. A student who withdraws may apply for a refund of unused tuition fees. The school has a Refund procedure which is detailed in the International Students Information Sheet. The school will notify the New Zealand Immigration Service if any student on a student permit withdraws.
8. All full fee students are required to have a valid student permit for the duration of their enrolment.
9. All full fee students are required to have medical insurance for the duration of their enrolment.
10. The school will have the following policies and procedures in place Policy for International students:
 - Fees Protection Policy
 - Refund Policy
 - Pastoral Welfare and Safety Procedures Accommodation Policy
 - Travel and Medical Insurance Policy
 - Procedures for Withdrawal from Course
 - Policy for Annual Review of Information Annual Review of Compliance with Code Policy

These will be reviewed annually.



Tahuna Normal Intermediate School

ANNUAL REVIEW OF COMPLIANCE WITH THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Tahuna Normal Intermediate School will conduct an annual Review of all procedures and policies related to compliance with the Code of Practice for the Pastoral Care of International Students in order to ensure that we are up to date with all existing and new Code requirements.

The Senior Manager responsible for International Students will ensure that there is coordinated record keeping of :

1. Academic progress
2. Accommodation issues
3. Student grievances
4. Student welfare

Ongoing compliance with the Code at Tahuna Normal Intermediate School will include :

- feedback from staff and students involved in the programme
- evaluation of performance against objectives stated in Policy for International Students
- analysis of academic progress at the end of each term
- feedback from ESOL teachers, classroom teachers and pastoral carer to the Principal
- use of information from accommodation conferences and ongoing monitoring of student accommodation as per the school's Accommodation Policy.

The Senior Manager responsible for International Students is responsible for organising the review. He/She:

- will be familiar with the provisions of the Code of Practice and the Guidelines to support the Code
- will be responsible for ensuring that the school is compliant with the Code on an ongoing basis
- will be responsible for checking the Ministry website updates
- will ensure that staff are appropriately informed of their obligations under the Code, and that all changes in policies and procedures are implemented as needed
- will be responsible for ensuring that the school's website information on International students is updated and correct
- will be responsible for ensuring that all review outcomes are recorded in a form that can be made available to the Administrator on request will report to the Board of Trustees each year.

The Principal / Board of Trustees is responsible for:

- approving changes to policies and procedures
- filing any changes with the Code Administrator to ensure ongoing compliance.
- providing the Code Administrator with an annual update and assurance statement of Code compliance.

The following Policies / Procedures / Documentation will be reviewed annually:

- Enrolment Form Contract Agreement
- Medical and Travel Insurance Policy Information for International Student Handbook Fee Protection Policy
- Refund Procedures
- Accommodation Policy for Designated Caregivers
- Policy for Agents
- Support Services Procedures:

Orientation Programme and Support Services

Grievance Procedures

Welfare and Safety



Tahuna Normal Intermediate School

Medical and Travel Insurance Policy for International Students

Tahuna Normal Intermediate School has developed a Medical and Travel Insurance Policy so as to ensure the safety and well-being of international students studying at the school, and to comply with the Ministry of Education's Code of practice for the Pastoral Care of International Students.

Policy Requirement Advice

- All students are required to have appropriate and current medical and travel insurance for the duration of their planned study, as specified in the Code of Practice.
- Tahuna Normal Intermediate School will advise prospective students of the insurance requirements. This information is set out in the International Student Information Handbook and includes the necessary wording as set out in the Code of Practice.
- Students purchasing insurance through a New Zealand insurer must purchase insurance cover at the time of fee payment and before they leave their home country.
- Where insurance is provided from a New Zealand company, policy details must be provided in the student's first language where possible.
- In the case of overseas policy providers, students must provide Tahuna Normal Intermediate School with the policy details in English before the payment of fees.

Verification of Policies

Code of Practice Requirement

Section 7.4 When enrolling international students, signatories must ensure that the students have appropriate and current medical and travel insurance for the duration of their planned period of study.

Verification of policies will be undertaken prior to enrolment. As part of the verification process, Tahuna Normal Intermediate School will ensure that:

The insurer is a reputable and established company with substantial experience in the Travel insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from AM Best.

The insurer is able to provide emergency 24 hour, 7 day per week cover.

Students have a 'certificate of currency' and policy wording from the Insurance Company stating

that the student has purchased the cover for the duration of the planned period of study.

The certificate and policy wording must also detail medical sums insured, repatriation benefits et.

Where a student is not in possession of an appropriate and current medical and travel insurance policy, Tahuna Normal Intermediate School undertakes to:

- Advise the student of the medical and travel insurance requirement.
- Advise the student of a final date for acquiring the necessary insurance documents.

Students will not be permitted to commence study at Tahuna Normal Intermediate School without the insurance requirements set out in the Code of Practice.

Recording of Details

Tahuna Normal Intermediate School will, for each student, record the

- Name of the insurer
- Policy number
- Policy start and end dates

The school will keep an electronic copy of key enrolment details.

For each student, prior to the expiry of their medical and travel insurance policy, the school will issue a written reminder to the student advising that the policy must be renewed.

This policy will be reviewed annually.



Tahuna Normal Intermediate School INTERNATIONAL STUDENTS

Fees Protection Refund Policy - 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 accord with the Refunds Policy or should the school not be able to continue tuition.

Purpose

1. To ensure that in the event that the school is unable to continue to run a course or programme that the unspent portion of the fees are available to be returned to the student.
2. To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be protected and monitored.
3. To ensure that international students' payments may be drawn down in accord with the Refund Policy.
4. To ensure that, should there be exceptional circumstances requiring a student to terminate their tuition, refunds can apply as stated in Enrolment Application information.

Guidelines

1. Accounting procedures are in place to ensure that monies are available for release.
2. International fees shall be coded into a separate budget code for International Students. A budget area will be prepared for the spending of this money throughout the year.
3. These monies will be audited separately on an annual basis as part of the general audit.
 - These monies will be available for approved refunds resulting from withdrawal from Tahuna Normal Intermediate School in the event of the School not being able to provide tuition.
4. Refund procedures/tuition fees will be reviewed annually and relevant accurate information will be available in the International Student Information Pack.

Evidence

1. Accounting records
2. General School Account
3. International Student Information Pack

Evaluation

A report will be available to the Board of Trustees annually with reference to the effectiveness of the policy.



Refund of Fees Guidelines

- If you withdraw from your course of study before the course completion date, you may be eligible for a refund of fees.
- An application for 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.

Refund Policy and how to make application for a refund

Click [here](#) for information

Fee Protection Policy

Tahuna Normal Intermediate School ensures that money received from International Students fees is deposited in a separate account. Funds are drawn as required, so the funds are always in credit.



International Student Fees

Our international student tuition fees are as follows (incl GST)

Short-term/weekly \$400.00.

By term - 10 weeks at \$400.00 per week \$4,000.

This does not include the cost of the school uniform (approximately \$300 per annum). An administration fee of \$400 will apply. This is non-refundable.

Visa Information

Click [here](#) for information

Application for study at Tahuna Normal Intermediate

Click [here](#) for information



Tahuna Normal Intermediate School

ACCOMMODATION POLICY FOR INTERNATIONAL STUDENTS

Tahuna Normal Intermediate School undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students.

The categories of accommodation that will be accepted are:

- Living with a parent
- Living with a designated caregiver
- Living with a homestay arranged by parents, or agents approved by Ministry of Education

Policy Objectives:

- To provide a suitable living environment conducive to study and a safe and supportive home life.
- To involve the residential caregiver in the welfare of the student away from the student's family and home country.
- To assist the student to successfully integrate in the New Zealand lifestyle.
- To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

Provision of Accommodation:

Tahuna Normal Intermediate School will not arrange accommodation for International Students.

Tahuna Normal Intermediate School may choose to inform parents of home-staying opportunities through newsletters, the school's website, and maintain a list which may be passed on to interested parties.

Administrative Requirements and Understandings:

General:

- All accommodation queries and issues will be dealt with initially by the teacher responsible for international students. Pastoral care issues arising from the accommodation arrangements will be referred to the appropriate pastoral care person in the school.
- For each student, the full name, current address, contact phone number, occupation and relationship to the student of the caregiver will be given. This is included in the Application Form.

- Any serious concerns relating to the accommodation will be reported to the Code Administrator.

Caregiver:

Students living with a designated caregiver:

- Parents of students living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Tahuna Normal Intermediate School approving the accommodation.
- The relationship between the designated caregiver and the student's parents will be checked to confirm that they are a bona fide relative or parent's friends.

Any accommodation provided by a designated caregiver will be inspected to determine that living standards are of an acceptable standard.

- On enrolment, the teacher responsible for International students (or another senior manager) will meet and establish communication with the designated caregiver.
- Each student will be interviewed at least once a term to ensure that their accommodation is suitable.
- Where it is deemed necessary, accommodation residences will be visited throughout the year. Where it is deemed necessary, Police vetting will be carried out on adults over the age of 18. These are optional checks available to the school.

Homestay:

Students living with a homestay:

- Parents of students living with a homestay family are required to sign an indemnity document stating that permission is given for the student to live with the homestay family.
- Any accommodation provided by a homestay family will be inspected to determine that living standards are of an acceptable standard.
- On enrolment, the teacher responsible for International students (or another senior manager) will meet and establish communication with the homestay family
- Each student will be interviewed at least once a term to ensure that their accommodation is suitable.
- Where it is deemed necessary, accommodation residences will be visited throughout the year. Police vetting will be carried out on adults over the age of 18. These are optional checks available to the school.

Divisions of Responsibility:

Tahuna Normal Intermediate School will be responsible for:

- Providing a support infrastructure for designated caregivers
- Providing a support structure for students regarding accommodation
- Recording the results of the initial accommodation assessment and any further inspections.
- Recording the results of all student interviews regarding their accommodation.

Tahuna Normal Intermediate School will expect the caregiver or home stay family to:

- Provide a safe and friendly living and studying environment
- Provide day to day care including daily meals and snacks, bedroom with appropriate furniture and bedding, adequate heat and light, access to appropriate bathroom and laundry facilities, transport arrangements to and from school.
- Treat the student with respect.
- Make the student feel part of the family
- Notify the school if there are any problems (medical, behavioural, emotional)
- Look after the student to the best of their ability
- Take an interest in the student's schooling and activities
- Notify the school of any changes in address, contact numbers etc.
- The Caregiver Agreement is part of the enrolment process for those students not living with parents. This agreement sets out the responsibilities of both the Caregiver and the school.

This policy will be reviewed annually.



Tahuna Normal Intermediate School

INTERNATIONAL STUDENTS Orientation Programme and Support Services

Students will be provided with an orientation programme. The Senior Manager responsible for International Students is primarily responsible for the orientation of the students and their ongoing welfare within the school community. This will be done in close liaison with the classroom teacher and the Principal.

The Orientation Programme will include:

- On the student's first day he/she will be met by the Teacher responsible for International Students and shown to the classroom. All students will be mainstreamed immediately on arrival. They will be withdrawn for orientation, English teaching and pastoral care as required .
- The classroom teacher will be responsible for ensuring that the new student has a buddy group/support person who will help the new student with daily routines, timetables and ensure that they are involved in activities at break times.
- The orientation programme will include school layout, rules and regulations, counselling, support systems and resources available. If the student is starting at the beginning of the school year, some of these are covered by the classroom teacher as part of the general programme for all students .
- Information on local travel systems, New Zealand laws, culture and learning will be provided.
- The Teacher responsible for International Students will continue to monitor the student during the first few weeks while the student settles into school and class. This teacher will also be available to support the classroom teacher and the parents/caregivers.
- 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, the ESOL teacher, and parents/caregivers.
- Translators will be available where necessary. These may be other students, teachers, or another adult, depending on the situation and the requirements .
- Parents/designated caregivers will be made aware that Tahuna Normal Intermediate School has an 'Open door' policy. At any time they may make an appointment to see the classroom teacher, the Teacher responsible for International Students or the Principal to discuss any queries or concerns.



Tahuna Normal Intermediate School

INTERNATIONAL STUDENTS

Grievance Procedures for International Students

International Students will be made aware of the procedures available to them should they have problems while at Tahuna Normal Intermediate School.

Problems with a teacher: Make a time to talk to the classroom teacher about concerns. All classroom teachers will be aware that international students may require additional assistance to settle into the school routines. If the concern is with the student's classroom teacher, the student should approach the Senior Manager Responsible for International Students.

If a satisfactory outcome is not reached, the student should then talk to the Deputy Principal or Principal.

There will be regular meetings with the students and opportunities for them to talk about problems and concerns. These meetings will be part of the pastoral care programme offered by the school and conducted by the Senior Manager Responsible for International Students.

Problems with school friends: Talk to your teacher or the Senior Manager Responsible for International Students. The Deputy Principal is available to talk to students who have concerns about personal relationships with other students. The school has clear procedures for dealing with bullying. These procedures will be explained to the students.

Problems with designated caregivers or homestay families: Talk to the Senior Manager Responsible for International Students. He will discuss concerns and endeavour to sort things out. Where necessary, the concerns will be brought to the attention of the Principal and parents will be contacted .

- All matters of concern brought to the attention of the Senior Manager Responsible for International Students will be recorded along with follow-up actions to take place .
- If, after all the above have been tried and the problem remains unsolved, the student or parents can contact the International Education Appeal Authority. The address will be made known to all students as part of their orientation programme:

International Education Appeal Authority c/- Ministry of Education
Private Bag 47911
PONSONBY Ph: 6493745481 Auckland Fax:: 6493745403
New Zealand Email: infoleaa@minedu.govt.nz



Tahuna Normal Intermediate School

ACCOMMODATION AGENCY CONTRACT TERMS AND CONDITIONS

Between Tahuna Normal Intermediate School and _____

(International Student Agency)

BACKGROUND

Tahuna Normal Intermediate School is a co-educational school offering education at Yrs 7 & 8. TNIS accepts International Students (full fee paying) and promotes the welfare of these students in accordance with the Ministry of Education Code of Practice for the Pastoral Care of International Students.

Tahuna Normal Intermediate School does not organise homestay accommodation for students. Students either live with parents, with designated caregivers organised by parents, or with home stay families organised by agents.

TNIS is responsible for ensuring that all International Students are happy, safe and secure in their living arrangements.

Tahuna Normal Intermediate School and _____ agree to the following terms and conditions.

The Agent's Obligations:

- The Agent will check homestays as directed by the Code.
- The Agent will carry out Police Vetting of all adults aged 18 or more living in the homestay house.
- "Suitable home stay" means accommodation where the student has adequate bed space, heating and cooling facilities and is comfortable for a student of the age, sex, cultural background of the individual student.
- The Agent will document that the required standards of care and supervision is at all times being provided in homestays, and will monitor all students and homestay families regularly.
- The Agent confirms that they are aware of the Code and have read and agreed to conform to the terms and conditions set out in the code.

The Agent will provide Tahuna Normal Intermediate with the following information:

1. Address of home stay
2. Contact numbers of homestay
3. Agents 2417 contact person and contact numbers
4. Copies of Police Vets of all people over 18 residing at the homestay.
5. Proof of home stay residency visas.

The School's Obligations:

- Tahuna Normal Intermediate (TNIS) will advise the Agent that they must comply with the Code.
- TNIS will promptly inform the Agent of any problems known concerning the student in the homestay
- TNIS will regularly monitor all students individually as specified in Section 18.1 of the Code.
- TNIS will meet with Accommodation Agents at least once a term to monitor their performance in relation to its compliance with all regulations under this Agreement and with the Code.
- TNIS will conduct a student survey to ensure that all conditions and obligations are being met by the homestay family.

Financial Obligations:

Tahuna Normal Intermediate School will not be involved in any financial dealings for homestay accommodation.

General:

Tahuna Normal Intermediate and the Accommodation Agent must

- undertake its obligations under this Agreement in a consistent, efficient, reasonable and prompt manner and to a high professional standard
- keep confidential the terms and conditions of this Agreement
- Each party agrees to indemnify and hold responsible the other party against any loss, damage or harm suffered by them as a result of any breach of this Agreement.

Problems

- Should any dispute or difference arise between the parties concerning this Agreement, the parties agree that they shall, in good faith, endeavour to resolve the dispute by consultation and negotiation.
- If any disagreement occurs which cannot be resolved between the two parties, an agreed mediator may be called upon to facilitate a resolution.
- R.I. will support the Accommodation Agent in situations where R.I. believes that the student is acting unreasonably.
- The Accommodation Agent will support R.I. and the student in situations where the homestay family is acting unreasonably.

SUMMARY

The School:

The school is responsible for:

1. Checking that the Accommodation Agent complies with the Code.
2. Meeting with the students at least once a term to ensure that the accommodation is suitable.
3. Meeting with the Agent at least once a term to review the procedures, evaluate placements and record changes.

The Agency

The Agency is responsible for:

- 1) Adhering to the conditions of the Code of Practice for the Pastoral Care of International Students including:
 - a) assessment and selection of homestay placements
 - b) Police Vetting of members of homestay families
 - c) Ongoing training for host families
 - d) monitoring of placements, including home visits
 - e) evaluation on suitability and success of placements
 - f) providing the school with all relevant information
- 2) Providing information for parents and host families
- 3) It is recommended that a 24/7 emergency contact person is provided.

Host Family

The Host Family / Designated Caregiver is responsible for:

1. A safe and friendly living and studying environment
2. Day to day care including:
 - 3 meals a day and access to snacks
 - Own room
 - bed and bedding
 - study desk and chair
 - adequate bedroom furniture to store clothes, books etc
 - lamp and adequate lighting
 - adequate heating
 - transport arrangements to and from school
 - bathing/showering/bathroom access
 - laundry

Host Families must:

- make the student feel comfortable and part of the family
- take into consideration the cultural needs of the student
- notify TNIS if there are any changes or additions to the household
- notify TNIS immediately if there are any problems with the student e.g. medical condition, misconduct, homesickness or depression

- look after the student in their home to the best of their ability.
- provide internet connection for the student

Host Families are not expected to:

- pay for toll or mobile phone calls
- insure the student's goods or pay for property the student damages or loses
- offer accommodation to visiting friends or relatives @ comply with unreasonable requests

PARTIES TO THE AGREEMENT

Executed as an agreement

Date _____

Signed for the Accommodation Agent

Print Name _____

Position _____

Signed for Tahuna Normal Intermediate

Print Name _____

Position _____



Tahuna Normal Intermediate School INTERNATIONAL STUDENTS

Procedures for Student Withdrawal or Non-Attendance

If a student withdraws from school:

1. It must be in writing, by the parents, prior to the student's last day, giving the final date of attendance and the reason for leaving. The Immigration Department will be notified.
2. The Refund procedures 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 by telephone on the morning of the absence. If the absence can be foretold, e.g. an appointment, the school should be informed in writing the day prior to the appointment.
2. When the student is absent with no reason, the parents/caregivers will be contacted by the school for an explanation. When a student is being truant from school, then the school's support team will become involved. A meeting with parents may be called. If the situation cannot be rectified then the enrolment will be terminated and the Immigration Department notified. In this case there will be no refund of fees.
3. If the student does not attend for more than 20 consecutive days then the school will, in writing, notify the parents/caregivers that the enrolment has been terminated and the Immigration Department informed. However, if the parents have notified the school in writing that the student will be absent for a period of time and the full reason has been given, the place will be held, providing all fees have been paid.

Circumstances for Termination of Tuition:

1. Where a student is truant or consistently absent from school, then the signatory will terminate the enrolment.
2. If a student's behaviour is unacceptable, then a meeting with the student, the parents/caregivers and the school will be arranged. If the behaviour does not improve, the school will follow its discipline procedures. If the situation requires the student to be stood-down, suspended or excluded, there will be no refund of fees.
3. If an Enrolment Application or any other information required for the enrolment process is found to be inaccurate in any way, the contract may be terminated at the school's discretion.
4. In all cases, upon termination of an enrolment, the Immigration Department will be notified as required.



Tahuna Normal Intermediate School

INTERNATIONAL STUDENTS Procedures to ensure the welfare and safety of International Students

There are procedures in place to ensure that International Students are supported when they are not maintaining their course requirements and when they are not attending school.

The Teacher responsible for International Students will regularly check the attendance of all International Students. The school procedure for absences states that parents/caregivers must notify the school by phone if the student is not attending school. An unexplained absence is followed up initially by the office staff. Should there be ongoing concern about attendance, the school's support team can be asked to deal with the situation. The Teacher responsible for International Students will always be involved in any investigation.

The Teacher responsible for International Students will regularly check with classroom teachers and the ESOL teacher regarding the progress of International Students. Classroom teachers will be aware that they should discuss any concerns they have with the Teacher responsible for the International Students. There are opportunities for parents/caregivers to meet with classroom teachers for interviews.

Students will be made aware during their orientation programme that they can approach the Teacher responsible for International Students if they have concerns about their learning. Extra assistance will be available when necessary.

At Tahuna Normal Intermediate School we believe that all students should experience a safe, secure environment. We want our students to know where to seek help and support when it is needed.

Crisis management:

School personnel will give support to students who are involved in crisis situations.

Assistance from support services will be accessed for the student.

Suggested contacts - interpreters, Trauma Team (MOE), Embassies, Asia New Zealand, Korean society etc.