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## **INTERNATIONAL STUDENTS PROSPECTUS**

### **INTRODUCTION**

Milford School welcomes international students. We value the contribution students from many different nations bring to our school community. In order that international fee paying students can be fully catered for we do restrict the numbers.

Milford School has a Director of International Students who provides assistance in English, support in cultural aspects and difficulties or questions that may arise while pupils are attending our school.

### **PROGRAMME**

All our international students are placed in a class of their year level, and are expected to participate as fully as possible in all areas of the curriculum, with consideration given to their level of English. Where required, pupils are withdrawn on a regular basis during the week, for intensive small group English, until they are able to work independently within the classroom. The Director of International Students is responsible for this and liaises closely with the classroom teacher to ensure that the pupil is settled, progressing with English, and the school curriculum, to give support and assistance as required.

Please read the main prospectus for in depth information on Milford School's environment, staffing and programme.

### **ENROLMENT INFORMATION AND PROCEDURES**

The following information should be read carefully before any enrolment is proceeded with.

#### **Enrolment Conditions**

Milford School has an **International Student Policy** (Appendix One) and is a signatory to the **Code of Practice for the Pastoral Care of International Students** (hereinafter called the Code). Please read these documents before the interview, so that any queries may be discussed. Students are generally accepted on a per term or annual basis only.

Section 15.5 of the Code of Practice for the Pastoral Care of International Students states:



“15.5 Signatories must determine and document that all young international students are living with and continue to live with a parent, except where the signatory has been granted approval from the Administrator in accordance with clauses 27.3 and 27.4 to:

15.5.1 Enrol group students (and the student is a group student); or

15.5.2 Enrol international students who are in Years 7 and 8 of a school, or aged 11–13 and in any other provider; or

15.5.3 Accommodate young international students in a school hostel.

Approval from the Administrator under clauses 15.5.1 and 15.5.2 will be granted only for homestays, licensed hostels, and designated caregivers.”

Milford School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at [www.minedu.govt.nz/international](http://www.minedu.govt.nz/international).

**IMMIGRATION:** Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](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 [www.moh.govt.nz](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 [www.acc.co.nz](http://www.acc.co.nz).

**MEDICAL AND TRAVEL INSURANCE:** International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

## 1.0 Costs

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

Tuition Fees per year	NZ\$ 10,800 plus GST
Government Levy	NZ\$ 429.33 incl GST
Administration (non-refundable)	NZ\$ 200 plus GST per family

One term	NZ\$ 2,700 plus GST
Two terms	NZ\$ 5,400 plus GST
Three terms	NZ\$ 8,100 plus GST

Included in the tuition fee are stationery, activity fee and Waterwise

### Additional Costs:

Camp (Year 6) /Outdoor Education Week (Year 5)

Mathletics

### Extra-curricular Activities: (Voluntary)

Music lessons are held every Tuesday. Students are given the opportunity to learn the piano, violin, guitar and recorder

Students are given guidance and support in joining after school sports clubs locally and citywide



**Uniform:** The school uniform is compulsory for all students studying at Milford School. Prices can be obtained from the school office.

## **2.0 Refund Policy**

Milford School has a **Refund Policy** (Appendix Two in this enrolment prospectus).

- a. If the pupil does not attend for more than twenty-one consecutive school days then the school will notify, in writing, to the parents/guardians that the enrolment has been terminated. However, if the parents have previously informed the school that the child will be absent for a period of time, with the reason for the absence, the place will be held, providing all fees have been paid in full, as required.
- a. If the school terminates the enrolment, the school will notify Immigration as required.
- b. If the child's behaviour is of an unacceptable level, then an interview with the child, parents/caregiver and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents. If there is no further improvement, the child be asked, in writing, to leave at the end of term, or sooner if the school decides, and will not be eligible to return the following term. There will be no refunds on fees paid if this occurs. "An acceptable level of behaviour" would be seen as obeying the school rules as set out in the current prospectus.
- c. In all cases of absences, the parents must notify the school by 9am on the morning of the first day of absence, and follow up with a written note of the first day of the child's return to school. If the reason is for an appointment, the school is to be informed in writing the day prior to the appointment, if possible.
- d. If the enrolment application is found to be inaccurate in any way the contract may be terminated.

## **3.0 Automatic Acceptance**

It is to be understood that the acceptance of one pupil within the family does not automatically mean the acceptance of other members within the immediate or extended family. However, Milford School will endeavour to accept Y1-Y6 siblings of the same immediate family.

## **4.0 Unaccompanied Pupils**

Milford School will not accept any pupil who is not living with parents or legal guardian.

## **5.0 English Proficiency**

No child will be refused acceptance due to their level of English, as all levels of English proficiency are catered for within Milford School. A placement in the school will be offered when conditions of enrolment are met, a vacancy being available at the Year level of the prospective pupil and the administration fee having been paid.



## **6.0 Change of Address**

Any change in contact details or residential address, must be given to the school on or before the date of change, in writing.

## **7.0 Residency and Zone**

If an in-zone pupil gains residency, they may attend without further fees being paid in that calendar year. However, out-of-zone pupils, must apply to continue attending Milford School under the ballot system, as they are no longer eligible to attend. Changes in residency must be advised to the school, in writing immediately.

## **8.0 Reporting**

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

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

On receipt of a completed enrolment application, the following procedure will occur:

1. Parents will be notified of an interview time. This interview will include the prospective pupil, parents, a translator if applicable, the Principal or nominated deputy, and the Director of International Students.
2. The interview will consist of:
  - a. Tour of school
  - b. Classroom and daily programmes
  - c. Level of English
  - d. Parental understanding of the Code
  - e. Any questions the family may have

Once the application has been received and accepted, and on payment of the fees, an offer of place and receipt will be issued to enable an application to be made to Immigration for a Student Permit.

If there is no current available place, the parents will be notified, and will be given the option of being placed on a waiting list. When a place becomes available, they will be notified, and be given fourteen days to accept or decline the placement.



## **ORIENTATION PROGRAMME AND SUPPORT**

The Director of 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.

An initial orientation will be done prior to or during the enrolment interview with the prospective pupil and parents. On the pupil's first day, the pupil will be met by the Director and shown to the classroom. All pupils will be mainstreamed immediately on arrival, with small group withdrawal for further orientation, English testing and teaching, as required.

The classroom teacher will be responsible for ensuring the new pupil is "buddied" with two or more pupils whose role is to help the new pupil with daily routines, timetables and activities during free time.

The Director will continue to monitor the pupil during the "settling – in" period and be available for support of the pupil, the teacher and the parents.

As the pupil becomes more settled and is comfortable with the daily routines, the Director will continue to monitor 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. Where difficulties and questions arise, it is important that all parties understand the available pathways and that these are maintained.

A translator will be made available where necessary. This may be another child or an adult, depending on the situation.

Parents and pupils need to know that Milford School has an "open – door" policy. At any time, they may make an appointment to see the classroom teacher or the Director of International Students to discuss any questions or concerns.

Parent support meetings with the Director of International Students and Principal are held twice a term. Full attendance is required at these meetings.



## APPENDICES 1 - 3

- 1 International Student Policy / Grievance Procedures
- 2 Refund Policy for International Students
- 3 Summary Code of Practice for the Pastoral Care of International Students



## MILFORD SCHOOL INTERNATIONAL STUDENTS POLICY

### RATIONALE:

Having International fee paying students will provide another dynamic in our endeavour to meet the challenge of the school mission statement. International fee paying students will gain in their quest for English language tuition by being supported in a safe environment where their need can be met.

### PURPOSE:

1. To promote an exciting and dynamic teaching and learning environment for all students.
2. To prepare students to take their place in an internationally integrated world.
3. To develop an international education perspective for all stakeholders (students, staff, parents and caregivers and the wider community).
4. To diversify its sources of income to provide resources and facilities for all students.
5. To regulate the enrolment of children at Milford School who are neither citizens of New Zealand nor have a current Resident's Certificate.

### OBJECTIVES:

- Provide programmes appropriate to the learning needs, abilities and stages of development of its international students
- Provide effective pastoral guidance and support for all international students
- Provide appropriate English for speakers of other languages (ESOL) programmes
- Employ trained, qualified and registered staff, to work on ESOL programmes
- Conform to the Ministry of Education's Code of Practice for the Pastoral Care of International Students.
- Activities designed to recognise and celebrate cultural difference within the school e.g. clubs, concerts, international days
- Peer support and buddy systems within the school environment
- Opportunities for International Students to gain knowledge and appreciation of New Zealand life and culture
- Co-operation with other schools and organisations undertaking similar programmes both informally and, where appropriate, through formal partnerships
- An annual staff professional development programme for all staff, including strategies for working effectively with students from non-English speaking backgrounds.
- Establish effective annual Business and Operating Plans for its international student business
- Ensure that fee paying students are the primary beneficiaries of the revenue their enrolments generate
- Apply any surplus from international student fees to improve facilities and resources for all students



- Review and establish international student fees annually and ensure that fees are set at a rate such that there is no cross subsidisation of the international student's education by New Zealand taxpayers or the parents of the school
- Ensure that in accordance with the Education Amendment Act 1989 no fee paying international student shall occupy a place in preference to an eligible domestic student
- Implement transparent and fair guidelines regarding the refund of international student fees
- Implement a Grievance Procedure (See attached)

### **GUIDELINES:**

1. Documentation must be produced to show that the child /children enrolling has a current Student's Visa / Permit (New Zealand Immigration Service requirements)
2. N.B. A Visitor's Permit does not entitle a person to education at a state school in New Zealand.
3. At no time shall the number of such students in the School exceed 5% of the normal school roll.
4. Accept only those students living with parents or designated caregivers
5. The child must pay a fee to the school to comprise of the amount currently required to be paid to the Ministry of Education, its share of the annual salaries of a teacher, the principal and the ancillary staff of the school, GST as required and such activity fee as the BOT may decide upon following the advice of the Treasurer.
6. Medical insurance including dental cover and travel insurance are compulsory.
7. Students are accepted on a term by term basis as space is available.
8. International Students have the same rights / privileges / responsibilities as domestic students once enrolled.
9. No domestic student entitled to enrol may be denied a place but the Board of Trustees may establish places for International Students.
10. If the enrolment application is found to be inaccurate in any way the contract may be terminated.

### **RESPONSIBILITIES:**

The Board of Trustees is responsible for:

- Establishing the strategic direction of the school, incorporating the strategy for international students
- Approving and Reviewing International Student Policy
- Setting fees for international fee paying students
- Approving the allocation of resources to develop and maintain the international student programme

The principal is responsible to the Board of Trustees for developing internationalisation.

This includes:

- International Student Policy formulation
- Compliance with legislative requirements
- Staffing and resourcing the International Student Programme appropriately
- Reporting to the BOT



The principal has delegated the following responsibilities to the Director of International Students

- Developing a Business Plan and Marketing Strategy for presentation to the BOT annually in Term 4
- Developing and maintaining appropriate curricular, extra and co curricular programmes within the school
- Establishing Quality Systems for the management and quality assurance of the international student programme

**EVALUATION AND REVIEW**

The international student programme will be evaluated annually. This will include:

- Feedback from all staff, students and parents involved in the international student programme
- An evaluation of performance against the goals and objectives of the business plan and market strategy
- An evaluation of student results and course effectiveness

Following the evaluation process a report will be presented by the Principal to the BOT with recommendations of any changes to the International Student Policy if required.



## **GRIEVANCE PROCEDURES**

If a student has any of the following problems

- problems with subjects or teachers
- problems with school friends
- homestay problems

make an appointment to see the Director of International Students.

If you are still unhappy see the Deputy Principal.

If you are still not satisfied, you or your parents can write to the Principal.

If you still feel your problems have not been solved, you may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority  
Tribunals Unit  
Private Bag 32-001  
Panama Street  
Wellington 6146

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 an English speaking friend or interpreter for support.

We hope your stay here will be a happy one.



## MILFORD SCHOOL REFUND POLICY FOR INTERNATIONAL STUDENTS

If the pupil withdraws from their course of study before the completion date they may be eligible for a refund of tuition fees.

1. In order to be eligible for any refund the parent or legal guardian 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, fees will be refunded in full less an administration charge of \$200.00 to cover costs incurred by the school.
3. If the application is made after the start of the course, fees will be refunded less:
  - An administration charge of \$200.00
  - Costs to the school already incurred for tuition.
  - Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff (if applicable).
  - Costs already incurred for the use of facilities and resources.
  - The proportion of the Government Levy the school is required to pay.
  - Any other costs already incurred.
4. If the application is made after the second half of the course, you will not receive a refund except in exceptional circumstances.
5. If an International Student gains residency during the course no further fees are to be paid and a refund may be made of the unused portion of prepaid fees. The new resident will now abide by the school enrolment scheme. Documentation must be provided within 14 days.
6. The Board of Trustees will make no refund
  - where students are asked to leave the School because of misbehaviour, poor attendance or violation of school rules
  - where students wish to transfer to another school
  - where students return home for any reason other than the serious illness or death of a close family member
  - if the enrolment application is found to be inaccurate in any way the contract may be terminated.
7. 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.



## **SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS**

APPENDIX Three

### **Introduction**

**When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.**

New Zealand educational providers have an important responsibility for international students' welfare.

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

### **What is the Code?**

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

### **What is an "international student"?**

An "international student" is a foreign student studying in New Zealand.

### **How can I get a copy of the Code?**

You can download a copy of the Code from the Ministry of Education website at [www.minedu.govt.nz/codeofpractice](http://www.minedu.govt.nz/codeofpractice)

### **How do I know if an education provider has signed the Code?**

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz/international](http://www.minedu.govt.nz/international). If the education provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

### **What if I have questions about the Code?**

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: [info.code@minedu.govt.nz](mailto:info.code@minedu.govt.nz)

### **What if something goes wrong?**

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the 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).

### **What is the 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 education 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:  
International Education Appeal Authority  
Tribunals Unit  
Private Bag 32-001  
Panama Street  
Wellington 6146

International Education Appeal Authority  
Tribunals Unit  
Level 1, 86 Customhouse Quay  
Wellington 6011  
**P** 64 4 462 6660  
**F** 64 4 462 6686  
**E** [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)  
**W** [www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)

### **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 education 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 education 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 International Education Review Panel (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 education provider as a signatory to the Code, meaning that the provider would be prevented from taking any international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

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

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.