

## 13. INTERNATIONAL STUDENTS POLICY

### Policy

It is the Policy of Mountainview High School to have an “international aspect” to the teaching and learning programmes that

- Helps prepare students for living and learning in an internationally integrated world
- Fosters an international education perspective for students, staff and the local community.
- Enhances the learning environment by exposing students to cultural diversity
- Applies any surplus from international student fees to improve resources and facilities so that all students benefit.

### Purposes:

1. To establish marketing guidelines.
2. To establish an optimum number of fee-paying students in relation to the size of the school.
3. To develop appropriate staffing practices to cater for international students.
4. To establish an enrolment system suitable for international students.
5. To provide firm guidelines on matters of pastoral care for international overseas students.
6. To encourage greater understanding between students of different cultures.
7. To provide international students
  - a. high quality programmes appropriate to their needs and abilities
  - b. experience of New Zealand life and culture

### References:

Teachers Collective Employment Contract, SIEBA Guidelines for International Fee Paying Students, Education (Pastoral Care of International Students) Code of Practice 2016.

### Definition:

International Student means fee paying international student. This policy does not relate particularly to exchange students.

### Guidelines:

#### 1. Administration

- All fee paying international students will be under the management of The Director of International Students, who in turn, is accountable to the Principal.
- The Director of International Students will meet with the Principal as required to provide updates on matters relating to International Students.
- The Director of International Students will consult with, and seek advice from the following as and when deemed appropriate;
  - the Principal
  - Heads of Whanau
  - Heads of Departments
  - the E.S.O.L. specialist teacher
- The Principal will report to the BOT on the activities of the students.

#### 2. Staffing

- **Director of International Students:** The teacher in charge of international students, the Director of International Students, will be granted time for marketing and other activities associated with international students, following consultation with the Principal.
- **E.S.O.L. Teacher:** The teacher of E.S.O.L. English is seen as a crucial and integral part of the International Student Programme. The Director will be responsible for the E.S.O.L. department. Staffing for the department will be allocated depending on the number of students and timetable constraints. E.S.O.L. class sizes must be kept small, i.e. between one and ten students. It is essential that ESOL staff are qualified in the ESOL teaching area.
- **Staff Member Assistant to International Student Programme:** As well as the ESOL some time may also be

allocated to another staff member to assist the Director and E.S.O.L. staff with E.S.O.L. resources and programmes.

- **Secretarial/Administration Assistance:** Time may be allocated to assist with such things as, accounts, travel arrangements, medical insurance, timetables events and general office administration. The Principal may, from time to time, give authority for the Director of International Students to appoint staffing on a part time, temporary basis.
- **Pastoral Care:** It is the responsibility of the Director of International Students to ensure that all matters pertaining to the health, safety and wellbeing of students, including the establishment of suitable, screened and Police vetted homestay accommodation, meeting students on arrival in Christchurch and generally acting as a welfare officer and liaison person.

### 3. **Enrolments**

The Board of Trustees will set the ceiling on the number international fee paying students enrolled at Mountainview High School at any one time.

### 4. **Fees Protection**

Fees paid by International student are protected by having them placed in a separate investment in the School name and drawn down as necessary to cover the costs associated with providing those services to International Fee Paying Students in that current year.

References: (Both documents held in the International Directors Office)

- International Students Management Folder and
- Code of Practice Annual Review.

***Adopted 20 March 2017***

***Reviewed 20 March 2017***

### 13a. REFUND OF FEES POLICY

Students who enrol at Mountainview High School and who do not complete their contracted time at the school will be subjected to the following refund policy;

1. The student will pay the tuition for the term they are currently in prior to departure from the school. This includes where
  - a. a student fails to obtain a study visa
  - b. voluntary withdrawal by a student
  - c. a student is excluded from the school by the Board of Trustees.
2. The school will refund in full, all unused Tuition Fees and Activity Fees, up to the date of departure, where
  - a) the school ceases to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency
  - b) the school ceases to be a signatory
  - c) the school ceases to be a provider.
  - d) A student transfers to another school
3. The school will refund all other tuition fees and unused Activity Fees held by the school.
4. The school will sell uniform items and return the proceeds to the student, unless the uniform is hired or on loan, in which case no refund is payable.
5. The school will refund all homestay fees to the student as long as two weeks notice is given, otherwise a two week fee will be charged.
6. There can be no refund of Medical Insurance fees.
7. If a student is asked to leave the school for any reason a fee of two weeks compensatory homestay fee will be charged.

*Reviewed 20 March 2017*

## 13b. Concerns and Complaints Policy (International Students)

### Purpose

1. To assist the resolution of concerns and complaints and encourage this to be done in a positive manner.
2. To provide clear policy and procedure that is well known to staff, students and parents, including information that will help the parties to work through the process.
3. To provide a basis for fair process.
4. To include procedure to track complaints received and use this information to indicate areas that may need improvement.

### References

1. National Administration Guidelines, STA Handbook, Relative Collective Employment Agreements
2. Education (Pastoral Care of International Students) Code of Practice 2016
3. International Student Contract Dispute Resolution Scheme Rules 2016
4. NZQA Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 - Schools

### Guidelines

- 1) A concern should be raised with the teacher involved, or the Principal, who will arrange to address it.
- 2) Complaints should be addressed to the Principal who may request the complaint be in writing. See 6 below.
- 3) Parties should not remain anonymous. Anonymous complaints cannot be acted upon.
- 4) There should be a definite completion of the process to ensure the issue is not left unresolved.
- 5) Documentation should be stored in an appropriate complaints file.
- 6) Serious complaints should be directed to the Principal and acknowledged within five school days.
- 7) The Principal may refer the complaint to the Board of Trustees
- 8) The Principal will keep the Board Chair informed of any serious complaints
- 9) Complaints against staff must be in writing to the Principal and acknowledged within five school days.
- 10) Complaints referred to the Board and/or complaints against the Principal must be in writing and the following process will apply
  - i) The Board of Trustees Chairperson will acknowledge receipt of the complaint within five school days and table the complaint to the full Board of Trustees.
  - ii) The Board of Trustees will respond within 5 days after the next Board of Trustees meeting, outlining the process to be followed in addressing the complaint. This may include referring the complaint back to the Principal to address.
  - iii) The Board will meet to consider the evidence and/or information regarding the complaint and make a decision and/or recommendation.
  - iv) The authority for 10) iii) may be delegated to a Board committee which will investigate the complaint and report back to the Board.
  - v) The Board of Trustees response will be communicated to the parties of the complaint.
- 11) The school must act in accordance with current employment agreements, the National Education Guidelines, and the law when dealing with complaints and must act as a good employer.
- 12) Staff are entitled to seek representation when any complaint against them is being investigated.
- 13) The Board recognises that not all complainants will be satisfied with the outcome of a complaint. If a complainant is not satisfied with the Board's decision then the chairperson should advise the complainant of other avenues eg Ombudsman.
- 14) Complaints with respect to the care and provision for international students should refer to the International Student Guidelines for resolving grievances as attached, in the first instance.

### Refer flow chart

Adopted February 2015

*Reviewed 20 March 2017*

## **International Students Guidelines for resolving grievances**

### **Steps to find a solution.**

1. The student and International Director should endeavour to solve the grievance as quickly as possible.
2. If the grievance cannot be settled with the help of the International Student Director, then the problem needs to be referred to the Principal.
  - The International Student Director will inform the parent or agent responsible for the student of the grievance and seek comment.
  - The Principal will receive from the International Student Director a summary of the problem and steps that have been taken to try and resolve the matter, including any comments made by the parents.
  - The student will provide a written report on what the grievance is. Support for the student will be provided to prepare the report. The Student will be able to seek help from the International Student Counsellor, (Mr Miles Winter or Mr Mike Gilchrist) or an independent person nominated by the student or parents in presenting the report.
  - Both reports will be submitted to the Principal for consideration. The Principal will endeavour to solve the dispute to the satisfaction of both parties.
3. Where a student may have complaints about their homestay, these complaints are investigated by the Director of International Students in liaison with the homestay co-ordinator. Where there are clearly problems and conflicts new homestay accommodation is arranged.
4. If the complaint is against a staff member this will be referred to the Principal who will investigate the complaint under the same procedures as for New Zealand students.
5. If the dispute is still not resolved, the International Student Director will submit the case to the Principal for consideration.
6. The parents/agent and student will be advised of the action taken by the Principal and their right to formally complain to NZQA - Complaint Form is provided to each student as part of Orientation or on request.
7. Any complaints by students are monitored and where necessary the agent and the parents are kept informed.
8. A written record is kept of all complaints and retained on the student's file.

Dispute Resolution Scheme Link: <http://www.fairwayresolution.com/istudent-complaints>

**Adopted February 2017**

**MOUNTAINVIEW HIGH SCHOOL  
Complaints Flow Chart**

*Concerns about safety, staff conduct or other serious matters*

*Complaint about Principal*

If you have a concern about your son's / daughters education you are encouraged to discuss this with their teacher, Head of Whanau or a member of Senior Management

*If the concern is unresolved*

All formal complaints other than complaints about the Principal should be made to the Principal. The complaint should be made in writing.

*Complaints about the Principal are referred to the BOT*

Complaints about the Principal should be made to the Chair of the Board of Trustees. Such complaints should be made in writing.

*Complaints will be acknowledged within two days of their receipt by the addressee*

The Principal will notify any involved parties to the complaint of the nature and detail of the complaint

*Notification phase*

The Board Chair will notify the Principal and any other involved parties to the complaint of the nature and detail of the complaint

The Principal will investigate the complaint which may involve the collection of submissions / statements from all parties involved

*Investigation Phase  
(completed where possible within five days of complaint acknowledgement)*

The Board Chair will investigate the complaint which may involve the collection of submissions / statements from all parties involved

Further investigation finds a case to answer. Disciplinary processes are invoked in accordance with the employees contract.

In a complaint against a member of staff the Principal will notify any staff member of any initial findings and will require a written response.

Further investigation finds no case to answer

Further investigation finds a case to answer. Disciplinary processes are invoked in accordance with the employees contract.

The Board Chair will notify the Principal of any initial findings and will require a written response.

Further investigation finds no case to answer

The complainant will be notified of the outcome of the investigation and of any resultant actions.