

International Student Orientation Handbook

Revision	Date
Review one	November 2017

MERAKI MONTESSORI
SCHOOL

Table of Contents

About the Education (Pastoral Care of International Students) Code of Practice 2016..5
Introduction5
Immigration5
Eligibility for Health Services5
Accident Insurance5
Medical and Travel Insurance5
Accommodation6
 Acceptable Types of Accommodation6
Tuition Fees and Associated costs.....7
Fees Protection and Refund Conditions and Procedures.....8
 Fees protection.....8
 Policy on refunds8
 Procedure for refunds8
 Amount of Refund8
 When fees are NOT refundable8
Application Requirements9
 Applicationprocess
 9
 Application form9
Application Procedure10
 Introduction10
 Application from Overseas.....10
 Application from New Zealand10
 Student School Visit10
 Interview attendees.....10
 Interview process.....11
 Offer of Placement letter11
 Acceptance of placement11
 Medical and travel insurance11
 Student Visa.....11
 Confirmation of acceptance12

MERAKI MONTESSORI SCHOOL

Currency of Student Details	12
Curriculum Program	13
Learning program	13
Curriculum.....	13
Orientation Program and Support Services	14
Orientation	14
Orientation program	14
Student support services	14
Support Services and Emergencies	16
In case of emergencies.....	16
Difficulties adapting culturally.....	16
Dealing with welfare issues.....	16
Sexuality and health education	16
Smoking and alcohol	16
Grievance Procedures	17
Dealing with concerns	17
Problems with a teacher	17
Problems with a student	17
Notes of all meetings	17
School Expectations	19
School rules	19
Safety	19
Respect	19
Withdrawal and Absence from Meraki Montessori School	20
Withdrawing a student	20
Absence	20
Absence without cause — truancy	20
Extended school absence - 20 or more days.....	20
Circumstances in which Tuition may be Terminated.....	21
Reasons for terminating tuition	21
Truancy.....	21
Gross misconduct	21

MERAKI MONTESSORI SCHOOL

Application	inaccuracies
.....	21
Appendix A	22
Traffic Safety	22
Road safety	22
Pedestrian safety	22
Kerb drill	22
Skateboarding	22
Cyclists	23
Buses.....	23
Self Review	23
Response to unacceptable behaviours procedure.	23

MERAKI MONTESSORI SCHOOL

About the Education (Pastoral Care of International Students) Code of Practice 2016

Introduction

Meraki Montessori School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code) published by the New Zealand Qualification Authority (NZQA). Copies of the Code are available on request from this institution or from the NZQA website at

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Immigration

Meraki Montessori School has agreed to observe and be bound by the Code as published by the Minister of Education. The school is required to meet all the requirements with respect to immigrations provided therein.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health and can be viewed on their website at <http://www.moh.govt.nz>

Accident Insurance

The Accident Compensation Corporation provides accident insurance for insurance all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://acc.co.nz>.

Medical and Travel Insurance

International students must have appropriate and current medical and insurance travel insurance while studying in New Zealand.

MERAKI MONTESSORI SCHOOL

Accommodation

Acceptable Types of Accommodation

Meraki Montessori School requires that all international students live with their parents or designated guardian the parents nominated, while attending Meraki Montessori School.

MERAKI MONTESSORI
SCHOOL

Tuition Fees and Associated costs

	NZ\$
Deposit (non-refundable)	500
Tuition Fees	14,000

Fee Breakdown	NZ\$
Deposit (non-refundable)	500
Application Fee	200
Administration/Memberships	1000
Tuition	7700
Special Education	3700
Activity Fee	900
Total	\$14,000

Note:

- **there is a one off non-refundable deposit required on application of \$500.**
- **GST is not included**

Fees Protection and Refund Conditions and Procedures

Fees protection

Meraki Montessori School has a Fee Protection policy to safeguard the fees paid by International Students in the unlikely event that the school ceases to be a signatory, ceases to be a provider or 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). The Head of School guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

A copy of the Fee Protection Policy will be made available to the parents.

Policy on refunds

If a student voluntarily withdraws from his/her course of study before the completion date or fails to obtain a study visa he/she may be eligible for a refund of tuition fees. The following policy applies to fee refunds.

- Only Tuition fees are refundable, and refunds are at the absolute discretion of the Head of School.
- Students will give a full term's written notice of their intent to withdraw.

Procedure for refunds

Claims should be addressed to the Head of School in writing setting out the special circumstances of the claim within one month of withdrawal.

Amount of Refund

The amount to be refunded will be dependent on the point at which the refund application for refund is made.

Fees will be refunded less the deposit of \$500. This includes if a student is not granted a student permit to attend.

When fees are NOT refundable

Refunds are not available in the following situations.

- Students who have been stood down, suspended or excluded are not eligible for refund of fee
- Refunds are not usually available to students who return home early (unless for the death or serious illness of a close family member)
- If there have been any inaccuracies, inconsistencies, or un-notified changes to enrolment status then refunds will not be available.

MERAKI MONTESSORI SCHOOL

Application Requirements

Application process

The International Student Orientation Information is given to the students to read through before they enrol. The Application consists of the Application for Enrolment form signed by the parent and the following documents:

- Passport and Student visa/permit.
- Certified copies of recent school reports with verified English translation
- Evidence of Medical and Travel Insurance - if already purchased
- Completed designated Guardian Indemnity Form (if applicable)
- Information on any medical conditions or learning difficulties (if applicable)
- Enrolment agreement signed by the parent
- Deposit: NZ \$500.00 (non-re fundable)

Application form

The Application for Enrolment can be obtained from the school office or the Head of School.

MERAKI MONTESSORI SCHOOL

Application Procedure

Introduction

The application procedures vary depending on whether the student is in New Zealand or overseas at the time of application.

Application from Overseas

If the student is overseas whilst applying to attend Meraki Montessori School the following procedure applies.

1. Application form, Deposit and all documentation is checked and assessed
2. Telephone interview is arranged and completed
3. Offer of Place is made and Fees Invoice sent
4. Receipt of fees and evidence of Medical and Travel insurance, and student visa are sighted
5. Offer of place is confirmed

Application from New Zealand

If the student is in New Zealand whilst applying to attend Meraki Montessori School the following procedure applies.

1. Application form, Deposit and all documentation is checked and assessed
2. School visit by student is arranged and completed
3. Family interview is arranged and completed
4. Offer of place is made and Fees Invoice sent
5. Receipt of fees and evidence of Medical and Travel insurance, and student visa are sighted
6. Offer of place is confirmed

Student School Visit

If the student is in New Zealand whilst applying to attend Meraki Montessori School they will be invited to attend the school for a day.

This visit provides an opportunity for the student and staff to assess each other's suitability and fit within the school community.

Interview attendees

Attending the interview will be the following people

- Head of School
- TiCIS (Teacher in charge of International Student)

MERAKI MONTESSORI SCHOOL

- Student
- Student's parents
- designated guardian (if applicable)

Interview process

The interview will consist of;

- a series of questions,
- explanation of the conditions of acceptance,
- Meraki Montessori School program explanation,
- initial assessment of the level of English of the student,
- ensuring the parents understand The Code,
- explanation of the designated guardian's role & responsibility (if applicable),
- making an appointment time to visit the home of the designated guardian (if applicable), and
- answering any questions the family may have.

Offer of Placement letter

If the interview is successful a letter offering a place at the school will be mailed to the student. This letter will include;

- contact details for the school
- information about the curriculum at the school
- confirmation that the school is a signatory to the Code
- confirmation that acceptance at the school is not provisional on a given level of English proficiency or prior learning being achieved through testing in New Zealand
- reminder that suitable medical and travel insurance is required
- fees invoice

Acceptance of placement

If the student wishes to accept the offered place at the School they should reply to the School in writing.

Medical and travel insurance

The student must supply a copy of their travel and medical insurance policy to the school upon acceptance of placement.

Student Visa

The student must supply a copy of their student visa to the school upon acceptance of placement.

MERAKI MONTESSORI SCHOOL

Confirmation of acceptance

Once all documentation has been sighted, fees received and receipted, a letter or email confirming enrolment will be sent.

Currency of Student Details

Meraki Montessori School will be notified immediately if any of the details provided as part of the application process change, this includes but is not limited to, address, immigration status, medical and travel insurance details etc.

MERAKI MONTESSORI SCHOOL

Curriculum Program

Learning program

Meraki Montessori School is a co-educational Independent School offering education for students aged between 6 and 12 years old.

Each student follows an individual learning program, based on Montessori Education. The content, level, assessment and time frame is student driven.

More details can be found on our website -
<http://www.merakimontessori.co.nz/our-curriculum>

Curriculum

The curriculum includes;

- English - Oral, Written, Visual
- Mathematics
- Science
- Social Studies
- Physical Education and Health - sports, fitness and health
- Technology
- The Arts - drama, dance, visual art, music

Students may also choose from many other individual interests including languages and specialist subjects.

MERAKI MONTESSORI SCHOOL

Orientation Program and Support Services

Orientation

Students will be provided with a proper orientation program. The TiCIS is primarily responsible for the orientation of the students and their on-going welfare within the school community. This will be done in close liaison with the Guide, a peer student, and the Head of School. The TiCIS is Rebecca Higham and she can be contacted on 021 482 263.

Orientation program

The orientation program will include;

- On the student's first day, he/she will be met by the TiCIS and shown around the school. They will be introduced to their Guide and shown their constellation (learning group) area. Assistance with academic planning is given, if required
- The Guide will be responsible for ensuring the new student has a buddy group consisting of two or more other students whose role is to help the new student with daily routines, timetables, and activities during breaks. He/She will also ensure the student knows where to find the sick bay, toilets etc.
- Orientation will include school layout, rules and regulations, counselling, support systems and resources available.
- Information on banking, cell phone purchase, local travel systems, and familiarisation with New Zealand laws, culture and learning will be provided (if required).
- The TiCIS will continue to monitor the student during the first few weeks while the student settles into the school. The TiCIS will also be available for support of the students, the Guide, and the parents/guardian.
- Once the initial period is over, the TiCIS will continue to monitor the student and his/her progress through informal meetings and, where necessary, through formal meetings with the student, the Guide, and/or the parents/guardian
- A translator will be made available, where necessary, at the student's expense. This may be another student or an adult, depending upon the situation and the requirements.
- Parents/guardians and students need to know that Meraki Montessori School has an 'Open door' policy. At any time they may make an appointment to see the Guide, or the TiCIS to discuss any queries or concerns.

Student support services

The TiCIS and the student's Guide are available for assistance, support and for emergencies.

MERAKI MONTESSORI
SCHOOL

MERAKI MONTESSORI SCHOOL

Support Services and Emergencies

In case of emergencies

The school must be notified of any emergencies, relevant to the student, either in New Zealand or the home country.

The school's 24/7 emergency contact number is;

- from overseas +64 21 482 263
- from New Zealand 021 482 263

Difficulties adapting culturally

If a student is having difficulties adapting to the new culture, a meeting will be set up with the student and parents to discuss the issues and put further support structures in place. This may be in the form of family support provided by a buddy family contacted by the school.

Dealing with welfare issues

Students are encouraged to seek advice from the TiCIS, their Guide or the Head of School on welfare issues, including personal health problems, mental health problems, drug problems and problem gambling.

Sexuality and health education

Information on sexuality education and health promotion is provided through the Health and Physical Well Being curriculum program taught in the school.

Smoking and alcohol

Meraki Montessori School has a zero tolerance on smoking, and the use of alcohol and illegal drugs.

In New Zealand, the sale of alcohol and tobacco products is not permitted to any person under 18 years of age.

MERAKI MONTESSORI SCHOOL

Grievance Procedures

Dealing with concerns

We want you to be happy at Meraki Montessori School. There are times however, when things do not go as smoothly or as well as we may like.

Here are some ideas about what you can do about it.

Problems with a teacher

Talk to your Guide about your concern.

If your concern is about your Guide, make a time to talk to the Teacher responsible for International Students (the TiCIS) who is Rebecca Higham.

After a few days, if you do not think the problem has been solved by your Guide or by the TiCIS, talk to the Chair of The board of Trustees.

Problems with a student

Talk to your Guide about your concern. At any time you can also talk to any other staff member you feel comfortable with including the TiCIS.

Notes of all meetings

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

Safety

If you are extremely sick or feel in immediate danger please call 111 to access emergency services within New Zealand

Counseling Services

Should you have any mental health concerns or need to speak to a counselling service you can contact Youth line for free on 0800 376 633 if you do not feel comfortable to share it with the Head of School.

Neglect or abuse

Should you ever feel at risk of abuse or neglect you can contact the Ministry of Vulnerable Children on 0508 326 459 should you not feel comfortable to share it with the Head of School.

MERAKI MONTESSORI SCHOOL

iStudent Complaints

If, after all the above have been tried, you feel that your problem has not been resolved, then the student/parent may wish to contact our appointed Dispute Resolution Scheme operator iStudent Complaints. You can contact them on 0800 00 66 75

You can download the Complaint Form from iStudent Complaints website:
<http://www.istudent.org.nz/making-a-complaint>

Completed complaint forms, along with supporting evidence, can be sent to:

The Complaints Officer
iStudent Complaints
PO Box 2272,
Wellington 6140,
New Zealand

or email scans of the completed form along with any supporting evidences to:

complaints@istudent.org.nz

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.

MERAKI MONTESSORI SCHOOL

School Expectations

School rules

Parent Handbook is to be provided.

Safety

Safety of the student, the staff, the environment, and the community is the first consideration in every situation.

Physical, social, spiritual and emotional aspects of safety must be considered.

The school has a zero tolerance bullying policy.

Respect

As part of the Montessori curriculum the school implements the 'Grace and Courtesy' practice together with the virtues.

MERAKI MONTESSORI SCHOOL

Withdrawal and Absence from Meraki Montessori School

Withdrawing a student

If parents/guardians wish to withdraw a student from the School, they must do so in writing at least one term before the student's last day of attendance.

The Immigration Service will be notified.

The Refund Policy for International Students shall apply.

The Parent or legal guardian must provide written confirmation regarding the plan for handing over the care of the International Student after the student's enrolment with Meraki Montessori ends.

Absence

In the case of absences, the parent/guardian must follow the normal school procedure of notifying the school in the morning of the first day of the absence, and following this up with a written note on the first day of the student's return to school.

If the absence can be foretold - e.g. an appointment - then the school is to be informed in writing or by email the day prior to the appointment or earlier.

Absence without cause — truancy

Where the student is absent with no reason then the parents will initially be contacted by the school for an explanation. Where a student is being truant from school, the Guide will have a meeting with the parents to rectify the situation. If the Truancy continues then a family meeting will be held and contingencies put in place. If this does not rectify the situation then the enrolment will be terminated and the Immigration Service notified.

Extended school absence - 20 or more days

If the student does not attend for more than twenty consecutive days then the school will, in writing, notify the parents/guardians that the enrolment has been terminated and the Immigration Service notified. However if the parents have previously notified the school in writing that the student will be absent for a period of time, with the full reason for the absence, the place shall be held, providing all fees have been paid in full, as required.

If the student is withdrawn from or ceases to attend the school the Head of School will notify the New Zealand Immigration Service.

Circumstances in which Tuition may be Terminated

Reasons for terminating tuition

There are a number of grounds on which a student's tuition could be terminated. These include;

- a student is absent or consistently truanting from school
- gross misconduct
- an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion

Upon termination of enrolment, the Immigration Service will be notified as required.

Truancy

As defined under "Absence without cause — truancy"

Gross misconduct

If a student's behaviour is of an unacceptable level, then a meeting with the student, the parents/guardian, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. There will be no refund of fees paid if this occurs.

Application inaccuracies

If an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion.

Appendix A

Traffic Safety

Road safety

Students need to be aware of road traffic safety information including information on characteristics of New Zealand driving, for example:

- Drive on the left hand side of the road
- Coastal, mountain, country and town roads vary markedly in surface condition
- Roundabouts
- Intersections
- Merging like a zip.

Pedestrian safety

Please note the following information about pedestrian safety:

- Cars won't always stop for pedestrians
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible
- Use the kerb drill to cross the road:

Kerb drill

These are the five steps of kerb drill

1. Find a safe place to cross
2. Stop one step back from the kerb (practice this by walking to the kerb and taking one step back)
3. Look and listen for traffic wherever it may come from (Look right, look left, and look right again).
4. If there is traffic coming wait until it has passed, then look and listen for traffic again.
5. When there is no traffic coming walk quickly straight across the road, looking each way for traffic.

Skateboarding

Local councils often have bylaws about where you are allowed to use skateboards. Areas where you may not use usually signposted, but you are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths.

MERAKI MONTESSORI SCHOOL

Cyclists

Cyclists are required by law to wear a properly-fitted, standards- approved bicycle helmet, when riding a bicycle on a road. Cyclists should ride on the road not on the footpath.

Buses

When using public buses students should:

- Wait for the bus at the bus stop
- Get on the bus carefully
- Sit back in your seat quietly on the bus and don't distract the driver
- Get off the bus carefully and wait until the bus has driven away before crossing the road.

Self Review

All International student policies and procedures are reviewed annually. The marketing material on our website is also reviewed annually with the marketing self review checklist by the Head of School.

Response to unacceptable behaviours procedure.

If there is a dispute on the playground or in the classroom that involves a child or teacher jeopardising the safety and respect of another member of our community the procedure to follow is outlined below.

In a Montessori classroom children are given the skills to wherever possible sort through their own problems at the peace table through conflict resolution. The following steps are the procedures the children are taught to follow to resolve conflicts:

1. Calm yourself – Take a few deep breaths, go outside or run around the field until you feel calm enough to discuss the problem.
2. Check it out – Go to the person with whom you have the problem. Use "I" messages to explain your problem
3. Listen – Listen to the other person's side of the story without interruption using the peace rock. Come to an agreement about the solution.
4. Get help from an adult – If the conflict isn't resolved to the satisfaction of both parties, get help from your teacher.

MERAKI MONTESSORI SCHOOL

5. Get help from the head of school – If the teacher hasn't helped enough to satisfy both parties, make an appointment with the head of school.

If a dispute involves physical bullying or disrespect towards a member of our community or materials within our environment it is imperative that a teacher step in to intervene. The steps to take are outlined below.

1. Remove the item or child that is the subject of the child's unacceptable behaviour and ensure that they are safe. Acknowledge the child who has been hurt feelings and ensure they are ok. Use a clear and strong statement to let the child who has done the unacceptable behaviour know that the behaviour is not appropriate at this school.
2. Wait for the angry child to calm down – offer some strategies e.g. Sit outside on the bench to calm down, go and take a seat at the peace table or an agreed place that they can go to calm down.
3. When the child has calmed down invite them to the peace table to talk through the conflict and arrive at a solution/natural consequence. Be sure to hear both sides of the story and that there is a fair consequence decided upon for the unacceptable behaviour. E.g. the child will need a lesson on that material and how to use it respectfully before using it independently again.

If these actions happen repetitively a meeting with the parents will be called to discuss the behaviour further and create a plan to help the child behave appropriately and respectfully.

MERAKI MONTESSORI
SCHOOL

Review Date	Signature
November 2017	