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INTERNATIONAL FEE-PAYING STUDENTS INFORMATION BROCHURE



CHRISTCHURCH
EDUCATED

Kia Ora, Talofa, Konnichiwa, Ni Hao, Namaste, Kamusta, Bula, Assalam Alaikum, Malo e lelei, Annyeong Haseyo, Shalom.

WELCOME TO ILAM SCHOOL

We trust you find the information contained in our enrolment package helpful. Should you have any questions, please do not hesitate to ask. No question is ever too small.

Ilam Primary School is a unique educational facility that provides quality education and exciting opportunities for 5-11-year-old students. Set in a beautiful, spacious setting, it has a roll of approximately 400 students. Ilam School is situated in the north west of Christchurch, right next to the University of Canterbury campus, and only 10 minutes from Christchurch International Airport.

The staff at Ilam School have a long and successful history of supporting international students who attend the school. Children are welcomed in a warm, caring manner. Our Language Support teachers provide multi-language support to children and their families. The school provides a rich and diverse environment with children from over 60 different cultural and national backgrounds attending.

Our Fees

All New Zealand children enrolled at a State School are entitled to a 'free education'. State schools are funded by the government and teachers are paid by a central government pay service. International students do not qualify for 'free' education and are required to pay a fee.

The fee set by the Ilam School Board of Trustees includes:

- The cost of employing extra staff.
- A portion of the school's operational cost.
- Administration.
- A Crown fee (a charge imposed by the Government for the use of a state owned facility).
- Additional charges which include the annual cost to the school for being a Signatory to the Code of Practice for the Pastoral Care of International Students) and GST (Goods and Service Tax, a Government tax amounting to 15% of the total fee).

Schedule of Annual Fees (40 weeks)

International Student Fee covering teaching and operating costs (GST inclusive)	\$ 13,000.00
Administration Fee (GST inclusive)	\$ 500.00
Total annual fee	\$ 13,500.00

Schedule of Term Fees (10 weeks)

International Student Fee covering teaching and operating costs (GST inclusive)	\$ 4,000.00
Administration Fee GST incl. Paid first term only. Subsequent terms not subject to this fee.	\$ 500.00
Total term fee	\$ 4,500.00

All fees are shown in New Zealand Dollars (NZD).

Upon payment or part-payment of the fees, the school issues a receipt and an 'Offer of Place' which can be forwarded to the NZ Immigration Service who will issue a Student Permit for the dates stated.

Additional fees will be charged for extras such as:

- Activities, such as camps and trips
- Out of school music lessons and instrument hire
- Stationery
- Uniform

TO ENROL

To enrol at Ilam School, all 5-9 year old international students enrolled in New Zealand schools must be living with their parents. A parent is defined as a person who is legally responsible for the child, and that the child normally lives within their own country. Children 10 years and above may live with a designated caregiver.

If a place is available at your child's age and class level you may be offered a place.

The details completed in the 'Offer of a Place' form are required by New Zealand Immigration for the issuing of a Student Permit.

For the school you will be asked to complete a Student Enrolment Form, which provides information about your child and your family.

At the time of enrolment you must have the child's passport with you.

Further details the school will ask for at the time of enrolment are particulars about your child's health and information about any special needs that may have to be addressed, including whether they are an English Language Learner.

On a separate form you will be asked to provide the school with information about your child's previous schooling and levels of achievement. This information will assist teachers with class placement. Please inform us if your child has additional needs that may affect their ability to study.

Comprehensive diagnostic tests are conducted at the initial enrolment stage. These will include an assessment of proficiency in the English language. This information will be used to determine the level, and room, your child will be placed in our school.

At the time of enrolment you will also be required to sign the school's agreement forms about class trips and computer, internet and email use.

Information about curriculum assessment, reporting to parents, and procedures for dealing with parent concerns is included in your information pack.

All the information you provide will remain confidential. If any of the details you provide at the time of enrolment change, it is your responsibility to notify the school of the change.

On the enrolment form you will be required to sign that you have read and agree to abide by all the information contained in the '*Enrolment Information for International Fee-Paying Students*' booklet.

Information about the curriculum and other general information about Ilam School is available from the school office.

- Email our Executive Officer, Jocelyn Hollis (jocelyn.hollis@ilam.school.nz) and on request you will be sent an Ilam School Prospectus and a school enrolment form for completion and return. Once the completed enrolment form has been received at Ilam School, you will be emailed an 'Offer of Place' and an invoice for fees. A receipt will be emailed to you as soon as the fees have been paid.
- An appointment will be made for you and your child to meet with ESOL Team Leader shortly after your arrival in Christchurch. At that time it will be necessary for you to provide:
 - o Parents' passports
 - o Proof of NZ based Medical/Travel Insurance;
 - o Proof of child's Student Permit.

You will also be asked to complete a *Refund Policy and Background Information* form and our *Tuition Agreement*.

Medical and Travel Insurance – New Zealand Based

International students must have appropriate and current New Zealand based medical and travel insurance while studying in New Zealand. The school is required to approve this policy and this will be done at enrolment. Students must have a current certificate stating that the student has purchased the cover for the duration of the planned period of study. The policy wording must detail medical sums insured, reparation benefits etc. Generally students will have combined travel and medical insurance on one policy, but separate policies are permitted.

Upon Completing a Course of Study at Ilam School

Students returning to their home country will receive a letter from the school to explain the study course, or year of schooling completed. They will also receive a portfolio of photos showing their involvement in school activities, a New Zealand school report, and a Certificate of Attendance.

OTHER RELEVANT INFORMATION

Code of Practice

Ilam School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the code are available from the NZ Qualification Authority (NZQA) website at <http://www.nzqa.govt.nz/studying-in-new-zealand/code-of-practice-for-the-pastoral-care-of-international-students/>

Fees Protection

Ilam School has a fee protection policy to safeguard the fees paid by International students in the unlikely event may not be able to continue delivering tuition to the International student. The school's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

Refunds

There will be no refunds except under exceptional circumstances as decreed by the Board of Trustees. If you wish to apply for a refund an application must be made in writing to the Board of Trustees by the parent stating clearly the reasons for withdrawal of the student one month prior to the last day of attendance.

Procedure for Student Withdrawal and for Termination of Tuition

Should you decide to terminate your child's course of study before the due date you must inform the Principal who will contact the New Zealand Immigration Service. Students who leave Ilam School to attend another school in New Zealand will be provided with a transfer notice with all school records forwarded to the new school when requested.

Written notice will be given to the parents and the New Zealand Immigration Service if the school implements the right to terminate the enrolment of an unsatisfactory student, as in the Foreign Fee Paying Student procedure.

Termination (Code 7.2.5)

If the parent is required to leave New Zealand as the result of an emergency, the parent must inform the school as soon as possible of the emergency, their return date, and full details of accommodation and care of the student.

Ilam School may terminate the agreement in the following circumstances:

- a. Cessation of the child living with his/her parent.
- b. False documentation.
- c. Fees not paid in advance.
- d. Expiration of required immigration status.
- e. Breach of school rules and regulations.
- f. Failure to inform the school of any special learning or behavioural needs that become apparent.

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

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

THE NEW ZEALAND CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Summary of the Code of Practice for the Pastoral Care of International Students

Introduction

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016 (the new Code of Practice). This replaces the 2010 Code of Practice.

The new Code of Practice was released in March 2016, and applies from 1 July 2016.

What is the Code?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students.

The Code of Practice does not apply to concerns about 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?

The Code of Practice is available, and can be downloaded as a pdf, on the [New Zealand Legislation website](#).

The 2016 Code of Practice is also available [in other languages](#) along with a pamphlet that provides a summary of important information for international students and their families.

The 2016 Code of Practice and the pamphlet are resources for all groups and people involved in international education: e.g. international students and their families, providers that are signatories to the Code of Practice.

Which education providers are signatories to the Code of Practice?

NZQA maintains a [list of all education providers that are approved signatories](#) to the Code of Practice.

What to do if you have a complaint?

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board. In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live