



Sunnybrae
NORMAL SCHOOL

International Students Prospectus

36 Sunnybrae Road, Takapuna, Auckland, New Zealand

Phone: 0+64-9-443 5058

Email: studynz@sunnybrae.school.nz

Information About Your Rights in New Zealand
Code
Sunnybrae Normal School in Auckland has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available from the NZQA website, International Students section.
Immigration
All students must meet the requirements of Immigration New Zealand to study. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service and can be viewed on their website.
Eligibility for Health Services
Most international students are not entitled to publicly funded health services (this includes School Dental Services) while in New Zealand. If you receive medical or dental treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlement to publicly funded health services are available through the Ministry of Health and can be viewed on their website.
Accident Insurance
The Accident Compensation Corporation (ACC) 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 .
Medical and Travel Insurance
It is a compulsory requirement from the New Zealand Government that all international students studying in New Zealand must have appropriate and current medical and travel insurance for the duration of their stay as outlined in the Code of Practice.
Education Review Office Report
Click on this link to access our ERO report.
Living in New Zealand
For information about living in New Zealand please visit the following website .

Conditions of Enrolment

In addition to the conditions listed here, all conditions that are part of the contract with parents also apply.

1	Students and their parents/legal guardians must accept and abide by rules regarding behaviour and conduct that apply to all students. Unacceptable behaviour may result in the termination of tuition.
2	Students must observe the laws of New Zealand.
3	Students must observe the conditions of their visa. If a student breaks the terms of the visa, the school will report the fact to the New Zealand Immigration Service, which may result in the student having to leave New Zealand.
4	Class placements are decided on the evidence of assessment after arrival in New Zealand, therefore, all information given before enrolment about placement in classes is provisional. The school reserves the right to adjust placements at any time if it is in the student's interest to do so.
5	The student will attend the school on all occasions when it is open unless prevented by illness or other urgent causes.
6	Tuition may be terminated if the student fails to comply with the school rules or breaches the conditions of their visa.
7	Tuition fees will be paid in full before enrolment or before enrolment is renewed (whichever applies).
8	All additional costs (as outlined in the Schedule of Fees) will be paid promptly, as required.
9	The conditions of the Fee Refund Policy will be accepted.
10	All students are required to have travel and medical insurance for the duration of their stay. Students' families must make their own insurance arrangements. A copy of the insurance policy in English must be provided.
11	All international students in Year 1 to Year 6 must live with their parents.
12	All disputes will be dealt with in New Zealand law.
13	The school's complaints procedure for international students will be used to deal with grievances.
14	Parents must inform the school of their address, telephone number, and email address. The parents will advise the school of any change to their contact details.

Application Procedures

When you apply for information about enrolling your child at Sunnybrae Normal School in Auckland, the school will:

- Verify your child's eligibility to attend
- Provide you with a copy of the International Student Prospectus
- Provide you with an Application for Enrolment

Conditions of Acceptance

On receipt of a completed Application of Enrolment:

- The school will prepare an invoice.
- On receipt of payment, a receipt will be issued to you
- You will be given an Offer of Place
- The Offer of Place will enable you to apply for a Student Visa
- Make sure you have a copy of the Agreement to Provide Tuition Services for you to read, sign and return to the school.

For acceptance to Sunnybrae Normal School in Auckland, your child must be living with a parent/legal guardian. You must apply to Immigration New Zealand for a visa naming Sunnybrae Normal School in Auckland. This may take 2-3 weeks.

Schedule of Fees

	Sunnybrae Normal School International Student Tuition Fee	Ministry of Education Levy	Administration Fee (non-refundable)	Total
Per Year	\$13,225.00	\$ 430.00	\$ 750.00	\$14,405.00
1 Term	\$ 3,680.00	\$ 107.50	\$ 750.00	\$ 4537.50
2 Terms	\$ 7,130.00	\$ 215.00	\$ 750.00	\$ 8,095.00
3 Terms	\$ 10,350.00	\$ 322.50	\$ 750.00	\$ 11,422.50

\$460.00 / week (\$400 + GST per week) *includes education levy, stationery, online learning programs, Completion Certificate, onsite events/activities as part of the school programme.

\$ 750.00 Administration Fee (non-refundable)

All fees are in New Zealand dollars and include GST.

Upon payment of the fees and levy, the School will issue a receipt which can be forwarded to Immigration New Zealand, who will issue a Student Permit for the dates stated.

Additional Fees

- School Uniform
- EOTC Camp

- Extracurricular Activities (voluntary)
- *Students are given guidance and support regarding joining after-school sports clubs.

Orientation and Support

The staff member responsible for administrative duties for the International Students is our Office Manager, Spring Shih. The ESOL (English for Speakers of Other Languages) Programme teacher is Christine Mason. The Principal and the Senior Leadership Team are responsible for the orientation of the students and their ongoing welfare within the school community. This is done in close liaison with the classroom teacher and the Team Leader. Sunnybrae Normal School's liaison person is Sophia Yang.

An initial orientation for the student and their parents will take place on the student's first day. The student will be met by a staff member and taken to the classroom after orientation.

The classroom teacher is responsible for ensuring the new student has buddies consisting of two or more other students from the same classroom whose role is to help the new student with daily routines and activities during the breaks. The teacher also ensures that your child knows where to find the sick bay, cloak bay, toilets and playgrounds, etc.

The Team Leader continues to monitor international students during the first few weeks while they settle into the class and the school. The Team Leader is also available to support the student, the classroom teacher and the parents.

Once the initial period is covered, the classroom teacher continues to monitor the student's progress and will be in contact with the parents through both informal meetings and formal meetings.

Translators are available if necessary. These may be a staff member, another student or an adult, depending upon the situation and the requirements.

Parents and students need to know that Sunnbrae Normal School has an "Open Door" policy. Parents may make an appointment to see the classroom teacher or the ESOL teacher to discuss any queries or concerns at any time.

Complaints Procedures

If you have a concern or complaint, contact the classroom teacher involved and discuss the matter. If the matter doesn't involve a particular teacher, or you do not wish to contact the teacher concerned, or you are unhappy with the outcome of meeting with the teacher, contact the Team Leader and then the Principal.

If an informal meeting does not resolve your concern, you may choose to make a formal complaint.

Formal Complaint

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility	Action
Complainant	1. Put your concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact numbers.
	2. Send the letter marked 'Confidential' to the School Principal or, if the complaint is about the Principal, to the Presiding Member of the Board of Trustees. The contact details are available from the Office Manager.
Principal (if the complaint is about a staff member)	3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned. Inform the Presiding Member of the Board of Trustees.
Presiding Member of the Board of Trustees	4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the Principal.

If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an investigation may take place.

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation, but all written complaints should be disclosed to the staff concerned at the earliest opportunity.

Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.

If the complaint cannot be resolved by following this process, refer to the NZQA website – International Students – How to make a complaint.

Absence or Withdrawal from School

If a student withdraws from school:

- The parents must write to the school before the student's last day, giving the date of the final day of attendance and the reason for leaving.
- The school must notify Immigration New Zealand.
- Depending on the circumstances, the Fee Refund Policy may apply.

If a student is absent from school:

- In the case of absence, the parent must follow the standard school procedure of notifying the school in the morning of the first day of the absence.
- If the absence can be foretold, e.g. an appointment, then the school is to be informed the day before the appointment or earlier.
- If the student is absent for no reason, then the school initially contacts the parents for an explanation. If the child is being truant from school, the Deputy Principal 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 Immigration New Zealand notified.
- If the student does not attend for more than twenty consecutive days, then the school will, in writing, notify the parent that the enrolment has been terminated and will notify Immigration New Zealand. However, if the parents have previously notified the school in writing that the child will be absent for a period of time, with the entire reason for the absence, the place shall be held, providing all fees have been paid in full, as required.
- If the student is withdrawn or ceases to attend the school, the school will notify Immigration New Zealand.

Circumstances in which Tuition may be Terminated

The school may terminate the enrolment at its discretion if:

- The child is absent or consistently truant from school.
- The enrolment application is found to be inaccurate in any way.
- The child's behaviour is unacceptable, and attempts to resolve it have not succeeded in the opinion of the school, after the following process:
 - If the child's behaviour is deemed unacceptable, then a meeting with the child, the parent 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 the term or earlier if the school decides, and will not be eligible to return the following term.

An acceptable level of behaviour means following the school rules.

Upon termination of enrolment, the school will notify Immigration New Zealand.

Accommodation Policy for International Students

All Year 1 - 6 International Students enrolled at Sunnybrae Normal School 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. It is the school's responsibility to determine the living situation of the student.

Living with Parents:

When a child is living with their parent(s) the school:

- Asks for the child's birth certificate, passport and the parents' passports.
- Compares the identification document and checks passport photos.
- Checks and records the parents' passport visa/permit dates to ensure that they end after the student's period of enrolment. If not, the expiry date is noted, and parents are required to supply renewal details at the appropriate time.

The Code of Practice for the Pastoral Care of International Students does not recognise any papers signed by overseas courts or lawyers stating that parents have appointed another person as a legal guardian of their child. There are no exceptions.

Medical and Travel Insurance Policy

All students must have acceptable, appropriate and current medical and travel insurance for the full duration, i.e. from home to home, of their planned study before enrolment, as specified in the Code. "Acceptable" insurance complies with the Code and is acceptable to the school.

"Appropriate" insurance refers to private insurance policy, and should meet the following guidelines:

- Length of cover: The policy should cover the full duration of the planned study including any holiday breaks taken.
- ACC provides cover for all people in New Zealand for injuries and accidents, but not if they occur overseas, so students taking holidays out of New Zealand during their study must be covered by their private insurance policy.

The policy must cover:

- Travel delays, missed flights, and any medical expenses incurred during travel into or out of New Zealand.
- Health cover (an unlimited sum insured)
- All medical expenses for hospital treatment due to illness or injury (in excess of ACC cover)
- Medical evacuation related to serious injury or illness
- The cost of family members' travel if the student suffers a serious illness or injury
- Emergency dental treatment
- Personal liability: negligence causing injury (including death) to another person, or damage or loss of property, and false arrest and wrongful detention
- Repatriation: if the student's study plans are interrupted due to injury or illness that requires them to return home.

- Death: in the event of sudden death
- The repatriation of their body, or their funeral expenses
- The travel costs for family members
- Search and rescue: any search and rescue operation performed to find the student.
- Students purchasing insurance should purchase insurance coverage before they leave their home country.
- If the insurance is provided by a New Zealand company, policy details should be provided in the student's first language where possible.
- In the case of overseas policy providers, students must provide the school with the policy details in English, before the student attends classes.

If the student does not have appropriate and current medical and travel insurance, the school must advise the student of medical and travel insurance requirements.

Recording of policy details: For each student, the school takes a copy of their medical and travel insurance policy.

Initialed by: _____ (parent)