



**CAMPBELLS BAY  
SCHOOL**

**Not self, but service.**

*Ko te ratonga te tuatahi, ko koe te tuarua*

Est. 1925

## **International Student Family A-Z Guide**

Absences

Afterschool Care

Students Behaviour

Bus

Collecting students during school hours

Complaints

Dispute Resolution Scheme

Drop-Off and Pick Up at School

Health

Hats

Lunches

Map of the School

School hours

Refunds Policy

Termination of Enrolment Policy

Using devices

# Absences

(when your child is away from school)

If your child is unwell and cannot come to school or if they are away from school for any reason, please email [safetycheck@campbellsbay.school.nz](mailto:safetycheck@campbellsbay.school.nz) to inform them your child will be away.

## Afterschool Care

The school has a private company use its premises to provide care for students before and after school. You can contact them for more information. The SKIDS website is [www.skids.co.nz](http://www.skids.co.nz)

## Behaviour

### School Rules and Attendance

1. Acceptance and compliance with school rules is a contractual obligation on the part of the student. Should the student not adhere to the school rules their continued enrolment at the school is subject to review, with possible exclusion.
2. The school day starts at 8.55am until 3.00pm and it is an obligation of the student to attend on all school days and be on time.
3. Absence or late attendance requires the parent of the student to email the safety check.
4. Continued unexplained absences will lead to a warning and if absences persist this contract will be terminated and the student permit withdrawn.
5. Students are obliged to comply with the laws of New Zealand. Failure to do so, or to comply with the school rules may lead to termination of the student's contract.
6. In such circumstances a report would be made to New Zealand Immigration and could result in the withdrawal of the student permit.

## Behaviour Guidelines

	Kura	Classroom and shared spaces	Break times	Wet break times	Assembly	School trips	Cloak bays and toilets
<p><b>Whakaute</b> <i>Respect is a way of treating or thinking about something or someone and to act in a way which shows that you are aware of someone's rights, wishes or differences.</i></p> <p><b>I show respect when I:</b></p>	<ul style="list-style-type: none"> <li>• listen</li> <li>• speak politely</li> <li>• follow instructions</li> <li>• use manners</li> <li>• take care of myself, others and property</li> </ul>	<ul style="list-style-type: none"> <li>• use my learning tools in the right way</li> <li>• speak and move quietly</li> <li>• am ready to learn</li> <li>• support the learning needs of others</li> </ul>	<ul style="list-style-type: none"> <li>• eat my own lunch</li> <li>• line up when getting my lunch order</li> <li>• put any rubbish in the bin.</li> <li>• am responsible for any property I have or use</li> <li>• play within the school boundaries</li> <li>• Go straight to class when the bell rings</li> </ul>	<ul style="list-style-type: none"> <li>• follow classroom wet day routines</li> <li>• choose quiet activities</li> </ul>	<ul style="list-style-type: none"> <li>• applause at the right time</li> <li>• walk in silence in and out of the space</li> </ul>	<ul style="list-style-type: none"> <li>• stay seated on the bus</li> <li>• take my rubbish home</li> <li>• follow the safety rules</li> <li>• stay with my group or class</li> </ul>	<ul style="list-style-type: none"> <li>• keep my belongings together</li> <li>• use the bathroom the way it was intended</li> <li>• give others privacy</li> </ul>
<p><b>Manawanui</b> <i>Is the ability to do your best even with challenges in your way or things go wrong.</i></p> <p><b>I show resilience when I:</b></p>	<ul style="list-style-type: none"> <li>• ask for help when I need it</li> <li>• try my best</li> <li>• know it is ok to make a mistake</li> <li>• keep trying</li> <li>• take responsibility for me</li> </ul>	<ul style="list-style-type: none"> <li>• use the tools around me to help</li> <li>• can find out what my next learning steps are</li> <li>• can work and share with my peers</li> </ul>	<ul style="list-style-type: none"> <li>• encourage my friends to do the right thing</li> <li>• take responsibility for my actions</li> <li>• ask to be included</li> <li>• seek help from a duty teacher</li> <li>• lose and win gracefully</li> </ul>	<ul style="list-style-type: none"> <li>• play inside only</li> <li>• when the bell rings I get on with my learning</li> <li>• pack the class up at the end ready for learning</li> </ul>	<ul style="list-style-type: none"> <li>• am a full participant</li> <li>• act for a formal occasion</li> </ul>	<ul style="list-style-type: none"> <li>• understand the trip is for learning</li> <li>• try new things</li> <li>• participate fully</li> </ul>	<ul style="list-style-type: none"> <li>• wait my turn</li> <li>• tell a teacher if anything is wrong</li> </ul>
<p><b>Atawhai</b> <i>Is the way you care about the well being of yourself and others.</i></p> <p><b>I show kindness when I:</b></p>	<ul style="list-style-type: none"> <li>• share</li> <li>• help</li> <li>• include others</li> <li>• encourage myself and others</li> <li>• am patient</li> <li>• care</li> </ul>	<ul style="list-style-type: none"> <li>• help others with their learning</li> <li>• make all people feel welcome when they come to our class</li> </ul>	<ul style="list-style-type: none"> <li>• invite others to join in with me</li> <li>• play fairly</li> <li>• take turns</li> </ul>	<ul style="list-style-type: none"> <li>• show consideration to others</li> </ul>	<ul style="list-style-type: none"> <li>• celebrate and congratulate the awards and performances appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• include others in my group</li> <li>• thank people that help me on the trip</li> </ul>	<ul style="list-style-type: none"> <li>• leave them tidy when I have finished</li> </ul>

# Bus

We do have a school bus system. School Bus 042. Route 042 is a one stage fare.

*Morning Route departs 8:10am*, Inga Road (by Milford Marina via Beach Road, Castor Bay Road, East Coast Road, Selwyn Crescent, Marsh Avenue, East Coast Road, Richards Avenue, Ravenwood Drive, Kenmure Avenue, East Coast Road, Forrest Hill Road, Manutara Avenue, Woodstock Road, Blakeborough Drive, Forrest Hill Road, East Coast Road, Kowhai Road (turnaround at Mairangi Bay roundabout), Beach Road, Aberdeen Road, Campbells Bay School, arrives 8:40 am

*Afternoon Route departs 3:05pm*, Campbells Bay School via Aberdeen Road, Beach Road, Kowhai Road, East Coast Road, Forrest Hill Road, Blakeborough Drive, Woodstock Road, Manutara Avenue, Forrest Hill Road, East Coast Road, Kenmure Avenue, Ravenwood Drive, Richards Avenue, East Coast Road, Selwyn Crescent, Marsh Avenue, East Coast Road, Castor Bay Road, Beach Road near Inga Road.

Note: This service is 'hail and ride' meaning the driver will pick up or set down passengers at any suitable and safe location on the route.

For more information, contact Auckland Transport on 366 6400 or visit [www.at.co.nz](http://www.at.co.nz) See also: Walking School Bus.

## Changing Your Agent

The school acknowledges that at times parents may wish to change their agent. To do this, they need to have both agents consent to the change in writing. If there is a dispute that the original agent is not meeting their contractual obligations, this complaint needs to be put in writing to the school for investigation.

## Collecting students during school hours

All adults who come into the school during school hours must report to the office first.

## Complaints

### Internal complaints

#### **Enrolment Appeals**

Should an applicant wish to appeal if they are not accepted into the school, it will be necessary to put an objection in writing. This letter should be given to the Director of International Students. The appeal will be considered by the Principal who is responsible for enrolments at Campbells Bay School.

#### **Financial Appeals**

Should a student's family wish a refund of any part of the school fees for any reason which does not comply with the International Student Fees Refund Policy (given at the time of application) then written explanation for the refund must be given to the Director of International Students. Each case will be considered by the Director of International Students and the Principal.

### Welfare complaints

#### **Personal Grievances**

Refer to a copy of the Campbells Bay School policy on Complaints below.

## **Campbells Bay Complaints Policy - Please follow this process:**

<b>Responsibility</b>	<b>Action</b>
<b>Complainant</b>	<b>1</b> 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 phone numbers.
	<b>2</b> Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.
<b>Principal (if complaint is about a staff member)</b>	<b>3</b> 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 chairperson of the board of trustees.
<b>Board chair (if complaint is about the principal)</b>	<b>4</b> Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

***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, and followed up with the complainant.***

If there are any incidents of personal grievance by an international student, such as offensive comments or behaviour toward the student, an immediate report must be made to the Director of International Students and an investigation will take place. Councillors and senior staff may be involved in dealing with the complaint. A full written report on the incident will be made and given to the parents and Designated Caregivers. Follow up support will be provided.

Any allegations made by an international student regarding treatment in or out of class by a teacher/staff member will be investigated by the Director of International Students in conjunction with other staff members. Should allegations be substantiated, the Principal will act to support the student in any way possible.

### **Complaints regarding conduct of International Student Department staff**

Should there be any alleged impropriety by the Director of International Students, formal written complaints must be lodged with the Principal for further investigation.

### **External complaints**

If students or their families have any concerns they should first approach the Director of International Students. Since Campbells Bay School is a signatory to the Code of Practice, any breach of the Code can be reported to the Appeals Authority in the Ministry of Education.

The Authority adjudicates on complaints related to recruitment, welfare and support received from international students, parents and guardians. The authority cannot consider complaints on academic matters. A hearing will take place and remedial action may be recommended.

The International Education Appeals Authority (IEAA) is established to receive and adjudicate on complaints received from international students or their authorised agents/representatives concerning alleged breaches of the Code.

International students who consider that the services provided by Campbells Bay School do not satisfy the requirements of the Code may seek redress through the IEAA when they have exhausted the internal grievance procedures of Campbells Bay School. See section Part 7 (Section 23) of the Code of Practice.

## Communication

All teachers are contactable via email throughout the week. They will respond within 48 hours. Should you wish to book a time to meet with them, please email them so they can arrange a translator should you need one. You may wish to speak to someone other than your child's teacher. An Deputy Principal is also available to discuss your child's learning too. Email the school office [admin@campbellsbay.school.nz](mailto:admin@campbellsbay.school.nz) to arrange a time and be put in touch with the right person to help.

Melissa Grant (Director of International Students) is also available to meet regarding international matters. You can contact her [melissg@campbellsbay.school.nz](mailto:melissg@campbellsbay.school.nz)

## Dispute Resolution Scheme

For more information on dispute resolution and other international student complaints this website is helpful.

<https://www.istudent.org.nz/resources-publications/news-item/understanding-the-new-code-of-practice-and-dispute-resolution-scheme>

## Drop-Off and Pick Up at School

If you are driving, please adhere to NZ road rules and parking laws. You also can only turn left into the bus bay in the mornings for drop off.

You are welcome to drop students off at the bus bay, ensuring you do not get out of the car and that they are able to independently exit the car and head to class. No vehicles are to park in the bus bay at drop off and pick up times.

You can also use the bus bay to collect students. It is open from 3.10pm after the school bus departs.

## Hats

Students must wear hats during School Terms 1 and 4 when they are outside. This is because the NZ sun is very harsh.

## Lunches

Students bring their own lunch to school packed in a lunch box. This includes a drink bottle of water, a morning tea snack and a lunch. There are no microwaves for heating lunches for students at our school.

Alternatively, you can order a lunch for your child using <http://www.ezlunch.co.nz/> and sign up to Campbells Bay School.

Students eat lunch in their classrooms or outside for 10 minutes after the bell goes for them to play.



# Map of the School



## School hours

Classrooms open supervised from 8.30am Monday – Friday. If students are at school before 8.30am they must wait near the climbing tree at the front of the school for the 8.30am bell to ring. No student can go to class before this bell. If you need care arrangements early in the morning for your child, please contact Skids our childcare programme.

School finishes at 3.00pm. You can collect your child from the classroom at this time, or you can ask your child to catch the bus, walk home or collect them from the bus bay after 3.10pm.

**8.55pm School Starts**

**10.50am - 1130am - First play and eating time**

**1pm - 150pm - Second play and eating time**

**3.00pm School Finishes**

# Leadership Staff 2023

**Principal: Bevan Verryt**

Deputy Principal:  
Melissa Grant

Deputy Principal:  
Patricia Meder

Deputy Principal:  
Christie Birkhead

## Refunds Policy

### INTERNATIONAL STUDENT FEES REFUND POLICY

#### Rationale

That the Board of Trustees is required to comply with the current Code of Practice for the Pastoral Care of International Students.

#### Purpose

To maintain a suitable management information system to record all financial transactions accurately that relate to the termination of the young International Student's Contract and the application for a refund of fees.

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. If a refund is requested, the following procedures and guidelines will apply:

#### To be eligible for a Refund:

- To be eligible for a refund, parents 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.
- In every case, the school undertakes to look fairly and without prejudice at applications for a refund of fees or part-fees.

#### If the application is made before the start of the course:

- Fees will be refunded in full, less an **Administration Fee of \$300.00 plus GST**. This includes if a student is not granted a student permit to attend **Campbells Bay Primary School**.
- Fees will be refunded in full less an **Administration Fee of \$100.00 plus GST** per student for short term groups. Refunds will only be made to individual students as part of a group, if the non-attendance means that the group can still attend at meet Code and Immigration requirements.

#### If the application is made after the start of the course:

#### Fees will be refunded less:

- An Administration Fee of NZ **\$300.00 plus GST**.



## Refunds Policy continued...

- Costs to the school already incurred for tuition
- Components of the fee already committed for the duration of the course
- Specialist fees (*if applicable*)
- Appropriate proportions of salaries for teachers and support staff (*if applicable*)
- Costs already incurred for the use of facilities and resources
- Any other costs already incurred.

**If an international fee-paying student gains a change of immigration status during their course:**

- No further fees are to be paid. The new resident will then abide by the school enrolment scheme. Documentation of residency must be provided within 14 days of it being granted. An application may be made to the Board of Trustees for consideration of International Fee Refund.

**The Board of Trustees will make no refund:**

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a student has been stood-down, suspended or excluded
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- When a student's application for refund of International Fees has been declined by the Board of Trustees

**Payment of Refunds:**

- All refunds will be paid to the parents of the student. No refunds will be given directly to the agent.

**N.B.** The **New Zealand Immigration Service** will be notified if any student ceases to attend **Campbells Bay Primary School** for whatever reason.

I agree with these refund conditions

Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Parent's Full Name:

\_\_\_\_\_

Print Student's Full Name:

\_\_\_\_\_

---

# Student Reports

Students receive three reports per year. The structure of our reporting to parents is as follows:

**Existing students - January/early February** – meet the teacher interview before school commences.

**Early Term 2** – progress report – next learning steps for my child in reading, writing, mathematics

**Early Term 3** – mid year report – next steps for my child plus their curriculum achievement level.

**End of Term 4** – formal written report for all curriculum areas.

## Termination of Enrolment Policy

1. All enrolments are subject to the following conditions, which become legally binding on confirmation of acceptance by the School.
2. All students must live with at least one biological parent while studying at Campbells Bay School. The parent that is living with the student in New Zealand must have a Guardian Visa and Permit for the duration of the student's study at Campbells Bay School. Students are not to live with designated caregivers or guardians. Should a student be found not to be living with a parent, the school is required to notify the Immigration Department and the student permit may be revoked.
3. Parents / student must inform the school of any sickness, behavioural problems, disability or special education needs before enrolment.
4. Parents must inform the school if any contact details change, i.e. parents address, telephone number etc.
5. All enrolments are subject to a one-month probation period from the first day of attendance at Campbells Bay School. The school reserves the right to terminate the contract at the end of this period after assessing the academic progress, the general wellbeing and happiness of the student.
6. All enrolments are subject to the student holding a current student permit to study at Campbells Bay School.

## Using devices

The school is well resourced with Information Technology. There are responsibilities from our students to use this in accordance to our agreements. Please read below.

A *good citizen* thinks, speaks and acts in ways that reflect our shared values. A good 'digital' citizen does this in the online, digital environment. At Campbells Bay School, digital citizenship has three parts: looking after yourself; looking after other people and looking after property.

- Looking after me, I will:
  - choose online names that are polite and that don't give personal information to strangers.
  - visit only appropriate websites and respect age rules (appropriate is 'parent friendly').
  - set privacy settings so only people I know can see me and my personal information.
  - only post information and photos online that are appropriate.
  - report anything that happens online that makes me feel uncomfortable or unhappy.
  - talk to trusted adults about my online experiences, both good and bad.
- Looking after others, I will:
  - send only messages that are kind and report conversations that are unkind.

- o avoid unkind or inappropriate websites & tell an adult if I open one accidentally.
- o respect others privacy by only entering their online spaces by invitation.
- Looking after property, I will:
  - o obtain permission before downloading, copying or sharing files (eg music).
  - o check that the information I find online is correct before using it.
  - o visit other people's websites with respect and report any damage that I find.

**No student can use a device without a digital agreement signed by a parent and the student. These will be handed to students by their teachers.**