

Self - Review Tool & Action Plan

Completed for 2023

Intro: When undertaking this 2023 review it was noticed that new templates are available (but optional) to use to undertake this review. After comparing the new templates with the one used last year it was decided to stick with last year's template. Fossil Bay school has still not welcomed an international student and thus no data on experiences available. The work of this review thus mainly focused on reviewing our information, ensuring all information is still relevant and correct.

How to use this tool

This tool is based on the NZQA (New Zealand Qualifications Authority) tool and is to guide our organisation's processes for self-review of performance against the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code). It has been updated to include the 2019 amendments to the Code.

This tool should be used in conjunction with NZQA's *Guidelines for Self-review of Performance against the Education (Pastoral Care of International Students) Code of Practice 2016*, which outline in more detail NZQA's expectations for sufficient organisational self-review of the Code.

For each outcome:

- review our organisation's compliance with each of the processes
- then, consider our organisation's performance against the overarching outcome
- use evidence to draw conclusions and identify any required improvements
- copy and paste any improvements made or planned for, based on your findings, to an action plan (see p. 32 for a suggested Action Plan).

(including

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Record key details about your organisation (as at the most recent point of review)

Organisation Name Fossil Bay School **MoE number: 779**

Organisation type: Primary school

Number of international students enrolled (as at the most recent time of self-review activity) 0

Principal/General Manager/Chair of Governing Body Iris Richter, General Manager

E-mail iris@fossilbay.co.nz **Phone** 0274952951

Code of Practice contact person

E-mail iris@fossilbay.co.nz **Phone** 0274952951

Contact person for Code self-review (if different from above)

E-mail **Phone**

Outcome I: Marketing and promotion

Clause 11:

Signatories must ensure that the marketing and promotion to prospective international students of services provided by signatories includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided.

The intent of this outcome is to ensure prospective international students and their families have a full and realistic picture of what it will be like to live and study in New Zealand, and in particular at your organisation.

This means supporting them upfront with robust information, so they can make a sound decision about whether studying with you is the best decision for them. In addition to the benefits, international students will need to be aware of the costs they will face, the reality of day-to-day life as a student at your organisation, and where relevant, what kind of employment opportunities they are likely to have during and after study.

It is important that this information is regularly reviewed so it remains current and sufficient for your particular students.

Possible evidence to support self-review of performance against Outcome I:

- Surveys to analyse needs and whether they are being met (with students/parents/agents/other relevant parties, incl. in-house surveys, marketing surveys, iGraduate Student Barometer, other external surveys)
- Other forms of feedback from students/parents/agents
- Copies of any prospectuses, marketing or promotional material
- Self-review procedures for ensuring marketing and promotional information (both in print and online) is accurate, current and comprehensive

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 12(a)	Each signatory must proactively seek to understand the information needs of international students;
How?	<p><i>(What process do we follow to identify the information needs of international students we intend to enrol?)</i></p> <p>We will meet with prospective students (via video conferencing as required) to build a relationship and ensure information needs are satisfied both for the prospective student's family/guardians and for our school. Open, clear and regular communication is key to understanding their information needs.</p> <p>As a small school, relationships are key, and we will rely on close contact between students, the student's family and the school. This will be especially so during their first few weeks of enrolment when we will actively seek to ensure their information needs have been, and continue to be, met. This is also covered as part of the orientation programme for all International Students (see <i>Fossil Bay International Student Enrolment & Orientation Checklist</i>).</p>

	We will also carry out a review each year using <i>Fossil Bay International Student Self Review Tool & Action Plan</i> , which is based on the NZQA “Tool to guide self-review of performance against the Education (Pastoral Care of International Students) Code”.
How well?	<i>(How effective is our process?)</i> <i>It hasn't been tested yet (due to no international students) but we are confident we have put in the time and effort required to address this well. It is a normal part of our school ethos to have close and regular contact with all of our students and their families.</i>
How do we know?	<i>(What evidence do we have that tells us this?)</i> <i>No evidence yet from international students, but plenty of evidence based on feedback and relationships with our domestic students and their families.</i>
Conclusion	Compliant or Gap in evidence or Gap in practice

12(b)	Each signatory must develop and provide information to international students and review the information to ensure it is kept up to date;
How?	<i>(What process do we follow to keep information provided to international students up-to-date?)</i> <i>All information for international students can be found in our International Students Manual. A designated staff member will maintain responsibility for keeping this and any other information sources (e.g. website) updated. The International Students Manual will also be reviewed on an annual basis by Principal/General Manager, as part of the school's Annual Plan and as part of our International Student Self Review Tool & Action Plan.</i> <i>The school will also proactively seek feedback and input from students and their families on an ongoing basis. Relationships between students, families and the school are a key part of our school's ethos and we maintain and encourage open and honest feedback at all times.</i>
How well?	<i>(How effective is our process?)</i> <i>This is our annual review and we are confident it follows best-practice (based on NZQA template) and is thorough and effective.</i>
How do we know?	<i>(What evidence do we have that tells us this?)</i> <i>We have no past evidence as we haven't welcomed students yet. We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i>
Conclusion	Compliant or Gap in evidence or Gap in practice

12(c)	<p>Each signatory must ensure that international students receive, as a minimum, information about the following:</p> <ul style="list-style-type: none"> (i) the signatory's quality assurance results; and (ii) the educational instruction, staffing, facilities, and equipment available to international students; and (iii) the DRS; and (iv) potential learning outcomes for international students, including pathways for further study and employment, where applicable; and (v) estimated study and living costs for international students; and (vi) accommodation and transport, or ways to obtain such information.
How?	<p><i>(What do we have in place to ensure that information referred to in 12(c) above, is provided to international students before they enrol?)</i></p> <p><i>Our International Student Manual covers an extensive amount of information for prospective students, as well as for enrolled students, which covers each of these areas (i) - (vi).</i></p> <p><i>We will also meet with prospective students (via video conferencing as required) to build a relationship and ensure information needs are satisfied both for the prospective student's family and for our school.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i></p>
Conclusion	<p>Compliant or Gap in evidence or Gap in practice</p>

Overall self-review - Outcome I: Marketing and promotion

Clause 11:

Signatories must ensure that the marketing and promotion to prospective international students of services provided by signatories includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided.

How well?	<p><i>(How well does our marketing and promotion material provide clear, sufficient and accurate information?)</i></p> <p><i>N/A We don't market and promote ourselves to international students.</i></p>
How do we know?	<p><i>N/A</i></p>

**How
could we
improve?**

N/A

Outcome 2: Managing and monitoring agents

N/A

Outcome 3: Offers, enrolment, contracts and insurance

Clause 15

Signatories must—

- (a) support international students (or the parents or legal guardians of international students under 18 years) to make well-informed enrolment decisions that are appropriate to the educational outcomes sought; and
- (b) ensure that international students (or the parents or legal guardians of international students under 18 years) have the information required to understand their interests and obligations before entering into a legally binding contract with a signatory; and
- (ba) ensure that each contract of enrolment is fair and reasonable; and
- (bb) ensure that any disciplinary action is taken in accordance with the principles of natural justice; and
- (bc) ensure that international students have the appropriate insurance coverage, including insurance covering travel costs, medical care, and costs associated with repatriation, expatriation, and funeral expenses; and
- (c) ensure that proper documentation is kept and, where appropriate, provided to international students (or the parents of legal guardians of international students under 18 years).

The intent of this outcome is to ensure you have good systems and documentation set up to manage the offer, enrolment, contract, and insurance for each new international student, and that international students and their families are clear on their likely educational outcomes and their rights and responsibilities as an international student at your organisation prior to entering the enrolment contract.

Possible evidence to support self-review of performance against Outcome 3:

- Suggested evidence as outlined in Outcome 1 above
- Enrolment form and/or application form and evidence of form in use
- Contract template (sometimes referred to as a tuition agreement) and/or actual current contracts
- Offer of place (template or actual)
- Written agreement from the parent(s) or legal guardian of any international student aged 10 to 17 years of age to decisions affecting the student
- Procedure/process for (and records of) testing and placement of an international student (including English language requirements)
- Records of insurance checks / reviews
- Staff responsible for processes / job descriptions
- Records of specific communications / parental approval statements
- Complaints register
- Student/parent/agent/staff surveys on programme fit with educational outcomes
- Information referencing ERO / EER / AQA reports
- Records of monitoring and review of success of student placements (i.e. offer to enrolment conversions, student retention and completion rates, graduate outcomes)

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 16	Process: offer of educational instruction
	Each signatory must ensure that the educational instruction on offer is in accordance with the Act and is appropriate for international students' expectations, English language proficiency, and academic capability.
How?	<p><i>(What do we have in place to ensure that the educational instruction accords with the Act and is appropriate for students' expectations, English language proficiency, and academic capability?)</i></p> <p><i>All families/legal guardians of prospective International Students will receive our International Student Manual, which includes:</i></p> <ul style="list-style-type: none"> <i>• Compliance notices and conditions imposed under the Education Act 1989;</i> <i>• Full explanation of the educational outcomes in line with the NZ Steiner Curriculum;</i> <p><i>We also have a signed Tuition Agreement which outlines in detail (for both school and international student and family) the expectations, including educational outcomes expectations. This, along with regular, recorded communication (both formal and informal) and rigorous checklists and processes will help ensure that we are offering education in accordance with the Act that is appropriate for the student.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i></p>

Clause 16A	Process: information to be provided before entering contract
(1)	<p>Each signatory must ensure that international students receive, as a minimum, information about the following before entering into a contract with the student:</p> <p>(a) the most recent results of their evaluations by education quality assurance agencies:</p> <p>(b) compliance notices and conditions imposed under the Act that the code administrator directs must be disclosed to prospective international students:</p> <p>(c) the education provided and its outcome, for example, whether a qualification is granted:</p> <p>(d) refund conditions that comply with the outcome and process in clauses 29 and 30:</p> <p>(e) staffing, facilities, and equipment:</p> <p>(f) available services and supports; and</p> <p>(g) insurance and visa requirements for receiving educational instruction from the signatory:</p>

	<p>(h) this code and the DRS rules:</p> <p>(i) full costs related to an offer of educational instruction.</p>
How?	<p><i>(What do we have in place to ensure that international students receive as a minimum, the information outlined in 16A (1), above?)</i></p> <p><i>All families/legal guardians of prospective International Students will receive our International Student Manual, which includes:</i></p> <ul style="list-style-type: none"> • <i>Information on, and a link to, the Education Review Office Report for our school;</i> • <i>Compliance notices and conditions imposed under the Education Act 1989;</i> • <i>Full explanation of the educational outcomes in line with the NZ Steiner Curriculum;</i> • <i>Refund conditions and fee protection;</i> • <i>Fossil Bay School Staff details, facilities, and equipment;</i> • <i>All available services and support at Fossil Bay School;</i> • <i>Insurance and visa requirements to attend Fossil Bay School; and</i> • <i>The International Student code and the DRS rules.</i> <p><i>Other documents provided to prospective students include:</i></p> <ul style="list-style-type: none"> • <i>International Student Fee Schedule for the details of the full costs related to attending Fossil Bay School as an International Student.</i> • <i>Fee Protection Policy and Fee Refund Procedure.</i> • <i>Application to Enrol as an International Student also outlines the insurance and visa requirements to attend our school.</i> <p><i>Along with a comprehensive enrolment process, which includes meeting via video conferencing, there are many opportunities for both the family/guardians and the school to ascertain that any decision to apply to join the school is well-informed and appropriate.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i></p>

16A (2)	<p>Each signatory must ensure that, before entering into a contract of enrolment or enrolling with the signatory, each international student (or the student's parent or legal guardian, if the student is under 18 years) is informed of the student's rights and obligations in relation to receiving educational instruction from the signatory, including the rights under this Code.</p>
How?	<p><i>(What do we have in place to ensure that each international student (or the student's parent or legal guardian, if the student is under 18 years) is informed of their rights and obligations before entering into a contract of enrolment?)</i></p> <p><i>All families/legal guardians of prospective students will receive our International Student Manual. This includes the student's rights and obligations in relation to receiving educational instruction from the signatory, including the rights under this code as well as an outline of our Dispute</i></p>

	<p><i>Resolution Scheme. Their rights and obligations are also clearly outlined in the Tuition Agreement, which all parents must sign before their child is enrolled.</i></p> <p><i>As part of the orientation programme for all International Students, the school's policies and procedures are shared, which helps provide further information on the school's obligations and the student's rights. (See International Student Enrolment & Orientation Checklist).</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i></p>

I6B	Process: contract of enrolment
(1)	<p>Each signatory must ensure that a contract of enrolment is entered into between the signatory and each international student (or the student's parent or legal guardian, if the student is under 18 years) that includes the following information and terms:</p> <p>(a) clear information about the beginning and end dates of enrolment:</p> <p>(b) the conditions for terminating the contract of enrolment:</p> <p>(c) the circumstances under which the student's conduct may be in breach of the contract of enrolment (including conduct that occurs while the student is not under the immediate supervision or control of the signatory):</p> <p>(d) the type of disciplinary action that may be taken by the signatory against the student (for example, suspension, exclusion, or the termination of enrolment):</p> <p>(e) the procedure that the signatory must follow when taking disciplinary action against the student.</p>
(2)	Each signatory must ensure that the contract of enrolment is fair and reasonable.
How?	<p><i>(What do we have in place to ensure that a written contract is entered into with each international student (or the student's parent or legal guardian), and that this contract is fair and reasonable and includes the required information and terms?)</i></p> <p><i>The dates of enrolment are included in the Provisional Offer of Place template letter and confirmed in the Tuition Agreement, which parents/legal guardians must sign before enrolment commences.</i></p> <p><i>The Fossil Bay International Student Manual covers: the conditions for terminating the contract of enrolment; the circumstances under which the student's conduct may be in breach of enrolment; the type of disciplinary action that may be taken by the school against the student; and the type of disciplinary action that may be taken and the procedures that will be followed.</i></p> <p><i>In addition, the Tuition Agreement which is signed by the parents, fully outlines the type of disciplinary action that may be taken and the procedure that must be taken by the school.</i></p>

	<i>We have taken care to ensure that our Tuition Agreement is fair and reasonable and also very clear in expectations for both the school and the International Student.</i>
How well?	<i>(How effective is our process?) Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i>
How do we know?	<i>(What evidence do we have that tells us this?) We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i>

I6C	Process: disciplinary action Any disciplinary action process that is taken by a signatory must be in accordance with the principles of natural justice (which include those necessary to ensure the prompt, considered, and fair resolution of the matter that is the subject of the action).
How?	<i>(What process do we have in place for disciplinary action?) In the case of any disciplinary action that needs to be taken with regards to a student's behaviour, Fossil Bay School is committed that it be taken in accordance with the principles of natural justice. The Fossil Bay Tuition Agreement outlines in detail what process we have in place for disciplinary action, and includes for example, the procedure if a student is stood-down or suspended.</i>
How well?	<i>(To what extent does our process align with the principles of natural justice?) Our Procedure for Disciplinary Action - including Stand-downs and Suspensions is regularly reviewed and outlines how we are committed to the principles of natural justice: In the case of any disciplinary action that needs to be taken with regards to a student's behaviour, Fossil Bay School is committed that it be taken in accordance with the principles of natural justice.</i> <ul style="list-style-type: none"> ● <i>Natural justice would typically include expectations that a person will have adequate notice of a situation that may affect them, they will have an opportunity to be heard and respond, and that a decision will be made by an unbiased decision maker."</i>
How do we know?	<i>(What evidence do we have that tells us this?) We don't yet have any evidence as we have been unable to receive any international students yet.</i>

I6D	Process: insurance (1) Each signatory must ensure that, as far as practicable, each international student who is enrolled with the signatory for educational instruction of 2 weeks' duration or longer has appropriate insurance covering— (a) the student's travel— (i) to and from New Zealand; and (ii) within New Zealand; and
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	<p>(iii) if the travel is part of the educational instruction, outside New Zealand; and</p> <p>(b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and</p> <p>(c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and</p> <p>(d) death of the student, including cover of—</p> <p>(i) travel costs of family members to and from New Zealand; and</p> <p>(ii) costs of repatriation or expatriation of the body; and</p> <p>(iii) funeral expenses.</p> <p>(2) Subclause (1)(a)(i) and (ii) includes the student’s travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period).</p> <p>(3) Subclause (1)(a)(i) does not include the student’s travel to other countries, unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand.</p>
How?	<p><i>(What do we have in place to ensure that each international student has appropriate insurance, as outlined in 1-3 above?)</i></p> <p><i>All prospective students receive our International Student Manual which outlines the insurance requirements.</i></p> <p><i>All parents/legal guardians of the students must sign the Tuition Agreement before arriving in New Zealand, as part of the enrolment process. The Tuition Agreement lists in full the insurance requirements from Clause 1 above.</i></p> <p><i>The parents/legal guardians are also asked about pre-existing medical conditions and their medical and travel insurance in their Application to Enrol as an International Student. It is made clear that a copy of their insurance policy must be provided (in English) before enrolment can be confirmed.</i></p> <p><i>Information is also provided as part of the orientation programme for International Students, which starts before enrolment is confirmed.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn’t been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and able to test our process.</i></p>
I6E	<p>Process: decisions requiring written agreement of parent or guardian</p> <p>Each signatory must ensure that, where appropriate, it obtains the written agreement of the parent or legal guardian of an international student under 18 years with respect to decisions affecting the student.</p>

How?	<p><i>(What do we have in place to ensure that a written agreement of the parent or legal guardian of an international student under 18 years is obtained for decisions affecting the student?)</i></p> <p><i>The Fossil Bay Tuition Agreement, which all parents must sign before enrolment, has a section entitled 'Written Agreement For Parents For Decisions Affecting Student'.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence when we receive our first international students and are able to gain their feedback on their experience of the process.</i></p>

Overall self-review - Outcome 3: Offers, enrolment, contracts and insurance

Clause 15

Signatories must—

- (a) support international students (or the parents or legal guardians of international students under 18 years) to make well-informed enrolment decisions that are appropriate to the educational outcomes sought; and**
- (b) ensure that international students (or the parents or legal guardians of international students under 18 years) have the information required to understand their interests and obligations before entering into a legally binding contract with a signatory; and**
- (ba) ensure that each contract of enrolment is fair and reasonable; and**
- (bb) ensure that any disciplinary action is taken in accordance with the principles of natural justice; and**
- (bc) ensure that international students have the appropriate insurance coverage, including insurance covering travel costs, medical care, and costs associated with repatriation, expatriation, and funeral expenses; and**
- (c) ensure that proper documentation is kept and, where appropriate, provided to international students (or the parents of legal guardians of international students under 18 years).**

How well?	<p><i>(How effectively do we support international students to make well informed enrolment decisions?)</i></p> <p><i>(How well do we ensure that international students and where relevant, their parents or legal guardians, have the required information prior to entering an enrolment contract?)</i></p> <p><i>(How well do we ensure that the enrolment contract is fair and reasonable?)</i></p> <p><i>(How well do we ensure that any disciplinary action is taken in accordance with the principles of natural justice?)</i></p>
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	<p><i>How effective are we in ensuring that international students have appropriate insurance as required?)</i></p> <p><i>(How well do we ensure that proper documentation is kept and provided to international students and, where relevant their parents or legal guardians, when appropriate?)</i></p> <p><i>Our International Student Manual will be provided to all prospective International Students and this provides information covering points (a) and (b) i.e. to ensure well-informed enrolment decisions can be made; and to ensure that the International Student will have the information required to understand their interests and obligations before entering into a legally binding contract.</i></p> <p><i>The enrolment process includes meeting via video conferencing, and every effort will be taken to ensure all appropriate information is provided in a timely manner, and that the opportunity for the family/guardians and the school to ascertain that any decision to apply to join the school is well-informed and appropriate.</i></p> <p><i>It is in the interest of both the International Student and the school that the information provided to the International Student is sufficient and timely to enable them to make an informed decision about their enrolment at Fossil Bay.</i></p> <p><i>Our International Student Manual covers Fossil Bay’s commitment to the principles of natural justice related to any disciplinary action required.</i></p> <p><i>Fossil Bay School is committed to ensuring a positive experience for all International Students. Accordingly, we ensure that all of our documents, including all contracts and policies, are fair and reasonable and likely to lead to a positive experience at our school for all international students.</i></p>
<p>How do we know?</p>	<p><i>(What evidence do we have to support our findings?)</i></p> <p><i>Our process hasn’t been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
<p>How could we improve?</p>	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>No improvements have been identified based on our review this year.</i></p> <p><i>We will continue to review and will pay particularly close attention to identifying and actioning any improvements once we are able to receive our first international students and test our processes.</i></p> <p><i>Our General Manager has overall responsibility for ensuring any planned next steps are implemented. The timeframe will depend on when any improvements are identified but will be done in a timely manner.</i></p>

Outcome 4: Immigration matters

Clause 17:

Signatories must—

- (a) ensure that they do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and

(b) take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

The intent of this outcome is to ensure signatories are confident that the international students they enrol meet immigration requirements to study in New Zealand.

This means that you are up to date with current immigration requirements and have robust processes in place for checking student visas prior to enrolment, monitoring student visa validity during enrolment, and reporting any suspected breaches to Immigration New Zealand.

Possible evidence to support self-review of performance against Outcome 4:

- Procedures for monitoring immigration status, visa expiry and reporting termination of enrolment
- Records of procedures implemented
- Records of any identified breaches and actions taken
- Information from Immigration NZ external audits

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 18	Each signatory must— (a) ensure that each international student who enrolls with the signatory has the necessary immigration status for study in New Zealand; and
How?	<p><i>(What procedure do we have in place to ensure that each international student that enrolls with us has the necessary immigration status to study in New Zealand?)</i></p> <p><i>All parents/legal guardians of prospective students will receive our International Student Manual, where it clearly states that International Students will require the correct visa to attend our school; it points them to the Immigration NZ website to ensure they have access to the most up-to-date immigration information; and that we will notify Immigration NZ immediately of any breaches affecting the student's enrolment at our school.</i></p> <p><i>The checks we have in place to insure that all international students have the correct visas during the entire period of their enrolment at our school, include:</i></p> <p><i>Our Application To Enrol as An International Student requires that:</i></p> <ul style="list-style-type: none"> ● <i>Certified copies of the Student's passport and visa, and the Parents' passports and visas, must be submitted before enrolment can be confirmed. The Parents are made aware that it is their responsibility to ensure that all documentation, including visas and insurance, is kept up to date.</i> <p><i>The Tuition Agreement, which all parents/legal guardians must sign before enrolment is confirmed states that:</i></p> <ul style="list-style-type: none"> ● <i>The School will notify Immigration New Zealand immediately if it becomes aware of a breach of visa conditions.</i> ● <i>The School will report any termination of enrolment to Immigration NZ immediately.</i>

	<ul style="list-style-type: none"> • Our internal International Student Enrolment & Orientation Checklist includes a detailed checklist for checking and monitoring the immigration status of our students for the entire period of their enrolment. • Student information will be entered into Enrol - this includes evidence of identity, visa numbers and dates of expiry. A notification of expiry will be automatically sent by Enrol if the visa dates are not updated.
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence of the process once we are able to receive international students and test our processes.</i></p>

Clause 18	(b) report to Immigration New Zealand known or suspected breaches of visa conditions by international students; and
How?	<p><i>(What procedure do we have in place to ensure known or suspected breaches of visa conditions by international students are reported to Immigration New Zealand?)</i></p> <p><i>Our internal Enrolment Checklist for International Students and our Tuition Agreement for International Students ensures that our school is aware that it must remain up-to-date on the immigration requirements of International Students, and the obligations our school has to report any known or suspected breaches to Immigration NZ.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>We will have evidence of the process once we are able to receive international students.</i></p>

Clause 18	(c) notify Immigration New Zealand of terminations of enrolment.
How?	<p><i>(What procedure do we have in place to ensure that Immigration New Zealand is notified of terminations of enrolment?)</i></p> <p><i>The procedure of how to contact Immigration NZ regarding termination of enrolment (I.e by completing the termination of enrolment form on the Immigration NZ website), and who at Fossil Bay School is responsible for this, is included in our internal document International Student Enrolment & Orientation Checklist.</i></p> <p><i>This is also outlined in the Tuition Agreement.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>Our process hasn't been tested yet, but will be once we are able to receive international students. We are confident that the time and effort has been put in to establish strong processes and, along with regular self-review, will be kept up-to-date.</i></p>

How do we know?

(What evidence do we have that tells us this?)

We will have evidence of the process once we are able to receive international students.

Overall self-review - Outcome 4: Immigration matters

Clause 17:

Signatories must—

- (a) ensure that they do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and
- (b) take reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

How well?

(How effective are we in ensuring that all international students have the required immigration permissions to study in New Zealand?)

Information on immigration requirements, including Immigration NZ's website, is included in our International Students Manual and in our Application to Enrol for International Students. Details on immigration requirements are also included in our Tuition Agreement, which is signed by the school and family of the international student before enrolment. We also have a detailed "Enrolment and Orientation Checklist" which includes a section to ensure certified copies of the required immigration visas have been provided before enrolment.

How do we know?

(How do we know that all students have the required and current visas?)

What evidence do we have to support our judgement(s)/conclusions/findings?)

Students must provide a certified copy of their visa before enrolment. Our "Enrolment and Orientation Checklist" includes a section to ensure certified copies of the required immigration visas have been provided before a student may be enrolled. This section must be signed by the person responsible for International Students at our school (General Manager).

How could we improve?

(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)

No changes have been identified that need to be implemented in the coming year. We will keep this under review each year, and in particular when we are able to receive international students and test our processes.

Outcome 5: Orientation

Clause 19

Signatories must ensure that international students have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a student at the outset of their educational instruction.

The intent of this outcome is to ensure that international students, and where relevant their parent(s) or legal guardian(s), participate in a robust orientation programme developed to help them settle in to life and study in New Zealand.

Possible evidence to support self-review of performance against Outcome 5:

- Orientation information (and/or international student handbook)
- Records of orientation sessions held
- Records of student/parent attendance at orientation
- Orientation checklists
- Student support contacts
- International student guides
- Information in welcome packs / orientation bags
- Designated staff for under-18s
- Orientation evaluation results (i.e. from internal and external surveys and quizzes, including International Student Barometer)
- Procedures for and/or records of reviewing and updating orientation information
- Peer observation records

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 20(1)

Each signatory must ensure that its orientation programme—

- (a) provides each international student with full information and advice on all relevant institutional policies; and
- (b) provides each international student with full information and advice on the services, support, and facilities that the signatory offers; and
- (c) provides the names and contact details of designated staff members responsible for international student support; and
- (d) provides appropriate information relating to health and safety of international students; and
- (e) provides information about grievance procedures for international students, both internal and external; and

	<p>(f) provides information about the termination of enrolment; and</p> <p>(g) provides information about the student’s rights and entitlements, including any entitlement to a fee refund, if the student voluntarily withdraws from the educational instruction.</p>
How?	<p><i>(What do we have in place to ensure that each international student — and/or their parent(s), legal guardian(s) if younger than 18 years of age— is/are provided with information in 20 (a) through to (g) above?)</i></p> <p><i>Our International Student Manual covers an outline of the orientation programme, and covers information in 20(1) (a) through to (g) above.</i></p> <p><i>This is also detailed in our internal Enrolment & Orientation Checklist for International Students, with a requirement for each step to be signed/marked as complete as each step is completed.</i></p> <p><i>In addition, the Fossil Bay Tuition Agreement covers clause 20(1)(f) regarding termination of enrolment, and the obligations of the school and the student’s rights and entitlements.</i></p> <p><i>Fossil Bay Fee Protection Policy and Fee Refund Procedure covers information in 20(1)(g) regarding fee refund entitlements.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We haven’t yet been able to test our process, but will be able to do so once we receive our first international students.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students (but we have all the documents, checklists and processes in place).</i></p>

20(2)	<p>For an international student under 18 years, a signatory must ensure, where applicable, that any parent, legal guardian, or residential caregiver of the student who is in New Zealand and accompanying the student has access to the orientation information or programme that has been provided to the student.</p>
How?	<p><i>What do we have in place to ensure that parent(s), legal guardian(s) and/or residential caregiver(s) have access to the orientation information or programme that has been provided to an under 18 year old international student?)</i></p> <p><i>All parents receive our Fossil Bay International Student Manual which outlines the orientation programme. Our internal Enrolment Checklist for International Students also covers the orientation programme, step-by-step, and requires it to be marked as complete as each step is completed.</i></p> <p><i>The family of the International Student will also be assigned a “buddy family” to provide additional support and information.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We haven’t yet been able to test our process, but will be able to do so once we receive our first international students.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students (but we have all the documents, checklists and processes in place).</i></p>

Outcome 5: Orientation

Clause 19

Signatories must ensure that international students have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a student at the outset of their educational instruction.

How well?	<p><i>(How effective are we in ensuring our international student orientation provides the information and advice that students need?)</i></p> <p><i>We have taken all care to ensure a thorough orientation provides all the information and advice that students need, and will be able to test our effectiveness once we receive our first international students and review our orientation.</i></p>
How do we know?	<p><i>(What evidence do we have to support our findings?)</i></p> <p><i>N/A until we have our first international students (but we have all the documents, checklists and processes in place).</i></p>
How could we improve?	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>No changes have been identified that need to be implemented in the coming year. We will keep this under review each year, and in particular when we are able to receive international students and test our processes.</i></p>

Outcome 6: Safety and well being

Clause 21

Signatories must—

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students; and
- (c) as far as practicable, ensure that international students live in a safe environment.

The intent of this outcome is to ensure that international students are safe and well while living and studying in New Zealand.

Possible evidence to support self-review of performance against Outcome 6:

- Student behaviour expectations policies (including attendance and possible consequences of misbehaviour)
- Processes to manage your 24/7 contact for students
- Critical incident plan for international students, or emergency plan
- Template for student record keeping and communication with the parents, legal guardians, or residential caregivers
- Records of student/parent complaints
- Feedback from students/parents/residential caregivers/staff
- Documentation of response to actual issues and incidents arising
- Records of welfare monitoring / special needs /students at risk register
- Records of testing / support given
- Health and safety records
- Procedures for and records of when contact details and other key required information was last updated and by whom
- Records of relevant interaction with external agencies (i.e. police, NZQA, peak bodies)
- Records of student referrals to cross-campus or external support services
- Information provided to students
- Campaigns, workshops
- Designated services / staff

And if applicable:

- Group student visits including sample agreements between you and any third party involved in a group visit
- Residential caregiver agreements (e.g. homestay, designated caregiver agreement, temporary caregiver) – templates or actual
- Procedures for and records of monitoring and review of quality of residential care (including records of police-vetting)
- Templates for or actual written agreements from parents or legal guardians who wish to provide residential care for their child through a designated caregiver
- Procedures for or actual written records of each student's transfer of care, where applicable
- Records of communications with parents/agents/residential caregivers

- Accommodation policies/support/staff training

NB:

- Evidence identified in your self-review should be available to submit if requested
- Decide if you need to gather other evidence - this is not an exhaustive or compulsory list

Clause 22(a)	Each signatory must— (a) respond fairly and effectively to instances of inappropriate behaviour by, or impacting on, an international student;
How?	<p><i>(What do we have in place to ensure that instances of inappropriate behaviour by, or impacting on, an international student are responded to fairly and effectively?)</i></p> <p><i>The Fossil Bay Tuition Agreement, that all parents/legal guardians of International Students must sign, outlines the student’s obligations around behaviour, as well as the school’s obligations on how to deal with inappropriate behaviour and taking disciplinary action if required. The agreement also outlines the commitment Fossil Bay School has to the principles of natural justice.</i></p> <p><i>Our Behavioural Management Policy and related procedures (including Procedures for: Supporting Student Wellbeing, Prevention of Bullying; The Use of Physical Restraint; Disciplinary Action including Stand-downs and Suspensions) are all regularly reviewed to ensure we have the appropriate procedures in place to support our International Students.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students (but we have all the documents, checklists and processes in place).</i></p>

22(b)	Each signatory must— (b) develop and maintain policies for managing inappropriate behaviour that are communicated to staff and students and effectively implemented;
How?	<p><i>(What do we have in place to ensure that policy and procedure for managing inappropriate behaviour is developed, implemented, communicated to staff and students, and maintained?)</i></p> <p><i>Our Behavioural Management Policy and related procedures (including Procedures for: Supporting Student Wellbeing, Prevention of Bullying; The Use of Physical Restraint; Disciplinary Action including Stand-downs and Suspensions) are communicated to new staff as part of their orientation and are also reviewed by staff on our regular policy review programme.</i></p> <p><i>Our policies and procedures are reviewed by our Trust as part of a policy review schedule, with all policies reviewed at least every 3 years. This includes review and comments by staff</i></p>

	<p><i>and our parent community. Staff are aware of their obligations to remain up-to-date with all policies and procedures and to ensure they are implemented as necessary.</i></p> <p><i>These policies and procedures are communicated to International Students as part of their orientation programme.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>

22(c)	<p>Each signatory must advise international students on how to—</p> <p>(i) report and address health and safety issues (for both on campus and off campus activities); and</p> <p>(ii) respond to an emergency (for both on campus and off campus activities); and</p> <p>(iii) access health and counselling services; and</p> <p>(iv) engage with relevant government agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989;</p>
How?	<p><i>(What do we have in place to ensure that international students are advised how to report and address health and safety issues, respond to emergencies, access health and counselling services, and engage with relevant government agencies?)</i></p> <p><i>We only accept International Students who live with their parents/legal guardians and a key focus is to ensure the student and their family have an excellent orientation programme and continue to have support throughout their stay at our school. The orientation programme includes providing information on how to:</i></p> <p><i>(i) report health and safety issues via Fossil Bay Procedure on How to Raise a Concern. We also have a section in our International Students Manual on adjusting to life in New Zealand and the culture shock a student and their family are likely to face at some point;</i></p> <p><i>(ii) how to respond to emergencies via information and contact details provided in our International Student Manual and Fossil Bay Emergency Management Plan. These documents are provided as part of our Enrolment & Orientation Checklist. In addition this information is also verbally shared as part of the orientation programme.</i></p> <p><i>(iii) & (iv) access health and counselling services via information provided in our International Student Manual and Enrolment & Orientation Checklist (including internal support contacts and external agencies). We also encourage an open door policy, where students and their families are welcomed to drop in to discuss any concerns or issues.</i></p> <p><i>We will also make all efforts to ensure our school community is encouraged to support our international families. For example, each International Student will be assigned a buddy group of 2-3 children within their class, and each family will be assigned a buddy family. We are a small and welcoming community that prides itself on the relationships and support that exists.</i></p>

	<i>Our small classes enable our teachers to develop a strong relationship with each of their students and to understand the individual needs of their students well, which enables them to pro-actively address any issues such as health and safety issues which may arise.</i>
How well?	<i>(How effective is our process?) We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>
How do we know?	<i>(What evidence do we have that tells us this?) N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i>

22(d)	Each signatory must have up-to-date contact details for each international student and their next of kin;
How?	<i>(What do we have in place to ensure contact details for each international student and their next of kin are recorded, up-to-date and accessible to the staff responsible for international students?) Our school regularly requests our students' parents/legal guardians to update their contact details, and international students will be included as part of this process. Our information is stored securely online and in hard copy format. We also make it clear to parents/legal guardians of International Students of their responsibility to inform us if their contact details change. (Notably in the Tuition Agreement which all parents must sign before enrolment commences).</i>
How well?	<i>(How effective is our process?) We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>
How do we know?	<i>(What evidence do we have that tells us this?) N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i>

22(e)	Each signatory must — Ensure that at all times (24 hours a day, 7 days a week) there is at least one staff member available to be contacted by an international student in an emergency.
How?	<i>(What policy and/or procedure do we have in place to ensure the 24/7 availability of a staff member for enrolled international students in an emergency?) Our internal International Student Enrolment and Orientation Checklist includes a section which must be completed by the school, regarding who is the 24/7 emergency contact for International Students, and that the contact information for this contact is conveyed to the student and the parents. Our International Student Manual also makes parents aware that Fossil Bay will provide a designated 24/7 emergency contact.</i>
How well?	<i>(How effective is our process?) We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>

How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>
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Clause 23	<p>Process: international students under 18 years</p> <p>(1) (a-e) – see below</p> <p>(2) This clause applies in addition to the requirements in clause 22.</p>
Is Clause 23 applicable?	<p>Do you have international students under 18 years of age enrolled?</p> <p>If yes, respond below.</p> <p>If not, state this in your report so it is clear why Clause 23 is not applicable.</p>
Clause 23	<p>1) In relation to international students under 18 years, each signatory must—</p> <p>(a) not enrol an international student 10 years or older but under 18 years who does not live with a parent or legal guardian unless—</p> <p>(i) the student is in a properly supervised group of students whose educational instruction is not for more than 3 months; or</p> <p>(ii) the student is in the care of a residential caregiver; and</p>
How?	<p><i>(What do we have in place to ensure international students under 18 years of age, are not enrolled unless they are living with their parent(s) or legal guardian(s); or are</i></p> <ul style="list-style-type: none"> <i>• part of a properly supervised group in New Zealand for less than 3 months; or</i> <i>• in the care of a residential caregiver?)</i> <p><i>Fossil Bay School has chosen to only accept International Students who live with their parents/legal guardians while in New Zealand. Parents/legal guardians of the student must agree and sign to these terms as part of the Fossil Bay Tuition Agreement.</i></p> <p><i>This is also conveyed at the outset in our International Students Manual, in our Application for Enrolment as an International Student, and as part of our internal International Student Enrolment and Orientation Checklist.</i></p> <p><i>As part of our regular updating of student’s contact details, we will be aware if circumstances change during their enrolment at our school.</i></p> <p><i>All parents are required to attend regular parent/teacher interviews and class meetings. Personal contact with families is an important part of our school’s ethos. Due to our small and connected school and small classes, the Class Teacher would become aware very quickly if the student’s living arrangements changed.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>

How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>
Clause 23	<p>1) In relation to international students under 18 years, each signatory must—</p> <p>(b) have up-to-date contact details for the students’ parents, legal guardians, and residential caregivers; and</p>
How?	<p><i>(What do we have in place to ensure that up-to-date contact details for the students’ parent(s), legal guardian(s), and residential caregiver are sought, recorded and kept for the duration of the students’ stay in New Zealand?)</i></p> <p><i>Our school regularly requests our students’ parents/legal guardians to update their contact details, and international students will be included as part of this process.</i></p> <p><i>We also make it clear to parents/legal guardians of International Students of their responsibility to inform us if their contact details change. (Notably in the Tuition Agreement which all parents must sign before enrolment commences).</i></p> <p><i>All parents are required to attend regular parent/teacher interview and class meetings. Personal contact with families is an important part of our school’s ethos. Due to our small and connected school and small classes, the Class Teacher would become aware very quickly if the student’s living arrangements changed.</i></p> <p><i>All information is stored securely in the Fossil Bay Office and on the Fossil Bay electronic storage.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>
Clause 23	<p>1) In relation to international students under 18 years, each signatory must—</p> <p>(c) maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study; and</p>
How?	<p><i>(What do we have in place to ensure effective communications are maintained with students’ parent(s), legal guardian(s), or residential caregivers, concerning the students’ well-being and progress in study?)</i></p> <p><i>Fossil Bay School regularly communicates with all families, through newsletters, class meetings, school reports, parent/teacher meetings and community meetings. Families of International Students will be included in all of this communication.</i></p> <p><i>In addition to this, we consider the orientation programme to be an ongoing process that will continue until the student is well settled in. There is also a record-keeping document to record all formal communication that happens between the school and the student’s family (e.g. Parent/Teacher meetings, progress meetings).</i></p>
How well?	<p><i>(How effective is our process?)</i></p>

	<i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>
How do we know?	<i>(What evidence do we have that tells us this?)</i> <i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i>
Clause 23	1) In relation to international students under 18 years, each signatory must— (d) ensure that at least one staff member is designated to proactively monitor and address any concerns about international students under 18 years; and
How?	<i>(What do we have in place to ensure that at least one staff member is designated to proactively monitor and address any concerns about international students under 18 years of age?)</i> <i>The student's Class Teacher will be the primary contact who will be able to proactively monitor and address (or at least raise with the General Manager) any concerns.</i> <i>The Principal will hold the overall responsibility for monitoring the well-being and addressing any concerns about our international students.</i>
How well?	<i>(How effective is our process?)</i> <i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>
How do we know?	<i>(What evidence do we have that tells us this?)</i> <i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i>
Clause 23	1) In relation to international students under 18 years, each signatory must— (e) if the student is in the care of a residential caregiver — (i) ensure that a plan is in place for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian, or another person approved by the parent or legal guardian, for — (A) each transfer that occurs during the period of enrolment; and (B) the transfer that occurs at the end of enrolment; and (ii) ensure that the parent or legal guardian is notified of each transfer plan.
How?	<i>(What process(es) do we have to ensure that transfer of care plans are in place as and when required?)</i> <i>N/A, as we only accept students who will be living with their parents or legal guardians.</i>
How well?	<i>(How effective is our process?)</i> <i>N/A</i>

How do we know?	<i>(What evidence do we have that tells us this?)</i> N/A
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Clause 24	Process: international students under 10 years (1) Each signatory must ensure that its international students under 10 years live with a parent or legal guardian, unless they are accommodated in a school hostel. (2) This clause applies in addition to the requirements set out in clauses 22 and 23.
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Is Clause 24 applicable?	Do you have international students under 10 years of age enrolled? If yes, respond below. If not, state this in your report so it is clear why Clause 24 is not applicable.
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How?	<i>(What do we have in place to ensure international students aged under 10 years live with a parent or legal guardian, unless they are accommodated in a school hostel?)</i> <i>Fossil Bay School has chosen to only accept International Students who live with their parents/legal guardians while in New Zealand. Parents/legal guardians of the student must agree and sign to these terms as part of the Tuition Agreement.</i> <i>This is also conveyed at the outset in our International Students Manual, in our Application for Enrolment as an International Student, and as part of our internal Enrolment and Orientation Checklist.</i> <i>Proof of legal guardianship must be provided as part of the Application to Enrol as an International Student.</i> <i>As part of our regular updating of student's contact details, we will be aware if circumstances change during their enrolment at our school.</i> <i>All parents are required to attend regular parent/teacher interviews and class meetings. Personal contact with families is an important part of our school's ethos. Due to our small and connected school and small classes, the Class Teacher would become aware very quickly if the student's living arrangements changed.</i>
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How well?	<i>(How effective is our process?)</i> <i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i>
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How do we know?	<i>(What evidence do we have that tells us this?)</i> <i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i>
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Clause 25	Process: international students at risk or with special needs (1) Each signatory must ensure that—
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	(a) appropriate measures are put in place to address the needs and issues of international students at risk or with special needs; and
How?	<p><i>(What do we have in place to address the needs and issues of international students at risk or with special needs?)</i></p> <p><i>It is in the interests of both the school and the International Student that we only accept students whose needs we can meet. It is important that we make every effort to fully understand the needs of students before confirming enrolment. Our comprehensive enrolment process includes:</i></p> <ul style="list-style-type: none"> <i>* Application to Enrol as an International Student, where the parents are asked in detail about any health, learning or behavioural issues that may affect the student’s experience at school. It is made very clear in this application form and in our Tuition Agreement (which parents must sign) that withholding any information may lead to termination of enrolment.</i> <i>* We ask for the student’s two most recent school reports.</i> <i>* We carry out an interview (via teleconference if they are overseas), which includes the child if age-appropriate.</i> <p><i>If needs or issues arise once the student is enrolled at school, the Class Teacher will raise this with the parents immediately and work together to determine what steps need to be taken to address this. The General Manager will be informed and will help address the issues as required. We are committed to providing a supportive and safe learning environment for all students at our school; Again, having small classes affords the teachers time to development a strong relationship with each individual child, an ability to identify issues quickly, and the capacity to ensure the appropriate support is provided.</i></p> <p><i>It is made clear in the Application to Enrol as an International Student that if unexpected needs arise during the student’s enrolment at our school which requires additional support that the school is unable to provide (e.g. teacher aide support), that the parents/legal guardians are responsible for the cost of this extra support.</i></p> <p><i>The Fossil Bay Fee Protection Policy includes a clause that if the school is unable to provide or continue to provide an education programme, that enrolment will be terminated and tuition fees refunded (as per policy). This information is also included in the Application to Enrol as an International Student.</i></p> <p><i>All meetings, and other communication with parents, including actions required will be recorded in Fossil Bay Record-Keeping Template for International Students.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>
Clause 25	(b) the parent or legal guardian of a student under 18 years or the next of kin of a student 18 years or over is aware of any situation where the student is at risk or has special needs; and
How?	<p><i>(What do we have in place to ensure parents, legal guardians or next of kin are informed should a student be at risk or have special needs?)</i></p> <p><i>There is regular communication between Fossil Bay School, the class teacher and families of international students where any concerns are able to be picked up and dealt with in a</i></p>

	<p><i>pro-active manner. We consider the orientation programme (see International Student Enrolment & Orientation Checklist) to be an ongoing process that will continue until the student is well settled in. Our Fossil Bay Record-Keeping Template for International Students records all formal communication that happens between the school and the student's family (e.g. Parent/Teacher meetings, progress meetings, raising concerns). If any concerns arise during the student's time at our school, excellent and timely communication is imperative, and the recording of this helps to ensure good process is followed and, importantly, allows us to review and refine our policies and procedures as part of our annual self-review tool.</i></p> <p><i>We consider privacy and other relevant laws in all our communications.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>
Clause 25	<p>(c) where appropriate and in compliance with the principles of the Privacy Act 1993, issues relating to the students are reported to relevant agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989, and to the code administrator.</p>
How?	<p><i>(What do we have in place to ensure issues relating to students at risk or with special needs are reported to the relevant agencies, as appropriate?)</i></p> <p><i>Our Child Protection Policy, Child Protection Procedure, and other related procedures regarding a student's health and wellbeing, outline what to do regarding any students who are at risk or with special needs. This includes reporting to relevant agencies as necessary.</i></p> <p><i>The signature of parents/legal guardians is required, regarding information to be provided to or received from external agencies as part of the student's education, health, wellbeing and safety (see Fossil Bay Tuition Agreement for International Students).</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>

Clause 26(1)	Process: accommodation
Is clause 26(1) applicable?	<p>Do you have international students under 18 years of age who are in the care of a residential caregiver?</p> <p>If yes, respond below.</p> <p>If not, state this in your report so it is clear why Clause 26 (1) is not applicable.</p>

Clause 26(1)	<p>In relation to an international student under 18 years who is in the care of a residential caregiver, the signatory must—</p> <p>(a) ensure that the student’s accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and</p>
How?	<p><i>(What do we have in place to ensure that student accommodation is safe, in acceptable condition, and meets all regulatory and legislative requirements?)</i></p> <p><i>N/A - we will only accept students who will be living with their parents</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>N/A</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A</i></p>
Clause 26(1)	<p>(b) ensure that the safety check referred to in clause 26A(1) is completed and up to date; and</p> <p>(ba) ensure that an appropriate check is completed and is up to date for each person who is 18 years or over and who resides at the residential caregiver’s accommodation, for the purpose of ensuring the safety of the student; and</p> <p><i>*See Code 26A (1) for what must be included in the safety check of a residential caregiver. *See Code 26 (1A) for clarification on who is included in “a person who is 18 years or over and who resides at the residential caregiver’s accommodation”.</i></p>
How?	<p><i>(What process do we have in place to ensure that a safety check has been completed for each residential caregiver, and that an appropriate check has been completed for any person 18 years or over who resides at the residential caregiver’s accommodation?)</i></p> <p><i>N/A</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>N/A</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A</i></p>
Clause 26(1)	<p>(bb) have a written agreement with the residential caregiver that specifies the role and responsibilities of each party in relation to the care of the student; and</p>
How?	<p><i>(What process do we have in place to ensure that when our international students are accommodated with a residential caregiver, there is a written agreement that specifies roles and responsibilities?)</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>N/A</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A</i></p>

Clause 26 (1)	(c) maintain effective communication with the student and the student's parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving student to appropriate accommodation; and
How?	<i>(What is our process for maintaining effective communication when accommodation issues arise and addressing those issues?)</i> N/A
How well?	<i>(How effective is our process?)</i> N/A
How do we know?	<i>(What evidence do we have that tells us this?)</i> N/A
Clause 26(1)	(d) conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and
How?	<i>(What do we have in place to ensure sufficient student interviews and home visits are undertaken to monitor and review the quality of residential care?)</i> N/A
How well?	<i>(How effective is our process?)</i> N/A
How do we know?	<i>(What evidence do we have that tells us this?)</i> N/A
Clause 26(1)	(e) if the student's residential caregiver is a designated caregiver, ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's day-to-day care when the student is in the custody of the designated caregiver; and (ea) if the student's residential caregiver is a supervisor described in clause 26A(2), ensure that the parent or legal guardian of the student has provided written agreement that the signatory is not responsible for the student's day-to-day care when the student is in the custody of that supervisor; and
How?	<i>(What do we have in place to ensure that the parent or legal guardian of the student has provided written agreement where required:</i> <ul style="list-style-type: none"> ● <i>for designated caregivers: that the designated caregiver will be subject to the signatory's approval; and</i> ● <i>for designated caregivers and supervisors: that the signatory is not responsible for the student's day-to-day care when the student is in the custody of the designated caregiver or supervisor?)</i>

N/A

How well?

(How effective is our process?)

N/A

How do we know?

(What evidence do we have that tells us this?)

N/A

Clause 26(1)

(f) ensure that there is appropriate separation of international students from others of different ages in the accommodation; and

How?

(What do we have in place to ensure there is appropriate separation of international students from others of different ages in the accommodation?)

N/A

How well?

(How effective is our process?)

N/A

How do we know?

(What evidence do we have that tells us this?)

N/A

Clause 26(1)

(g) ensure that the student is appropriately supervised in the accommodation.

How?

(What do we have in place to ensure that students are appropriately supervised in the accommodation?)

N/A

How well?

(How effective is our process?)

N/A

How do we know?

(What evidence do we have that tells us this?)

N/A

Clause 26(2)

In relation to an international student 18 years or over who lives in accommodation provided or arranged by a signatory, the signatory must—

(a) ensure that the student’s accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and

(b) maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.

Is Clause 26(2) applicable?

Do you have international students over 18 years of age?

If yes, respond below.

If not, state this in your report so it is clear why Clause 26 (2) is not applicable.

How?	<i>(What do we have in place to ensure that any accommodation we provide or arrange for students aged 18 years or over meets requirements, and that any accommodation issues are appropriately addressed using effective communication?)</i> N/A
How well?	<i>(How effective is our process?)</i> N/A
How do we know?	<i>(What evidence do we have that tells us this?)</i> N/A

26(3) In relation to an international student 18 years or over who arranges accommodation for themselves, the signatory must ensure that the student is directed to relevant advice and information that will enable the student to understand their rights and obligations as a tenant in New Zealand.

How? *(What do we have in place to ensure that the student is directed to relevant advice and information enabling them to understand their rights and obligations as a tenant in New Zealand?)*

N/A

How well? *(How effective is our process?)*

N/A

How do we know? *(What evidence do we have that tells us this?)*

N/A

Overall self-review - Outcome 6: Safety and well being

Clause 21

Signatories must—

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students; and
- (c) as far as practicable, ensure that international students live in a safe environment.

How well? *(How well do we provide a safe study environment for international students?)*
(How effective are we in ensuring that international student well-being needs are adequately supported?)
(How effective are we in ensuring that international students have a safe living environment?)

As outlined in our International Student Manual International Students have access to the same high quality learning opportunities and facilities as domestic students, and this includes the provision of a safe environment for study. The teaching staff are all qualified teachers and registered with the New Zealand Education Council; They have a commitment and personal connection to the distinctive 'Special Character' of our school and participate in professional

	<p><i>development and training work and strive to provide the best possible learning environment for all students.</i></p> <p><i>Two points of difference that our school provides compared with many other schools are (1) small classes and (2) a focus on the overall wellbeing of all students. The relationship between the teacher and student is a key aspect of Steiner schools such as ours, and we pride ourselves on our teachers' knowledge and understanding of their students and being proactive in addressing the needs of their students. We believe this equips us well to ensure there is adequate support for the well-being of all International Students at our school.</i></p> <p><i>The relationship between the teacher and the parents/legal guardians is also a focus at our school. We already have a number of students from different cultures and understanding and responding to the different cultural needs of our students and their families is a natural part of what we do to help ensure the wellbeing of all of our students.</i></p> <p><i>In addition to this, our Orientation Programme, as detailed in our internal International Student Enrolment and Orientation Checklist, covers the settling-in period for the student, with regular meetings held between the school and parents (and student as appropriate) until both parties are satisfied that the student has settled in well to life at both Fossil Bay School and in New Zealand. We consider this an important part of ensuring the wellbeing of our International Students.</i></p> <p><i>We will only accept International Students who live with their parents or legal guardians. While it is the parents' responsibility to secure and pay for accommodation, the school will help ensure they have access to healthy and safe living accommodation. As part of our focus on wellbeing, Class Teachers do a home visit for the children in their class, to get a better understanding of the home environment and life of the children in their class.</i></p> <p><i>We will also will carry out an annual review as part of our International Student Self Review Tool & Action Plan and use this opportunity to identify any changes that may help address the health and wellbeing needs of our International Students.</i></p>
<p>How do we know?</p>	<p><i>(What evidence do we have to support our judgement(s)/conclusions/findings?)</i></p> <p><i>We have taken all care with our policies, procedures and all documents relating to the enrolment and care of our international students, and will have evidence of how it works in practice once we are able to receive our first international students.</i></p>
<p>How could we improve?</p>	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>We have not identified any changes required, and will continue to review this annually, and more often once we are able to receive international students.</i></p>

Outcome 7: Student support, advice, and services

Clause 27

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

The intent of this outcome is to ensure that international students have the information they need to access relevant advice and services, in order to successfully live and study in New Zealand.

Possible evidence to support self-review of performance against Outcome 7:

- Student/parent/homestay surveys
- Documentation of response to issues arising
- Other forms of feedback from students/parents/homestays/staff/the local community
- Documentation of academic and welfare monitoring
- Websites, international student guides and handbooks, orientation information, email communications with students/parents/agents
- Designated international student support staff
- Use of Customer Relationship Management (CRM) to monitor and report on student access of services
- Activities, programmes, workshops on e.g. intercultural communication, study and career development
- Training/support material for staff

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 28(a)-(e)	Each signatory must— (a) ensure that information and advice provided by the signatory to international students is accurate, age-appropriate, and up to date; (b) provide its international students with information about their legal rights and obligations and, where possible, the possible risks when students receive or accept advice or services; and (c) provide its international students with information and advice on— (i) how to effectively interact with persons from different cultural backgrounds; and (ii) the cultural and community support available to them; and (iii) how to adjust to a different cultural environment in New Zealand; and
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	<p>(d) ensure that its international students are provided with information and advice on pathways for further study or career development, where appropriate; and</p> <p>(e) ensure that, where applicable, its international students have access to information and advice on—</p> <p>(i) minimum wages and labour conditions in New Zealand; and</p> <p>(ii) maximum hours of work permitted under visa conditions.</p>
<p>How? 28(a-e)</p>	<p><i>What do we have in place to ensure that information and advice provided to international students meets the above requirements?)</i></p> <p><i>a) Great care has been taken to ensure that all of the information we provide to International Students is accurate and is kept up-to-date. As our students are primary-aged and will be living with their parents documentation is largely directed to the parent, rather than the student. All documentation is reviewed by our General Manager/Principal and is signed off by our Trust as part of our annual Self-Review Tool and Action Plan.</i></p> <p><i>(b) Our International Students Manual covers information on legal rights and responsibilities, and points them to the Citizens Advice Bureau as a good starting point.</i></p> <p><i>(c) Our International Students Manual has a section entitled “Life In New Zealand” and provides information for settling in to our local community and it also includes good websites with information on settling into life in New Zealand in general.</i></p> <p><i>(d) Our International Students Manual has a section entitled “Pathways for Future Learning” which outlines where they might go to upon graduating from Fossil Bay School.</i></p> <p><i>(e) not applicable as we are a primary school.</i></p>
<p>How well?</p>	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
<p>How do we know?</p>	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to review (but we have all the documents, checklists and processes in place).</i></p>

Overall self-review - Outcome 7: Student support, advice, and services

Clause 27

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

<p>How well?</p>	<p><i>(How effective are we in ensuring that our international students are fully informed about the relevant advice and services available to support their educational outcomes?)</i></p> <p><i>Our comprehensive International Students Manual includes relevant advice and available services to support the student’s experience in New Zealand and their educational outcomes. We believe that this, along with our Orientation Programme and our focus on a student’s health and wellbeing during their time at our school supports a positive educational outcome.</i></p> <p><i>In addition to this we assign a group of buddies for the new student to help show them around, a buddy family to help the whole family settle into life in New Zealand, we provide information through our website, email exchanges, social gatherings, community meetings, individual</i></p>
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	<i>meetings with teachers and class meetings. Our Fossil Bay Record-Keeping Template for International Students also ensures regular communication with the family, and requires the identification of any actions required (e.g. further information on a particular topic).</i>
How do we know?	<p><i>(What evidence do we have to support our judgements/opinions/responses?)</i></p> <p><i>We have taken all care with our policies, procedures and all documents relating to the enrolment and care of our international students, and will have evidence of how it works in practice once we are able to receive our first international students.</i></p>
How could we improve?	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>We have not identified any changes required, and will continue to review this annually, and more often once we are able to receive international students.</i></p>

Outcome 8: Managing withdrawal and closure

Clause 29

Signatories must ensure that the fees paid by international students for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of a signatory.

The intent of this outcome is to ensure the required systems and processes are in place for international students, and where relevant their parents or legal guardians, so they understand what happens if a student withdraws from a programme, does not attend, or if your organisation cancels a programme or closes for any reason. This includes student fee protection and refunds.

Possible evidence to support self-review of performance against Outcome 8:

- Refund policies and withdrawals procedures
- Procedure or policy for protection of fees paid by students
- Evidence of funds safely held
- Procedure for notifying students/parents of requirements
- Information provided on websites, in offer letters, etc.
- Documentation of actual cases/refund applications
- Documentation showing review of refund policies
- External audit of income advance
- Student online services for students to access their tuition balance

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 30

(1) Each signatory must ensure that—

(a) its refund policies are reasonable and in accordance with legal requirements; and

(b) it provides its international students (or the parents or legal guardians of international students under 18 years) with sufficient information to understand their rights and obligations under those refund policies.

(2) A refund policy must include refund conditions for the following situations:

(a) failure by a student to obtain a study visa:

(b) voluntary withdrawal by a student:

(c) the signatory ceasing to provide a course of educational instruction as contracted with a student, whether it stops or its

	<p>own accord or as required by an education quality assurance agency:</p> <p>(d) the signatory ceasing to be a signatory:</p> <p>(e) the signatory ceasing to be a provider.</p> <p>(3) In the situation in subclause (2)(c) or (d), the signatory must deal with fees paid for services not delivered or the unused portion of fees paid as follows:</p> <p>(a) refund the amount in question to the student (or the student's parent or legal guardian); or</p> <p>(b) if directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian).</p>
<p>How? 30(1)(a), 30(2), 30 (3)</p>	<p><i>(What do we have in place to ensure that refund policies are reasonable and in accordance with legal requirements, and that student fees are protected in the event of a course cancellation or loss of Code signatory status?)</i></p> <p><i>We have taken care to ensure that our Fee Protection Policy is fair and reasonable for both parties and in accordance with legal requirements (including the Education Act 1989, Education (Refund Requirements for International Students) Notice 2012, NZQA's Student Fee Protection Rules 2013, the Fair Trading Act 1986, the Consumer Guarantees Act 1993, and the Human Rights Act 1993.</i></p> <p><i>We carry out a self-review annually as part of our International Student Self Review Tool & Action Plan. In addition to this, in the event of an application for withdrawal and fees refund, we will review and refine our policy and procedure as necessary.</i></p>
<p>How well?</p>	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and carry out a review.</i></p>
<p>How do we know?</p>	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are able to gather evidence and review (but we have all the documents, checklists and processes in place).</i></p>
<p>How? 30(1)(b)</p>	<p><i>(What do we have in place to ensure that sufficient information is available for students and where relevant, their parents or legal guardians to understand their rights and obligations under our refund policies?)</i></p> <p><i>Our aim is to provide the right information at the right stage, rather than overloading applicants with all the information in one go.</i></p> <p><i>All International Students will receive our International Students Manual which points to our Fee Protection Policy and Withdrawal and Fee Refund Procedure.</i></p> <p><i>Our Fee Protection Policy and Withdrawal and Fee Refund Procedure are then provided as part of the initial pack of information provided to potential International Students. We consider it important that they have this information before applying for enrolment, and certainly before enrolment is confirmed.</i></p> <p><i>Our Fee Protection Policy and Withdrawal and Fee Refund Procedure are then covered again as part of the orientation programme once a student joins the school.</i></p>

How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students, manage a refund and carry out a review.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and are asked for a refund and are able to review (but we are confident we have all the documents, checklists and processes in place).</i></p>

Overall self-review - Outcome 8: Managing withdrawal and closure

Clause 29

Signatories must ensure that the fees paid by international students for educational instruction in New Zealand are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of a signatory.

How well?	<p><i>(How well do we ensure that international student fees are secure and protected?)</i></p> <p><i>As per our Fee Protection Policy, Fossil Bay School guarantees to keep sufficient reserves to meet the requirements of any refund. International Student fees will be kept in a separate bank account, with a separate ledger code assigned, until the end of the period for which the fees relate to.</i></p> <p><i>Our internal International Student Enrolment & Orientation Checklist requires the General Manager/Principal to sign off that fees paid by an International Student have been deposited in a separate bank account set up for the sole purpose of keeping funds secure in the event of a refund, until the end of the current term that the payment relates to.</i></p>
How do we know?	<p><i>What evidence do we have to support our judgements/opinions/responses?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness and gain evidence once we receive our first international students and carry out a review.</i></p>
How could we improve?	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>We have not identified any changes required, and will continue to review this annually, and more often once we are able to receive international students.</i></p>

Outcomes 9 and 10: Dealing with grievances and compliance with International Student Contract Dispute Resolution Scheme (DRS)

Clause 31

Signatories must ensure that all international students have access to proper and fair procedures for dealing with grievances.

Clause 33

Signatories must comply with the DRS rules.

The intent of these outcomes is to ensure a robust, transparent and accessible process is in place to resolve any grievances students may have.

Possible evidence to support self-review of performance against Outcomes 9+10:

- Your grievance procedures/policies, showing inclusion of iStudent Complaints/DRS
- Student/parent/staff surveys demonstrating comprehension of procedures
- Actual cases / response to identified issues
- Staff meeting minutes / presentation notes re: professional development on DRS
- Information provided on websites, International Student Handbook, orientation material
- Requirements for staff to read and understand the Code and DRS Rules
- Processes for managing DRS complaints
- Informational poster displayed in key student areas
- Enrolment/offer forms and letters
- Student advocacy services

NB:

- *Evidence identified in your self-review should be available to submit if requested*
- *Decide if you need to gather other evidence - this is not an exhaustive or compulsory list*

Clause 32

(1) Each signatory must ensure that —

- (a) it has an effective internal process for addressing grievances by its international students; and
- (b) its international students are informed about that process.

(2) Each signatory must advise its international students—

- (a) of the availability of recourse to the code administrator or DRS or any other relevant authority if a student cannot access the internal grievance process or is dissatisfied with the outcome or experience of using that process; and

	(b) how to make a complaint to the code administrator or to seek resolution of a financial dispute under the DRS.
How?	<p><i>(What process do we have in place to address international student grievances; and to ensure that international students and/or their parents or legal guardians are informed about how to seek resolution of a financial dispute under the DRS?)</i></p> <p><i>All International Students will receive our International Students Manual following their initial enquiry, which outlines our Complaints and Dispute Resolution Scheme (DRS).</i></p> <p><i>Our complaints and DRS includes having a Complaints Policy, a Complaints Procedure Flowchart (to show a simple overview) and a Procedure for Raising Concerns & Complaints and Making a Formal Complaint (to show step-by-step how to make a complaint).</i></p> <p><i>This information is provided as part of the initial pack of information provided to potential International Students, and it is then covered again twice as part of our orientation programme (both verbally and in writing).</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and if we need to take part in our DRS.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and need to use our DRS and are able to review (but we are confident we have all the documents, checklists and processes in place).</i></p>

Clause 33	Signatories must comply with the DRS rules.
Clause 34	<p>(1) Each signatory must ensure that it is familiar with the DRS rules and ensure compliance with those rules in a dispute to which it is a party.</p> <p>(2) Failure to comply with the DRS rules is a breach of this code and may trigger sanctions by the code administrator.</p>
How?	<p><i>(What do we have in place to ensure that all staff involved in the pastoral care of international students are familiar with the DRS rules, and will comply with them?)</i></p> <p><i>Our General Manager/Principal is Fossil Bay School's designated staff member responsible for the overall responsibility of International Students. This responsibility includes ensuring all staff members are familiar with the DRS rules and that they comply with them. This is covered as part of our Fossil Bay Enrolment & Orientation Checklist for International Students.</i></p> <p><i>We also include an annual review of this as part of our Fossil Bay International Student Self Review Tool & Action Plan. If a complaint arises we will also take this opportunity to review and adapt our policy, procedures or information provided as necessary.</i></p>
How well?	<p><i>(How effective is our process?)</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness once we receive our first international students and if we need to take part in our DRS.</i></p>
How do we know?	<p><i>(What evidence do we have that tells us this?)</i></p> <p><i>N/A until we have our first international students and need to use our DRS and are able to review (but we are confident we have all the documents, checklists and processes in place).</i></p>

Overall self-review - Outcomes 9 and 10: Dealing with grievances and compliance with International Student Contract Dispute Resolution Scheme (DRS)

Clause 31

Signatories must ensure that all international students have access to proper and fair procedures for dealing with grievances.

Clause 33

Signatories must comply with the DRS rules.

<p>How well?</p>	<p><i>How effective are we in ensuring that all international students have access to proper and fair procedures for dealing with grievances?</i></p> <p><i>How well do we comply with Dispute Resolution Scheme (DRS) rules?</i></p> <p><i>All International Students will receive our International Students Manual following their initial enquiry, which outlines our Complaints and Dispute Resolution Scheme.</i></p> <p><i>Our Complaints Policy and Procedure for Raising Concerns & Complaints and Making a Formal Complaint are then provided as part of the initial pack of information provided to potential International Students.</i></p> <p><i>Our Complaints Policy and Procedure for Raising Concerns & Complaints and Making a Formal Complaint are then covered again as part of the orientation programme once a student joins the school.</i></p> <p><i>We carry out a self-review annually as part of our International Student Self Review Tool & Action Plan. And, in the event of a complaint or grievance, we will review and make changes accordingly.</i></p>
<p>How do we know?</p>	<p><i>What evidence do we have to support our judgements/opinions/responses?</i></p> <p><i>We have taken all care to ensure an effective and thorough process, and will be able to test our effectiveness and gain evidence once we receive our first international students and if we need to use our DRS and can then review it in practice.</i></p>
<p>How could we improve?</p>	<p><i>(Based on the above review of our performance against all required processes and the overarching outcome, what do we need to do differently in the coming year? Who is responsible for implementing the planned next steps, and by when?)</i></p> <p><i>We have not identified any changes required, and will continue to review this annually, and more often once we are able to receive international students.</i></p>

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

Action Plan

E.g. January 2020 - December 2020

- **Based on the above self-review** of performance against the Code, **is there anything we need to do differently in the coming year?**
- **If so, what?**
- **Who is responsible for implementing the planned next steps, and by when?**

	Project or task	Owner	Due date
Outcome 1: marketing and promotion	<i>No action required</i>		
Outcome 2: managing and monitoring agents	<i>N/A</i>		
Outcome 3: offers, enrolment, contracts and insurance	<i>No action required</i>		
Outcome 4: immigration matters	<i>No action required</i>		

	Project or task	Owner	Due date
Outcome 5: orientation	<i>Update International Student Manual with new staff, new term dates and updated costs of living; update Fee Schedule with pricing for 2023.</i>	<i>Iris</i>	<i>1 Dec 2023</i>
Outcome 6: safety and well-being	<i>No action required</i>		
Outcome 7: student support, advice, and services	<i>No action required</i>		
Outcome 8: managing withdrawal and closure	<i>No action required</i>		
Outcome 9: dealing with grievances	<i>No action required</i>		
Outcome 10: compliance with DRS	<i>No action required</i>		