



Student Support, Advice, and Services

At Ōtūmoetai Primary School, the international student coordinator oversees the care of international students. We tell students who this is when they enrol. At Ōtūmoetai Primary School, this person is Marcus Hughes.

Orientation

International students receive a full initial orientation appropriate to our school and the student's age, as well as ongoing orientation to aspects of New Zealand life and culture.

Support services

We support our international students, and their parents as appropriate, by giving them information about:

- their rights and the school's obligations under the Code
- internal and external grievance procedures
- road safety in New Zealand
- courses (as appropriate)
- welfare and health services, e.g. doctor (GP), counselling
- New Zealand laws (including the sale of tobacco and alcohol)
- harassment and discrimination.

Information is tailored to meet the needs of international students.

Social and psychological support

We provide all students with:

- orientation
- homesickness support and an understanding approach to developmental needs (such as puberty)
- sensitive management of grievance processes.

We take particular care to support the social and psychological needs of our young international students.

Communicating with parents

- We contact parents of international students before enrolment to confirm enrolment details, and discuss any special medical needs, and the child's capabilities and aspirations.
- Ōtūmoetai Primary School has clear communication arrangements with the parents of international students that can be used in the event of an emergency. This includes having the contact details of an appropriate first language speaker if the parents do not speak English.

- We will communicate regularly with parents of our international students. If the parent does not speak English, we will use an appropriate first language speaker to communicate with the parent on our behalf. We will keep parents informed about:
 - general progress, e.g. school reports and school newsletters
 - success of the accommodation placement (if applicable)
 - how the student is settling in to the New Zealand environment
 - school holiday arrangements
 - illness and emergency situations
 - concerns and complaints (including absences and non-completion of work)
 - financial management (as appropriate).
- Where appropriate, we gain the written agreement of the parent or legal guardian in relation to decisions affecting the student.
- We respect international students' privacy and will not disclose the student's confidential information to parents unless we consider that an exception in the Privacy Act or Health Information Privacy Code applies.