



Procedures for Orientation Programme and Support Services for International Students

All international students receive an orientation programme. The Manager of International Students is primarily responsible for the orientation of students and their ongoing welfare within the school community. This will be done in close liaison with the classroom teacher, the deputy principal, the assistant principal, and the principal.

The Orientation Programme will include:

- On Day 1, or before the start of the school term, the Manager of International Students will meet with the student and parent/caregiver/agent/first language translator.
- The International Student Handbook given to all new families, provides comprehensive information about the school and the wider school community. First language translator will be available, when necessary, to explain this document.
- The International Student Handbook forms the framework for the Orientation Programme.
- The International Student Handbook covers all of the topics listed below. In addition, the Handbook contains other useful information for new families to St Heliers School.
 - Discussion about the school day: start and finish times, break times, lunches, collecting the child after school.
 - Arriving at School late/early pick up/absences/going on holiday.
 - Class timetable and the classroom programme.
 - Stationery, electronic translators, or – i-pads (for some year levels).
 - English for Speakers of Other Languages (ESOL).
 - Pastoral Care.
 - International Student Fees cover all costs of trips and school activities.
 - Expectations and behaviour - School Rules, Vision and Values. (Copy of School Rules will be given to parents).
 - Culture Shock.
 - Health and safety – including road, sun, water safety and health information.
 - Grievance Procedures (explained and given to parents).
 - St Heliers School's Procedures for Student Withdrawal or Non-Attendance will be given to the students' parents during the Orientation session.
 - List of the parents of other international students of the same ethnicity for a support network or connect to group such as WeChat.
 - Parents – Information about English classes and brochures.
 - After school activities (shown on website).
 - Explain and show School Calendar and e-tap communication system.
 - Show the parents the International Student website pages: Learning Programmes, explaining the Curriculum, Inquiry Learning, and Enrichment Activities, St Heliers School international student policies and procedures, including Grievance Procedures.
 - Contact details of key personnel for international students at school.
- Tour of the school is part of the Orientation Programme.
- The Manager of International Students will take parent and child to class after the first Orientation session.
- All students are placed in mainstream classes from Day 1 and are taken out of class for specific programmes, English lessons, orientation, and pastoral care.

- The classroom teacher will be responsible for ensuring that the new student has a buddy/support person in both first language and English, who will help the new student with daily routines, timetables, and ensure that they are involved in activities at break times.

The Pastoral Care Programme

The objective of our pastoral care programme is to ensure the well-being of our international students at school and at home.

1. The Manager of International Students (or other members of the senior management team as appropriate) will conduct regular meetings with students, with the assistance of a first language translator when required to discuss their academic and social experiences at school and at home, their general well-being at school and at home, any health and safety issues, answering questions, assisting with resolving issues when needed.
2. To follow an established, integral process with teachers and the management team to ensure students' social and academic integration within the school community, taking into account feedback from the students at regular pastoral care meetings, and feedback received from parent(s).
3. To assist students towards integrating into New Zealand culture, while recognising and celebrating their own culture.
4. Many aspects relating to health and safety are already integrated into St Heliers School's curriculum, including but not limited to road safety, water and sun safety, leading a healthy lifestyle. The Handbook includes additional specific details of keeping safe in New Zealand. The regular pastoral care programme supplements the school curriculum as needed.

Support Services

- The International Student Manager will continue to monitor the students during their first weeks of settling in at school and will also be available to support the classroom teacher, and the parents/caregivers.
- Once the initial period is over, the International Student Manager will continue to monitor the progress of the international students through informal meetings, ESOL teaching times, and where necessary through formal meetings with the student, the classroom teacher, the ESOL teacher, and parents/caregivers.
- Translators will be available where necessary. These may be other students, teachers, or another adult, depending on the situation and the requirements.
- Parents/residential caregivers will be made aware that St Heliers School has an 'open door' policy. They may make an appointment to see the classroom teacher, the teacher, the teacher responsible for International students or the Principal to discuss any queries or concerns.
- In 2017, the following staff will be available for assistance and support:

International Student Manager	Principal
Donna Harris Phone (64 9) 5758311; 021-0569-790 donna@stheliers.school.nz	Craig McCarthy, Principal, Phone (64 9) 5758311; 021-771-635 craig@stheliers.school.nz