



Procedures for Orientation and Pastoral Care Programme 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 carried out in close liaison with the classroom teacher, the Deputy Principal, the Assistant Principal, and the Principal. Bilingual support personnel will be available to assist with the Orientation and Pastoral Care Programme.

The Orientation Programme will include:

- At least two sessions with the family to cover all the topics in the International Student Handbook.
- 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.
- International Student Manager will create a profile the new international student with the parent and send it to the classroom teacher as soon as possible.
 - Profile to include: Why did you choose SHS?
 - What are your aspirations for your child while he/she is at SHS?
- International Student Manager will check the family's contact details are correct.
- 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 Code of Conduct, Vision and Values and School Rules given to the parents (in English, Mandarin, or Korean).
 - 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 Managing Attendance and Withdrawal of International Students – 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.
- A tour of the school is part of the Orientation Programme.

- All students are placed in mainstream classes from Day 1 and are withdrawn from class for specific programmes, English lessons, orientation, and pastoral care, as needed.
- 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. The pastoral care meetings will involve discussion of the students' 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, will meet with the parents regularly to discuss any issues, answer any questions and to provide support for the family to settle at St Heliers School and in New Zealand. International Student Manager will also be available to support the classroom teacher, and the parents/designated caregivers when needed.
 - Once the initial period is over, the International Student Manager will continue to monitor the progress of the international students through informal meetings, communication with ESOL teachers, and where necessary through formal meetings with the student, the classroom teacher, the ESOL teacher, parents/caregivers, and members of the Senior Leadership Team.
5. International Student Manager will create a pastoral care google document on her Drive for each international student. Pastoral care meetings and issues to be resolved for each student will be shared with the classroom teacher and appropriate personnel, after each meeting.
 6. Emails and communications between the parent, agent, International Student Manager will be filed in the Communications section for each individual international student.
 7. Translators will be available where necessary. These may be other students, teachers, or another adult, depending on the situation and the requirements.

8. Parents/residential caregivers will be informed that St Heliers School has an 'open door' policy. They may make an appointment to see the International Student Manager responsible for international students to discuss any queries or concerns and other members of staff, including the Senior Leadership Team, may become involved, when more complex issues need to be resolved.
9. In 2020, the following staff will be available for assistance and support:

| International Student Manager | Principal |
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| Julie Oakford Phone (64 9) 57583111; 021 161 6610 julieo@stheliers.school.nz | Craig McCarthy, Principal, Phone (64 9) 57583111; 021-771-635 craigm@stheliers.school.nz |