



# Waiuku Primary School

---

Next review: Term 2 2026

## International Learner Concerns and Complaints

---

This policy outlines how Waiuku Primary School meets the requirements of Code Outcomes 13, 15, 17, 21, and 22.

---

Waiuku Primary School has fair and transparent processes to resolve concerns and complaints. See **Concerns and Complaints Policy**.

International learners and their families are given information about the internal and external complaint procedures available to them before they sign an enrolment contract. We provide these procedures in the information they receive at enrolment and orientation. Information about how to raise concerns and complaints is also available to international learners and their families throughout their enrolment, and we remind them about these procedures as needed. Raising a concern or complaint will not affect the immigration status of learners.

If our school uses an agent, we ensure they are also aware of our concerns and complaints procedures and the external complaint procedures available.

Parents and guardians can act on behalf of an international learner under 18 years, or with the consent of the learner if they are over 18. Caregivers who are (or were) contractually responsible for the learner, and family group members, can also act on behalf of an international learner, with the consent of the learner.

Concerns or complaints should be raised with the school in the first instance. Anyone with a concern or complaint may seek advice or support.

### Internal complaint procedures

We encourage international learners and their parents, caregivers, or guardians, to raise concerns and complaints early. Our international learner support staff are available to help with our internal complaint processes.

Anyone who has a concern or complaint should raise it as soon as possible with an appropriate person at the school (e.g. executive officer). If this is not appropriate or there is no staff member directly involved, concerns may be raised with another relevant staff member (e.g. a staff member in charge of a programme, a member of the management team, the principal). See **Raising Concerns and Complaints**.

We keep records of all concerns and complaints raised by international learners and/or their parents/caregivers so that we can continually review and improve our processes. See **International Learners Review**.

### External complaint procedures

After following our internal complaint procedures, complaints can be raised externally if an international learner and/or their parents, caregivers, or guardians feel their complaint has not been effectively addressed by the school.

- Complaints about Code breaches are raised with NZQA and if they are upheld they are passed to Study Complaints for resolution.

- Financial and contractual disputes are raised with and resolved by Study Complaints. Study Complaints complies with ► **Dispute Resolution Scheme** rules to settle disputes.

We ensure that appropriate staff are familiar with the Dispute Resolution Scheme rules and comply with those rules if an international learner dispute is accepted by Study Complaints. This involves working towards a mutually agreed solution through negotiation, mediation, and adjudication, and providing information when requested, as appropriate. Failure to comply with the rules is a breach of the Code of Practice and may result in sanctions. We ensure that the board is kept informed of any such situations and we may seek legal advice.

### Code breaches

If a learner has a concern or complaint about breaches of the Code of Practice, they can contact NZQA (the Code Administrator) for information and to make a complaint. See **Learner complaints** [↗](#) (NZQA).

If NZQA finds a breach of the Code has occurred, the complaint is passed to Study Complaints for resolution.

### Financial or contractual disputes

If a learner has a concern or complaint about financial matters (e.g. refund) or contractual matters (e.g. enrolment contract), they can contact Study Complaints for information and to make a complaint. See **Make a complaint** [↗](#) (Study Complaints).

---

### Related topics

- **International Safety and Wellbeing**
- **Concerns and Complaints Policy**
- **Marketing and Promotion**
- **International Enrolment**

---

### Legislation

- Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023
- Education and Training Act 2020 (s 536)

---

### Resources

- NZQA | Mana Tohu Matauranga o Aotearoa: **Complain about an education provider** [↗](#)
- **Study Complaints | Ngā Amuamu Tauira** [↗](#)
  - **Learner guide to complaints** [↗](#)

**Release history:** **Term 4 2024, Term 4 2023, Term 2 2023, Term 4 2022**

<b>Last review</b>	Term 4 2024
<b>Topic type</b>	Core



# Waiuku Primary School

Next review: Term 2 2020

## International Enrolment

This policy outlines how Waiuku Primary School meets the requirements of Code Outcome 15, clauses 60, 62–64, and Subpart 6 s 519, 524, and 532–533 of the Education and Training Act 2020.

At Waiuku Primary School, we provide international learners and their families with information to help them make a well-informed decision about whether to enrol at our school. If they choose to enrol at our school, we provide a fair and reasonable enrolment contract that includes at least the minimum information required by the Code of Practice. We follow all enrolment requirements of the Education and Training Act 2020.

### Pre-enrolment information

As required by the Code of Practice, we provide specific information to international learners and their families before they enter into an enrolment contract with our school. The executive officer is responsible for ensuring that pre-enrolment information is up-to-date and provided to international learners and their parents before they enter an enrolment contract.

We ensure the following information, as a minimum, is provided:

- the most recent results of our quality assurance evaluations (Education Review Office report)
- any required disclosures about compliance notices and conditions
- the type of education we provide and its outcome (e.g. a qualification, if applicable)
- refund conditions
- staffing, facilities, and equipment
- available services and support
- insurance and visa requirements
- the Code of Practice and ▼ **Dispute Resolution Scheme** rules

The Dispute Resolution Scheme helps international learners and/or their parents, caregivers, or guardians to resolve disputes if they feel a complaint has not been effectively addressed by the school.

The rules of the scheme are outlined in the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023.

Study Complaints is the service that resolves disputes under this scheme. Study Complaints is funded by the Ministry of Education and is administered by the Crown-owned dispute resolution service, Fair Way Resolution Limited.

See **Study complaints** | *Ngā amuamu tauira*

- full costs relating to the offer of place
- the learner's rights and obligations in relation to their schooling.

### Enrolment contract

As required by the Code of Practice, the school enters into a written contract of enrolment with the parents/legal guardians of an enrolling international learner. Upon request, we endeavour to provide a copy of the contract in the international learner's first language to assist learners and families. This is translated by Google translate (or similar), so accuracy cannot be fully guaranteed.

As required by the Code, the enrolment contract we offer is ► **fair and reasonable** and includes:

- clear information about the beginning and end dates of enrolment (which is also when the school has pastoral care responsibilities for the student)
- conditions for terminating the contract of enrolment
- learner conduct that may be in breach of the contract (including when the learner is not under the supervision of the school)
- the consequences of breaching the contract (i.e. disciplinary actions) and the processes the school follows to take disciplinary actions
- the processes the school follows when seeking to terminate the contract of enrolment.

Our disciplinary actions and termination processes are always in accordance with the principles of ► **natural justice**. Also see **Behaviour Expectations and Disciplinary Actions for International Learners** and **Managing Withdrawal and Closure**.

Our enrolment contract may also include other conditions and information as we consider appropriate.

The executive officer is responsible for ensuring that an up-to-date enrolment contract that covers Code requirements is provided to international learners, received by the school, and filed appropriately.

We collect all necessary information and documentation from learners and their parents/caregivers to ensure that we can appropriately support the learner and meet Code requirements. We emphasise to prospective international learners and their parents the importance of full disclosure to ensure the learner receives appropriate care. This includes health information as non-disclosure can affect insurance. Where appropriate, we obtain the written agreement of the parent or legal guardian in relation to decisions affecting the learner. Also see **International Learner Insurance** and **International Learner Personal Information**.

## Enrolment requirements

We follow the requirements of the Education and Training Act 2020 by:

- enrolling any person that is not a domestic student as an international learner if we provide them with educational instruction for more than 2 weeks or accept tuition fees from them
- ensuring that the enrolment of any international learner at the school (including in any specific subject, course, or programme) is not preventing the enrolment of any domestic student who is entitled to be enrolled, unless the board has established a place specifically for fee-paying international learners
- ensuring that no international learner is enrolled in a class, course, or programme intended exclusively or mainly for international learners unless that class, course, or programme has been approved by NZQA as having adequate staff, equipment, and premises, and a standard of instruction no lower than that expected in any similar class, course, or programme for domestic students
- following the necessary procedures if an international learner is in breach of their contract of enrolment
- providing the Secretary of Education as soon as practicable after enrolment with information about the student and their enrolment.