



CRIMSON
GLOBAL ACADEMY

International Family Handbook 2023

Crimson Global Academy
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Welcome to Crimson Global Academy!

This handbook contains important information that international students and families* should know before making an application to the School and through your enrolment with us. Please use this handbook as a guide to refer to during your programme of study.

We hope you enjoy your time with us.

**applies to those enrolled with Crimson Global Academy's Ministry of Education (New Zealand)-registered school*

1. Student Orientation

The School will provide a comprehensive orientation programme to help new international students adjust to the School's online learning environment. All students must attend orientation during the first one or two days of school.

2. Parent Evening

The School will provide an online parent evening to new families within one month after the commencement of their child's course to ensure that parents/legal guardians have a good understanding of the School, Pearson Edexcel International GCSE/A Level qualifications, expectations of the students and parents/legal guardians as well as how to support their child in online education.

3. Quality Assurance & Progression

The School has passed Pearson Edexcel centre registration criteria, and has become one of the first Pearson Edexcel centres in New Zealand. The School's curriculum is centred on Pearson Edexcel requirements. This curriculum is assessed with external assessment, with the examination results accepted by all universities. Students will study a course with their final assessment goal as the International GCSE, International Advanced Subsidiary (IAS) or the International Advanced Level (IAL)

Students are expected to achieve very well academically under the guidance of experienced teachers, and benefit from the focus the School places on the wellbeing of students. The School supplements their academic pursuits by offering many enriching co- and extracurricular activities.

Learning is tailored to the chosen pathway for each individual student.

4. Enrolment Termination

Upon enrolment at the School, the student will abide by the same behaviour and absence conditions as apply to domestic students. Enrolment as an international

student at the School shall be terminated:

- a. at any time by agreement between the parties; or
- b. by the School if the student fails to pay fees in advance, or fails to abide by the same conditions as for domestic students, or fails to abide by the conditions of enrolment.

5. Absences

Under the Code of Practice, an international student is required to attend 100% of their classes each school year. The Education Act does not allow for holidays in school time, shopping or looking after other members of the family. The full support of parents / legal guardians in these matters is an important factor in preventing truancy.

Procedures for Non-Attendance

- Observations and reports from class teachers.
- The Dean will address issues. Where necessary the Dean will issue punishments and will contact parents/legal guardians.
- The Principal, once informed of non-attendance or any withdrawals, will contact parents/legal guardians to discuss reasons for absence.
- Frequent or unexplained absences may result in the termination of the student's enrolment.

6. Communication with the School

The School welcomes direct communication from parents / legal guardians via phone, email, SMS communication tool, and online video communication systems.

In addition to Progress Reports and Full Reports, the School will regularly communicate with parents/ legal guardians via letters, newsletters, emails, SMS and the website. Teachers are available on parents' evenings held throughout the year.

International students can make an appointment with the Dean for an online meeting during the school day.

The School appreciates having up to date information for all students so we ask students and parents/legal guardians to inform the School when addresses, email addresses or telephone numbers change.

(email: mycga@cga.school)

7. Parent Notification

Parents /legal guardians will receive important information and notifications about their child on the SMS website. In order to enable the communications on the SMS website, parents/legal guardians will need to provide the School with their email addresses.

8. Support Services at the School

Many staff members provide support and help for international students. The School will run workshops on a wide range of topics relevant to different year groups including:

- Time management
- Dealing with conflict
- Health and puberty
- Critical thinking
- Research skills
- Communication skills
- Post-school options and opportunities
- Self-Discovery

The Dean will oversee pastoral care to facilitate any situation which may limit the ability of any student to reach their full academic potential. The Dean will be advising students on day-to-day matters including academic, health, and social issues.

Email the Deans at:

Aoraki Campus Deans

- AS/A2 Levels:
 - Kate Thompson
 - k.thompson@cga.school
- Pre-IG and IG Levels:
 - Di Austin
 - d.austin@cga.school

Greenwich Campus Deans

- AS/A2 Levels:
 - Beth Haresnape
 - b.haresnape@cga.school
- Pre-IG and IG Levels:
 - Kenneth Knight
 - k.knight@cga.school

Where deemed appropriate, the Dean may arrange personal counselling for a student with a qualified counsellor to offer counselling over issues such as anxiety, depression, relationships, anger, conflict and eating issues.

The School's Guidance Team will provide students with advice on career matters, progression, and university applications. You will be invited to attend meetings and workshops organised by the Guidance Team in the course of your programme of study. The Guidance Team may be contacted at:

- School Counsellor:
 - Jan Blair
 - j.blair@cga.school
- Special Education Needs Co-ordinator:
 - Jane Eagle
 - j.eagle@cga.school

The School's Technology Department will be supporting students with technology issues. For assistance, email at: mycga@cga.school

For questions and issues with enrolment, contact the Administration Office at mycga@cga.school

9. Health and Safety

Students should report health and safety issues in relation to online lessons or the School's online learning environment to the Dean via email.

The Dean will assess the problem and work to resolve it.

Should an emergency occur during a live lesson, the student must immediately report it to the classroom teacher privately (via chat function of Zoom). The teacher will then arrange a private talk with the student.

If a student wishes to receive health and/or counselling service, they should first talk to the Dean.

In order to maintain a safe, respectful and positive online learning environment for all the members of the School, the School expects all students to be a responsible digital citizen by following good practice.

- Keep it positive. Always respect others online and communicate in a constructive way. Do not create or publish content that is indecent, threatening or offensive.
- Protect privacy. Do not disclose sensitive personal information about yourself or another person in any digital communication. This includes sharing passwords, accessing devices or online sites belonging to others without consent and taking screenshots and sharing this content without consent.
- Act cautiously. Anything you post or do online can influence what people think of you. Likewise, always think carefully about whether the information you see online is true. If you are unsure of something, talk to a teacher.

- Avoid online bullying. Creating or forwarding content that is harmful, inappropriate or hurtful is never okay at any time, and may breach legislation (The Harmful Digital Communications Act). If you are harassing people by sending multiple messages, this is also considered online bullying and is unacceptable.
- Be security smart. Keep personal information safe and secure by using strong passwords and not sharing them with others. This includes not accessing devices or online sites belonging to others without consent, nor taking screenshots and on-sharing their personal content without their knowledge and permission.
- Check consent. Before downloading software to the School network or onto devices, seek permission. Interfering with the School systems, digital technologies, equipment/network or the online security of another person is never permitted at any time.
- Recognise others' work. Follow copyright and intellectual property requirements by attributing references, images, text, audio and video appropriately.
- Respect the rights of others. Only record and share video, photo or audio content if the people in it know it has been taken and have provided their consent.
- Use personal devices sensibly. Keep your device(s), besides a computer used to attend live lessons, on silent during lessons and only use it outside of class time.
- Seek help. Sometimes you or someone you know will feel unsafe or come across inappropriate or hurtful online content and behaviours. If this happens, talk to a trusted adult about what can be done.

10. Change of Contact

If students and/or parents/legal guardians have a change of contact details, please inform the School as soon as possible.

- Street address
- Phone number
- Mobile number
- Email address

11. Complaints and Concerns

It is normal for students and parents /legal guardians to experience a range of problems and difficulties when studying in an online environment. Issues will be dealt with in accordance with the School's policy and grievance procedures.

In handling student complaints and concerns, the School adheres to the New Zealand Code of Practice.

<http://www.nzqa.govt.nz/providers-partners/caring-for-international-students>

Complaints: students are encouraged to talk to the Dean or the subject teacher

about their issues while they are still little problems. If the issue is not resolved by the Dean or the subject teacher, please follow the guidelines under 12. Grievances Procedures in this handbook. If the student is not satisfied with the complaints process with the School, they may contact New Zealand Qualification Authority (NZQA).

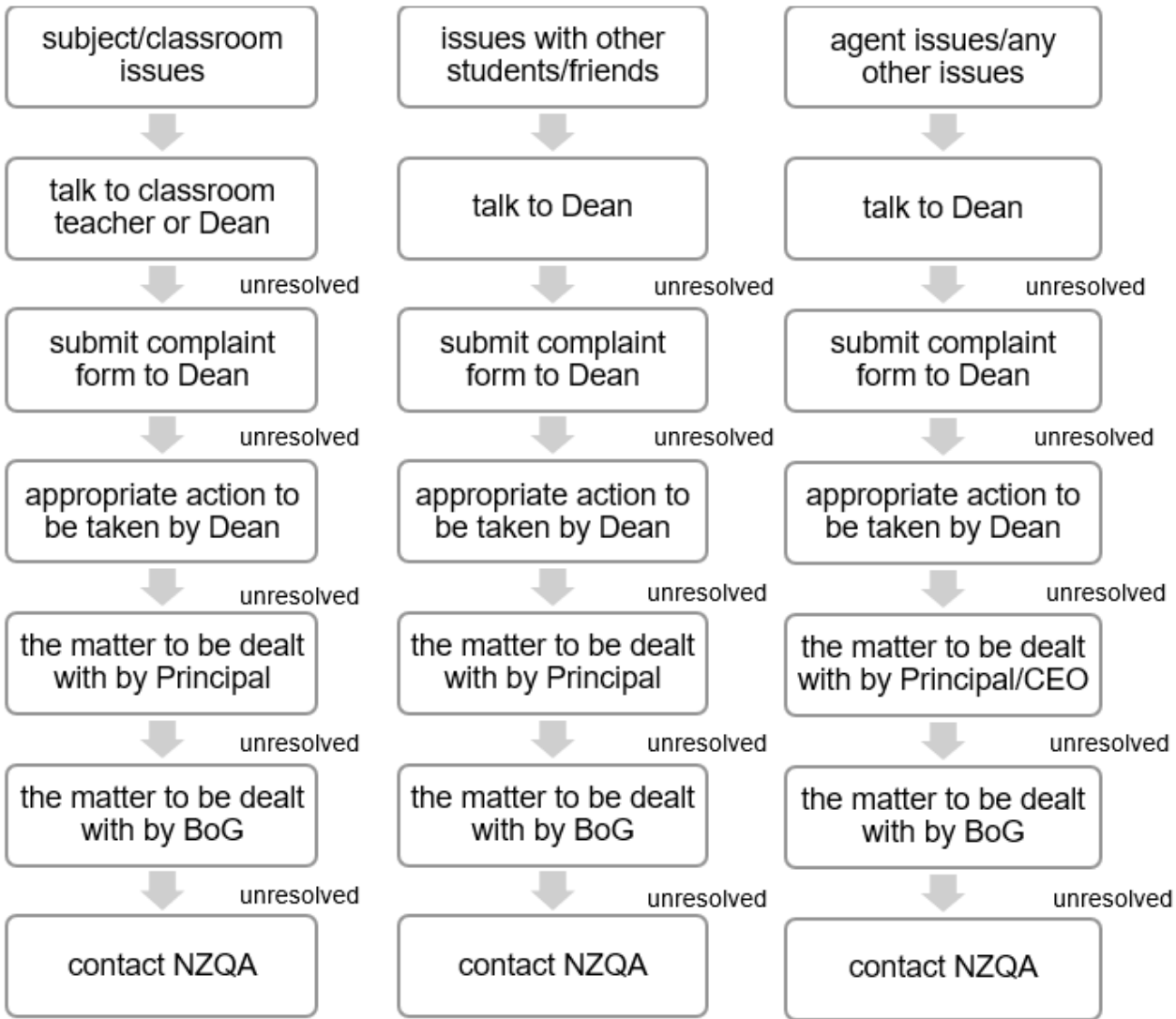
Refer nzqa.govt.nz - [Student complaints about an educational organisation](#) for further details. The student must be able to show NZQA that they have tried to get the School to act before they contacted NZQA. NZQA deals with all complaints about alleged non-compliance with the Code, other than financial and contractual disputes.

Financial or Contractual Disputes: The International Student Contract Dispute Resolution Scheme Rules (“DRS”) are made under section 238M of the Education Act 1989. Clause 33 of the Code requires the School to comply with the DRS rules. The DRS resolves contractual and financial disputes between international students and the School. If a student’s dispute relates to financial or contractual matters, then it will be referred to Fairway Resolution Limited (the agency appointed to administer the DRS) under the International Student Contract Dispute Resolution Rules 2016 (“DRS”).

More information about this service can be found at <http://fairwayresolution.com/istudent-complaints>

12. Grievance procedures

If an international student wishes to raise an issue or complaint, the student will be asked to see the Dean through an online conference tool. If the Dean is involved in the issue and not the appropriate person to approach, the student should talk to the Principal or the CEO. They will handle the complaint in accordance with the School policy and the grievance procedures, and provide information about the DRS as necessary.



13. Withdrawal procedures

If a student wishes to withdraw from the School, the following steps must be taken.

1. Give a full term's notice in writing to the Principal, where possible
2. Arrange and attend an exit interview with the Dean
3. Submit a withdrawal form signed by both the student and the parent/legal guardian to the Principal (m.phillips@cga.school)
4. Submit a copy of medical certificate, where applicable.
5. Fee refund will be handled in accordance with the Fee Refund Policy.

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (“the Code”)

Introduction

When students from other countries come to a New Zealand school environment, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (“the Code”).

This section provides an overview of the Code, and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider. You can access the Code [here](#)

Please note that, given the nature of online school, Crimson Global Academy has been exempted from some of the Code requirements. For details, please contact the School.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from the New Zealand legislation website (www.legislation.govt.nz) or from the Ministry of Education website (www.education.govt.nz). Given the nature of online school, the School will not require you to live and study in New Zealand, and therefore the Code requirements in relation to the immigration (this includes a student visa and study and travel insurance) will not apply. However, other requirements deemed relevant by NZQA will still apply.

What is the Code?

The Code prescribes the required outcomes that education providers and their agents need to deliver for their international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students. The Code is mandatory to these providers and must be signed by them.

What is an “international student”?

An “international student” is a foreign student who does not fall into any of the below category:

- New Zealand citizens (including Cook Island, Tokelau or Niue)
- New Zealand or Australian residents
- Australian citizens
- Domestic student (time-bound) as defined by the Ministry
- Exchange students who are in New Zealand to study under an exchange programme approved by the Ministry of Education.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Principal, the Dean or another person who has been identified to you as someone that you can approach about complaints at your institution. Please refer to the Grievance Procedures in this handbook.

A summary of the Code

The Code sets out requirements on providers of education instruction to international students relating to:

- marketing and promotion to prospective international students; and
- managing and monitoring the agents acting on behalf of the signatories; and
- supporting international students to make informed decisions regarding offers, enrolment and entering into contracts with signatories; and
- ensuring adherence to the Immigration Act 2009; and
- providing an appropriate and informative orientation programme; and
- providing a safe, supportive environment for international students; and
- ensuring that international students are informed about the advice and services that are available; and
- managing the withdrawal of an international student or the closure of a course of educational instruction or signatory appropriately; and
- providing access to procedures for dealing with grievances.

The code also provides a procedure for addressing complaints from international students that the Code has been breached.

Full details of what is covered can be found in [the Code](#) itself.