

Purpose

This policy outlines the process Ridgeview School follows to ensure international learners and their families are welcomed, informed, and supported during the initial stages of enrolment, in line with the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*.

1. Pre-Arrival Communication

- Online or in person interview with the principal - Principal will go over all documentations during this interview. Principal to complete checklist of policies, communication, and curriculum information during this meeting, to be kept on file as part of the process.
- Families receive the Orientation Checklist and a Welcome Pack via email before arrival.
- These include: Prospectus, timetable, uniform requirements, key staff contacts, and what to bring on the first day.

2. First Day of School

- The International Student Coordinator or Principal greets the student and family.
- Families sign a confirmation form acknowledging receipt of orientation materials and understanding of key policies.
- Students are introduced to their classroom teacher and a buddy student.
- A short school tour is conducted.
- A translated verbal overview is provided where necessary.

3. Student Orientation (First Week)

- Age-appropriate induction is provided in the classroom with peer support.
- The ESOL teacher conducts a placement using the *English Language Learning Progressions (ELLP)*.
- The International Student Coordinator checks in with the student daily.
- Behaviour expectations (PB4L matrix) and support channels are explained clearly.
- Cultural integration is encouraged through the buddy programme and participation in class activities.

4. Parent/Caregiver Orientation

- Held within the first week, in person or via video call.
- Covers:
 - Attendance expectations
 - Communication methods (e.g. Class Dojo, email, inewsletter)
 - Health and safety protocols
 - Complaints process and access to the Dispute Resolution Scheme (DRS)
 - Rights and responsibilities under the Code of Practice

5. Ongoing Support and Communication

- The International Student Coordinator continues weekly check-ins for the first month.
- Termly check-ins follow thereafter or as needed.
- Concerns are documented and addressed through the Learning Support Coordinator (LSC) and

Principal.

- Translators or translated materials are used when required for parent communication.

Checklist and Record Keeping

- A signed Orientation Checklist is kept in the student's file.
- Notes from ESOL assessments and check-ins are recorded in the student's learning support record.
- Confirmation of attendance at parent orientation is retained for audit and Code compliance.