



NAG 2

NAG 2 DOCUMENTATION

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Entry Criteria / Tono Procedure

7.4 Entry Criteria / Tono Procedure

Procedure:

Each tono is to be considered on it's own merits, taking into consideration:

- Te Aho Matua
- Rationale
- Tono Enrolment Team
- Expected whānau te reo māori support
- Te Reo Māori competency/level of tamaiti/tamariki involved in tono.

However, the following procedure is the ideal, and should be followed whenever possible.

1. Once an enquiry has been received from a whānau about enrolment, a brief explanation of the tono process is given. It is assumed that the applicant has an understanding of the principals of the Te Kura Kaupapa Māori o Manawatū education system.
2. A pre-requisite that must be satisfied is that the tamaiti must have been in an immersion environment for a minimum of 12 months prior to the tono, and must remain in an environment up to the expected entry date.
3. If the applicant decides to follow through, an appointment is made for a tono, to be heard by the Tumuaki and at least one other member, Kaumātua or staff member.

Procedure Administration Team:

1. Send the Te Kura Kaupapa Māori o Manawatū Prospectus and letter to all Kohanga Reo in the Manawatū region to distribute to all whānau members.
2. Actively communicate with all Kohanga Reo on a regular basis.
3. Organise regular kohanga reo visits with kaumātua representatives.
4. Organise and facilitate the Tono/Enrolment hui with whānau and/or Kohanga Reo:
 - Disseminate communication to Kohanga Reo and whānau inviting them to attend a hui:
 - Record hui times and dates in the Kura diary:
 - Disseminate a manatū to Tono/Enrolment team advising them of hui dates, times and applicant information including, name, age, Kohanga Reo / Kura / Iwi affiliation(s), mātua/kaitiaki:
5. Upon completion of the tono/Enrolment process, prepare a new taura folder and include all relevant information
6. Disseminate confirmation of enrolment letter to all successful/unsuccessful applicants advising of pre-visit dates, times and processes and also advise pōwhiri date, time and process:
7. Follow the ENROL process and procedures
8. Follow the New Entrant/Transfer Student process as set out in Appendix 1 of this document.



Entry Criteria / Tono Procedure

Procedure New Entrant:

1. The tonos should be presented by the whānau of the tamaiti as close as possible to the fourth birthday of the tamaiti. The tonos must last for 12 months.
2. When the tonos are accepted:
 - The first assessment of the tamaiti is to be made within six months of the tonos
 - Parent(s) / Guardian(s) are to attend a Pā harakeke hui, after being notified of acceptance and prior to the final assessment.
 - Final assessment is to be completed within eight (8) weeks prior to the expected date of entry.
 - The tamaiti is to attend three (3) organised pre-visits with a parent / guardian.
 - At a pre-visit, the parent/guardian is to visit the tari for relevant information about the kura.

Procedure Transfer:

1. All steps practicable are to be taken to accommodate transfers, in which case a similar tonos procedure to the New Entrant procedure will be adopted.
2. A tonos is made to the roopu tonos
3. An assessment is to be carried out as soon as practicable, taking into consideration time out of school for the transferring tamaiti. Transfers from other Kura Kaupapa Māori or Ruma Rumaki are to be recognised as such.
4. Mātua must be informed of the Pā Harakeke forum, and the commitment required from them to attend as many per year as possible.
5. Refusal of entry is to be a last resort and is only to occur if the roll ceiling has been reached, with no possibility of Ministry assistance by way of a further pouako, or another akomanga.



GRIEVANCES AND COMPLAINTS

3.8 Grievances and Complaints

Procedures:

1. An appointment is to be arranged by the complainant with the person concerned and a witness or independent third party (e.g. BOT member) to discuss the problem. If it is a concern about a student then it should be directed to the child's teacher in the first instance, at an appropriate time.
2. If the concern is not resolved then the Syndicate Team Leader should be approached.
3. If it is felt that the concern is a major one, then an appointment can be made to discuss the problem with the Tumuaki.
4. If the concern cannot be resolved at this level, then the matter is to be taken to the Board, by writing to the Chairperson. The complaint is to explain what the concern is and the desired result of any action that the complainant feels should be taken. The letter may request an appointment for further discussion.
5. Once a grievance/complaint has been received at Board level, a reply confirming receipt of the grievance/complaint is to be dispatched and investigation of the matter is to be initiated within three (3) days. All parties concerned are to be questioned regarding the matter with any interviews being documented.
6. Any person about which a grievance/complaint is lodged is to have an opportunity to present their point of view.
7. Should a grievance/complaint be substantiated, the Board of Trustees is to consider all views, what happened, who did what, what should have happened and how it can be resolved.
8. Any decision reached on action to be taken is, to be communicated back to the complainant in writing.
9. Parent(s)/caregiver(s) and tamariki are able to contact the Ministry of appropriate Authority i.e. Human Rights, Privacy Commission, CYFS, Police etc.
10. Should the complainant not be satisfied with the result of the action taken and where agreement does not appear to be possible, the complainant may contact an independent mediator to hold discussions with the Board of Trustees in an attempt to reach a more desirable result.

Responsibilities:

1. The Secretary of the Board of Trustees is responsible for issuing a letter upon official receipt of a grievance/complaint.
2. The Chairperson of the Board of Trustees is responsible for ensuring that an investigation of the grievance/complaint is initiated within three (3) days of it's receipt.
3. The Board of Trustees is to ensure that the proper procedures are followed and that in all cases possible, a 'fair' and 'appropriate' resolution is reached.

Documentation:

1. NAG 3.
2. Grievance/complaint action form.