



## INTERNATIONAL STUDENT INFORMATION HANDBOOK





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# Code of Practice for the Pastoral Care of International Students

## CODE

Orewa College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available from Orewa College, or you can refer to the – The New Zealand Ministry of education website at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international) or the Orewa College website at [www.orewa.school.nz](http://www.orewa.school.nz) or ask Mrs O'Grady.

## Conditions of Enrolment

**Orewa College accepts students from overseas on the following conditions:**

1. Students will abide by the regulations and expectations of the College. These regulations exist to preserve the safety, well-being and reputation of the student and the College community and are explained during the Orientation Programme. They can also be accessed on the Orewa College website – [www.orewa.school.nz](http://www.orewa.school.nz)
2. Students taking up a place in a course will involve the school in committing financial and staffing resources and consequently tuition fees must be paid in advance. Students withdrawing from a course will forfeit the tuition fees for the remainder of the current term and one term ahead. Additional fees are payable for some courses. These must be paid at the time of entry into those courses. In the event of change of status from Non Resident to Resident, there will be no refund of the fees paid for the current term.
3. Students must have comprehensive medical and preferably travel insurance, valid for their entire stay – a copy of the policy in English is required before enrolment procedures can be completed. Failure to provide this may result in the College enrolling you in an approved policy at your expense.
4. Students must live in one of the following types of accommodation:
  - With a parent (a contract must be signed between the College and the parents)
  - With a Designated Caregiver. This must be either a relative or close family friend. An Indemnity Form and Agreement must be signed by parents and caregivers.
  - In the care of the Homestay Programme. The Conditions of homestay Placement must be signed. The College guarantees the initial placement only, subject to continuing good behaviour. Students unable to be placed in homestay accommodation for behavioural reasons will forfeit their place at the College and Clause 2 will apply.

Students must comply with all conditions as per the Accommodation Policy – refer to website.

5. A student who fails to comply with these conditions will be issued a written warning in the first instance. Thereafter normal College discipline procedures apply, including the possibility of permanent suspension in which case Clause 2 will apply.
6. Orewa College will take every care to ensure that the student's stay in New Zealand is a happy and successful one but neither the school nor its agent can be held responsible for any injury, damage or loss incurred during this time. The student's personal insurance should cover this.

7. If there has been misrepresentation of any handicap, behavioural problems or learning difficulties the school has the right to terminate the contract within six weeks of commencement of study at Orewa College.
8. All past and current medical conditions must be fully disclosed on application. This also applies to medication as per stated on Health Records provided.

**Failure to disclose all of the above information will result in the student's contract with Orewa College being null and void.**
9. The rules and conditions for student visas apply. Refer [www.immigration.govt.nz](http://www.immigration.govt.nz).
10. Orewa College reserves the right to determine the appropriate year level of study. After assessment this might be different to that stated on the Offer of Place. THE FINAL DECISION AS TO YEAR LEVEL IS MADE BY THE PRINCIPAL.
11. International students are required to notify Orewa College of any changes in their contact details both in their home country and in New Zealand.
12. The enrolment contract is for a period which terminates at the end of the academic year. Renewal of that contract is at the mutual agreement of the student, parents and Principal.
13. International students are not allowed to travel independently while they are studying at Orewa College. If a student wishes to spend time away from Orewa with an approved organisation, written permission is required from the natural parents in the home country.

### NOTE:

- Student visas are issued subject to regular and satisfactory attendance. The College will contact the Immigration Department if these conditions are not met.
- The College has a contract with the student, through their agent who represents parents. The College has no contract with other parties regarding the student's attendance here.
- Reports not in English must be accompanied by a verified English translation at the time of application. A passport sized photograph must be included. Originals of these must be verified at the time of application. Copies of all correspondence relevant to the student's progress at school will be sent to the agent, whose responsibility it is to forward such information to parents.
- As some subject classes fill rapidly, it is important that students apply in plenty of time to ensure the best selection of subjects. Late enrolments may find the range of subjects with places available is restricted.
- If a student wishes to be absent from school for any reason, apart from illness, written permission from the Principal must be obtained.
- Orewa College cannot be held responsible for fees lost in events beyond its control, such as fire, flood, earthquake, riots & strikes.

**ALL PARTIES TO THIS APPLICATION AGREE THAT ONLY NEW ZEALAND LAW WILL APPLY TO THE CONTRACT PROPOSED BY THIS APPLICATION.**

## Conditions of Homestay Placement at Orewa College

1. Hibiscus Homestays Ltd (HHS) [www.hibiscushomestays.co.nz](http://www.hibiscushomestays.co.nz) is the recognised homestay provider for international students attending Orewa College.
2. Under the homestay programme, students are guaranteed first placement only with a host family.
3. Subsequent placements are at the discretion of the homestay provider and subject to students' willingness to fit in with the lifestyle of a host family.
4. Students who are unable to settle or behave in an acceptable manner in a homestay situation may be asked to leave the programme at two weeks notice. Those students will also forfeit their place at Orewa College.
5. If a student wishes to change homestays, they are required to give two weeks notice and a moving fee of \$300 will apply.
6. International students are not allowed to travel independently while they are studying at Orewa College. If a student wishes to spend time away from Orewa with an approved organisation, written permission is required from the natural parents in the home country.
7. Fees must be paid in advance in a minimum of ten-week instalments.
8. Students who fall into arrears with payments will have their placement terminated at two weeks notice.
9. Money paid to host families covers meals and laundry. Students are responsible for travel costs to and from school, personal items (eg. Toiletries) and telephone bills.
10. Time away from host families is refunded as follows:  
Up to seven consecutive days: no refund  
\$15 per day refund for each consecutive day after that
11. Students are required to be fully insured and no responsibility will be taken for personal injury or loss or damage of any kind.
12. Cancellation fees equivalent to two weeks homestay payment will be deducted from students who leave early or who are excluded from the programme for behavioural reasons. This is in addition to any costs incurred in Clause 5.
13. International Students are not permitted to own or drive motor vehicles while enrolled at the College. Students may enrol to take driving lessons with an accredited driving instructor and with permission, may also enrol in any parts of the New Zealand graduated licence system. Students may only be driven by the homestay family or a person approved by school staff.



## Accommodation Policy for International Students

**Orewa College undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the school are:**

- i) **Living with a parent or legal guardian (evidence of legal guardianship must be provided).**
- ii) **Living with a designated caregiver**
- iii) **Living in a homestay**
- iv) **Temporary accommodation for group students and short courses only**

### POLICY OBJECTIVES

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the residential carer in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

### PROVISION OF ACCOMMODATION

Orewa College will arrange accommodation for international students.

### USE OF ACCOMMODATION AGENTS

Orewa College makes use of an accommodation agent to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International Students.

### ADMINISTRATIVE REQUIREMENTS AND UNDERSTANDINGS

#### General

1. Students will not be permitted to rent a flat/room/house/apartment or live on their own.
2. All accommodation queries and issues will be dealt with initially by the designated person/unit for accommodation. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the appropriate pastoral care person/unit.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
4. Any serious concerns relating to accommodation will be reported to the Code Administrator.

#### Students living with a parent or legal guardian

Parents will sign a Contract with the college, acknowledging that if they leave the country without notifying the school, their child's position at Orewa College would be jeopardised.

#### Homestay

1. Students in the school homestay programme must make homestay payments in advance at the beginning of each term or by private arrangement.
2. Students must not make their own private homestay arrangements.

- Students staying in a homestay are required to exhibit appropriate behaviour.
- Where a student's behaviour or demands are such that homestay hosts can not reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student may be sent home.
- Where the homestay student wishes to withdraw from the programme, at least two weeks notice must be given to the International Dean.
- Advice and a support infrastructure for homestay carers will be provided by the Accommodation Agent and through liaison with the Dean of International Students.

### Designated Caregivers

- Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Orewa College approving the accommodation.
- On or before enrolment, Orewa College will meet and establish communication with the designated caregiver.
- The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.
- In the event of the approved Designated Caregiver no longer being able to care for the student a substitute may be nominated by the parents subject to the Principal's approval. Orewa College reserves the right to place the student in school approved homestay accommodation. The parents would be required to pay any expenses incurred.
- An agreement must be signed between Orewa College and the Designated Caregiver.

### Students not living with a parent –

(either living in the homestay programme or with a Designated Caregiver)

For all students under 18 years and not living with a parent:

- Any accommodation to be used by international students will have:
  - An on-site assessment to determine that living conditions are of an acceptable standard.
  - An assessment to determine that the accommodation type is not a boarding establishment, if the student is in a homestay or has a designated caregiver.
  - An assessment of the residential carer's suitability and whether they will provide a safe physical and emotional environment.
- Each student will be interviewed at least quarterly to ensure that their accommodation is suitable.
- All accommodation residences will be visited at least twice yearly to ensure that they remain suitable.
- Police vetting will be carried out on all adults aged 18 years and over living in a homestay, boarding establishment or designated caregiver accommodation used by a student.
- Orewa College will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

### Temporary Accommodation

- Ensure adequate supervision
- Assess suitability of accommodation
- Monitoring and managing risks to students
- Adults aged 18 years and over police vetted

### DIVISIONS OF RESPONSIBILITY

Orewa College will be responsible for:

- Vetting and appointing the Accommodation Agent.
- Ensuring the Agent has a copy of and understands the Conditions of the Code of Practice.
- Monitoring the activities of any Accommodation Agents at least once a quarter.
- Keeping records of the results of all accommodation assessments.
- Recording the results of all quarterly student interviews.
- Providing a 24/7 emergency contact person for problems of any nature.
- Liaising with Host Families where appropriate

### ACCOMMODATION AGENT

The Accommodation Agent is assigned the range of responsibilities by **Orewa College** as set out in the Accommodation Agents agreement:

### CAREGIVERS

Orewa College expects all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including:
  - 3 meals a day and access to snacks
  - own room
  - bed and bedding
  - study desk and chair
  - Adequate bedroom furniture to store clothes, books etc.
  - lamp and adequate lighting
  - adequate heating
  - assist with transport arrangements to and from school as appropriate
  - bathing/showering/bathroom access
  - laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.
- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student. e.g. medical condition, misconduct.
- Notify the school immediately if the student seems very homesick or depressed.
- Look after the student in their home to the best of their ability.

Host Families are not expected to:

- Provide an internet connection for the student.
- Pay for toll or mobile phone calls.
- Cook special food.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

### REVIEW

This accommodation policy will be reviewed annually.

## Course and Associated Costs

(These compulsory costs vary according to the Year level of the student.)

<b>Stationery</b>	Approximately <b>NZ\$100</b>
<b>Specialist class fees</b> (Technology, ICT, Art, Food Technology) – Depends on the subject – see Course Guidelines.	Go to <a href="http://www.orewa.school.nz">www.orewa.school.nz</a> for more information
<b>Uniform</b> <i>Varies according to gender and optional items (Shoes additional)</i>	<b>\$350 - \$400</b>
<b>Exam Fees</b> <i>(if applicable) approx. for NCEA entry - up to</i>	<b>\$400</b>

### NON-COMPULSORY COSTS

- ♦ Voluntary Activities/School/Class trips
- ♦ Music lessons
- ♦ Music Instrument hire
- ♦ Sports team participation
- ♦ Camps

**IT IS UNDERSTOOD THAT ALL CHILDREN WILL PARTICIPATE FULLY IN ALL ASPECTS OF OREWA COLLEGE LIFE.**

## Fees Protection

Orewa College has a Fee Protection policy to safeguard the fees paid by International Students, in the unlikely event that the school may not be able to commence or continue to deliver tuition to the international student. The School's Board of Trustees guarantees to hold in reserve sufficient funds to meet the requirements of any refund in these circumstances.

## Change of Address

Parents must inform the school of their address, telephone numbers, fax number and e-mail address. The student and/or parents will advise the school of any change type of accommodation (e.g. a change from living with parents to living with a designated caregiver) and any change in the contact details of the student and/or parents.

## Refund Conditions for International Students

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. The following procedures and guidelines would apply:

### To be eligible for any refund:

The parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance.

### If the application is made before the start of the course:

Fees will be refunded in full less the administration charge of \$250. This also applies if a student is not granted a student permit to attend Orewa College.

Students taking up a place in a course will involve the school in committing financial and staffing resources and consequently tuition fees must be paid in advance. Students withdrawing from a course will forfeit the tuition fees for the remainder of the current term and one term ahead. Additional fees are payable for some courses. These must be paid at the time of entry into those courses. In the event of change of status from Non Resident to Resident, there will be no refund of the fees paid for the current term.

## Orientation Programme and Support Services

### THE ORIENTATION PROGRAMME WILL INCLUDE

- School layout, rules and regulations, counselling, support systems and resources available.
- Information on banking, local travel systems, and familiarisation with New Zealand laws, culture and learning will be provided.
- Holidays away from Orewa – if you wish to travel away from Orewa for a holiday, you will need to have your parents in your home country email or fax their permission to the Dean of International Students. If you wish to travel away during school time, you will need to write a letter to the Principal, Ms Shevlan, to ask her permission.
- Students are **not** permitted to own cars or motor vehicles.
- Year 13 Dress Code –
  - Students should wear tidy, modest clothes (for example no low-necked tops, very short shorts, bare backs, bare midriffs, narrow shoulder straps)
  - Shirts and tee-shirts must be plain – any logo should be discreet – and must be either short or long sleeves
  - All clothing must be in good state of repair
  - Sandals may be worn in non-workshop classrooms, but must not be jandals or jandal styles.
  - Any Year 13 students representing the school will wear the official school blazer and tie provided by the school with their own plain, collared white blouse or shirt, plain black trousers or skirt and black shoes
  - Facial jewellery is not permitted



## Information and Rules

The teachers and staff hope you will enjoy your time at Orewa College, and use all your opportunities to learn, to make new friends and to improve your English. We hope this information will help you to settle in quickly.

### FORM CLASSES

Every student will be put into a form class. As soon as possible, learn where your form room is and the name of your teacher. Students must be in form class or assembly at or before 8.40am, when Form Period starts. Listen carefully to the Daily Notices which your form teacher reads to the class.

### LEAVING THE SCHOOL GROUNDS

Students are not allowed to go into town at lunchtime, unless they have a special pass signed by their form teacher or dean. You are not permitted to leave the school during lesson time except for a doctors or dentists appointment. If you go, you have to sign in the book in the Deans room, giving your name, form, where you are going, and the times you leave and come back.

**Visits to the bank, post office or travel agent should be done after school.**

### BANKS

We will help you to open a bank account. Do not carry a large amount of money with you. Homestay payments to Mrs O'Grady can be made by cheque.

### BELL TIMES

See attached material for details of Assemblies/Form Classes or refer to website.

### UNIFORM

You must always wear correct uniform when you are in school and going to and from home. Other clothes with your uniform are not allowed. No nail polish and makeup. No jewellery, except for two plain earrings, and one plain finger ring.

### SMOKING

This is absolutely forbidden at school and while coming to school or going home. Smoking is a serious offence, which will be dealt with by the Deputy Principal or Associate Principal. You may not smoke in your homestay unless the family gives you permission to do so.

### MP3 PLAYERS

MP3 players are not allowed at school.



## INTERNET AND INTRANET USE

You will be issued with a user name and login for the College Internet and Intranet, you will also be able to use your email accounts after obtaining permission from Mrs. O'Grady

### ID CARD

Your photo will be taken for your ID card. The card allows you to use the library and to pay student fares on the public buses.

### HELMETS

If you ride a bicycle you must wear a helmet by law. If you do not wear one, you may have to pay a fine and your bicycle could be confiscated.

## CLASSROOM AND GENERAL BEHAVIOUR

It is very important that the teacher can give a lesson without interruption. Students must not talk while the teacher is talking, or while another student answers a teacher. If a student is noisy and disturbs the class, the teacher will send them out of the room. If a student is sent out three times, they will be given a detention and a letter will be sent to their parents.

You will mix easier with New Zealand students if you sit beside them and use English at all times during lessons. It is impolite to speak your own language in a group where other students or teachers do not understand. If you do this you will give a bad impression of yourself and your country.

It is sometimes difficult for overseas students to understand the teacher. **You must ask the teacher for help if you do not understand.** If you sit quietly and say nothing, the teacher will think you are having no problems.

### SECURITY

Be careful with your belongings. Do not leave expensive or important things, for example, a purse, a wallet or a camera in a schoolbag where you cannot see it. Better still; never carry a lot of cash or expensive items to school. Do not lend or borrow large amounts of money from other students.

### TEXTBOOKS

The College will lend you the textbooks you need. You must be careful with them, as any damage must be paid for. All texts are marked with your name and form class.

### STUDENT PHOTOCOPIER

Students may use the photocopier in the library – there is a small cost per sheet.

### SCHOOL NURSE

If you feel unwell during school time, ask your teacher for a pass to see the nurse. **You must not leave school without first seeing the nurse.** If you are absent because you have been ill, you **must** bring a note from your homestay when you return to school. If the illness is a long one, a doctor's certificate is necessary. Students are not allowed to be absent for any other reason unless special arrangements are made with the College and your parents or homestay.

### ABSENCE

It is illegal for a student on a Student's Visa to have a certain percentage of absences. The Immigration Department has strict rules regarding attendance, and if a student is absent too often, the College will send a letter of warning to the parents. After that, if the student is still absent, the College must report this to Immigration.

### CANTEEN

The canteen is open 11am – 11.20am and 1.20pm – 2.10pm where you can purchase food and drinks.



## NO EATING IN CLASS

You are **not** allowed to eat in class. Chewing gum is forbidden at school.

## PUNCTUALITY

All students must come to school on time. If you are late, sign the book in Dean's Room. You must always be on time for all your classes, as a student who arrives late slows the class down. If a student often arrives late to classes, he will be put on daily report and his parents will be informed.

## HOMEWORK

Teachers give you homework and expect you to do it. If a student does not do his homework, the class will be slowed down and the student may have to stay in at lunchtime to do it.

## FIRE DRILL

There will be several fire drill practices during the year. The school fire alarm will sound – please follow instructions and all students must move to the back field. These practices are very important and ensure that everyone knows the correct and safe procedure in the event of a real fire or emergency.

**We hope you will have a very happy and successful time at Orewa College. Mrs O'Grady is available intervals, lunchtime and after school. She will help you with any problems or questions you might have.**

**Form teachers, Deans and the Guidance Counsellors are also available to help if required. (See poster on International Students Office wall).**

## Cultural Information

Welcome to New Zealand and to Orewa College. We hope you will settle down happily here and we will do everything we can to ensure you make the most of your time with us.

Do not worry if you don't speak English. It usually takes a new student a few months to learn basic communication with teachers and classmates.

You will learn English easily if you follow these guidelines:

- 1 Relax, and listen. You will soon start to recognise a few words and phrases. If you decide it is all too hard, and close your ears to the speech around you, you will learn to speak English more slowly. Remember, you didn't worry when you were learning your own language. You listened for a year before you spoke. You will be speaking English more quickly than that, but nobody expects you to start speaking immediately.
- 2 Try to make friends with students who do not speak your own language. This will help you to use the English you hear, and you will become more confident.
- 3 At home, watch TV programmes in English, and listen to the radio, even if you do not understand the words. Everything helps. If you hear something often enough, you will begin to understand what it means.
- 4 Please remember to keep the door open to learning English. If you bury yourself away in world of your own language, you will lose confidence and depend on other people too much.

## YOU CAN DO IT!

## Student Support Services

The following staff members are available for assistance and support:

Judy O'Grady – Dean of International Students

Masami Stewart – HOD Languages

Regular Deans

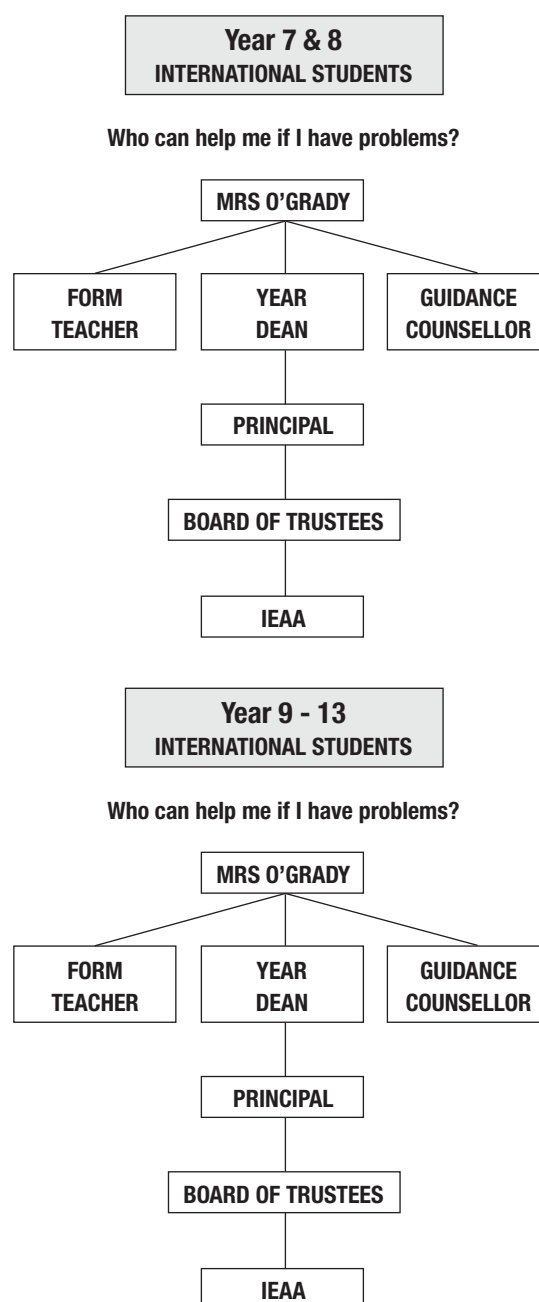
Form Teachers

Guidance Counsellors

## What Do You Do if You Have a Grievance?

We want you to be happy at Orewa College. There are times however, when things do not go as smoothly or as well as we may like.

Please follow the attached scheme in order to obtain help.



**AT ALL THE ABOVE MEETINGS, NOTES WILL BE TAKEN OF YOUR CONCERNS AND OF THE SOLUTIONS PUT IN PLACE.**

If, after all the above have been tried, it is felt that your problem has not been

resolved, then the student/parent may contact the International Education Appeal Authority, whose address is:

**International Education Appeal Authority**

**C/- Ministry of Education**

**Private Bag 47 911, Ponsonby, Auckland, New Zealand**

**Phone: (64 9) 374 5481**

**Fax: (64 9) 374 5403**

**Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)**

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

***If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.***

**We hope your stay at Orewa College is a happy one.**

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## Frequently Asked Questions

### 1. When is Orewa College open?

- a. Our school is open at 8:30 am every morning during term time, Monday to Friday. Lessons start at 8:40 am and school closes for the day at 3.15 pm
- b. The school terms are given in the main school prospectus along with public holidays when the school is closed.

### 2. What do I need for the classes?

- a. Make sure that you always have a pencil, pen, ruler and eraser with you every day. Your teacher will tell you what exercise books you need.
- b. When your class has PE you will need your PE shirt and shorts.

### 3. What if I am sick or cannot come to school?

- a. If you are sick and cannot come to school, make sure that your parents or caregivers contact the school to let the school know.

When you return to school you will need to have a written note explaining your absence.

- b. If you feel sick at school or if you hurt yourself at school, you need to go to the Office who will look after you.
- c. If you have an appointment during the school day and have to leave the school during the day or miss a day as a result of the appointment, your parent or caregiver needs to let the school know in advance through a written note. Take this note to the Dean's Room where you will sign out (and back in on your return).

### 4. What if I change my address or phone number?

- a. If you change your address or phone number your parents or caregivers need to let the school know by giving you a written note to take to Mrs O'Grady.

### 5. What about the Canteen?

- a. The canteen is open 11am – 11.20am and 1.20pm – 2.10pm.
- b. What do I do if my lunch disappears?
- a. If your lunch disappears from your bag or desk, let your form teacher know as soon as you find out. He or she will do what they can to find your lunch. (You can also see Mrs O'Grady who will make sure you do not go hungry at lunchtime!)

### 7. What do I do if I am bullied?

- a. If you are teased or bullied at school, coming to school, or going home from school, you must let Mrs O'Grady, Dean of International Students know as soon as you can. We do not like bullies and will do everything we can to prevent you being bullied.

### 8. May I use my e-mail at school?

- a. International Students need to apply to Mrs O'Grady who will liaise with the Computer Technician.

Do **not** bring any thumb drives or CD's from home and use them in the school computers.

## Code of Conduct

**IN OUR SCHOOL WE RESPECT, HELP, AND SUPPORT EACH OTHER. THIS MEANS SHOWING COURTESY TO ALL STUDENTS AND ADULTS.**

### “MANAAKI OREWA”

Our school rules are based upon respect for oneself, for others and for the environment. They apply to all students from the time they leave home in the morning until they return home after school.

- Students are expected to show a high standard of courtesy and regard for others at all times.
- Punctuality is important. Students are required to arrive at school for an 8.35am start each day and to arrive at each of their classes on time.
- Year 7 to 12 students are required to wear the full regulation uniform.
- Respect for the property of others is required of all students.
- Our policy encourages students to use language which does not discriminate against people by reason of their gender, age, ethnicity, sexual orientation, religion, first language or because of any disability they may have.
- Students are given clear guidelines on acceptable behaviour when they enrol, and the College's expectations for the students are displayed in classrooms and reinforced in classes and at student assemblies.

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## Procedures That Apply When a Student Withdraws / Is Not Attending Their Course

If a student withdraws from school:

1. It must be in writing by the parents prior to the student's last day, giving the date of the final day of attendance and the reason for leaving and the Immigration Service will be notified.
2. The Refund Policy for International Students shall apply.

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## Circumstances In Which Tuition May Be Terminated

1. Where a student is absent or consistently truanting from school (*see above*) then the signatory will terminate the enrolment.
2. If a student's behaviour is of an unacceptable level, then a meeting with the student, the parents/caregiver, and the school will be arranged. If the behaviour does not improve, written notification will be given to the parents warning of the danger of termination of the enrolment. If there is no further improvement, the parents and the student will be notified in writing that the student must leave at the end of that term, or earlier if the school decides, and will not be eligible to return the following term. Refund policy applies.
3. An 'acceptable level of behaviour' would be seen as following the school rules and the school 'Code of Conduct' as provided to each student.
4. If an enrolment application is found to be inaccurate in any way the contract may be terminated at the school's discretion.
5. Upon termination of enrolment, the Immigration Service will be notified as required.

## Summary Code of Practice For The Pastoral Care of International Students

### Introduction

When students from other countries come to study in New Zealand, 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.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (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.

### What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### When does the Code apply?

The Code commences on the 31st of March 2002. Educational providers then have six months to sign the Code. Between the 31st of March and the 30th of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

### Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. 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 studying in New Zealand.

### 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 [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

### How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

### 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 international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

### A summary of the Code of Practice for the Pastoral Care of International Students



The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

#### **What will the IEAA do?**

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

#### **What can the Review Panel do?**

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

#### **What is the International Education Appeal Authority (IEAA)?**

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

#### **How can I contact the IEAA?**

You can contact the IEAA at:

**International Education Appeal Authority**

**C/- Ministry of Education**

**Private Bag 47 911, Ponsonby, Auckland, New Zealand**

**Phone: (64 9) 374 5481**

**Fax: (64 9) 374 5403**

**Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)**

## **INTERNATIONAL STUDENT SERVICE CENTRE (ISS)**

**Is now open**

**155 Queen Street  
Level 12  
Auckland City**

**10.30am – 3.30pm**

**Email: [cab.iss@xtra.co.nz](mailto:cab.iss@xtra.co.nz)**

**Phone: 09 309 3478**

**This is a centre to help and advise International Students  
More information about this will follow**

## Additional Information

### CLIMATE

Situated in the Southern Hemisphere, New Zealand's seasons are the reverse of those in the Northern Hemisphere. The climate is temperate with mild, wet winters and warm, dry summers.

Summer: December – February

Autumn: March – May

Winter: June – August

Spring: September – November

### BANKS

All cities and towns have banks. In many cases there are banks located in or near your institution. Trading banks are open 9.00am – 4.30pm Monday to Friday. To open a bank account is easy and most students who intend to study for more than three months are advised to open a bank account.

### CLOTHING

Depending on the timing and duration of your study, the clothes you bring will vary. In summer time, casual wear is sufficient. However, in winter, warm clothing such as woollen sweaters, waterproof coats and warm jackets are recommended. In keeping with New Zealand's relaxed lifestyle, dress is informal on most occasions. International students are also encouraged to bring their national costume for the many social functions which institutions generally organise.

### SHOPPING

Stores and shops usually open from 9am to 5.30pm, Monday to Thursday and until 9pm on Friday nights. There are an increasing number of shopping centres opening until 9pm on Thursdays as well. Many shopping centres open all day Saturday and Sunday in major cities and tourist areas. New Zealand shops offer a wide variety of products including fashion clothes, outdoor clothing and equipment, crafts and international food halls.



### FOOD

New Zealand has a wide range of indigenous and imported food. We are a major producer of pasture-fed lamb, venison and beef and dairy products are abundant and inexpensive. Almost all types of fruit are available in the shops. New Zealanders generally have a balanced diet of vegetables with either meat or fish as their main meal. Dinner is usually considered to be the main meal.

There are many types of restaurants, coffee shops, take-away and fast food outlets. They range from very exclusive and expensive evening restaurants to casual dining. As well as New Zealand-style food, students will also find every sort of international and ethnic cuisine.

New Zealand cities and towns have excellent public water supplies; in all cases tap water is fresh and safe to drink.

New Zealand's most famous foods are lamb, kiwifruit and dairy products like milk, cheese, butter and ice-cream. These are exported all over the world. Food in New Zealand is plentiful and delicious.

Breakfast may be cereal, toast, fruit juice and tea or coffee. Some people have a cooked breakfast like bacon and eggs, or sausages and tomatoes. A home-made lunch usually includes sandwiches and fruit. Bread in New Zealand is delicious, and also healthy.

The traditional idea of a main meal is meat and three vegetables, all serviced together on the same large flat plate. However, in the cities, old habits have changed. Now you can buy Asian foods, and there are many ethnic restaurants. Meat now has less fat than before.

For big meetings or parties, Maori people often cook a hangi. At a hangi, fish, chicken, meat and vegetables may be all cooked in a big hole in the ground, with hot stones and wet cloths. If you are invited to a hangi, you will enjoy this unusual experience.

If someone invites you to "tea", they probably mean dinner, in the evening. This is the main meal, which may be based on meat, fish, pasta, or rice. Often the main dish is put in the centre of the table. From this dish, people serve food to themselves and to one another. After the main course you may be offered ice-cream and fruit, or cake, or cheese and biscuits – or just a cup of tea or coffee.

Sharing a meal is a social occasion, for conversation as well as food. People often talk a lot while they are eating a meal.

In many homes, men, women and children take turns to cook and wash the dishes.

## HINTS

### HELPING

Why you should help your host family two or three times a day.

- ♦ it is friendly and polite
- ♦ it is normal in New Zealand
- ♦ it makes you part of the family
- ♦ the mother may work outside the home
- ♦ the work is done faster if everyone helps

## DO-IT-YOURSELF TASK

### OFFERING TO HELP

At home, notice what work your mother does, and offer to help her. After a meal, take your own dirty plates and cutlery to the kitchen. (Boys, this includes you.)



### DIALOGUE

- A:** Can I help you to set the table?
- B:** Thanks that would be a big help. Please use the blue table-mats.
- A:** Are we having dessert tonight?
- B:** Yes, and also soup. So we need knives, forks, soup spoons and dessert spoons.
- A:** Where do they go?
- B:** We start the meal with soup, so the soup spoon goes on the right.
- A:** I see.
- B:** Remember the salt and pepper, and some glasses for water.
- A:** OK. And I'll put some mats on the table for the hot dishes.
- B:** That's good! Thank you very much.



**BATHROOM**



**LOUNGE ROOM**



**KITCHEN**



**BEDROOM**

## Houses

If you have a homestay, you will stay in a New Zealand house. Almost 75% of families live in their own homes. Most New Zealand houses are built of wood with iron roofs, and are convenient and spacious. New Zealand's sun is in the north; the summer is not too hot, and winters are cool. Therefore the ideal home has windows to the north.

Kitchens are practical. Usually the electric or gas stove has room for four saucepans on top, a large grill, and an oven big enough for a complete family meal. Fathers and children often take turns to cook and do the dishes.

Bathroom manners are really important in New Zealand. Please don't stay long in the bathroom, and please don't use too much hot water. Please don't take a bath without asking your host family if it is convenient. Don't fill the bath past your waist, or you might use all the hot water. By the way, in New Zealand it's not polite to walk around the house in pyjamas.

Many homes are very simple. However, most have a good wool carpet, soft, warm and hard-wearing. It's OK to wear your shoes inside.

If you have any questions about how to behave in a New Zealand house, just ask your host family what to do. They want you to be happy and comfortable.

## HINTS

### GOING TO BED

When you want to go to bed, just say to your host mother or father, "Good night! I think I'll go to bed now." Maybe you want to stay up later than your host family. (Some New Zealanders go to bed as early as 9pm!) If the family has gone to bed, please be quiet. Please don't use a noisy washing machine or drier when the family is in bed. If you're watching TV or listening to music, keep the volume low.

### Bathroom manners on homestay

- 1 Be very quick in the bathroom, because:
  - hot water is often stored in a tank. If you shower too long, you may use all the hot water. Then everyone else gets a cold shower.
  - others may be waiting to use the bathroom.
  - the toilet may be in the bathroom.
  - New Zealanders don't like wasting electricity or water.
- 2 Please don't put water on the floor. Wash yourself at the washbasin, or in the shower, or in the bath.
- 3 If you don't want to sit on the toilet, put one strip of toilet paper on the seat first. Boys, please raise the seat before you urinate.
- 4 Please buy your own tissues at a chemist shop. Toilet paper is only for the toilet.
- 5 Your host family will show you how to clean the bathroom after you have used it.
- 6 If possible, dry your hair in the bedroom, not the bathroom.
- 7 Don't hang wet clothes in a closet.
- 8 Girls, your host mother or teacher can advise you about sanitary pads.

## DO-IT-YOURSELF TASK

### SHOWERING

Every day, practice showering in 5 minutes or less. Wash quickly. This habit will make you popular in New Zealand.





## Good Manners

Every country has different ways of being polite. This chapter has some useful advice. However, don't worry if you get some things wrong, because New Zealanders are usually very tolerant. Just do your best.

When walking with other people, please don't push in front of anyone: that is a simple and important rule. Especially, don't push in front of older people or women. In earlier times, one rule was "ladies first". People thought that women were beautiful but weak. So, women were always served first at the table, and men always let women walk ahead of them. Today, some people still follow the "ladies first" rule.

When you meet people for the first time, please look at their eyes, and speak to them. New Zealanders think that eye contact shows you are honest and friendly. Some people may want to shake your hand. If they put out their hand, shake it firmly.

It's polite to smile and say "Good morning!" to your host family every morning. You may smile and say "Hello!" when you see someone you know.

Notice how other people behave, especially those people who seem friendly and polite. Always follow the school rules, of course.

In New Zealand it's sometimes OK to cross your legs and wave your arms around. It's not OK to stand or sit too close to people, because New Zealanders are used to having a large space around themselves.

The way you walk is important. When you walk around town, know exactly where you're going. Walk straight towards your goal. Walk quite fast and confidently. Keep your head high and your eyes up, and look happy. Smile! (Please don't carry a lot of money, or walk alone in rough or lonely places.)

Some New Zealanders may touch you when you don't expect it. A quick hug can be nice if the person is your friend. Arms should go around the shoulders, not the waist. Never do anything that feels wrong for you – but be ready for happy new experiences with your friends.

When you are offered food or drink, it is polite to accept immediately, if you want it. If you refuse, the host may not offer it again. In New Zealand, "yes" usually means "yes", and "no" means "no". So if you really want that food, you should say "yes, please" the first time it is offered.

If you have any worries about what is OK and what is not OK, simply ask your teacher. Your teacher is a friend whom you can trust.

## HINTS

### HELP YOURSELF!

If your host family says, "Help yourself!" that means "Take the food you want. Don't wait. Do-It-Yourself!" It is polite to obey.

Between meals, get your own snack. At table, put your own food on to your plate. Help others, too.

## DIALOGUE

**A** plays the role of the host mother. **B** is the student.

**A:** I'm sorry; I'll be late home tonight. I have a meeting.

**B:** That's OK. What about dinner?

**A:** There's cold chicken and ham, tomatoes and lettuce and a potato salad in the refrigerator. Just help yourself.

**B:** Oh, no! I'll just wait till you get home.

**A:** Please don't wait. I have prepared the food. Just open the refrigerator and help yourself.

**B:** Well, I could help myself, I guess.

**A:** Please do. If you don't eat, I will worry.

**B:** OK! So, I can eat chicken, ham, tomatoes, lettuce and potato salad, right?

**A:** That's right. There's also ice-cream and fruit.

**B:** Great, I'll have some ice cream for dessert. Thank you.



## DO-IT-YOURSELF TASKS

### BODY LANGUAGE

1. Practice looking into people's eyes when you talk to them. Practice in your home country whenever you see a foreign person in the street. Look into their eyes for one or two seconds as they go by.
2. Practice walking well the Western way: walk quite fast and confidently, with your head high and a happy face. This will make a very good impression in New Zealand.

### TABLE MANNERS

Practice for New Zealand by going to a Western restaurant as a group. At the restaurant, practice Western table manners.

1. Wait till your host mother starts eating before you start eating.
2. Talk between mouthfuls, not with food in your mouth.
3. Say "Please" and "Thank you" for food.
4. Try not to make a noise eating.
5. Pass the salt, sauce and food to other people.
6. Don't stretch your arm in front of others.
7. Practice Western table talk.
8. Use the outside knife, fork or spoon first.

### WESTERN TABLE TALK

It is good manners to talk at table. Just say two things, and then start eating again. There are two types of table talk.

1. Table manners, for example:  
"Please may I have some beans? I like beans."  
"Would you like the salt? The food is good, isn't it?"
2. Social talk, for example:  
"How was your day? I heard you had a test."  
"We're going to a farm on Saturday. Would you like to come too?"

### DIALOGUE

Practice introductions. For five minutes, everybody walks around the room.

Each time you meet someone, smile and look into the eyes of the other person, and have the following conversation.

**A:** Hello! I'm (.....).

**B:** How do you do! My name is (.....). (SHAKE HANDS)

**A:** Nice to meet you, (B's name).

**B:** Yes, good to meet you too, (A's name). (MOVE ON AND REPEAT WITH THE NEXT PERSON)





## Checklist for Students Enrolling as International Students

Student Name:.....Surname:.....

Given Name: .....Name Usually Known: .....

Date of Enrolment:.....Date of Orientation:.....

**When enrolling, the principal, executive officer or designated school liaison person will discuss each of the requirements below. Please check that these are completed and understood:**

Enrolment form completed and handed into school office	<input type="checkbox"/>	Awareness of stationery requirements	<input type="checkbox"/>
Immunisation form completed	<input type="checkbox"/>	Grievance procedures discussed	<input type="checkbox"/>
Parent contacted through phone or fax if not at enrolment	<input type="checkbox"/>	Medical advice given (insurance required – covered for accidents (ACC) but not dental or medical care)	<input type="checkbox"/>
Tuition agreement signed and handed into office	<input type="checkbox"/>	School programme outlined by Principal and orientation complete	<input type="checkbox"/>
Met with Principal to discuss Code of Practise and international student support material (Code of Practise to be in student's home language)	<input type="checkbox"/>	Fees paid and receipted	<input type="checkbox"/>
Student Permit	<input type="checkbox"/>	Stationery issued	<input type="checkbox"/>
Awareness of uniform purchase and school activity fee	<input type="checkbox"/>	Staff informed	<input type="checkbox"/>

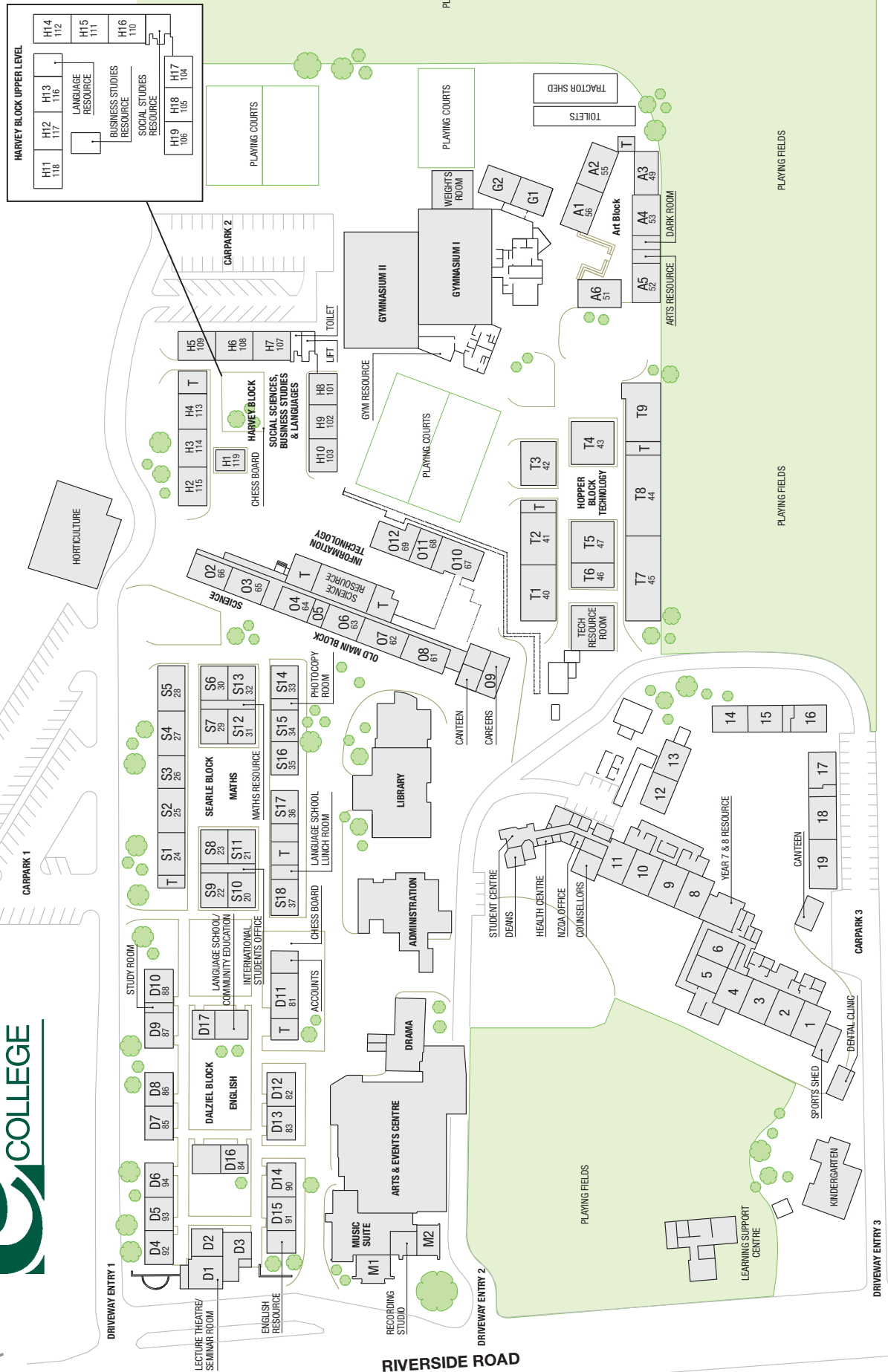
Signed: ..... (Student)..... (Parent)

Signed: ..... (Principal or authorised delegate)

Date: .....

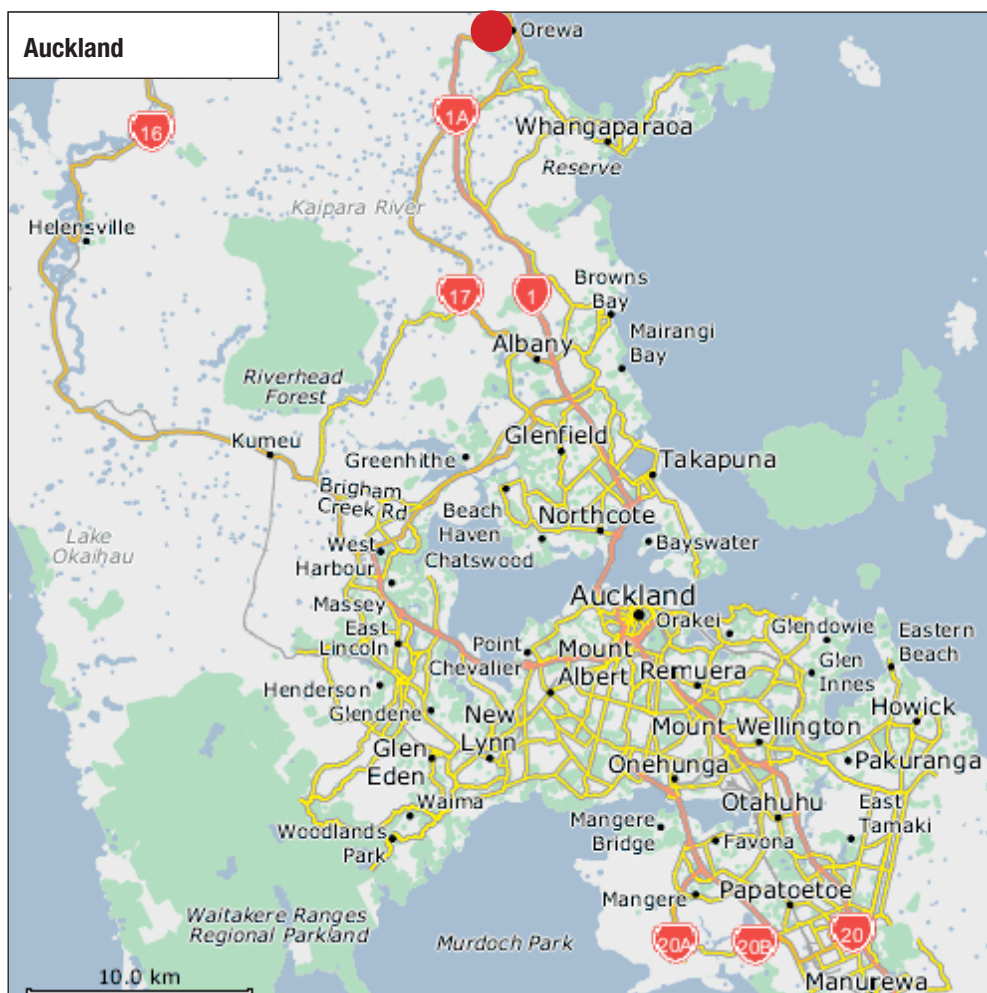
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