

Orientation handbook

International Students of
Bayfield High School 2019

This Booklet Belongs To: _____

SCHOOL PERSONNEL

You will meet lots of people during your first few days at school. Here are some of the people you may meet early on. Remember, they are there to help.

The Principal is:

Mrs. Forbes

The Deputy Principal is:

Mr. Beagley

Head of International Students is:

Mr. Cameron

The International Student Coordinator is:

Tracey Candy

The Homestay Coordinator is:

Felicity Tombs

Teacher in Charge E.S.O.L. is:

Ms. Curran

My Tutor Teacher is:

The Careers advisor is:

*(this person will give you advice about University,
Polytech or Language School applications)*

Mr Cameron or
Ms Duncan

In the case of an Emergency the number to call in New Zealand is: 111

WHERE DO I GO FOR HELP FOR SCHOOL OR HOMESTAY PROBLEMS?

The International Student Coordinator – Tracey Candy is at school from 9:30am until 3:30pm each day. International Student Office is at the back of the ESOL room (R1). The Homestay Coordinator –Felicity Tombs can be contacted any time on 027 348 0648.

The **Director of International Students** is Mr. Cameron. He is responsible for student academic progress, discipline, attendance, and promoting Bayfield High School to international markets:

Subject selection – please see Mr. Cameron if you wish to change courses.

University, polytechnic, language course information and advice

Tracey Candy is our **International Student Coordinator** and is responsible for all financial matters, day to day problems, Insurance, Visas, Offers, Receipts and answering general queries from agents and parents.

Felicity Tombs is our **Homestay Coordinator** and is here to help with any homestay problems or questions. Small problems are easily solved – do not let them become big problems.

The **Teacher in charge of ESOL** is Ms. Curran. She is responsible for making sure you are placed in the correct ESOL class and will help you achieve your English requirements.

THE SCHOOL DAY

You should be at school by 8.25 am (8.50 am on Wednesday)

Tutor Group Time:	10.35am – 10.50am. (No Tutor Group Wednesday)
Interval:	is at 10.50am – 11.10 am
Lunch Time:	is from 1.00 pm - 1.40 pm
Reading Time:	is from 1.45pm – 2.05pm
School finishes:	at 3.00 pm, but you may be required to stay till 3.30 pm
Assembly:	is held in Herron Hall fortnightly on Friday

If a student's work or conduct becomes unsatisfactory, they may be detained longer than 3.00 pm. An after-school job is **not** an excuse for not fulfilling this obligation.

Students shall remain in the school grounds during the lunch break unless they have a signed lunch pass and/or a note in their Diary from parent/ caregiver. They may **not** take friends home.

A note in the Diary signed by Parent/Caregiver must accompany students on their return to school after being absent.

No student will be allowed to keep an appointment during school time unless an appointment card and/or a signed note in the Diary is produced. On leaving school for the appointment a **Sign out Form** is to be completed at the **Student Office** before leaving - producing the appropriate appointment card / note from Parent/Caregiver in Diary. Check in at Student Office on return from your appointment to Sign In, the time is noted.

Uniform

A high standard of regulation uniform items is expected to be worn at all times.

School Boundaries

Students will not leave the school grounds during school hours without written permission. The Inlet, when wet, will be out of bounds. You will be told of this at school.

Cycle Sheds are out-of-bounds except for the purpose of placing or taking bicycles away. Bicycles are not to be ridden in the school grounds.

School Buses

On the school buses and in all public places, a high standard of dress and behaviour is expected while in school uniform and representing your school.

NCEA LEVEL 1, 2 and 3

How it works

National Certificate in Education Achievement (NCEA) is the name of the qualification all students at years 11, 12 and 13 are working towards.

NCEA Requirements

Level 1 – 80 credits at level 1,2 or 3; including 10 Literacy + 10 Numeracy

Level 2 – 60 credits at Level 2 or above + 20 credits from any level
+ Level 1 Literacy and Numeracy

Level 3 – 60 credits at level 3 + 20 credits from level 2 or above.

University Entrance Requirements

University Entrance (UE) is the minimum requirement to go to a New Zealand university. **To** be awarded UE you will need:

- NCEA Level 3
- Three subjects - at **Level 3 or above**, made up of 14 credits each, in three approved subjects
- Literacy - 10 credits at **Level 2 or above**, made up of:
 - 5 credits in reading
 - 5 credits in writing
- Numeracy - 10 credits at **Level 1 or above** as outlined above for level 1.

Once you have met the requirements for University Entrance it will appear on your Record of Achievement.

Endorsement of Certificates

National Certificates can be awarded at achieved, merit or excellence level. For example, NCEA Level 1 with Excellence.

To gain an endorsement with Excellence you will require 50 credits at Excellence, to gain an NCEA endorsed with Merit requires 50 credits at Merit or above.

Credits counting towards endorsement may be gained over more than one year and more than one level but must be gained at the level of the certificate or above. For example, Level 2 credits will count towards endorsement of a Level 1 NCEA, but Level 1 credits will not count towards endorsement of a Level 2 NCEA.

If you have any questions regarding NCEA, ask your subject teacher or talk to Mr Cameron.

SCHOOL FACILITIES AND ACTIVITIES AVAILABLE TO YOU

Sick Room

Permission must be sought first from your teacher and then report to the Student Office (*in the Administration block*), before going into the sick room.

Parents may be telephoned and asked to come and take you home.

Students cannot go home unless a host parent is available; permission to go home can only be given by the student office staff.

School Counsellor

Is there to help you with personal, social and school problems, and is generally available on demand, or an appointment can be made from the Student Office.

School Nurse

There is a Public Health Nurse available to the school for a wide range of health issues. The times she will be available are displayed on the notice board outside the Student Office and School Counsellor's office.

Library: Open School hours + 3-4pm Monday to Thursday

Home-work centre: Tutors available Monday to Thursday 3-4pm

Activities: (s-summer terms 1 & 4; w- winter terms 2 & 3)

Computer Club	Canoe Polo	Curling -w	Basketball -w
Netball -w	Cricket -s	Tennis -s	Rugby -w
Choir	School Show-s	Softball -s	Music classes
Jazz Band	Athletics	Orchestra	Indoor Hockey
Badminton –w	Volleyball –s	Christian Group	Soccer -w
Hockey -w	Sailing -s	Chess	Debating
Triathlon & Multisport – s		Futsal -s	

WHAT TO DO IF? NAME _____

Fill in the table below with help from your ESOL teacher. If you know what to do in these situations, your life at the school will run smoothly.

WHAT DO YOU DO IF?	WRITE YOUR ANSWERS HERE
You are sick and can't come to school	
You are late to school	
You need to pay for a trip or activity	
You want a locker	
You want to play a particular sport at school	
You want to know about the school buses	
You want a Bayfield High School ID card	
You have lost something	
You feel sick during the day	
You are having problems with another student	
You have a serious problem	
You don't understand something in class and need subject help	
You have to leave school early for an appointment	
Your uniform is in the wash or you have lost some of it	
You get a detention	
You use your cell phone in class and it is taken off you.	
My email address is	
My mobile phone number is	
You need to call Emergency Services	

TIPS FOR YOU IN YOUR HOMESTAY

Your host family is sharing their home because they want to. Be part of the family and respect them. Respect the house as a home – it is not a hotel. Respect the personal and private property of your host family.

Communication between you and your host family is essential to a successful arrangement.

Say “thank you” often so they know you appreciate them.

Share yourself and your country with your family – after all, this is one of the reasons they wanted to host you. Talk about life at home, show pictures and point out differences and similarities.

Remember – it’s not right, it’s not wrong, it’s just different.

It is up to you as the student to adapt to the lifestyle that already exists in the home, not the other way around.

Ask questions and say if you do not understand.

Discuss rules, household chores and meal times with your host parents during the first week. It is best to know what is expected right from the start.

Always tell your homestay where you are going and when you are coming home.

You are expected to eat with the family. In New Zealand most families eat together at a regular time at the table.

Be on time! Do not be late for meals, appointments, and coming home in the evening. Phone your host family if you will not be home for dinner, or if you will be late home.

Join in your family’s activities. Your participations in outings, visiting relatives, helping to prepare a special dinner, or in any activity your host family enjoys, shows that you want to be a real member of the family.

Expect to pay for your personal expenses. Your family is not responsible for buying your shampoo, clothing or entertainment costs.

Discuss with your host family, any plans you make and get their approval before finalising your plans. They need to know where you are at all times.

Weeknights should be spent at home unless you have sport or other school activities.

If you want to stay away from home during the weekend you must have the permission of your host family, and they need the name and phone number of where you will be. Don't expect your family to host your visitors (although some will offer to do this). Your family agreed to host you – please do not expect them to be a hotel if any members of your family should visit.

Don't borrow money from your hosts. If you have a problem with money, tell your international student coordinator.

Most New Zealand families go to bed around 10.00pm during the week. Please be considerate and do not play loud music or use your computer late at night.

Before you call your parents at home if you feel you have a problem, talk to your host family, International Student Coordinator or Dean. It is best to solve problems where they are happening and calling your parents can cause them unnecessary worry.

On the following pages you will find extra information to help you in your homestay and also general information to help you in Dunedin.

You must pay for your own mobile phone, international and national calls.

BEDROOM

Please feel free to study in your room but do not spend all your time in your bedroom. Try to talk to your family about different things every day. You may have many things to share and talk with your host family. It will assist your English.

Members of your host family will generally knock on your door but some (small children) may walk into your room without knocking. This is because they are treating you as a family member. Try not to worry about this.

There are no locks on bedroom doors in our country. If a door is shut, please knock.

The bed may be different from your country. We sleep between the sheets which we wash each week. Ask your family to show you how to make your bed.

Keep your room tidy. Please empty your own rubbish bags.

New Zealand families like to let sunlight and fresh air into bedrooms. We pull back the curtains and open the windows during the day. Please ask advice before opening the windows.

Most New Zealand families go to bed about 10.00pm. If you stay up later, make sure your turn the lights and heaters off. It is our custom to say "goodnight" to each other before we go to bed.

USING THE SHOWER AND BATHROOM

Ask your family what time is best to have your shower or bath. When taking a shower, pull the curtain across or shut the shower door and put a bath mat on the floor. Do not throw water on the floor. Take only 5-10 minutes in the shower. We usually shower once per day.

LAUNDRY

Talk to your host parents about washing your clothes, they may do it for you in which case you will need to ask where you are to put clothes to be washed. You may decide to wash your own, you will need to ask your host family when the best time may be to do so. If you wish to do hand washing, it is done in the laundry, not in the bathroom. Your host family will show you where the clothes line is - this is the best place to dry your clothes.

Remember: you must not hang wet clothing and underwear in your wardrobe or bedroom. Dripping water can damage carpet and furniture.

Do not place wet clothes on heaters or close to heaters to dry. This can cause a fire.

MEAL TIMES AND EATING

Start your meal when your family starts to eat. It is a good idea to compliment the person who cooked the meal. He/she will appreciate it.

In New Zealand we eat quietly. This is the polite way in our culture. For some of you it is the custom to eat noisily (for example with soup or noodles). For us this is very bad manners.

Remember to ask someone to pass the salt, salad, sauce etc to you. It is good to pass these things to other people. Do not reach over the table.

It is OK to say "no thank you" to food you do not like. Your family will not mind. But do try a few new foods. It is all part of your New Zealand experience.

We usually stay at the table until everyone has finished eating.

Host families may appreciate help to: set the table, clear the table, do the dishes etc.

Ask your family what food you can eat between meals.

You may want to cook for your family. Talk to your host family about this, as New Zealand stoves are different to those in your country.

Don't use your mobile phones or electronic devices at meal times, this is rude.

Lunches: talk to your family about lunches. Tell them what you like and what you don't like, talk about who will prepare your lunch and when.

Remember: You must always tell your family in advance when you will not be home for a meal.

FAMILY OUTINGS

It is fun to join in with the family outings and visits. This is a chance to see the country, make new friends and practice you're English. If your family goes somewhere that involves expense, for example, a movie, offer to pay your share. This may be different from your own country where a host may pay for everything. Please be friendly when meeting new people.

If you can't speak the language a smile is a good start.

New Zealanders enjoy family pets. Most houses have a cat or dog, which may live inside.

KEEPING WARM

New Zealand houses are usually bigger and much colder than those in your country. This living area is usually heated.

Electricity is very expensive in New Zealand.

Most New Zealand people prefer to wear a warm jersey than turn on a heater. It is essential to have warm clothes, as Dunedin's weather can be very changeable.

Don't leave your heater on for long periods of time. Always turn it off when you leave the room or go to sleep.

Warm the room and then turn the heater off.

Some families use an electric blanket to warm the bed. Do not sleep with the blanket turned on.

Be very careful using multi boards for heaters, phones and laptops, overloading can cause fire.

TRANSPORT

All local buses are "pay as you enter". It is much cheaper to buy a monthly pass. You can often use this for different trips as well. You can ask the bus driver or a passenger to tell you when your stop is near.

We ask you to taxi home after dark. It is not safe to walk around the city alone at night.

In New Zealand you must wear a seat belt in a car.

You must wear a cycle helmet when you ride a bicycle. Do not ride on the footpath.

You may not drive or own a car while at Bayfield, or be driven by another student, unless they have a "full driver's licence". However, if you wish to gain a Learner Licence, you must get permission from the International Student Director.

VALUABLES/MONEY

Be careful with money. Carry only what you think you will need. Look after your valuables (eg: cameras, phones, laptops etc.) carefully. Not everyone is honest. ***Do not lend money to other students.***

A bank account and a cash card can be arranged for you by either your host family or the International Student Coordinator.

Remember: *You should carry your school ID and the address and phone number of your host family at all times.*

HEALTH

Please speak with your host mother about any problems. Do not be embarrassed as changes in climate and food can often affect your health.

If you are sick your host parent may make an appointment for you to see a doctor. There is a charge for visits to the doctor and for medicines, keep all receipts and you can claim your money back on your Health Insurance at a later date (Tracey can assist you to make a claim).

The school must be phoned if you are unwell and will not be coming to school. Please phone 455 0113 and advise the student office.

GAMING

It is expected that you keep gaming and your time on electronic devices to a minimum.

We strongly encourage our Homestay Parents to turn their Wi-fi off at a reasonable time at night (11pm at the latest) and if possible have all devices docked in the living area.

If you appear to be falling behind, are late for school and/or sleepy in class because of excessive gaming we will notify your parents and agent and request permission to confiscate your electronic devices. The devices will be held by us until there is an improvement in your schooling.

QUESTIONNAIRE FOR FIRST WEEK WITH NEW HOST FAMILY

What do I call you? Mum, Dad or First name?

I am expected to make my bed, tidy my room daily and clean the bathroom after I use it. What else am I expected to do daily?

What do I do with my dirty clothes? Where do I keep them until wash day?

Should I wash my own underclothes?

What if I want to wash my own clothes?

May I use the iron and washing machine any time?

Where do I keep my bathroom and toilet stuff?

What is the best time for me to use the bathroom on weekday mornings?

Is it best for me to shower in the morning or evening? How much time can I spend under the shower?

What time are meals during the week and at the weekend?

What do I do if I am not going to be home for a meal? What happens at the weekend?

Would you like me to have a permanent responsibility at mealtimes? eg: set the table, clear the table, wash up, dry the dishes, empty the rubbish bin etc.

Responsibilities of the Homestay and the School

The School:

The school is responsible for:

1. The procedures for the selection and monitoring of homestay carers and homestay residences.
2. Meeting with the students at least once a term to ensure that the accommodation is suitable.
3. Adhering to the conditions of the Code of Practice for the Pastoral Care of International Students including:
 - assessment and selection of homestay placements, including Police vetting and assessments of the homestay carer's suitability and of the residential facilities
 - ongoing training for host families
 - monitoring of placements, including meeting with students once a term to ensure accommodation is suitable
4. Providing parents and host families with advice and information on best practice
5. Providing parents and host families with a support infrastructure
6. A 24/7 emergency contact person

Host Family/Designated Caregiver:

The Host Family/Designated Caregiver is responsible for:

1. A safe and friendly living and studying environment
2. 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
 - transport arrangements to and from school
 - bathing/showering/bathroom access
 - laundry
 - transport to and from sports practises

Host Families/Designated Caregivers must:

- 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 (must be police vetted)
- notify the school if the student is sick
- notify the school immediately if there are any problems with the student eg: medical condition, misconduct
- arrange for doctor's appointments if the student is sick
- 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.
- ensure students are not using their electronic devices online, Sun – Thurs after 10 pm.

Host Families are not expected to:

- 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 or comply with unreasonable requests.

Student Withdrawal / or Non-Attendance

If you withdraw from your course of study at Bayfield High School before the completion date you may be eligible to a refund. You must first advise the International Student Coordinator.

- An application for a refund must be made in writing to the Principal explaining why you have withdrawn from the course and your reason for seeking a refund.
- If your application is made before the start of the course your fees will be refunded less the administration charge of \$500, plus agent fees and any other costs incurred by the school.
- If your application is made after the start of the course but before the second half of the course your fees will be refunded less:
 - an administration charge of \$500
 - any agent fees
 - costs to school already incurred for tuition
 - components of the fee already committed for the duration of the course including appropriate proportion of salaries of teacher and support staff
 - costs already incurred for use of facilities and resources
 - the proportion of the government levy the school is required to pay
 - any additional costs incurred.
- The Board guarantees a refund of the unspent portion of tuition in the event that the school is unable to provide a course or programme it has promised.
- If your application is made after the second half of your course, you will not receive a refund except in exceptional circumstances.
- The school will make no refund to a student who is expelled from the school.
- A letter to students Agent / Parents warning that their attendance is not acceptable, and they may be withdrawn from courses and a copy of this letter will be sent to NZ Immigration.

HOMESTAY FEES (Paid in Advance)

- If you move out of your homestay before the end of the contract a portion of your homestay fees not already used will be returned to you.
- To have your Homestay fees refunded you must write to the Principal giving one weeks notice or pay one week's fees in lieu of notice.
- If you quit your homestay contract prior to moving into the homestay, your fees will be refunded in full.
- Students requesting a change in homestay must give one week's notice to the homestay or if they wish to leave immediately pay one-week homestay fees.
- If the homestay asks for the student to leave, one week's notice is not payable.
- If the School decides to remove the student from the homestay no notice will be paid.

Circumstances in which Tuition may be Terminated

- If the student has supplied false or misleading information on enrolment.
- A student must be 18 years to buy and/or drink alcohol. You must not be in possession of alcohol in the central city. This includes unopened cans and bottles. Alcohol is strictly forbidden at school, at any school function or on any school trips.
- If a student has possession, produces, sells, or uses, any non-prescribed drugs (drugs other than those from a doctor or pharmacy). This includes cannabis in any form. Non-prescription drugs are strictly forbidden at school, at any school function or on school trips.
Consequence: Youth/District Court – arrested, conviction, monetary fine and your visa will be cancelled.
- If the student is involved in any form of criminal behaviour.
- If suitable accommodation cannot be found due to the student's behaviour.
- If a student ceases to attend Bayfield High School
- If a student has continued unexplained absences, 90% attendance is required.
- Inadequate progress by the student due to failure to attend classes or complete assignments.
- The student's gross misconduct or continual disobedience is harmful or dangerous to other students at the school.
- Because of the student's behaviour, it is likely that the student or other students will be seriously harmed.

Where a student's behaviour, safety and well-being, either at school or with the Homestay family causes concern the school will –

- bring the matter to the attention of the international student's parents and also notify the agent
- follow the school's procedures relating to pastoral welfare and safety

Initially the student will be interviewed by the International Student Director who may use a range of interventions strategies that could include –

- referral to the dean for action
- informing the Deputy Principal/ /Principal
- referral to the counsellor, including the use of an interpreter
- peer support programme
- case conference with Parents/Designated Caregivers/Homestay Parents/ Agent/Guardian, as appropriate
- teacher/teacher aide support
- students will be subjected to normal school disciplinary procedures if welfare and safety concerns are not a factor

Where the school is unable to resolve welfare and safety matters the school, as appropriate and necessary, will contact and utilise outside agencies such as the New Zealand Police, CYFS or NETS.

If a student ceases to attend Bayfield High School, the school will notify the student's parents and/or agent and the New Zealand Immigration Service.

Grievance Procedures

Problems with subjects or teachers

Please discuss with your teacher first. If the problem cannot be solved, see Mr Cameron. If you have done this and still think you have a serious problem, you can ask to see the Principal, Mrs Forbes

Problems with friends at school

Please see your tutor teacher first and if you still have a problem, see Tracey or Mr Cameron. If you have done this and still think you have a serious problem, you can ask to see the Principal, Mrs Forbes

Problems with your Homestay

If possible, discuss your problems with your homestay parents. It is always important to make sure any small problems are dealt with before they become major ones. If you are unable to talk with your homestay parents, please contact Tracey. If the problem cannot be solved, see Mr Cameron. If you have done this and still think you have a serious problem, you can ask to see the Principal, Mrs Forbes

Laws of New Zealand.

ALCOHOL:

You must be 18 years old to buy and/or drink alcohol.

You must not be in possession of alcohol in the central city. This includes unopened cans and bottles. There is a "liquor ban" in this area – check the street signs for the exact area. Alcohol is strictly forbidden at school, at any school function or on school trips.

Consequences: Youth/District Court – arrested, conviction, monetary fine

DRUGS:

It is against NZ Law to be in possession, produce, sell, or use, any non-prescribed drug (drugs other than those from a doctor or pharmacy). This includes cannabis in any form. Non-prescription drugs are strictly forbidden at school, at any school function or on school trips.

Consequence: Youth/District Court – arrested, conviction, monetary fine, visa cancelled. Entry to the United States and New Zealand permanently declined.

CARS:

No International student is allowed to own or drive a car while studying at Bayfield. Only get into a car if the driver is on a full New Zealand licence and this takes up to two years to qualify for a full licence.

Please make sure you wear your seat belt at all times in a car and never accept a ride home in a car from someone you do not know.

Consequence: You are not covered by your insurance if the vehicle you are travelling in is in an accident and the driver is not on a full New Zealand licence.

A conviction (being convicted of a crime) of any nature will result in expulsion and the New Zealand Immigration Service will be informed.

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

We hope your stay here will be a happy one.

Ewen Cameron

Director of International students

ecameron@bayfield-high.school.nz

Mobile 0273166347

International Student Coordinator

Tracey Candy

9:30 – 3:30 at school

Ph 4550113 ext 730

international@bayfield-high.school.nz

Homestay Coordinator

Felicity Combs

Mobile: 027 348 0648

homestay@bayfield-high.school.nz

Appendix 1: 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 booklet 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 that 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.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. 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 education provider. The Code is also available online from www.nzqa.govt.nz/providers-partners/education-code-of-practice/

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz/providers-partners/education-code-of-practice/ If the education 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 education 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

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

2019 International Student Calendar

Term I	28 January – 12 April (11 weeks)
<i>January</i>	
25 Jan (Fri)	Teacher Only Day
28 Jan (Mon)	Year 9 & Year 13 International Course Confirmation & Uniforms
29 Jan (Tues)	Year 9 and 13 International Student Orientation/Testing 9am
30 Jan (Wed)	Whole School Tuition
<i>February</i>	
6 (Wed)	Waitangi Day
12 (Tues)	School Athletics
21 (Thurs)	International Students BBQ 5.30pm
18 – 22	Marketing Survey to be done
26 (Tues)	School Athletics Back up day
<i>March</i>	
7-9 (Thurs/Sat)	International Students Trip Te Anau/Milford
8 Mar (Fri)	Otago University Liaison
25 (Mon)	Otago Anniversary day
<i>April</i>	
12 April (Fri)	End of Term – Junior Reports
Term 2	28 April – 5 July (10 Weeks)
<i>May</i>	
9-11 (Thurs-Sat)	International Students Trip Tekapo/Mt Cook
<i>June</i>	
3 June (Mon)	Queen's Birthday
17 – 21	Student Survey to be done
27 (Thurs)	Co-Ed Sports Tournament
<i>July</i>	
4 July (Thurs)	International Farewell
5 July (Fri)	End of Term NCEA progress report / Junior Reports

Term 3	22 July – 27 Sept (10 weeks)
24 July (Wed)	Open Night
<i>August</i>	
7-10 (Wed - Sat)	International Student Ski Trip
10-13 (Sat–Tues)	Yr 12 Outdoor Education Ski Trip
<i>September</i>	
2-6 (Mon-Sat)	Tournament Week
Term 4	14 Oct – 6 Dec (8 weeks)
<i>October</i>	
17-19 (Thurs-Sat)	Yr 12 OED Tramp
21 (Mon)	Labour day
29 (Tues)	International Student Graduation
30 (Wed)	Sport and Cultural Prize Giving
<i>November</i>	
5 (Tues)	Senior Academic Prize giving
7 (Thurs)	NCEA Exams start
<i>December</i>	
2-6 (Mon-Fri)	Year 10 Camp
6 Dec (Fri)	Junior prize giving End of Term Junior reports