



Westlake Girls High School  
Te Kura Tuarua o ngā Taitamawāhine o Ururoto

# International Student Handbook



## PRINCIPAL'S WELCOME



Jane Stanley - Principal

Welcome to Westlake Girls High School – we are delighted you are joining us. Whether you stay for all your high school years, or just a term, we hope your time at Westlake is successful both academically and socially.

Our International students are a vibrant and valued part of our school. You bring with you the richness of your own culture, which helps define who we are as a community. We look forward to learning more about you and where you are from.

I know you will make the most of your learning in New Zealand, but I hope you also make the most of the wonderful social opportunities on offer. We have a great range of clubs at the school, which are a wonderful way to meet people and make new friends. The International Department also organises social events and travel experiences, so make sure you stay connected.

Auckland is a beautiful city with lots to do, and the parks, bush walks and beaches here on the North Shore are well worth a visit. Experiencing life in Auckland as a “Kiwi” is all part of your New Zealand adventure – one I’m sure you will enjoy.

We look forward to being part of your adventure as you join the Westlake Whanau (family).

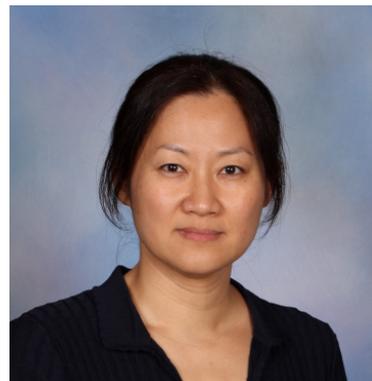
## THE INTERNATIONAL TEAM



Ms Annie O'Brien  
International Director  
Strategy & Marketing Ext 765



Mrs Lyn Swan  
International Director Students  
Ext 785



Chantelle Wang  
International Dean  
Ext 763



Mrs Sam Hee Moon  
Administration  
Ext 766



Ms Janet Cheng  
Student Services  
Co-ordinator  
Ext 307



Ms Katty Davenport  
Homestay Co-ordinator  
Ext 209

# THE INTERNATIONAL OFFICE

The International office provides support and advice to all International students and helps you with having a happy and successful time at Westlake Girls.

Westlake Girls High School offers International students:

- Orientation Programme
- On-call emergency assistance 24/7 for International students, parents and homestay families
- Pastoral Care support – social, personal and cultural issues
- Academic support
- Airport transfers to and from your accommodation
- Homestay placements
- Online visa renewal service
- Student insurance policies

The House Deans will provide you with ongoing academic support and pastoral care.

Discipline issues are handled by the House Deans and the International Director.

The International office team are always available to assist you from 8am before school, interval, lunchtime and after school until 4.30pm.

Please remember that every question is a good question! If you do not know the answer – then we are here to help and assist you with your school journey.

Phone: (09) 489 4169

Email: [international@westlakegirls.school.nz](mailto:international@westlakegirls.school.nz)

**After Hours Emergencies 027 414 7707  
(This is only for something that cannot wait until the following day)**





## ADVICE FOR YOUR FIRST TWO WEEKS

- When you arrive here, contact your family at home to say that you arrived here safely. Your host family/ caregivers will help you do this.
- Attend International student orientation every day to complete your enrolment process and have your ID photo taken. This will give you the opportunity to meet with our staff and choose your subjects and be given a tour of the school.
- Find your classrooms and learn the way around school.
- Learn how to use the library and its resources.
- Introduce yourself to other students in school. There are usually lots of new students at each orientation - so do not worry, you will make many new friends!
- Convert your mobile phone for use in New Zealand.
- Open a bank account. The International team can help with this.
- Receive your student ID card.
- Settle into your new homestay or home where you are living.
- Check out information about Auckland: [www.aucklandnz.com](http://www.aucklandnz.com)
- Remember: ask the staff on the International team for help if you have any concerns. They are all keen to talk with you and help you in any way they can!

## CULTURE SHOCK

When you leave your own culture and go to another, you may experience a wide range of feelings and reactions. It is common for international students to experience feelings of excitement and enthusiasm on arriving in New Zealand.

After you have settled into your studies, you may experience feelings of loneliness, sadness, homesickness, isolation and possibly frustration and anger, or you may doubt your decision to have come to New Zealand.

Experiencing some or all of these feelings is known as culture shock. Don't worry, this is normal and you are not alone. Every student is affected, be it in one way or another. We are here to help you through this time.

Some of the differences between life in your home country and life in New Zealand may be:

- Language
- Food
- Climate
- Social life
- Religious beliefs
- Education system
- Family life
- Occupations

## HOW CAN YOU ADJUST TO A NEW CULTURE

Understand that there will continue to be uncertainties and confusion. Imagine how a local resident might react to living in your own country. Observe how people in your new environment act in certain situations that are confusing to you. Try to understand why they behave as they do. Avoid judging things as either right or wrong; regard them as being different.

Recognise the advantages of living in a new culture and share your experiences with different people. Avoid having friends only from your country, learn to mix with domestic students and share each other's cultures. Join a club, sports team or youth group.

Throughout the period of cultural adaptation, take good care of yourself. Read a book or rent a DVD in your home language or take a short break if possible. Exercise and get plenty of rest, write a letter, email, skype or telephone home, eat good food, and do things you enjoy with friends. Take special notice of things you enjoy about living in the new culture. Although it can be a little scary, the 'shock' will gradually go away as you begin to understand the new culture.

Other differences that you may experience include:

- How other students relate to their teachers
- How people spend their leisure time
- How people resolve conflicts and disputes
- The laws and regulations governing the people
- How people make decisions
- How people express feelings and emotions and the meaning of hand, face and body movements

Due to these feelings, you may be asking yourself questions such as:

- Am I speaking properly?
- Do people understand me?
- Will I be successful in my studies?
- Will I find friends here?
- Should I discuss my personal problems with anyone?

Your body and your mind may react in unusual ways to the stress and confusion of living in a new culture.

If you are feeling a little sad, please come and talk to a member of the International team.

We all come from different countries and we really do understand what it feels like to be away from our home country. We also make amazing yummy hot chocolate which always helps with homesickness.

Remember sometimes sharing your feelings helps! Let us try!



# SCHOOL GUIDELINES AND EXPECTATIONS

## International Student Attendance Policy

You are required to attend 100% of your programme. If you are sick and cannot come to school, your caregiver must contact the International Department on 489 4169 ext 307 as well as send an email to: [international@westlakegirls.school.nz](mailto:international@westlakegirls.school.nz)

Upon your return to school you must bring a note from your caregiver to explain your absence. **This note can only be written by your caregiver that you live with. You or your Agent may not write a letter. This is very important!**

If you are studying NCEA then you must follow the rules as set out in the NCEA student guidelines. Please ensure you are familiar with this document.

If you have unexplained absences or poor attendance we are required to inform Immigration New Zealand who are likely to revoke your visa and you may be sent home.

## Leaving School Grounds

Appointments for doctors, dentists etc. should be made out of school hours. **You must never leave the school grounds without permission.**

**Only Year 13 students are allowed to leave the grounds at lunchtime. All other year levels must stay in the school grounds at all times unless supervised by their teacher or a member of the International Team.**

Members of staff from Westlake are out and about in the local area. If they see you in a Westlake Girls Uniform out of school – they will approach you and ask for your ID.



## Appointments out of school

If you have an unavoidable appointment (doctor, dentist etc.), you must bring a note from your homestay parent/guardian. Show the note to a staff member of the International Department and they will give you a leave slip. Show this leave slip to your class teacher if you need to leave their class and give it to your form teacher the next day. Remember to sign the iPad at the main office before you leave and sign back in if you are returning to school later that same day.

## Feeling unwell

If you do not feel well during the day, you must see the School Nurse in the Health Centre. If the school nurse feels it is necessary, she will contact your homestay parent or guardian to take you home. **You must NEVER go home without permission.**

If you can't find the nurse, then go to the International Department, where a member of the International Team will always assist you. If our office doors are closed – knock. We are always keen to help you.

## Medical Conditions and Medication

It is very important that any medical conditions or medication taken has been declared on the enrolment form. Failing to do this may affect your school visa and you may have to return to your own country.

## Use of Computers

Computer use is governed by the rules outlined by the IT/Computing/Cyber Safety Agreement included in your tuition agreement. You are encouraged to bring your laptop or device to WGHS and use it in appropriate places. Wi-Fi is available and you will be given information on how to log on during Orientation. This is not to be used for personal entertainment e.g. downloading music videos or movies.





## Extra-Curricular Activities

We encourage you to get involved in the extra-curricular life of the school, such as sport or music. There are many different sporting codes played in the school with something for everyone, including netball, basketball, table tennis, badminton, hockey, cricket and many more.

## Activities arranged for International Students

Just Play is for students who want to play a variety of games in a non-competitive environment here at school. This is a great way to make new friends and have fun.

## Stay and Cook

Stay and Cook is for students who want to learn to cook basic recipes and have fun mixing with other International students. You can make suggestions on what you would like to prepare.

A one day activity can be arranged each term, numbers permitting. This is usually on a Saturday.

For example:

- Term 1 - Hobbiton Film Set
- Term 2 - Tiri Tiri Matangi Wildlife Sanctuary
- Term 3 - Rainbows End Adventure Park

These activities will require additional payment. Please note if you request a place on one of these trips, payment will be required at the time of booking and this will not be refundable.

## Music

Westlake Girls is well known throughout New Zealand for music. There are several different orchestras, bands and choirs. Some of the choirs are auditioned and others are for anyone who likes to sing. If you play an instrument and would like to become involved in a musical group, see the Music Department. If you want to find out about an activity, talk to the teacher in charge of that activity. You can also ask your form teacher and International staff to help you.

## WGHS may terminate your International student contract if you

- Behave violently, either physically or verbally, towards another student or staff member.
- Act in an offensive manner towards another student or staff member.
- Are convicted of a criminal offence.
- Are found in possession of any illegal drugs or illegal substance either in or out of school.
- Continuously break school rules - including attendance, behaviour, uniforms etc
- If your behaviour is considered unreasonable in your homestay and accommodation can't be found for you due to this, then one of your parents will be asked to come to NZ to take care of you. If this is not possible then you may have to return home due to your safety being at risk. Please refer to the code of conduct.

## Fees Payment

Westlake Girls High School may terminate the student's contract with the school if the student's fees are not paid in full by the specified time.

## Owning or driving a motor vehicle while studying at Westlake Girls

Westlake Girls International students are not permitted to drive or own a car at any time during their studies. If you travel in a car you should always check the person driving has a full licence. This is your responsibility and not the driver's responsibility.

In New Zealand drivers are not allowed to carry any passengers unless they have a full licence. Some NZ young people over the age of 16 will have a restricted driving licence only. This means they have restrictions on the times they can drive and also who they can carry as passengers. You should not be travelling in a car when the driver is on a restricted licence! If you are not sure always ask!

## Lunchtime Tutoring

WGHS offers lunchtime tutoring in many subjects at most levels. Please ask the International Office if you feel this is something you might be interested in.

## After School Tutoring

Please enquire at the International Office if you would like to join this group.

## Part-Time Work

Students who are studying at Year 12 and Year 13 may be given permission from the International Department to work part-time. This will only be considered if your attendance is excellent. You will also need permission from your parents if school has approved your request.

To be able to work, you will have to apply for a VOC (Variations of Conditions) to your student visa. Do not apply for any jobs unless you have been given approval by the International Office and received the appropriate forms.

Any student not coping with their studies because of work commitments may jeopardise their place at Westlake Girls High School.



# FEES REFUND POLICY

## Refund Policy

### Requests for a refund of international student fees

Westlake Girls High School will consider all requests for a refund of international student fees. Requests should be made in writing to Westlake Girls School as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to Westlake Girls High School:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

### Non- Refundable Fees

Westlake Girls High School is unable to refund some fees. The following fees relate to expenses that Westlake Girls High School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded.

#### Administration Fee:

Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

**This is not refundable.**

#### Insurance:

Once insurance is purchased, Westlake Girls High School can apply for a refund of insurance premiums paid on behalf of a student. Students and families may also apply directly to an insurance company for a refund of premiums paid. A full refund is at the discretion of the insurance company unless a prior claim has been made.

#### Homestay Placement Fee:

Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students prior to the refund request, cannot be refunded.

#### Used Homestay Fees:

Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

#### Portion of Unused Tuition Fees:

Westlake Girls High School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by Westlake Girls High School and may vary depending on the time of year the request is received.

#### Second Half of Course:

There will be no refund for any course when the second half has commenced.

#### Outstanding Activity Fees:

Any activity or other fees incurred by a student during enrolment and owed to Westlake Girls High School at the time of withdrawal, will be deducted from any eligible refund.

### Requests for a refund for failure to obtain a study visa:

If an international student fails to obtain an appropriate study visa, a full refund of international student tuition fees will be provided upon sighting of an office letter from immigration stating that the visa has been declined less any administration fee that has been paid.

## **Requests for a refund for voluntary withdrawal:**

### **Withdrawal Prior to Enrolment**

a) If the Student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

b) If the Student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided less a minimum of ten weeks tuition fees and any relevant non-refundable fees set out in this policy.

### **Withdrawal After Enrolment**

If an international student decides to return to their home country for any reason other than the student's serious illness or the serious illness or death of a close family member, the school will consider but not guarantee a request for refund **less a minimum of ten weeks tuition fee** and any other relevant non-refundable fees as outlined in this policy. Reasonable written notice of withdrawal is required by Westlake Girls High School.

### **Requests for a refund for enrolment of one term or less**

Where the student is enrolled for one term or less and withdraws early, or where Westlake Girls High School terminates the student's enrolment, any unused portion of international student fees will not be refunded.

### **Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider:**

If Westlake Girls High School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, Westlake Girls High School will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the student or their family and Westlake Girls High School

### **Other circumstances where a refund request may be considered:**

#### **Where a student's enrolment is brought to an end by Westlake Girls High School**

In the event a student's enrolment is ended by Westlake Girls High School for a breach of the Contract of Enrolment, Westlake Girls High School will consider but not guarantee a request for a refund less:

- Any non-refundable fees set out in this policy
- A minimum of Ten weeks tuition fee from the date of termination
- Any other reasonable costs that Westlake Girls High School has incurred in ending the student's enrolment

#### **Where a student changes to a domestic student during the period of enrolment**

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of at least ten weeks of the change is required by Westlake Girls High School. Unless otherwise agreed by Westlake Girls High School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after Westlake Girls High School receives written notice of the student's domestic student status.

#### **Where a student voluntarily requests to transfer to another signatory**

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of at least 10 weeks of the transfer is required by Westlake Girls High School. Unless otherwise agreed by Westlake Girls High School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

#### **In cases of global crisis or natural disaster: -**

- If a new International student is prevented from arriving, a full refund minus administration fees will be provided.
- If an existing International student residing in New Zealand decides to return to her home country at that stage, the normal refund policy remains valid.
- If an existing student is prevented from returning to New Zealand, a distant learning option must be made available and communicated with the student, parent and/or agent.
- Where educational provision can be effectively provided, the normal refund policy remains valid.

## Refund of other fees

### Requests for a refund of homestay fees

If for any reason, an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

### Requests for a refund of fees unused at the end of enrolment

Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$200 will be refunded to the student in cash. Sums greater than NZD\$200 will be refunded into a nominated bank account.

### Outstanding activity fees or other fees

Any activity or other fees incurred by a student during enrolment and owed to Westlake Girls High School at the time of withdrawal, will be deducted from any eligible refund.

### Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees over NZD\$200 received from outside of New Zealand will be refunded to a nominated bank account in the source country.

### Rights of families after a decision regarding a refund has been made

A decision by Westlake Girls High School relating to a request for a refund of international student fees will be provided to the student or family in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

In the event the student or their parent is dissatisfied with a refund decision made by Westlake Girls High School or are dissatisfied with the process Westlake Girls High School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.





## LEARNING ENHANCEMENT TEAM

### Counselling

WGHS has counsellors on site who can assist and support you on any personal and relationship issues. The counselling services are confidential and free to all students.

Some issues counselling can help you with are:

- Loss or grief
- Concerns about sex or sexuality
- Organising your life
- Changes and worries in your life
- Relationships
- Resolving conflicts/mediation with others
- Relaxation
- Managing addictions
- Personal trauma
- School and study
- Family

If you would like to see one of the counsellors, you can go to the department in person or via the appointment card system. Place the card in one of the locked boxes provided outside the counsellors' offices in the Learning Enhancement area.

### Harassment/Bullying

Behaviour that constitutes bullying and racial harassment can include a wide range of behaviour, one or all of which may cause another person distress.

The following are some examples of bullying and racial harassment:

- Intimidation
- Unjustified criticism
- Humiliation
- Yelling, screaming
- Rudeness
- Gossip
- Isolation

Any allegations of sexual, racial harassment or bullying will be treated seriously. If you feel you have been bullied or harassed, talk to a counsellor, the International team, or a senior staff member. Your complaint will be taken seriously.

### Health Nurse

The school health nurse is available for confidential assistance with any medical or health issue or concerns and to provide referrals as appropriate. You can make appointments to see the health nurse at the main office.

# INFORMATION ABOUT NEW ZEALAND AND LIVING IN THIS WONDERFUL COUNTRY

The ethnic make-up of New Zealand's population is diverse; it is mainly comprised of a mix of Māori, European (Pakeha), Asian, Middle Eastern and Pasifika people (people from the Pacific region). People of European and Māori ethnicity make up 70% and 15% of the population respectively. Excluding those of European or Māori origin, the next largest ethnic groups are, in order of size: Chinese, Samoan, Indian, Cook Island Māori, Tongan and Korean.

New Zealanders are considered to be very friendly and are interested in learning about other people's culture and society. You will find that they will ask questions about you, and they are happy for you to ask questions about them, and about New Zealand in general.

They like to joke and smile but are slow to make friends with others. It is important to meet and to get to know New Zealanders. Try to get out and meet lots of people - once you have formed one friendship it will be easier to make others. It doesn't matter if you make mistakes with your English. Making mistakes and learning from them will improve your communication.

## **Please and Thank You**

Please and thank you are phrases often used in New Zealand – even for small favours it is polite to say thank you. This is very important in New Zealand, if you don't do this you may be considered rude.

## **Social Activities**

New Zealanders, especially males, often shake hands when meeting each other for the first time.

If you want to meet with someone professional, for example a doctor, you need to make an appointment first to meet them. On most occasions you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals but also with friends. New Zealanders rarely visit each other without calling in advance and letting the person know that they intend to visit and what time they will arrive.

New Zealand is a very open society. On the whole, men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together. You will probably have both male and female teachers and support staff. Men and women are treated in the same way and take on similar roles in society. In New Zealand, women are often in positions of authority such as business leaders, and politicians, and the role of the wife/mother in a New Zealand family may be slightly different from what you are used to.





## SOME IDEAS FOR YOUR SAFETY

The North Shore is considered to be a safe place but, like anywhere in the world, common sense and some care are needed. Please take care of your belongings at all times, particularly cameras, iPads, laptops and mobile phones. Also take care of your money, and don't carry too much cash with you. Most of your money should be kept safely in the bank.

Safety reminders to help keep you safe:

- Do not walk alone at night, especially in dark places or parks.
- Let your homestay know where you are going and when you will be coming home – make sure it is not late.
- Carry a cell phone, your address and telephone number.
- Carry a telephone number for a taxi company in case you need transport home. Taxis are more expensive than other public transport but can be good for occasions where several people are sharing the fare or when public transport is not available, such as late at night. Uber is also available in New Zealand.
- Always carry your bag and wallet with you.
- Make sure you keep your passport and any other important documents in a safe place.

## EMERGENCIES

If there is an emergency, 111 is the direct number for the fire brigade, police or ambulance.

Alternatively you can call the after-hours International student emergency number which will be answered by a member of the International team (027 414 7707) but they will not be able to assist you as quickly as the police, fire brigade or ambulance.



## Pedestrian Safety

As a pedestrian it is important that you follow the road rules and guidelines shown below. They will help ensure your safety when you're walking near roads or crossing the road.

- Please remember cars drive on the left hand side of the road.
- Footpaths provide a safe place for you to walk. Where a footpath is provided, use it. Where there is no footpath walk on the side of the road facing oncoming traffic except on curves, where it is best to walk on the outside edge of the curve. If possible, walk off the road, or as close as possible to the edge of the road at night. Wear light-coloured or reflective clothing, or carry a torch to help you be seen.
- When using a shared path you must be careful and considerate. A shared path may be a cycle path, a footpath, or some other kind of path used by pedestrians, cyclists, riders of mobility devices and riders of wheeled recreational vehicles at the same time. There will be a sign telling you it is a shared path.
- Be careful when crossing driveways, particularly when your visibility is restricted by buildings or fences. Remember, if a driver is coming out of a driveway, their vision will be restricted and they may not see you.
- Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross and quickly walk straight across the road.
- Remember, it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.
- When crossing the road at an intersection, remember to check behind and in front for turning vehicles.
- When crossing the road at night, cross near a street light if you can.
- If you need to cross the road when you get off a bus, wait until the bus has moved away before checking for moving vehicles.
- If you have to cross the road between parked vehicles, move out as far as the headlight of a parked car nearest the traffic, then check for moving vehicles and wait for a gap before crossing the road.

## Pedestrian crossing

If you are within 20 metres of a pedestrian crossing with white painted lines or traffic signals, you must use the crossing, footbridge, underpass or pedestrian traffic signals to cross the road. Don't dawdle on a pedestrian crossing. Don't step out suddenly onto a pedestrian crossing if any vehicles are so close to the crossing that they cannot stop. Remember to look right first, and then left at the centre of the road.

## Courtesy crossings

Courtesy crossings are not official pedestrian crossings. They provide a place where drivers can stop safely to allow pedestrians to cross. However, drivers are not obliged to stop at courtesy crossings, so use them with care. These crossings do not have white painted lines.

## Alcohol and Smoking/Vaping

In New Zealand people younger than 18 years of age are not permitted to drink alcohol. We ask you to respect this rule for your own safety. **International students at Westlake Girls High School are not allowed to drink alcohol at any time.**

Students are forbidden to have in their possession any tobacco/vaping products, alcohol, drugs, unauthorised medications, offensive and dangerous weapons, matches and lighters. If you are found in possession of any of these, you will be dealt with seriously and may be required to leave the school.

## Religion

According to 2006 Census information, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and nearly 1.3 million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism. There are many religious groups and organisations throughout the country. The best way to find contact information is to look online under 'Churches' at yellow or under the name of the religious group or denomination in the White Pages.

For the Yellow Pages, go to: [www.yellow.co.nz](http://www.yellow.co.nz).

For the White Pages, go to: [www.whitepages.co.nz](http://www.whitepages.co.nz).

## Discrimination

New Zealanders should not discriminate – it is against our law. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person comes from or their religion or if they have a disability, they should be treated as an equal and you should treat them as an equal too. If you think you have experienced discrimination, contact the International Department or another senior staff member. Your complaint will be taken seriously.

## Tipping

Tipping is not expected. People occasionally tip the waiter/waitress in an expensive restaurant. Tips are not expected in cafes or fast food restaurants, some have jars for tips.

## Toilets

Public toilets in New Zealand are generally free to use and are usually segregated for male and females. They are non-squatting, European-style toilets. Water basins are available for washing hands and usually have two taps, one for hot water and one for cold.

## Punctuality

If you are meeting someone or attending classes, it is important to be on time. If you are going to be late, it is courteous to call and let the person know when you expect to arrive.

## Clothing

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and short skirts or shorts during the summer. You may sometimes see people bare footed or wearing jandals (sandals).

## Manners

When shopping, going to the bank or visiting any other place where others are doing similar things to you, a queuing (or lining up) system is used. This means that whoever comes first will be served first ("First come, first served"). It is considered bad manners to go ahead of someone else, who was already there when you arrived.

New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if they see people behave in these ways.



# LIVING ARRANGEMENTS FOR INTERNATIONAL STUDENTS ATTENDING WGHS

There are only three types of accommodation for International Students attending Westlake Girls High School.

## 1. Homestay Accommodation

Living with a homestay family which is arranged and approved by the school. A Homestay placement fee of \$450 is charged for this service and any subsequent change, requested by yourself/your agent or your parent. A minimum of one weeks paid notice must be given to the host family.

You are not permitted to contact a Westlake Homestay family directly if you wish to move there. This would put the host family in a very difficult situation. This is always arranged through the International Department – please speak to the Homestay Co-ordinator to discuss this.

## 2. Designated Caregiver

Living with a DCG (Designated Caregiver). A DCG is a person who has been designated by your family to take care of you. This person must be a relative or a close family friend. Your parents will have signed a declaration stating that this person is either of these and is very well known to them. A member of the International staff will visit the home prior to your arrival/moving in to confirm that this is a suitable and safe environment for you to live in. You must never move in with a DCG without permission from the International Department. An annual Designated Caregiver fee is payable when you move into a DCG and for each subsequent change.

## 3. Parent

Living with one or both of your parents who will have a Guardianship Visa. This means they have been granted permission to stay in New Zealand and look after you while you are studying. If for some reason your parent has to return to your own country, they must advise the International Department before they leave. This is very important, so that alternative accommodation can be arranged or approved for you.

You are not permitted to live alone or in a flatting situation with any other students, regardless of their age.

Any move must be approved by the International Department before any arrangements are made. This is very important and by not complying you could be putting yourself at risk and also making it difficult for Westlake Girls to ensure your safety. This may result in you having to return home to the safety of your parents or one of your parents coming over to stay in New Zealand.

You should always ensure that the Homestay Co-ordinator or the Designated Caregiver support person has been informed if there are any changes in your accommodation, e.g.

- Host mother or host parents have gone away or additional people are staying in your accommodation.

Westlake Girls takes your safety very seriously and always complies with the Code of Practice for the Pastoral Care of International Students.

Failing to inform the school of changes may result in you being moved into alternative accommodation immediately. Additional charges to cover the alternative homestay will apply.

# WESTLAKE GIRLS HOMESTAY PROGRAMME

The Homestay Programme gives you extra opportunities to practise English while you are in New Zealand and the chance to learn about the New Zealand lifestyle.

Homestay is where you stay in the home of a New Zealand family, or family of another nationality who have made New Zealand their home. This will give you the opportunity to experience the joy and richness of other cultures and customs, different from your own.

Homestay is one of the greatest experiences you can ever have if you travel, and you will also make new friends. Our homestay hosts are carefully selected for their kindness and caring responsibilities. If they are English speakers, you will get to improve your English by talking to them. You may also be able to enjoy family activities, celebrations, religious practices and sporting events.

A homestay can be a retired couple, a single-parent family, a single, divorced or widowed individual, as well as a traditional family. They can be young or older, with or without children.

Many of the families have travelled, lived abroad or have hosted students before so they may be aware of the challenges you will face while in New Zealand.

We place all our students in very trustworthy families who will provide a safe physical and emotional environment. Our homestay families are police checked and regularly visited. We also hold special evenings for our host families to integrate with each other.

**IMPORTANT TO NOTE:** Flattening is not permitted in any circumstances. Students are not allowed to live with other students regardless of age. There should always be an adult caregiver living in the house.

It is the responsibility of you and your New Zealand guardian/caregiver to inform the International Department of any changes in your accommodation **before you move**.

When you live in a Westlake Girls homestay, you are living in a family home and you should expect the same restrictions as you would in your own home. If you make a real effort to become part of the family, your time there should be enjoyable.

Here is some information to help you get the most out of Kiwi culture and life in a host family:

## Settling Into Your Homestay

Most students settle quickly into homestay. In the first few days you may experience jetlag (tiredness from the long flight to New Zealand and change in time zone), culture shock, or homesickness. Don't worry too much because it should pass quickly. You will soon make new friends and begin to feel comfortable with your new lifestyle.

If you are having problems then please talk to someone about it. You can talk to your host family, your teacher, or the International Department.

You may like to show your host family photos from home as this will help them get to know you better. Try and find out more about your family and join in as part of the family when you feel comfortable.



## Food

Your host family will provide breakfast, a packed lunch, an evening meal and snacks each day. Your host family may make your meals for you or ask you to do this. Make sure that you politely tell your host family if there are foods that you dislike.

At breakfast time most busy families usually help themselves to breakfast, but check with your host family as they may prefer a sit down meal. If you are making your own breakfast or lunch, then it will be expected that you will tidy up after yourself. Wash the dishes you have used and leave the kitchen in the same state as you found it.

Dinner is often a time to socialise and most families will sit around the table for this meal.

You are always expected to eat your meals at the dining room table. Please do not take food into your room. Eating in your room will attract ants and other insects. This is not pleasant for either yourself or your host family.

If your family are out on Saturday/Sunday they will leave food for you or show you what you can eat. Once again, please ensure you leave the kitchen in a tidy state if you are reheating or preparing any food.

In New Zealand, we generally say "Thank You" to the person who has provided the meal.

The food in your family may be quite different to what you are used to. You came to New Zealand and chose to live in a host family to practise your English and learn more about the culture, so please keep an open mind.

If there is something you really do not like or you would like, then please discuss this with your family.

**IMPORTANT TO NOTE:** It is very important to make contact with your host parents if you are going to be late for dinner or not attending dinner at all. Please try to ring before 12 noon.

It is also very important that you give a contact number if you are going out. You and your homestay should always be able to make contact with each other at any time. Your mobile phone should always be charged and working.

## Cooking and Chores

Most New Zealanders eat three meals each day:

Breakfast (around 7am to 8am)

Lunch (around 12noon to 2pm)

Evening meal, dinner or tea (from 6pm to 8pm)

New Zealanders usually eat with a knife, fork and spoon. If you are not sure which one to use, ask your hosts. If your host asks you if you would like a 'second helping', the host is asking whether you want more food.

If you have medical, dietary or religious restrictions on certain foods, it is good to tell your host before you join them for a meal. Please ensure you have advised the International Team of this information also.

**If you have any special dietary requirements you should have disclosed these on your application form as they could incur additional costs.**

If you would like to cook your own food sometimes, make sure you ask if that is alright. Maybe the family would like you to cook your national food for them. Don't forget to clean up afterwards.

Most Kiwi families will share the work around the house (called chores), so you may be asked to help out with washing and drying dishes. You must keep your room clean and tidy at all times.



## Your Bedroom

Please keep your bedroom tidy, the floor area clear and any rubbish needs to be removed and disposed of in proper rubbish bins. This will also apply to any other rooms in the house that you use.

Please respect the home you are living in and leave any room in the same tidy condition as you found it.

## Laundry and Bathroom

Your family will wash your clothes. If you wish to wash your own clothes, please tell your homestay parents you want to do so. All washing must be done using the washing machine. Please do not wash your clothes in the bath or shower, or hang wet clothes in your bedroom.

Showers should be limited to 5-8 minutes to conserve water. Please keep the bathroom tidy, and clean up after you have used it.

If you plan to dye your hair, discuss it with your homestay before you do this! They may request that you do this in the garage, as you will be responsible for any spills on floor coverings or towels.

## Telephoning

Please do not use the homestay landline without permission. It is very expensive to call overseas from New Zealand, so the best thing to do is to buy an International Phone Card or use Facetime or similar tools. These make calling home much cheaper and easier. If you wish to make any calls you should use your own mobile phone.

### Please note:

As of 1 September 2011 a new law to stop 'Peer to Peer' file sharing was introduced in New Zealand. This means you MUST NOT download anything that breaches international copyright law.

Your homestay has the right to stop you from using the home internet, if they believe you are breaching this new law. This is because the owner of the internet is penalised, not the user.

## Friends visiting your Home

Your friends will be welcome in the house but, out of courtesy, you should always seek permission from your host family before you invite friends home, particularly if you want them to eat with you and the family. Friends almost never stay over without permission from your host family and your host family checking with their caregiver that this is okay.

## Speaking English in your Homestay

You should remember that one of the main reasons you are studying in New Zealand is for you to learn to speak English. If you are living with an English speaking family, it is polite to speak English when you are in the family areas of the house. Please remember this if you have friends visiting.

## Going out in the Evening

If you are going out in the evening, you must ask permission from your host family before you go out. Let them know where you are going, who you are going with and what time you expect to be home. If, for any reason, you are going to be late, you must let the family know so that they do not worry about you. You should always give them your mobile number and ensure that you keep it switched on when you are away from home and that your mobile phone battery is fully charged before you leave the house.

You are not permitted to stay out overnight regardless of your age, without permission from your homestay parents. It is expected that your homestay parents will contact the parents of where you wish to stay to confirm that this arrangement is suitable and you will have supervision.

## Curfew

The New Zealand law says that young students are to be under supervision at all times, unless we receive written permission from your parents.

The following are times that students must be home as an indication only, and you can discuss these further with your host family. Your host family and you will be able to agree to a mutually convenient time to be home and this must be adhered to at all times. If you are going to be late, it is very important that you ensure your host family are aware. If you fail to do this, then it could cause unnecessary concern and worry for your family. If you are late then they may contact the International emergency phone to advise of their concerns.

AGE	SUN - THURS	FRIDAY	SATURDAY
14-15 years	6pm	Under Supervision	Under Supervision
15-16 years	7.30pm	10pm	11pm
17-Yr 13 (any age)	7.30pm	12am	12am

## Travel and Activities during School Holidays and Weekends

You are not permitted to travel around or out of New Zealand unsupervised at any time during your period of study with Westlake Girls High School, unless you are flying directly home to your own country. The International Department can advise you of suitable approved tours that are available. (Additional costs will be incurred for these trips.) Before undertaking any of these trips, a leave form should be completed which includes written permission from both your parents and homestay/designated caregiver. For further information and leave forms see a staff member in the International office.

## Importing Goods into New Zealand

Only items for your personal use should be delivered to your homestay address (or any other address) in New Zealand. You are not permitted to receive goods for other people or sell items that have been delivered to your address whilst studying as a Westlake Girls student.

Important information from New Zealand Customs:

- Goods mailed into New Zealand may be subject to import duty. Import duties are calculated on the customs value of the goods in New Zealand dollars.
- The goods may also be subject to Goods and Service Tax (GST) of 15%. Based on the customs value of the goods, and including the duty (if any) and postal/courier charges.
- Goods liable for duty and GST of NZ\$50 or more cannot be released until the charges are paid.
- There will also be an import entry transaction fee (IETF) and MPI biosecurity system entry level of \$48 charged additionally on items.
- Regular importation of items will require you to register with IRD as an income earner declaring all income earned and regularly filing tax and GST returns.

## Homestay Payments

Your homestay fee includes accommodation and food. It does not cover special toiletries, stationery, bus fares or extra snacks at school.

Board money, whether paid by the school or your family, is to be paid fortnightly to the host family. If you wish to move, you must give at least one weeks notice to the International Department. If you do not do this, you will have to pay one weeks board in lieu of notice. You will also have to pay the homestay placement fee of \$450 when you request the move. Please see the information sheet on moving homestay.

Before moving out you **MUST** consult the International Department. If you leave your homestay for any period of time during the year, maybe to return home for a holiday, full board must be paid. If you wish to return to the same homestay family after the summer vacation, a retainer fee is required. (This is \$100 per week and is only payable at the end of the school year). If you would like further information please speak to our staff in the International Department.

Your parents/agent or yourself **must not transfer** any monies for your living expenses or pocket money directly to your homestay family. The funds for your living expenses can be sent to school (if this is necessary) and we can arrange regular weekly/monthly payments for you. The funds would be held in a secure school bank account.

## If you have problems in your Homestay

The best homestay experience is when you feel like a member of the family. This will happen when you make an effort to engage as part of the family. Be polite, be friendly, be helpful, and talk about any suggestions or problems with your new family.

Remember you are a guest in the Homestay family, and if you want to use or change anything to make your stay more comfortable, then you must discuss it with your family first. The best way to ensure you have a good experience in homestay is to discuss any problems or issues with your family. If this does not help, then you can always talk to the International Department, counsellors or any staff member.

We all want you to have an enjoyable time while you are studying at Westlake Girls High School.

Remember we are always here to help and there is "no question that is not a good question" if you are unsure of the answer! Please ask!



## 2021 THE CODE OF PRACTICE

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. New Zealand Education providers like Westlake Girls High School has an important responsibility for International students' welfare. The Code is a document that provides a framework for service delivery by education providers and their agents to International students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider. The Code does not apply to concerns about academic standards.

The Code sets standards for education 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 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of International student grievances

### How can you get a copy of the Code?

You can get a copy of the Code from the International Office at Westlake Girls. The Code is also available online from: [https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_English.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf)

### Complaints

In the first instance, the complaint should be directed to the appropriate person and, where possible, resolved co-operatively and at an early stage. The International Department will try to help you. If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to the Deputy Principal. Please follow the International student complaints flowchart and complete an International student complaints form. At this stage all complaints must be in writing and signed by the complainant. If a complaint is of a very serious nature, staff will immediately inform the Principal about the nature of the complaint.



## What do I do if something goes wrong?

If you have concerns about your treatment at Westlake Girls High School or by an agent of WGHS, the first thing you must do is contact the International Director, or a senior staff member.

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. Please follow the International student complaints flowchart and complete an International student complaints form.

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualifications Authority (NZQA), who will process your complaint.

NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the Code.

NZQA also has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect your immigration status. You can download the complaint form.

Completed complaint forms, along with supporting evidence, can be sent to:

The Complaints Officer  
New Zealand Qualifications Authority  
PO Box 160  
Wellington 6140

Or email/scan the completed form along with scans of any supporting evidence to:-  
schoolcode.enquiries@nzqa.govt.nz

For more information on the complaint process, students can contact NZQA on (free phone) 0800 697 296.

## Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Eligibility for Health Services

Most International students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at [www.moh.govt.nz](http://www.moh.govt.nz).

## Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website [www.acc.co.nz](http://www.acc.co.nz).

## Compulsory Insurance

It is compulsory for you to have current medical and travel insurance for the duration of your programme of study in New Zealand. This is a condition of your study visa and the insurance must cover you from the date when you leave your country to the expiry date of your visa plus one week. If your insurance was not arranged through Westlake Girls High School then it is your responsibility to ensure that the school is provided with a copy of your valid insurance policy. If you do not have valid insurance then you will not be allowed to attend your classes.





## PHONE DIRECTORY

Fire, Police, Ambulance  
Civil Defence

Dial 111  
0800 22 22 00

For more information and advice before, during and after an emergency such as earthquakes, tsunamis, fire, floods and volcanic eruptions.

Shore Care Clinic, Smales Farm

Tel: 486 777  
24 Hour Accident & Medical Clinic  
Specialist Clinics  
X-Ray and Ultrasound  
Pharmacy (open 8.30am - 11pm, 7 days)  
GP Practice, immigration medicals

Waitemata Asian Health Service

Tel: 486 8347

Family Planning Association

[www.familyplanning.org.nz](http://www.familyplanning.org.nz)

Lifeline New Zealand

522 2999 or [www.lifeline.co.nz](http://www.lifeline.co.nz)

A free confidential and non-judgemental telephone counselling service. Operating 24 hours a day, 365 days.

Youthline

0800 376 633 or text support to 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or visit [www.urge.co.nz](http://www.urge.co.nz)

Youthline offers a range of services for young people and their families across New Zealand and is available 24 hours a day.

Chinese Lifeline

522 2088 or outside Auckland call 0800 888 880

Provides a confidential and free telephone counselling and support service for Cantonese and Mandarin speakers. Operating hours are Mon-Sun 10am-2pm; Mon-Fri 7pm-10pm

Citizens Advice Bureau

0800 FOR CAB (0800 367 222) [www.cab.org.nz](http://www.cab.org.nz)

The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

New Zealand Customs

[www.customs.govt.nz](http://www.customs.govt.nz)

Ministry of Health

[www.moh.govt.nz](http://www.moh.govt.nz)

Immigration New Zealand

[www.immigration.govt.nz](http://www.immigration.govt.nz)

### Information to assist you settling into NZ

[www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/informationforyourfirstfewdays/](http://www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/informationforyourfirstfewdays/)

### Information to assist you settling into NZ

[www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/settlingin/](http://www.immigration.govt.nz/migrant/stream/study/imacceptedtellmemore/settlingin/)

Accident Compensation Corporation

[www.acc.co.nz](http://www.acc.co.nz)

Ministry of Education

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

### A guide to living in NZ

[www.minedu.govt.nz/~media/MinEdu/Files/EducationSectors/International/Education/ForInternationalStudentsAndParents/LivingGuideEnglishVersionPDF.pdf](http://www.minedu.govt.nz/~media/MinEdu/Files/EducationSectors/International/Education/ForInternationalStudentsAndParents/LivingGuideEnglishVersionPDF.pdf)

### Resources for Chinese students

[www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/ChinaResources.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/ChinaResources.aspx)

### Resources for Korean students

[www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/KoreaResources.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/KoreaResources.aspx)

Language Line

[www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

Kiwi Careers / Career Services

[www.kiwicareers.govt.nz/www.careers.co.nz](http://www.kiwicareers.govt.nz/www.careers.co.nz)

New Zealand Transport Authority

Pedestrian Safety

[www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians.html](http://www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians.html)





Te Oranga me  
Te Haumarū Ākonga

**Learner Wellbeing  
and Safety**

# The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021



**NZQA**

NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

This pamphlet summarises The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. It provides information for students and their parents on what to do if they have a complaint about their treatment by a New Zealand education provider or agent of an education provider.

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## What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at [www.education.govt.nz](http://www.education.govt.nz)

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

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## Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

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## How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

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## What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability

- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

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## What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (**for concerns and complaints about a provider breaching the Code**) or
- iStudent Complaints (**for concerns and complaints about money or contracts**).

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## Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

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## Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

### You can contact iStudent Complaints in a few ways:

#### Website

[www.istudent.org.nz](http://www.istudent.org.nz)

#### Email

[complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

#### International phone number

64 4 918 4975

#### Freephone

(within New Zealand)

0800 00 66 75

#### Fax

64 4 918 4901

#### On social media:

##### Facebook

[www.facebook.com/istudent.complaints](http://www.facebook.com/istudent.complaints)

##### WeChat

(search for 'NZ iStudent Complaints' Chinese language only)

#### Post:

**iStudent Complaints**  
**P.O. Box 2272**  
**Wellington 6014**  
**New Zealand**

Image courtesy of Brand Lab.



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

December 2016

[New Zealand](http://www.govt.nz) Government





## International Student Handbook Declaration

I have received a hard copy of this document and I understand that it is my responsibility to read this carefully to ensure that I comply with the contents at all times.

我已收到该文本文件，我了解我有责任仔细阅读此文件，以确保我始终遵守相关内容。

저는 이 문서를 받았으며 이 문서의 내용을 잘 읽고 이해할 의무가 있음을 알고 있습니다.

ข้าพเจ้าได้รับเอกสารเรียบร้อยแล้วและเป็น ความรับผิดชอบของข้าพเจ้าที่จะอ่านเอกสารอย่างละเอียด และจะปฏิบัติตาม

Student Name (Print clearly) \_\_\_\_\_

Student Number \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Homestay Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Parent Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_