



# TE PAERUA O AOTEA

*Kia eke atu ki Taupaenui o te tangata*  
People reaching their full potential



# Handbook

## FOR INTERNATIONAL STUDENTS

# Emergency Contacts



If you need

- ⇒ Police
- ⇒ Ambulance
- ⇒ Fire Engine



**PHONE 111**

Your **DOCTOR** will be the same as your homestay family. Write the name and number:

Doctor: \_\_\_\_\_

Phone: \_\_\_\_\_

Make sure you have the phone numbers of other people you may need in an emergency. Get your homestay family to help you fill these in.

Homestay phone number \_\_\_\_\_

Homestay address \_\_\_\_\_

Neighbour's phone number \_\_\_\_\_

## Homestay parents work or Mobile numbers

Parent 1 \_\_\_\_\_

Parent 2 \_\_\_\_\_

## Who to Contact in the International Office

International Administrator/Homestay Coordinator 06 223 2000

**To be appointed**

International Leader 06 223 2000

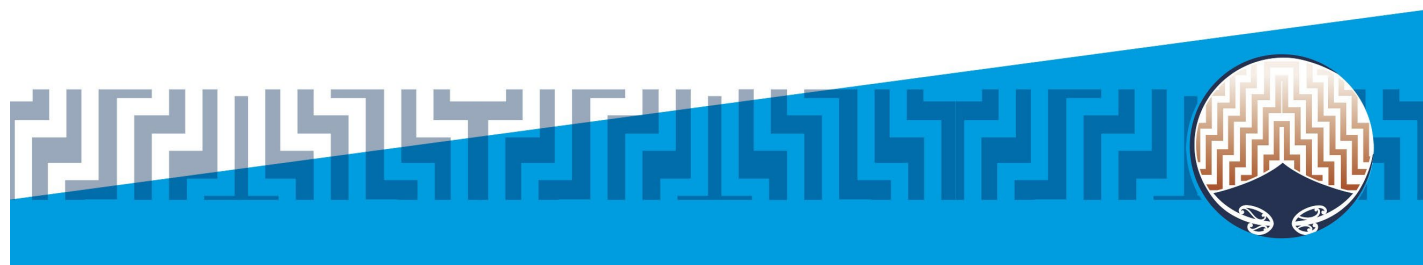
**To be appointed**

Emergency Number (24 hours)

**027 232 4940**

School Absences

06 223 2000 Ext 1



# International Department Staff



## **Yolandi Coetzer – International Pastoral Lead**

*I am responsible for international students here at Te Paepae o Aotea. I am looking forward to working with our international students and to guide their experiences of our school, our community and our country. As a student at Te Paepae o Aotea you will see a lot of me. When you arrive, I will help you select subjects for your timetables and help with any problems you may be having in the classroom and school. I will be there to help you celebrate your successes, face your challenges, and I take overall responsibility for ensuring your time in New Zealand is safe and positive. My door will always be open to Te Paepae o Aotea's international students and I am looking forward to meeting you soon.*

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



## **Clare Baylis & Jan Roberts - International Administrators/Homestay Coordinators**

*Our role is to help everyone in our international family to feel informed and supported. We deal with all administrative matters and assist with documents required for your visa applications, insurance claims and sending out school reports. We will try to answer any questions you may have.*

*We're here to support students and hosts as you learn to live and adventure together. We want you to have a wonderful time in NZ, and am available for you to talk about anything, respecting your views and feelings. I can assist you with host relationships, travel and tour plans, friends, NZ culture or any other challenges you are facing. Please feel comfortable to approach me with any questions.*

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



## **Des Bain - ESOL Lead**

*I have been working as the ESOL Lead at Te Paepae o Aotea since its establishment in 2023. The English language and cultural diversity are two of my greatest passions. That is why I am always happy to support international and migrant students at Te Paepae o Aotea to achieve their best results in class and enjoy all the activities the school and community have to offer. If you need individual support, I am also available to help you with any challenges you have, outside the classroom. I look forward to meeting you and learning more about you, your culture and your goals.*

Email: [des.bain@tepaepaeoaotea.school.nz](mailto:des.bain@tepaepaeoaotea.school.nz)



## **Pauline Hurley - International Leader**

*I am a passionate and experienced leader who oversees the International Student programme to ensure our students succeed in their studies whilst attending Te Paepae o Aotea. I look forward to building relationships with students, agents, partner schools and host families to grow and nurture a strong and supportive international programme. I will ensure all international students wellbeing is my priority and that they successfully integrate into our school life in a safe and nurturing environment.*

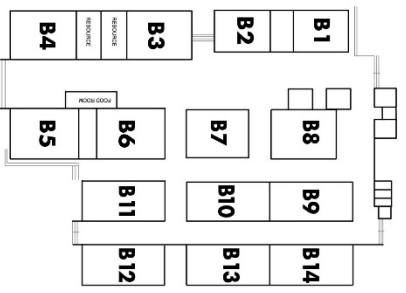
Email: [Pauline.Hurley@tepaepaeoaotea.school.nz](mailto:Pauline.Hurley@tepaepaeoaotea.school.nz)



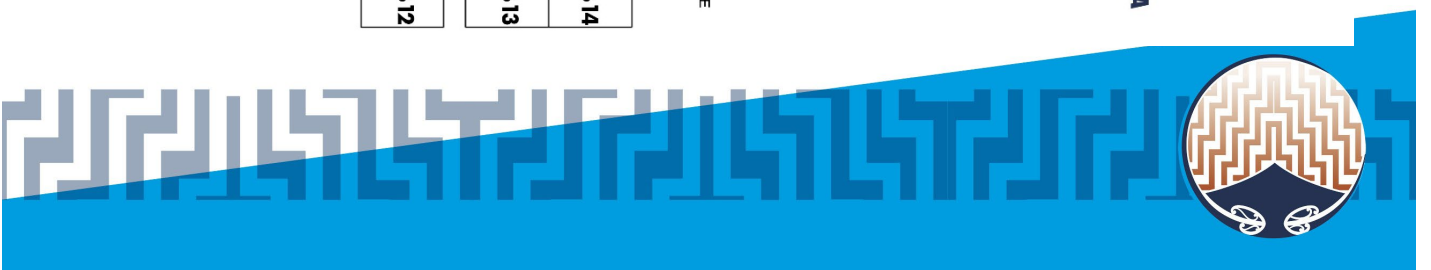
We are very happy to see you in South Taranaki, your adventure in New Zealand begins!  
This booklet is to help you settle in Te Paepae o Aotea.



# School Site Map



**TE PAEPAE O AOTEARA**  
 Kōwhiri i te Tōrangaiti o te Tangata  
**SITE MAP**



# About Te Paepae o Aotea

## Attendance

You are expected to attend Whānau Hui at 9:00 am each day and must leave the school buildings by 4.00 pm unless under staff supervision.

Attendance is mandatory for you to keep your student visa. If you do not attend, New Zealand Immigration service may cancel your visa. It is your responsibility to comply with the attendance requirements.

## Absences

If you are going to be absent from school, your homestay parents should **Ring the School** Attendance Line on 06 223 2000, option 1, **OR** email [attendance@tepaepaeoaotea.school.nz](mailto:attendance@tepaepaeoaotea.school.nz)

In the case of illness, and if you are away for **3 or more** days, the School can legally request a Doctor's Certificate.

## Absent in Class

If you are not present in classes, your Homestay parents will be notified.

## Uniform

You are expected to wear correct Te Paepae o Aotea uniform as outlined in the Student Handbook. Please check with the International Administrator if you are unsure of the uniform criteria and for help if you need to order any items from the website <https://tepaepaeoaotea.nz/uniforms.com/>

## Lost Property

If you lose something, check at the Pastoral Office and the Main Office – please ensure all items of clothing and possessions are labelled with your name.

## School Holidays

Pick up a Travel Request Form from the International Office if you or your host family are planning any trips away. You must return the completed forms to the Homestay Coordinator at least two weeks before the trip. It is essential that the school knows where you are at all times.

Independent travel is not permitted. Students are not permitted to stay unaccompanied in motel or backpacker style accommodation. Parental permission is required for any travel or overnight stays of more than seven days or that results in you missing any scheduled school days.

If you plan to be absent during term time, you must complete a leave application form **before** you take your leave.

## Personal Details

It is important that you inform a member of the International Team if there are any changes to your parents' contact details in your home country.



## Classroom Expectations and Behaviour

- be on time.
- do not talk while teacher is talking.
- ask questions to clarify anything not understood.
- no cell phones during the school day.
- do NOT eat in class.
- record all homework.
- **You may be required to complete course work and assessments even if you are not doing NCEA.**

## Well-Mannered People...

- smile and give eye contact.
- greet people they know (yes, even teachers!).
- call people by name.
- are polite.
- are modest.
- care for the environment. Always put their litter in the bin (even if it means carrying it for a while). Pick up rubbish if they see it about the place.
- respect other people's belongings.
- give way at doors and in the hallways and always say 'please' and 'thank you'.
- answer politely when the roll is called.
- wait until the teacher dismisses the class before packing up or leaving.
- accept others as they are – without criticism.
- are aware that they represent the school, their family and themselves in the way they dress and act.

## Code of Conduct

The school is committed to providing a safe and healthy environment for students, staff, and visitors.

The Code of Conduct applies:

- to all conduct, speech, and action, and includes emails, texts, phone calls, social media, or other communication
- at all times when enrolled, whether on campus or off it.

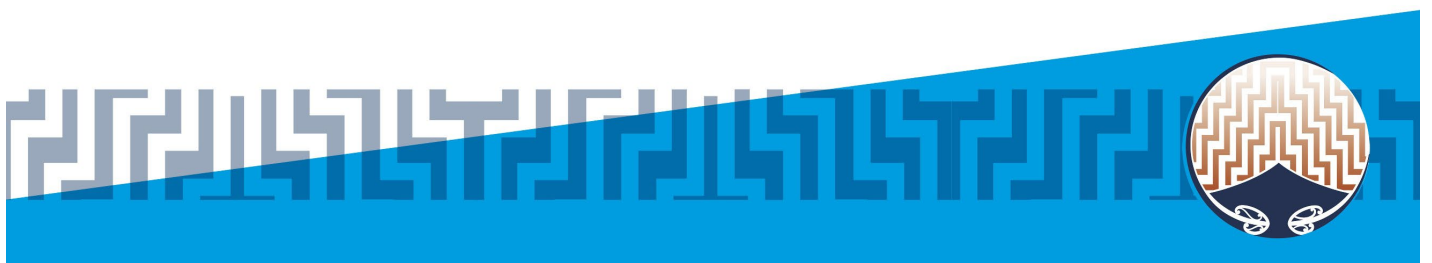
## Standards of conduct

The School expects international students to:

- treat everyone with respect
- work together in partnership with staff for the benefit of all students
- respect and adhere to our school values
- set a good example at all times
- follow school procedures to handle any complaints
- adhere to school policies and procedures, and the laws of New Zealand
- International students are prohibited from owning or driving a car or motorised bike or scooter

## Examples of unsuitable conduct include:

- threats, bullying, harassment



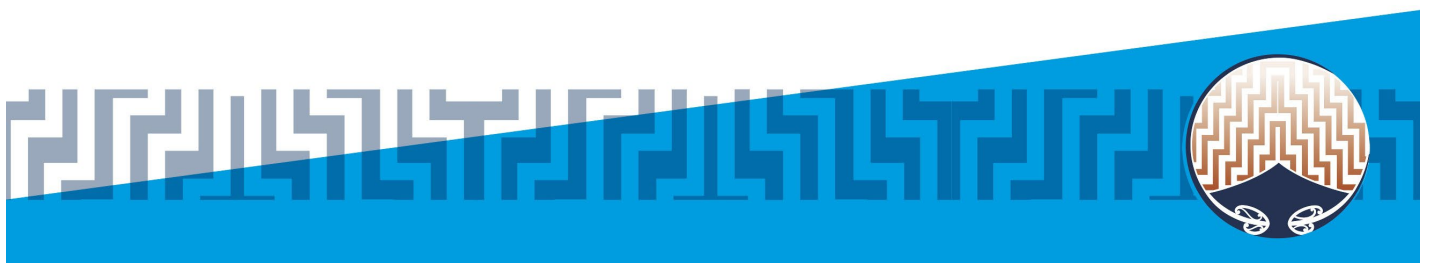
- profanity/offensive language
- insulting, abusive, or intimidating behaviour
- racism or discrimination
- physical aggression
- deception/fraud
- damaging school or homestay property
- smoking, vaping, possessing, or using alcohol/drugs/other harmful substances
- pursuing a complaint or campaign, or making defamatory, offensive, or derogatory comments, regarding the school, its board, or any staff or students on social media or other public forums
- wearing gang insignia on the school grounds. (This is not allowed under the Prohibition of Gang Insignia legislation, and anyone wearing it will be asked to leave.)

### **Withdrawal/Refund Guidelines**

- Provide written withdrawal approval from their parents
- Notify the International Leader
- Complete the school leaving procedures
- Give your Homestay at least 2 weeks' notice
- If your parents request a refund of Tuition Fees, the criteria in the Refunds Policy will be applied. A copy of the Refund Policy can be found [here](#)

### **Teaching Styles / Learning Styles**

These will probably be quite different to what you have been used to and you will have to learn to adapt to a different way. We hope you find our teachers friendly and helpful. If you do not understand something, please ask the teacher or talk to our Teaching Assistants.



## What does my day look like at Te Paepae o Aotea?

- Whānau Hui is a morning meeting with your Whānau teacher each weekday
- Please refer to the Course Booklets specific to the year you are studying for all the information regarding your courses

## 2027 TE PAEPAE O AOTEA SENIOR YEAR 11-13 TIMETABLE

TIME	Monday	Tuesday	Wednesday	Thursday	Friday
9am – 9:30am:	Whānau Hui	Whānau Hui	Whānau Hui	Whānau Hui	Whānau Hui
9.30am-11.15am	Option 2	Option 5	Option 5	Option 4	Option 4
11:15am – 11:45am	INTERVAL				
11.45am-1.15pm	Option 1	Option 3	Option 2	Option 3	Option 1
1:15pm – 1:45pm	LUNCH				
1.45pm-3.00pm	Option 3	Option 1	Option 4	Option 2	Tuakana Teina

## How To Read Your Timetable

Term	Week	Mon, 16 Jun	
2	8		
Morning	8:30		
Whānau Hui	9:00	CSA <b>WHANAU</b> B9	← Class Teacher
First Block	9:30	CTI <b>L3BIO</b> B10	← Block/Room Number – see site map
Interval	11:15		
Second Block	11:45	KSC <b>L3PSY</b> B5	← Subject Code
Lunch	1:15		
Third Block	1:45	SCA <b>L3MMU</b> TN2	← Time
Afternoon	3:00		





# Our Awa

Te Paepae o Aotea students are placed in one of four house groups, named after four of the Awa (rivers) in South Taranaki that connect us with Maunga Taranaki, land and ocean.

Our four Awa compete against each other in our Inter-Awa Competition in all aspects of school life - sport, cultural, arts and academic events.

Each Awa has students from the junior and the senior school and a buddy system in place.

**Our four Awa are**

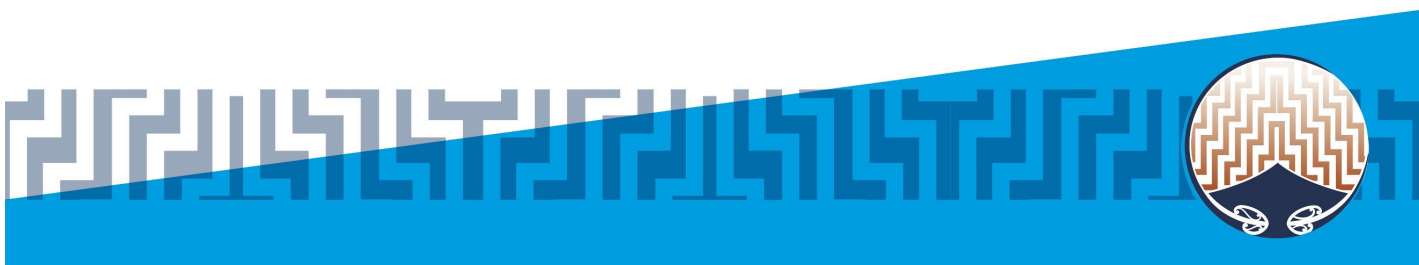
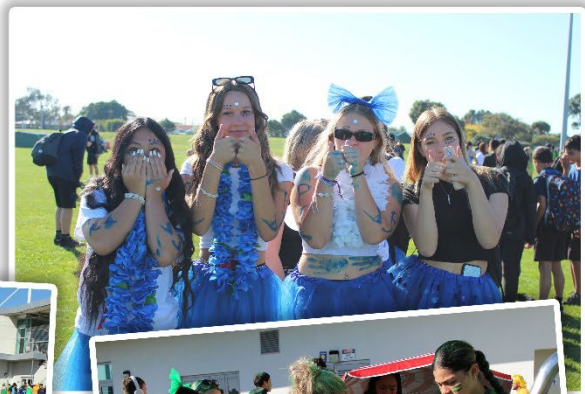
**Pātea**

**Tangahoe**

**Waingongoro**

**Kaūpokonui**

Students will explore the significance of their Awa during their time at Te Paepae o Aotea.



## Resource Hub

The Resource Hub (Library) is open from 8.30am – 3pm for study and quiet reading. You may borrow up to 4 books at a time. Books are issued for three weeks and can be renewed once. Most of your subject teachers will bring you to the library for research.

## Pastoral Hub

If students need HELP, the Pastoral Office deals with the following:

- Lost Property
- Appointment passes
- Lunch passes
- Absence Notes
- Guidance Counsellor Appointments

If we are unable to assist you, we can direct students to other staff within the school that can help, e.g. Sports Coordinator, Whānau Teachers, Arts Coordinator, Main Office.

## Main School Office

The Main Office deals with the following:

- Feeling Sick
- Injuries
- Hold supply of medication
- Change of address
- Found something
- Use the phone
- Hand in forms
- Make Payments

If we are unable to assist you, we can direct students to other staff within the school that can help, e.g. Sports Coordinator, Tutors, Pastoral Hub staff, Arts Coordinator.

## Late to School

If you arrive late to school, you must sign in at the Main Office and bring a note with you when you arrive or your caregiver must phone the office.

## Lockers

**Lockers** are arranged with the Main Office and a \$10 deposit is required if you would like a locker.

**Keys must be returned and lockers emptied at the end of each year and your deposit will be refunded.**

If you lose your key, you lose your \$10.

## Feeling Sick or are Injured

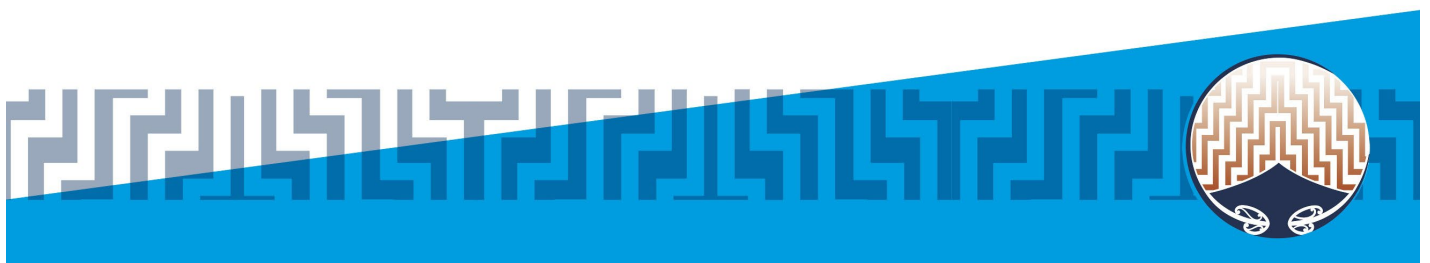
Go to the Main Office first, they will ring a parent/caregiver for you.

## Hold Supply of Medication

If you take medication e.g. for Hayfever, Migraines etc, please bring in your personal supply and leave at the Main Office (this is kept in a locked cupboard for your convenience).

## Appointment Passes Medical & Dental

Please bring a note from home or get your caregiver to phone the school if you need to leave school during class time for a medical appointment. Please bring your appointment card or letter from your homestay.



## **Cellphones**

Cell phones are to be invisible, inaudible or in the office. These are students own personal responsibility if brought to the School. The School accepts no responsibility for loss or damage. This means if you are caught playing on it, it will be taken from you.

## **Student ID Cards**

Every student is issued with a Student ID card, issued in February. These can be used at certain facilities i.e. public pools, movie theatres, for student discounts.

## **Computer Login**

When you enrol at Te Paepae o Aotea you will be issued with a username and password. Your log in will be given to you in the first week of term. Devices are available for Year 9-10 students to use at school. Senior Students (Year 11-13) should bring their own device to use at school. There are devices that can be loaned to senior students if needed.

## **Photocopying/Printing**

Please ask the staff in the Main Office if you would like something photocopied/printed.

## **Canteen**

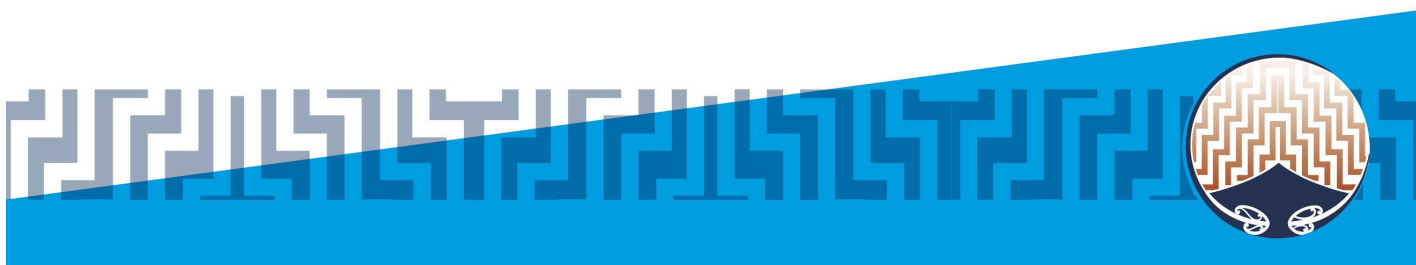
The School Canteen provides a small selection of foods available to students and staff at interval and lunchtimes.

## **School Lunches**

Te Paepae o Aotea students are provided one healthy school lunch per day under the 'Ka Ora, Ka Ako' programme run by the government. This can be collected from the canteen at interval each day. Please note that if you have a large appetite or don't wish to eat the lunch provided you should bring your own food from home. Your host family will provide any extra school food that you require.

## **Rubbish**

Please make the effort to walk to the nearest rubbish bin and put your litter in it. When everybody does this, we have a clean, tidy and beautiful school environment.



# Sport & Recreation

## Daily Notices/

**Listen to the daily notices to find out about these opportunities or visit the Sports Coordinator's Office.**

Te Paepae o Aotea offers a large range of sports and physical recreation activities, which we encourage you to get involved in. It is a great way to meet new friends and further develop the relationships. The school is ready to support you and we have keen and enthusiastic staff and coaches to assist you. There are plenty of new skills to learn and the opportunity to take a step up in the level of participation and competition.

We cannot guarantee you a place in any team, but we will support you where we can.

It is really important for you to listen when in assemblies, listen to the daily notices read out in form time each morning, and read the sports noticeboard near the student office for information. You need to ask questions if you are unsure or if there is anything you need to know about sport teams and events etc.

At lunchtime the LRA room is open to borrow equipment for lunchtime play – beside the Sports Office.

The weight training room is very popular, cheap and an excellent way to keep fit. This is open Monday, Wednesday and Friday at lunchtimes under adult supervision.

Lunchtime Recreational Activities (LRA) take place several days each term, participation in these activities will earn your Awa

Team Sports available and which term(s) they are running at school: T =Term

- Basketball
- Netball
- Volleyball
- Cricket
- Rugby
- Hockey
- Football

There is also a Taranaki Secondary School Sport Association (TSSSA) the runs events throughout the year in all types of activities. You can find out more about this here

[Taranaki Secondary School Sport Association - Home](#)

These events will be advertised by the Sports Coordinator on the School Notices, Facebook, SchoolApp and in the window of the Sports Office. You can sign up each term.

[Sports@tepaepaeoatea.school.nz](mailto:Sports@tepaepaeoatea.school.nz)

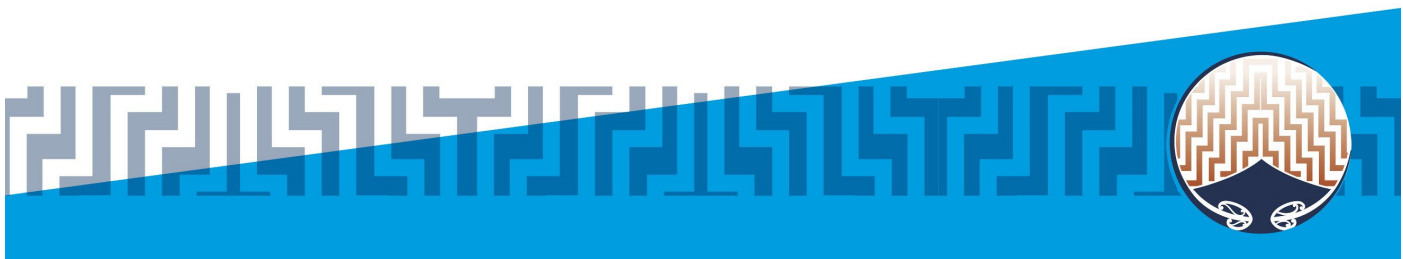




### What Te Paepae o Aotea needs from you to play a sport

- Find out who the teacher in charge of your sport is and get involved from the start. Ask your form teacher or other students.
- Willingness to play hard and play fair.
- Respect for all people involved.
- Commitment and reliability (staying with the team for the whole season and attending all practices and games).
- Be prepared to have fun, make friends and learn new skills.
- Return all uniform items.
- Pay your sports fees promptly. Subscriptions range from \$50 - \$200 approximately depending on the sport. You can ask up front about costs.
- Traveling with sports teams - you need to pay for travel, accommodation and venue fees. This varies depending on where the tournaments are being held within NZ. Travel can range from \$400 - \$1,000 per trip.

If you have any questions regarding sport and physical recreation at Te Paepae o Aotea, you need to contact:  
 The **Sports Co-ordinator** – [sports@tepaepaeoaotea.school.nz](mailto:sports@tepaepaeoaotea.school.nz) . The office is at the back of the school canteen.



# Homestay Information

## Information For International Students

To have an enjoyable time with your homestay family, please follow these simple guidelines:

Please be polite and friendly, accept homestay family's household rules and any requests they make. Please try to be an active member of your homestay family.

### Bedroom:

- Keep your room clean and tidy at all times.
- Do not eat and leave organic rubbish in the room. This could attract ants and other insects.
- Save energy! When you go out, please turn off all appliances in your room.
- Before you get into your bed, please ensure you have turned your heater off and also the electric blanket off on your bed (if you have one!)
- Never go to school or out and leave your heater or electric blanket on. **This could cause a fire, so please take care.**
- Before you leave the house, ensure you have locked the house door and always close windows you have opened.

### Bathroom:

- Please turn on the fan before your shower and limit your shower to 5-7 minutes.
- Ask your homestay family what time is best for you to have your shower.
- Always leave the bathroom clean – just as you found it.
- Do not flush sanitary pads down the toilet, wrap them up and dispose in the rubbish bin.

### Mealtimes:

- Please eat your meals with the rest of the family or if you are late for a meal, please eat this at the table.
- Do not take meals to your room.
- If you are not going to be home for a meal, please ensure you advise your homestay family in good time, so they do not make your meal and waste food.

### Friends

- Your friends will be welcome in the house to visit you but, out of courtesy, you should seek permission from your host family before you invite friends home.
- You should remember that one of the main reasons that 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.

### Illness

- If you are unwell and are not able to attend school, you should always ensure your homestay family are aware. You should not be leaving the home unless you are going to a doctor's appointment and your homestay knows about this. Your homestay should then write you a note for the following day for you to give to your form teacher. You must not write your own note!



## Going out!

- If you are going out with your friends, please ask permission from your homestay parents before you go out, tell them who you are going to be with and when you will be at home.
- You are not permitted to stay out overnight regardless of your age, without permission from your homestay parents.
- It is your responsibility to ensure your mobile phone or school device is fully charged before you leave the house.
- Your host family should have your mobile number and you must ensure that you keep it switched on when you are away from home.
- If you are going to be late (*and this should not happen very often!*) you must urgently let your homestay family know so that they do not worry about you.
- Please understand that if you are late home and you have not made contact with your host family then they may contact Te Paepae o Aotea

Emergency Number to advise us that you are not home. Should this happen, your parents will be informed and the police could also be contacted to help find you. **You must be contactable at all times!!**

## 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 Te Paepae o Aotea, unless you are flying directly home to your own country. Your host family should be aware of any school trips you are participating in. A [Request to Travel](#) Form must be completed **prior** to any travel commencing.

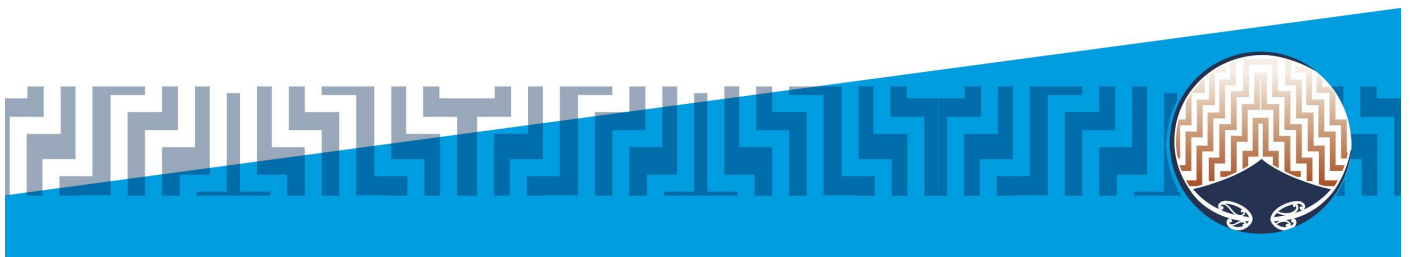
**Remember you do not live in a hotel but in a family – help with dishes, help to keep the kitchen clean, ask your homestay parents how you can help. They will appreciate this! We hope you have an enjoyable stay with your homestay family**

## Culture Shock

At some stage you may experience something we refer to as culture shock. You are living in a new country, New Zealand, which is very different to your home country and culture, and it may take time to adjust. The way it happens, how long it takes, or lasts will be different for everyone. For some people the first few weeks will be exciting, for others it will be different from what you expected for example, the weather, the food, people, and the kiwi way of doing things. You may experience feeling sad, lonely, or homesick. Culture shock is normal, but we can help if you share with us what you are feeling. You can help yourself by:

- Trying new things
- Keeping an open mind
- Doing some sport to meet other people
- Trying to find out about New Zealand culture
- Showing an interest in things and people around you

Be patient with yourself, even if it feels like it's taking a long time. We want you to have fabulous time at Waihi College and in New Zealand. Make friends with the country and all of the opportunities that are offered to you



## Health & Safety

It's important to keep yourself as safe as possible. Always tell your host family where you are going and always carry your emergency contact numbers with you. Some guidelines are:

- Leave money secured at home unless you need it.
- Cover up in the Sun!
- New Zealand sun is very harsh, and you will burn badly if you do not apply sunscreen or cover up. Wear a hat, long sleeves and bring sunglasses.
- Do not share drinks, drink bottles or food. Dangerous diseases are easily passed on this way.
- Never accept a drink, vape, cigarette or tablet from another person
- Ensure you swim between the surf lifesaving flags and only swim when surf lifesavers are on duty.
- Keep your valuables safe and secure. Do not leave valuables in visible sight in a car. Lost or stolen cell phones is common for international students and can be easily avoided with care and attention to personal belongings
- Do not accept rides from anyone you do not know.
- Look carefully when crossing roads. Remember cars in New Zealand drive on the left hand side.
- If you are riding a bike, you must observe the road rules and wear a helmet. You are not allowed to ride on the footpaths.



## Student Visa

The International office requires a copy of your passport and visa in order to comply with the Code of Practice for the Pastoral Care of International Students.

Your visa conditions require you to attend school every day unless you are sick. Your visa does not allow you to work in NZ at any time. A special condition is available if you are a Year 12 or 13 student, 16 years of age or over which allows you to work. If you want to discuss this, please ask the International Leader.

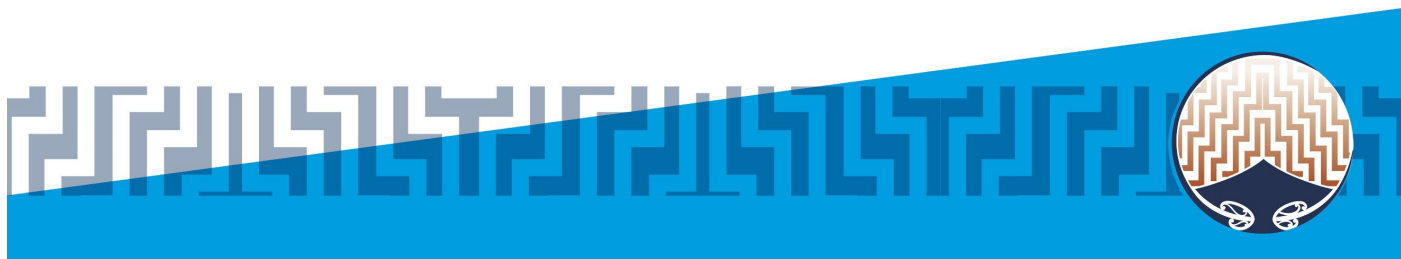
## Passports & Air Tickets

Are valuable documents, please ensure they are kept in a safe and secure place. You can leave your passport with the international department if you wish to for safety purposes

## Health & Travel Insurance

Medical and Travel Insurance is compulsory for all International Students while you are living in New Zealand. A visit to the doctor could cost over NZ\$100.00, plus you will have to pay for your own medicine. Operations are also very costly here. Most students are not entitled to publicly funded health services while in New Zealand.

We must be provided with a copy of your medical insurance policy.



## Doctors/Hospital

Your Homestay will help you to make an appointment with their family doctor if you need to see a doctor. Remember to get a receipt so that you can claim it back from your insurance. Ensure all medications recommended by the Doctor are also formally prescribed, as Insurance claims can be made only for items that are prescribed not just suggested.

If you need assistance after hours or in an emergency/accident, you can visit the Accident and Emergency department at the Hāwera Hospital. To ring an ambulance, dial 111. You must say which service you need (Fire, Ambulance or Police) and they will connect you to that service. You need to give your name, what the emergency is and where to send help – the street number and name, and the name of the town or city. Please note that if you call an Ambulance there could be a charge of over \$100. This is not a free service.

## Dentists

They are very expensive compared to some other countries but are all top quality in Hāwera. You will get the best of care, but you will have to pay for it. Most dental treatment is not covered by your medical insurance; please check your policy first. Your Homestay family can advise you concerning a dentist to visit.

## Banks

It is very important that you do not carry large amounts of cash in your wallet – it is not safe! You are encouraged to open a bank account in NZ as it is free. New Zealanders do not like to carry large amounts of cash. They prefer to use an ATM and EFTPOS cards to buy something. These cards take the money out of your bank and put it into the shopkeeper's bank automatically. They are not credit cards. Your Homestay family or the staff at the international office can help you to set up this service.

## Mobile Phones

It costs very little for a prepaid mobile phone. Many students find having a mobile phone very convenient to stay in touch with friends and family. Sometimes students bring their own mobile phone from their country. If this is the case, you will need to buy a new SIM card for your mobile phone when you get here (unless you negotiated a GSM plan for it in your own country before you left). You can buy them at The Warehouse and Noel Leeming's in town or from the supermarket.

## Post Office & Postage

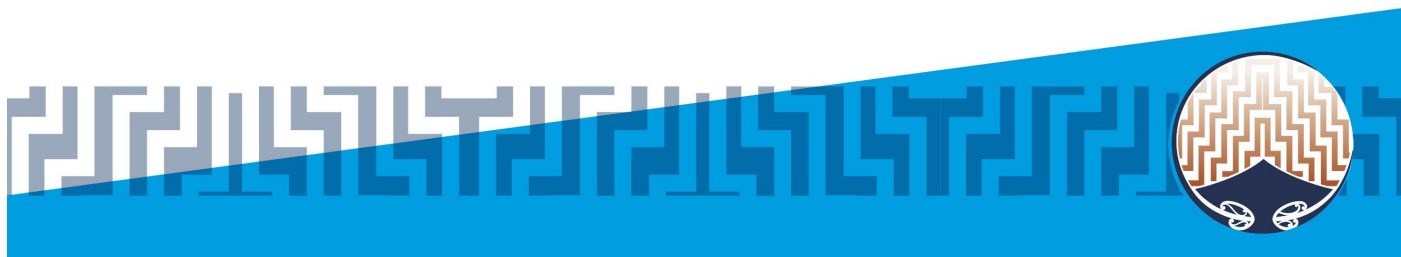
Our closest Post Office is located at the Paper Plus shop in Union Street, Hawera.

## Driving in New Zealand

International School Students in the Hāwera district are **not** permitted to drive or purchase a vehicle (including scooters) whilst studying at Te Paepae o Aotea.

## Cycling

By law, all cyclists in NZ must wear a cycle helmet, which can be purchased from any cycle shop or The Warehouse.



## Alcohol

Alcohol is not to be purchased or consumed by any International Students while studying at Te Paepae o Aotea, regardless of their age, the laws of NZ or your home country.

## South Taranaki Visitor Information Centre/Library Plus

There are lots of different fun activities you can do in and around Hāwera/South Taranaki. You can always visit the Visitor Information Centre located at Te Ramanui o Ruapūtahanga in the centre of Hāwera to find out what you can do in the weekends or in the holiday break. The staff will give you advice about distance and cost. They are very friendly. This building also houses the town library and the staff can give you information about how to become a member.

## Movie Theatre

Hawera Cinema 2 is located on Princes Street, Hawera [Hawera Cinemas - movie times & tickets](#)  
You must take your Student ID/passport with you as they will not give you student discount without it.

## Swimming Pools

**The Hawera Aquatic Centre** is open on Waihi Road – walking distance from Te Paepae o Aotea – there are three pools, a toddler pool, an indoor lane pool and outdoor lane swimming pool. There is also a hydro slide and spa area. **Te Paepae o Aotea** has an outdoor heated swimming pool. Information about this will be given to you by your Whānau teacher.

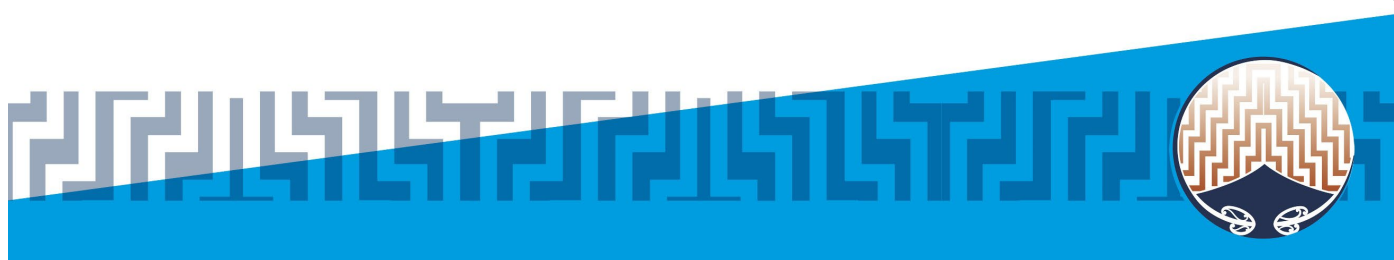
## Student Support for International Students

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

Te Paepae o Aotea has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2021 published by the New Zealand Qualifications Authority. Copies of the Code are available on request from Te Paepae o Aotea or from the NZQA website at <http://www.nzqa.govt.nz/>.

The International Education Team is especially set up to look after international students. Our job is to make sure you are happy and successful in your studies.

<b>Have Your Say</b>	
<b>Suggestions</b>	<b>Complaints Procedure</b>
We are open to suggestions/ideas! Please feel free to talk to us if you have concerns/ideas/suggestions that could improve our service to international students. It is important for us to know if there are any improvements that could be made. You can also write down your suggestions and put them in the Suggestion Box in the ESOL Classroom.	You may discuss any concerns about your time at Te Paepae o Aotea with an International Centre staff member: We are here to help you. Use the chart below to figure out who can best support you. If your problem is not resolved, you may want to follow the International Student Complaints Procedure which can be found on the wall of the International Administration office.



## GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem.  
You can ask a friend or another person to support you.

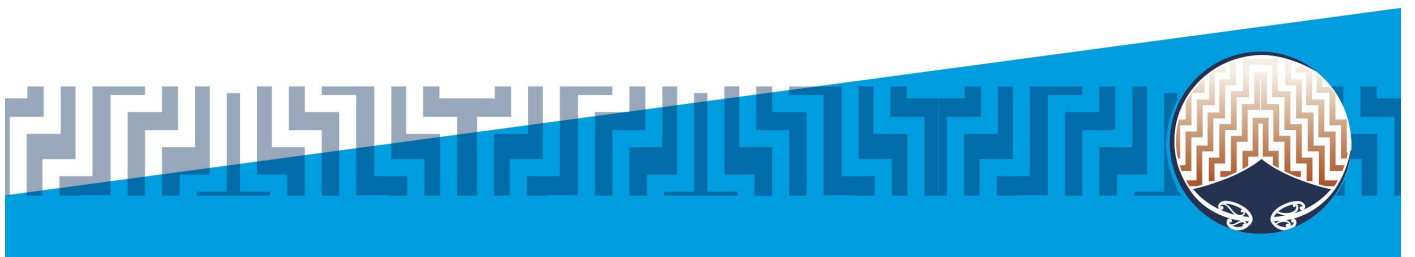


If you think the school has not found a satisfactory solution and is in breach of the Code contact NZQA **0800 697 296**

Submit a complaint query on the NZQA website

<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

If your complaint is about fees, contact Study Complaints: <https://www.studycomplaints.org.nz/make-complaint>



## **This is to help you with some school situations you might find yourself in:**

You are away sick for a day or two?	<b>Ask host parent to contact the school on 06 223 2000 extension 1 and leave a message or use the SchoolApp to record an absentee.</b>
You are late for school?	<b>Go to the Attendance Office with a note from your host parent explaining why you are late.</b>
Your uniform is in the wash, or you lose some of it?	<b>See your Whānau teacher or Pastoral Lead for a Uniform Pass before school starts in the morning.</b>
You need some more stationery?	<b>Ask your host parents to take you to Paper Plus or The Warehouse to purchase any extra items you need.</b>
You need to pay some money for a trip or activity?	<b>Pay at the Main office.</b>
You feel sick during the day at school?	<b>Tell your teacher in class and they will give you a pass to go to the Main Office.</b>
You get lost or don't know where you should be?	<b>Pastoral Office/Main Office</b>
You are being bullied?	<b>Whāre Pastoral Leader/International Administrator/Whānau Teacher</b>
You have to leave school early for an appointment?	<b>Go to Main Office to sign out with your note of explanation or appointment card. Your Caregiver may also phone the office in advance.</b>
Someone has taken your bag?	<b>Pastoral Office</b>
You have an accident at school?	<b>Pastoral Office / Main Office</b>
Something of concern has happened at home?	<b>International Leader/Whāre Pastoral Leader</b>
You need to contact a parent or caregiver during the day?	<b>International Administrator/Main Office</b>
You want to play a particular sport at school or in the community?	<b>At school - Sports Coordinator In the community – International Administrator</b>
You need to make an Insurance claim, need to renew a visa or passport?	<b>International Administrator</b>
You don't understand something in class?	<b>Ask the teacher</b>
You wish to withdraw early from your time at Te Paepae o Aotea?	<b>You must have written approval</b>

