



PĀPĀMOA  
COLLEGE



# International Student Handbook



# Meet OUR INTERNATIONAL TEAM

These are the people who will be looking after you at Pāpāmoa College.



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# ***PART I***

## **PRE-DEPARTURE INFORMATION**

**New Zealand** is a very popular destination with international students. We have an excellent educational system in our schools, universities, and polytechnics and they are internationally recognized around the world.

New Zealand is an ideal place to study and travel. We have sophisticated cities, beautiful beaches, rugged coastlines and snow-capped mountains. New Zealand offers opportunities to try many different activities such as tramping, water sports, skiing, and horse-riding in both the North and South Islands.

**Tauranga** is the largest city in the Bay of Plenty and one of the fastest growing population centres in the country. Central to Auckland, Rotorua and Hamilton, and just a 15 minute drive from one of New Zealand's most popular beach towns, Mount Maunganui.

Downtown Tauranga has several historically significant areas to view during a scenic walk around the area. The Strand waterfront area is modern and always buzzing, and is home to a number of cafés, restaurants, pubs and nightclubs, as well as a range of accommodation options. Across the road on the water's edge, tidal stairs bring the harbour literally to your feet and children are easily entertained at the local playground. Imaginations run wild as they clamber over the Hairy Maclary bronze sculptures – a story-book scene featuring the beloved characters from Tauranga author Dame Lynley Dodd's famous children's books.

Tauranga's harbour is in evidence almost everywhere you go, providing the urban area with an attractive waterfront setting. Fishing, sailing, diving and dolphin tours are easy to arrange, or check out one of the local beauty spots – McLaren Falls or the Kaimai Mamaku Forest Park.



**Pāpāmoa** is one of the most beautiful suburbs of Tauranga, about 10 minutes drive from the CBD (Central Business District).

The suburb of Pāpāmoa is the fastest growing in the Tauranga region - and why wouldn't it be? It's blessed with 16-kilometres of uncrowded pristine beaches, shopping and dining options to rival its nearby, more popular neighbours, and walking tracks that provide some of the best views in the Coastal Bay of Plenty.

Start your day with a walk along the beach to watch the sunrise - the views from Pāpāmoa Beach are uninterrupted and worth the early rise! There's plenty of top-quality coffee and brunch spots dotted throughout the area so you'll be spoilt for choice. If you're after a little retail therapy, check out Pāpāmoa Plaza and Fashion Island located a few blocks back from the beach; here you'll find a great range of shops, restaurants and bars, as well as a supermarket and pharmacy.

For the outdoor lovers, take a drive to the base of the Pāpāmoa Hills Regional Park (Te Rae-o-Pāpāmoa) and walk to the summit. There's a range of different trails, however, the main and most well-known track will take you right to the top where you'll be treated to 360° views of the wider Bay of Plenty.

The Pāpāmoa Hills was once an elaborate system of Māori pā sites (fortified settlements), some of which are still visible today - look out for the terracing on several of the sites as you wind your way up the hill.

For a small window of time in the lead up to Christmas, you can pick your own boysenberries from an orchard at the base of the Pāpāmoa Hills - not to be missed while you're visiting the fruit bowl of New Zealand!

Eco-conscious locals lovingly work to keep our beaches and communities clean so you can enjoy them at their best. Do your bit while visiting the Coastal Bay of Plenty by making sure you leave it as you found it.

To find out more about Tauranga City visit: <https://www.newzealand.com/uk/tauranga/>

To find out more about Pāpāmoa College visit: [www.papamoacollege.school.nz](http://www.papamoacollege.school.nz)





**Your Host Family** will do anything they can to help you settle in. Please don't be shy to ask them any questions you might have. We strongly recommend that you get in contact with your host family before coming to New Zealand. You could send your family a short letter to tell them more about yourself and they would greatly appreciate it if you could add some photos.

## What to Pack

### Climate

New Zealand has temperatures in summer of up to 27° C and in winter around 12° C. The coldest and wettest months are June to August and the warmest months are December to March. It never snows in Tauranga but the weather can be changeable. It does snow in the middle of the North Island around the Central Plateau – Mt Ruapehu.

The weather in New Zealand can change unexpectedly as cold fronts or tropical cyclones quickly blow in. Be prepared for sudden changes in weather and temperature, particularly if you're going hiking or doing other outdoor activities.

Depending on the time of year you are coming, we suggest:

### Spring/Summer (October– April)

Swimwear, sunhat, sunglasses, sunscreen, shorts, skirts, t-shirts, jumpers/sweatshirts, light raincoat (something that will keep you dry), good walking shoes

### Autumn/Winter (May – September)

Warm waterproof jacket, sweaters/jumpers, long trousers, long sleeve shirts, scarf, hat, gloves, and good walking shoes.

### Other Items

We suggest bringing specialist sports gear and musical instruments with you (although some can be hired or borrowed).

Remember to bring your mobile phone, camera, medication, umbrella, toiletries (you can buy them here, but you might not find your preferred brands and/or they could be more expensive), photos of friends and family from back home and a few personal belongings to help your room feel like home. You could also bring some basic stationery (filled pencil case,

writing pad) to get you started. Once you are here, we will help you to order additional stationery you might need for your subjects.

If you have one, please bring your own laptop because you will need it for school. Device requirements can be found under 'Frequently Asked Questions' in this booklet.

Please note that if you are bringing anything valuable (i.e. camera, phone, laptop), you **MUST** have copies of the purchase price (i.e. proof of purchase or receipt) as you will not be able to claim for insurance if you don't have these.

### **COVID-19 Information**

New Zealand's COVID-19 entry requirements were removed on 20 October 2022.

Travellers no longer need to:

- Test for COVID-19 on arrival
- prove their COVID-19 vaccination status or,
- provide information for contact tracing, to enter New Zealand.

### **Passports and Customs**

When you arrive in New Zealand, you'll need to be carrying a passport that is valid for at least six months beyond your intended departure date. On arrival you will need to complete an arrival card before passing through Customs Passport Control. An arrival card will usually be given to you during your flight; if not, cards are available in the Passport Control area. After you've cleared Customs Passport Control, you should collect your baggage and walk through either the green or red exit.

Choose the green exit if you have nothing to declare; choose the red exit if you have goods or cash (over \$10,000NZD) that need to be declared. Do **NOT** bring any food into NZ (unless you declare it) or you will be charged a fine on arrival. Fines start from \$200NZD!

### **Visas**

It is compulsory for ALL students to have a student visa whilst studying at a secondary school in New Zealand. On the visa, it **MUST** state Pāpāmoa College.

Students can study on a visitor visa for up to 3 months only. If it has another institution, you will need to change the status of your current visa. This can be done very easily with a Variation of Conditions Form.

All visa information is available on the following website: <http://www.immigration.govt.nz>

### **Arrival at Auckland Airport**

One of our international staff or your homestay parents will be at Auckland Airport waiting for you when you arrive. If you arrive late in the evening you may have to stay overnight in Auckland until your domestic flight to Tauranga. Any cost for overnight accommodation and flights will be included in your overall fees and a staff member will meet and accompany you to Tauranga. Auckland Airport is very small in comparison to other airports around the world so you shouldn't get lost.



Walk out the arrivals door and keep to your left. Look at the signs being held up by people for your name and the Pāpāmoa College logo. If you cannot see our sign, walk to your left and sit down. Don't panic. We will **ALWAYS** find you! Do not leave the airport by yourself!

JONES

**If you get lost at the airport, please call our Pāpāmoa College International Students 24- hour emergency number: 027 652 454**

# FREQUENTLY ASKED QUESTIONS

## Transport

In NZ we do not have a driver to drive you places. You will need to be independent in getting yourself to and from events, sports practice, shops etc. Sometimes your host parents will be able to drop you off or pick you up, and other times you will need to catch buses or trains.

## Student ID

You will be issued with a Student ID card about 3 weeks after the start of school. This will get you cheap bus and train fares and cheaper entry into places around Tauranga and NZ. Your host family will make sure you can get to school on your first day. At orientation, we will tell you how to find the local bus timetables.

## Pocket Money & General Living Costs

Pocket money is a personal decision to make. We suggest that for an international student, around \$40-\$80 per week is a good estimate. Buses are more expensive than you are probably used to. We suggest to budget around \$30 for buses per week.

Take a look at the “*Guide to Living and Studying in New Zealand*” which is available as a download at [www.minedu.govt.nz](http://www.minedu.govt.nz)

In this document there are many good details about living costs. Make sure your parents are aware there are extra school costs such as uniform, books, field trips, sports fees and subject fees, so you do not have to pay for them out of your pocket money.

## Bank Accounts

Students in New Zealand should open a bank account. It doesn't cost anything, and it makes things a lot easier when you are in NZ. We do not recommend that you keep large sums of money around your house/room or carry it around the streets on a regular basis. In New Zealand most people use EFTPOS bank/debit card, and we encourage you to do the same. On your first day at school, we will provide you with a letter to take to the bank to open your account.

## Working in New Zealand

You are allowed to work part time (12 hours per week during school time, 20 hours per week in holidays) **only if you are in Year 12 or Year 13**. You will need to submit a ‘Variation of Conditions Form’ to the NZ immigration department, along with a letter from your parents stating you can work and a letter from Pāpāmoa College.

If you want to apply for a work visa with your student visa application, it is cheaper. This is a privilege for international students.

Pāpāmoa College does have the right to have your work visa terminated if we think it is affecting your schoolwork. If you have any questions about working in NZ, you can go and see Mrs Liu-Reilly in the International Office.

## Can I Drive Whilst in New Zealand?

International students are **not allowed to drive at all** while studying at Pāpāmoa College, unless you live with your own parents.

## Smoking/Vaping and Drinking in New Zealand

Smoking/vaping is not allowed anywhere at school or while you are wearing your school uniform (this means on the way to and from school as well). Most families in NZ are anti-smoking and will not let you smoke in the house. The smoking age in NZ is 18yrs or over. You are not allowed to leave school to smoke/vape. This rule is enforced by the school staff.

The legal drinking age in New Zealand is 18 and no one under the age of 18 should drink alcohol. Drinking alcohol (even if you are 18) while you are a Pāpāmoa College student is not allowed.

### **Can I have friends around to my house?**

Your host family will treat you like a family member. Of course, you are allowed to have friends over for a visit. However, make sure you ask your host parents before making plans.

If you wish to have friends stay the night, it is entirely up to your host parents. If they say no, please respect their decision.

### **Curfews in New Zealand**

The older you are, the later families will allow you to stay out at night, but what you must realise is that New Zealanders go to bed quite early and there is a restricted nightlife for those under 18.

Photo ID is required for 18-year-olds to go to licensed premises. Discussion and communication are the key to curfews working well with you and your host family. The most important thing is to inform your host family— especially if you are going to be late, not home for dinner, staying at a friend's house etc. This is common courtesy and for your own safety.

### **Do I have to wear a uniform at Pāpāmoa College?**

Nearly all students in New Zealand high schools wear uniforms.

At Pāpāmoa College all students must wear a school uniform. New international students are allowed to wear their own clothes for the first few days whilst they get their uniform arranged. If you are here for less than one term, you may wear your own school uniform.

Shoes must be plain black lace up with NO visible branding or writing. Quality shoes are expensive in New Zealand so you might want to bring a pair of school shoes with you.

If you play sport at Pāpāmoa College, you will be required to hire or buy a Pāpāmoa College sports uniform for that particular sport.

### **What sports or cultural clubs can I join in New Zealand?**

There are many clubs and activities to join in with at Pāpāmoa College. The more you get involved, the easier it will be to make friends.

Sports are seasonal so it is essential to check if the one you are interested in will be played whilst you are here in New Zealand. Let us know if you are interested in any activities so we can let the teachers in charge know you are coming... especially if you are in the top teams/groups in your school / province.

### **How can I make friends?**

New Zealand/Kiwi students can be quite reserved so be bold and make the effort to make friends. International students that get involved in the different sports and (cultural) groups make the most Kiwi friends and have a better experience in New Zealand. You will be paired up with a Pāpāmoa College buddy who will help you find your way around. Don't be shy to ask any questions and remember, even if your English is not that good, a smile goes a long way!

### **Food at School**

At Pāpāmoa College we have a canteen. You can buy snack food at morning interval (break time) and at lunchtime. New Zealand schools do not have sit down cafeterias like in some other countries. Most students bring food from home.

### **Internet and Telephone Use**

When you want to use your homestay family's phone, always ask before you use it out of courtesy to your host family. The telephone in New Zealand is free to call when you call within Tauranga. Skype/ Facetime/WeChat/ Whatsapp/Messenger are useful online communication tools.

Some homestay families could have a limit on their online usage, so please ask them first if it is okay to download movies. Illegal downloading has a large fine and computer confiscation. You will pay (\$10,000) if you have downloaded anything that comes under this category.



At school you will be supplied with your own Wi-Fi access on your first day.

### **Bring Your Own Device (BYOD)**

You are expected to Bring Your Own Device to school. These are the requirements:

#### **Recommended Devices**

As a main device, a compact laptop (approximately 11" screen) or Chromebook will most likely be the best fit for our ākongā (students) e.g. (E.g. HP Pavillion, Acer Aspire, Toshiba Satellite, Apple MacBook/Air, Chromebook, SurfacePro). The screen is big enough to support production of multimedia material, but compact enough to be mobile.

The most important factors to consider when purchasing a device are:

- Wi-fi capable laptop or netbook less than 3 years old
- Battery Life: Needs to last 5-6 hours to be able to get through a school day without recharging.
- Weight: Should be light enough for your child to carry around all day.
- Keyboard: Devices must have a keyboard (tablets with on-screen keypads are not suitable).
- Wireless: Must be dual-band capable, and state that it has a/g/n or a/b/g/n
- RAM: Should be 2GB or more, to allow programmes to run effectively.
- CPU: Faster is usually better, but may also reduce battery life.
- Robustness: A device should be strong enough to survive a fall onto a hard surface.
- Insurance: While we take care to protect students' property, we cannot accept responsibility for devices lost or stolen, so make sure it is covered for these possibilities.

*\* Please note that an iPad, Tablet or Smartphone are not appropriate as mobile operating systems lack the capability required.*

#### **External Examination Fees**

At Pāpāmoa College all senior students sit NCEA (National Certificate of Educational Achievement) exams which are recognized throughout the world at most universities and high schools. The costs are \$333.30 per year for international students. These exams are for senior students only and the fees are normally due to be paid around July/August each year. For more information about these exams, please go to <http://www.nzqa.govt.nz/ncea/about/index.html>

If you are not studying at Pāpāmoa College for the whole year, you will not be sitting these exams.

#### **Travel and Medical Insurance**

It is compulsory for all International Students who study at Pāpāmoa College to have travel and medical insurance. This means that every time you go to the doctor you can claim back the costs of your appointment and medication costs, or if you are travelling around NZ and lose something (i.e. your camera), we can claim that back too. Please remember to keep your proof of purchase for electronic goods (e.g. laptop, camera, iPod etc.) in case you need to claim for anything.

Please note that if you have a current medical condition, we MUST know about this for insurance purposes.

If you have organized your own insurance, please send a translated copy of your insurance policy to the International Team.

## Holidays

Travelling back to your home country is normally only permitted in the mid-year holidays (at the end of Term 2 and before Term 3) and after the school year finishes in December. We strongly advise you to only go home in these holidays if you need to go home. We will allow you to travel home at other times only for special circumstances, but we need a letter from your parents explaining why you need to go.

All travel within the year MUST be carried out during school holiday time. Any days off school will result in an absence being marked on the school computer system. It is an Immigration requirement that you have an attendance rate of at least 95%.

## Culture Shock – Arriving

Some good ways to successfully minimise and overcome culture shock are to read about the place where you will be staying and the things you will be doing, also, if possible, speak with someone already living in the new environment.

Try and make friends. Locals will generally be pleased to introduce you to their culture and willing to answer questions. Don't be afraid of making mistakes.

Keeping in touch with family and friends at home is important but don't ring every day. Talk to your homestay family first, engage in their family life and make the most of your time here! If you are feeling homesick or have concerns or questions, our International Team is here to help too!



USEFUL WEBSITES	
<i>General Information</i>	<i>Website link</i>
Pāpāmoa College and International Students	<a href="http://papamoacollege.school.nz">http://papamoacollege.school.nz</a>
Pāpāmoa College Quality Assurance Results - Latest ERO report	<a href="https://ero.govt.nz/institution/6963/papamoacollege">https://ero.govt.nz/institution/6963/papamoacollege</a>
School subjects and the NCEA exam system in New Zealand	<a href="https://sites.google.com/papamoacollege.school.nz/course-selection/home">https://sites.google.com/papamoacollege.school.nz/course-selection/home</a>
Pāpāmoa College Refund Policies	<a href="http://papamoacollege.school.nz/international">http://papamoacollege.school.nz/international</a>
The Code	<a href="https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code">https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code</a>
Study in New Zealand	<a href="http://www.studyinnewzealand.govt.nz">http://www.studyinnewzealand.govt.nz</a>
NZ Education system	<a href="http://www.enz.govt.nz">http://www.enz.govt.nz</a>
NZQA's Study in NZ	<a href="http://nzqa.govt.nz/studying-in-newzealand/8">http://nzqa.govt.nz/studying-in-newzealand/8</a>
NZQA website	<a href="http://www.nzqa.govt.nz/">http://www.nzqa.govt.nz/</a>
Immigration New Zealand's Studying in New Zealand	<a href="https://www.immigration.govt.nz/new-zealand-visas/options/study">https://www.immigration.govt.nz/new-zealand-visas/options/study</a>
<i>Information about New Zealand</i>	<i>Website link</i>
Living & working in NZ - New Zealand Now	<a href="http://www.newzealandnow.govt.nz">http://www.newzealandnow.govt.nz</a>
Tourism New Zealand	<a href="http://www.tourismnewzealand.com">http://www.tourismnewzealand.com</a>
Publicly funded health services - Ministry of Health	<a href="http://www.health.govt.nz">www.health.govt.nz</a>
<i>Information about Visas</i>	<i>Website link</i>
Check your entitlement to study in NZ to ensure you have a valid and appropriate visa - Immigration New Zealand VisaView	<a href="http://www.immigration.govt.nz/VisaView">http://www.immigration.govt.nz/VisaView</a>
Work options for International Students	<a href="https://www.immigration.govt.nz/newzealand-visas/options/study">https://www.immigration.govt.nz/newzealand-visas/options/study</a>
Anyone currently being forced to work in New Zealand illegally for less than the minimum wage or excessive hours is advised to call the Labour Inspectorate on 0800 20 90 20. They can also contact anonymously	<a href="http://www.crimestoppers.nz.org">http://www.crimestoppers.nz.org</a> or phone 0800 555111

<i>Information about Health &amp; Safety</i>	<i>Website link   Phone numbers</i>
Road traffic safety - NZTA information for visiting drivers	<a href="http://www.nzta.govt.nz/safety/driving-safely/visitingdrivers/">http://www.nzta.govt.nz/safety/driving-safely/visitingdrivers/</a>
Drive Safe	<a href="http://www.drivesafe.org.nz/">http://www.drivesafe.org.nz/</a>
Welfare facilities, including personal health services, drug education & counselling - The Mental Health Foundation	<a href="http://www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone">http://www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone</a>
To find a GP (doctor) close to where you live	<a href="http://www.healthpoint.co.nz/">http://www.healthpoint.co.nz/</a>
The Healthline phone number	0800 611 116
Oral health – to find a private dentist	<a href="http://www.dentalcouncil.org.nz/">www.dentalcouncil.org.nz/</a>
Accident Compensation Corporation (ACC)	<a href="http://www.acc.co.nz">www.acc.co.nz</a>
<p><b>ACC Information</b>            In NZ the government runs a “no faults” insurance-type scheme known as ACC to cover the costs of any accident the international student might have while in New Zealand.            This scheme applies equally to New Zealanders and foreign visitors, such as international students and their parents/guardians. If a student sees the doctor with an accident-related matter, it is important to let the receptionist and doctor know that their concern is accident-related. Students can pay less for accident related consultations. Students and their parents/guardians will need to find out from their insurer about co-payments above what the ACC will pay. Students and their parents/guardians who need language support can also call ACC directly. They will provide an interpreter.</p>	
Students have the right to be treated with respect by health and disability providers	<a href="http://www.hdc.org.nz/the-act--code/the-code-of-rights">http://www.hdc.org.nz/the-act--code/the-code-of-rights</a>
If you have any concerns or wish to complain, you should contact the organisation that provided the care or the Health & Disability Commission	<a href="http://www.hdc.org.nz/complaints">www.hdc.org.nz/complaints</a> Phone: 0800 112233
Sexuality education, health promotion, and sexual and reproductive health services	<a href="http://www.health.govt.nz/our-work/preventative-healthwellness/sexual-and-reproductive-health">http://www.health.govt.nz/our-work/preventative-healthwellness/sexual-and-reproductive-health</a>
Sun safety	<a href="http://sunsmart.org.nz/">http://sunsmart.org.nz/</a>
Keeping safe information in case of Earthquakes and other natural disasters	<a href="http://getthru.govt.nz">http://getthru.govt.nz</a>
Water Safety New Zealand	<a href="http://www.watersafety.org.nz/resources-and-safety">http://www.watersafety.org.nz/resources-and-safety</a> <a href="http://www.tips/safetyinfo-tips/the-water-safety-code/">http://www.tips/safetyinfo-tips/the-water-safety-code/</a>
Relevant NZ laws, including laws on the sale of alcohol and tobacco products	<a href="http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-lawsand-penalties">http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-lawsand-penalties</a>
<i>Information for Parents</i>	<i>Website link</i>

Budgeting resources	<a href="http://www.sorted.org.nz/life-events/studying">http://www.sorted.org.nz/life-events/studying</a>
Renting a home in NZ - Tenancy Services	<a href="http://www.tenancy.govt.nz">http://www.tenancy.govt.nz</a>
Buying or selling secondhand items - Trademe	<a href="http://www.trademe.co.nz">http://www.trademe.co.nz</a>
Finding a rental	<a href="http://www.realestate.co.nz">http://www.realestate.co.nz</a> or <a href="https://www.trademe.co.nz">https://www.trademe.co.nz</a>
In case of rental problems - Disputes Tribunal	<a href="http://www.justice.govt.nz/tribunals/disputes-tribunal">http://www.justice.govt.nz/tribunals/disputes-tribunal</a>

## WHAT TO DO IF YOU HAVE A COMPLAINT?

Problems with:

1. Other students - see your class teacher, leaders of commons or Dean
2. Teachers or other staff - see your Dean
3. Host family - see your International Homestay Manager

**If no resolution** - see International Director or talk to Principal.

### **Complaints to NZQA and the Dispute Resolution Scheme (DRS):**

<http://www.fairwayresolution.com/istudentcomplaints>

<https://www.istudent.org.nz/>

If a student's complaint is not resolved in the school, they can contact the New Zealand Qualifications Authority (NZQA), who will process their 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.

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

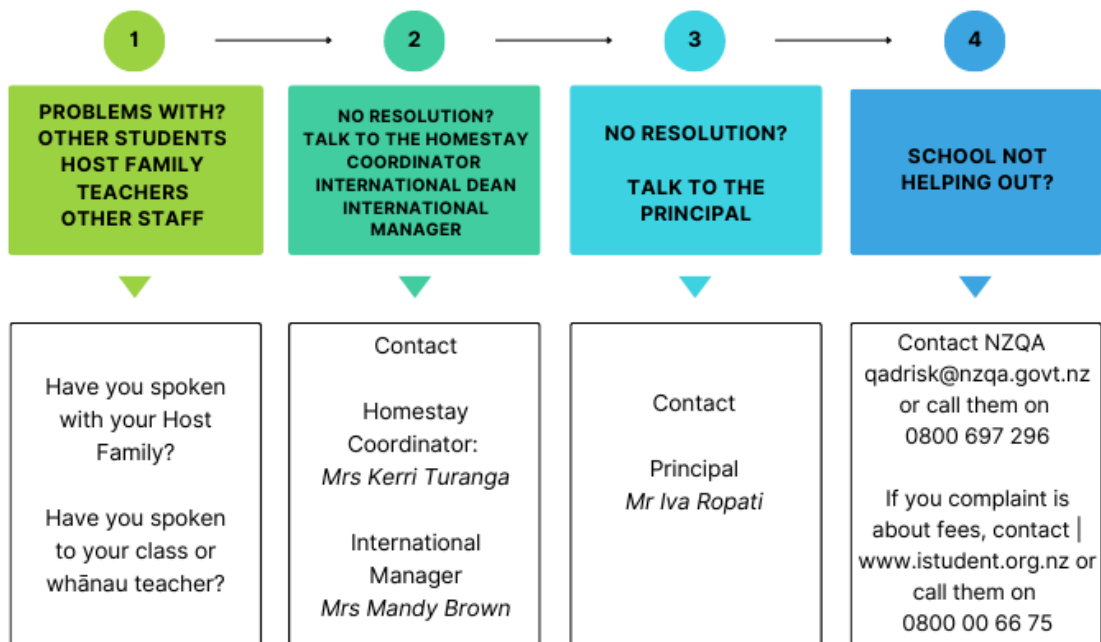
The Complaints Officer New Zealand Qualifications Authority- PO Box 160 - Wellington 6140 or Email/scan the completed form along with scans of any supporting evidence to: [schoolcode.enquiries@nzqa.govt.nz](mailto:schoolcode.enquiries@nzqa.govt.nz)

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

For more information on the complaint process, students can contact NZQA on 0800 697 296. Ministry of Education's guidance for schools on stand-downs, suspensions and termination of enrolment:

<http://www.education.govt.nz/school/managing-and-supporting>

[students/studentbehaviour-help-and-guidance/stand-downs-suspensions-exclusions-and-expulsionsguidelines/](http://www.education.govt.nz/school/managing-and-supporting-students/studentbehaviour-help-and-guidance/stand-downs-suspensions-exclusions-and-expulsionsguidelines/)



# SCHOOL UNIFORM

## APPROVED & NON-APPROVED SCHOOL SHOES

Shoes must be plain black lace up with NO visible branding or writing.

## UNIFORM PURCHASE

All students staying for more than 2 terms are expected to buy a uniform.

Here is an indication of prices for a new uniform and the buy back system for clean and tidy school uniform:

Uniform Item	Purchase Price (\$NZD)	School buy back price (if clean and tidy)
Girls' blouse or Boys' shirt	\$50.00	\$20.00
Girls' Skirt	\$59.00	\$25.00
Boys' shorts	\$48.00	\$25.00
Boys' or girls' trousers	\$72.00	\$25.00
School hoodie - personalised with name (optional)	\$65.00 + name	NA
School jersey	\$95.00	\$30.00
School jacket	\$90.00	\$30.00
<b>Uniform Hire - This is subject to availability &amp; only for students staying for <u>less than 2 terms</u>.</b>		
<b>Package Deal - includes</b> 2 x Shirts 1 x Skirt / Shorts / Long Pants 1 x Jersey / Jacket	\$50.00 per term  Plus - \$80 bond	\$80.00 bond will be returned for uniform in good condition
Hire of individual items - <u>plus</u> \$80 bond		
Girls' blouse or Boys' shirt	\$15.00	
Girls' Skirt	\$15.00	
Boys' Short	\$15.00	
School Jacket	\$20.00	
School Jersey	\$20.00	
If you are at Pāpāmoa College for <u>less than 1 term</u> , you may wear the school uniform from your home country school.		

# **PART II**

## ORIENTATION INFORMATION

Welcome to Pāpāmoa College!

Welcome to your new school. We are excited to have you with us and we hope that you will take advantage of everything Pāpāmoa College offers both inside and outside the classroom. Make the most of your New Zealand experience, get involved, do your best and have fun!

### **Emergency Contact**

If you require immediate help from the Police, Fire Service or Ambulance dial 111. If you need help which is not life threatening or immediate, call your homestay parents/caregivers first.

If you cannot contact your homestay, call the Pāpāmoa College 24-hour Emergency Phone number.

SAVE THE FOLLOWING NUMBERS IN YOUR MOBILE PHONE:

<b>PĀPĀMOA COLLEGE</b> <b>24 HOUR EMERGENCY PHONE NUMBERS</b>
<b>24-hour Emergency Line CALL</b> <b>027 652 4540</b>
<i>If NO answer then you can call   027 321 8089</i>
For FIRE, POLICE or MEDICAL emergency   <b>Dial 111</b> (this is a free call even from a cell phone) <b>Then</b> call the school 24-hour Emergency number
If you have a problem that is <b>not an emergency</b> contact your homestay parents

## First Day at School

### **Orientation**

Please bring your passport and student visa to school so enrolment can be completed (if not already submitted).

The orientation will include:

- Formal Welcome to Pāpāmoa College - Powhiri
- Testing to determine your English level
- Subject selection/confirmation + Timetable



- School Tour + Meet your buddy
- Information: Homestay, Health & Safety, Pāpāmoa College
- Practical: IT, uniform
- NZ curriculum explanation: teaching styles, methods of assessment, NZQA

### Student Number

Your student number is your log-in for the computers and photocopiers.

It is a five-digit number, with the first two numbers being the year you started, eg: 24431 (this is what you will enter in the computer) A password will be given to you by your Whānau teacher.

### ID card

- The ID card is your library card for borrowing books at school.
- It can be used for student discounts e.g., bus and other activities.
- Senior students must display their ID cards during internal & external exams.
- You should always have it with you. Keep it in your wallet.
- On the back are the school emergency phone numbers.

### Student Behaviour & Expectations

As an International student you will be expected to abide by the same code of conduct (link below) as all other domestic students at Pāpāmoa College. The only difference to the process will be that you will be referred to the Dean of International Students in the first instance if there are any behavioural issues.

[Code of Conduct](#)

[Discipline Process](#) | as outlined in the Policies and Procedures Handbook

## About Pāpāmoa College

Daily Bell Times	
<i>Times</i>	<i>Bells</i> (Note exception   Late start <u>Wednesdays</u> with the day beginning <u>Period ONE</u> 8.55am)
<b>8.30am</b>	Campus buildings are open and available for students
<b>8.35am</b>	Period ONE
<b>9.35am</b>	Whānau
<b>9.55am</b>	Period TWO
<b>10.55am</b>	<i>Interval</i>
<b>11.15am</b>	Period THREE
<b>12.15pm</b>	Period FOUR
<b>1.15pm</b>	<i>Lunch</i>
<b>2.00pm</b>	Period FIVE
<b>3.00pm</b>	End of school day

## Our Vision

At Pāpāmoa College, our vision is to 'Excite our community to inspire our learners'. We want to help you develop skills that will enable you to be a successful learner at secondary school and beyond. We also recognise that relationships based on trust and respect help to create the best environment for teaching and learning.

## Our Values

**Excellence** - We will strive for excellence in learning and life.

**Respect** - We will respect people and property.

**Participation** - We will contribute and get involved within our community.

**Relationships** - We will treat others with dignity.

By demonstrating these values in our behaviour, we:

- Help to ensure our school is a safe and positive learning COMMUNITY which values ACTIVE LEARNING.
- Develop the personal attributes needed to live, learn, work, and contribute as members of our wider communities.

## Our Code

[Code of Conduct](#)

## Our Policies and Procedures

[International Policies and Procedures Handbook](#)

## Senior Leadership Team

Principal | Mr Iva Ropati

Associate Principal | Mr Pere Durie

Deputy Principals | Mr Shea McEvoy, Ms Pip Tinning, Ms Jane Townsend, Mr Nick Leask, Mr Ben Orsmsby

Executive Manager | Mrs Kerri Turanga

Business Manager | Mrs Mandy Brown

Director of Property and Development | Mr Nathan Rillstone

## Whānau Class & Waka

You will be placed in a Whānau class with other students from your Year level.

You must attend Whānau class every morning and will be given the daily notices.

Your Whānau teacher is the teacher who watches over your progress. If you have any questions or concerns - your Whānau teacher is there to help you.

Each Whānau class has its own Dean.

There are four Waka at Pāpāmoa College:

Tāinui Waka  
Te Arawa Waka  
Takitimu Waka  
Mataatua Waka

Each Waka has two **Student Leaders**. They work closely with the Waka Staff Leader and organise activities including sports, fundraising for a charity and community projects. There is a trophy for the overall winner of the Waka competitions each year.

### **Daily Notices**

- These notices are an important way of finding out about events coming up that you may want to be involved in.
- The Daily Notices are available on the Parent Portal, which you can access online.
- Make sure you listen and note down any notices that affect you.

## Pāpāmoa College Vocabulary

**Canteen** – place to buy food and drinks at morning interval and lunchtime.

**Sick Bay** – place to go when you are feeling sick.

**Wāka** – the school has four Wāka, and all students belong to one. Wāka groups organise charity fundraising events and compete in Inter-House competitions.

**Dean** – person in charge of your year level or whānau class.

**Whānau Teacher** – the teacher who belongs to your whānau class and gives you the daily notices. You will go to your whānau class every morning.

**Assembly** – There are full school assemblies twice a term, as well as year level assemblies. There are also assemblies for international students.

**Mufti Day** – Once a term you can wear normal clothes to school. You pay a gold coin donation to your whānau teacher. This money is donated to charity.

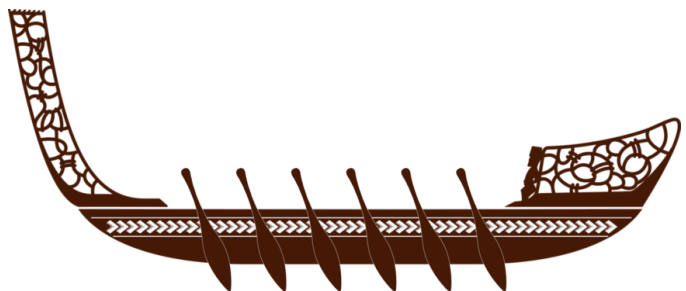
**Bus Bay** – the area in front of the school where the school bus stop.

**Interval** – Morning break to eat, drink and talk to friends.

**Student Services** – where students go if they need anything or if they are sick.

**Sign Out** – if you leave school early you **MUST** sign out at Reception.

**Sign In** – if you arrive at school late, you go directly to your timetabled class to sign in.



# Subjects & Careers

## Subjects

Pāpāmoa College offers a wide variety of courses and learning opportunities to reflect your interests, strengths, and ambitions.

- During Orientation you will meet with the International Dean, Mrs Beresford, to confirm your subject selection and receive your timetable.
- In Years 11, 12 and 13 students work towards achieving NCEA (National Certificate in Educational Achievement) at Levels 1, 2 or 3. Some students in Year 13 may study subjects at a Scholarship level.
- For subject support, timetable changes or exam assistance please see Mrs Beresford.
- For information about the New Zealand curriculum: [www.nzqa.govt.nz](http://www.nzqa.govt.nz)
- For school subject descriptions and information: [www.papamoacollege.school.nz](http://www.papamoacollege.school.nz)

## Careers

- The careers office is located on the **lower floor right hand side of the stairs** and is open during school hours.
- The careers staff are available to give advice and guidance on:
  - Employment or further education.
  - Subjects you need to get into a particular course at University.
  - New Zealand tertiary education providers (University, Technical Institutes etc.) and can help you decide what suits you best.
- Make an appointment by seeing the Careers team.

## Tracking your NCEA credits

This link takes you to the official information about your [NCEA Credits](#)

Always ensure you keep your logon/password for NZQA safe & update any change of address online.

## Library

The School Library is open during school hours

## Internet access

Internet access is permitted for school related activities only.  
You will not be allowed to use the computers if you do not obey this rule.

## Photocopy & Printing

You can print to the photocopy machines located throughout the learning spaces. You can print black and white or colour in A4 or A3 size, using your **ID Card**.

- Students are allocated \$5 credit for photocopying and printing in Terms 1, 2 & 3.
- To photocopy or print; log-on to the printer/photocopy machine with your username and password.
- You can purchase more credit with cash from Reception, or you can pay by cash or EFTPOS & take the receipt to the IT Team, who will put more credit on your card.

# School Uniform

## Uniforms

New uniforms are bought from:

School Uniform Shop, Unit 2, 60 Parton Road, Pāpāmoa or [online](#)

Uniform requirements and shop hours can be found on [www.Papamoacollege.school.nz](http://www.Papamoacollege.school.nz)

If you wish to hire a school uniform, please ask the International team for details.

## Student Appearance & Grooming Requirements

A plain white short-sleeve T-shirt or short-sleeved black or white thermal can be worn BUT MUST NOT be visible from under uniform.

Shoes must be plain black lace up with NO visible branding or writing.

Sandals must be plain black sandals. Must have a heel strap and a strap over the top of the ankle. Sandals are not a jandal or a slip on. The sandals should not contain significant branding or writing.

Hats | No beanies and only school-branded hats.

No facial/tongue/body piercings including transparent studs, with the exception for earrings which can ONLY be sleepers and/or studs in both ears\*.

- Natural-looking makeup is permitted.
- No nail polish.
- NO Facial Hair\*.
- Natural hair colour ONLY.

*\*Cultural exemptions will apply*

## Mufti Days (non-uniform days)

The standard of grooming must be appropriate for a co-educational school setting and have regard for safety in specialist classrooms. This means:

No worn out or dirty clothing or clothing with pictures or writing that may offend e.g. references to alcohol, drugs, gangs, rude slogans etc.

No singlets, very low cut or strapless tops or tops which expose the midriff.

No skimpy skirts or shorts.

No facial hair.

No caps or beanies worn in class.

No bare feet or rubber/plastic jandals

## Sports & Clubs at Pāpāmoa College

We strongly encourage students to get involved in clubs and sport, either as part of a team or as an individual. It is a great way to meet new people and improve your physical skills and wellbeing.

### Sports

To join a team, contact the Sports Department or visit their office upstairs from the Gym and ask for a Sports Registration form.

SPORTING OPPORTUNITIES			
TERM ONE	TERM TWO	TERM THREE	TERM FOUR
Athletics	Adventure Racing	Basketball	Athletics
Beach Volleyball	Badminton	Football	Beach Volleyball
Futsal	Basketball	Gymnastics	Futsal
Golf	Cross Country	Hockey	Golf
Mountain Biking	Football	Netball	Mountain Biking
Ripper Rugby	Gymnastics	Rugby	Ripper Rugby
Rugby 7's	Hockey	Skiing	Rugby 7's
Surfing	Indoor Bowls	Snowboarding	Surfing
Swimming	Mountain Biking		Swimming
Tennis	Netball		Tennis
Touch Rugby	Rock Climbing		Touch Rugby
Triathlon	Rugby		Triathlon
Ultimate Frisbee	Skiing		Ultimate Frisbee
Volleyball	Snowboarding		Volleyball
Waterpolo	Squash		Waterpolo
	Table Tennis		

### Clubs & Groups

There are many different cultural, environmental and service groups or clubs you can join. You are sure to find one that interests you.

If you would like to find out more about any of the clubs or activities, please see the Student Services Team who can direct you to the teacher in charge.

# What to do ...

## **If you are... Late for School**

- If you arrive late, bring a note from your homestay/parent to explain why.
- Report directly to your timetabled class teacher, give the note or explanation as to why you are late.

## **If you are... Absent from School**

- If you are absent because of illness or family bereavement: your homestay parent/caregiver needs to call the absentee line 07 542 0676 to explain why. You could also bring a note from your homestay/parent & hand it to your whānau teacher..
- If you are absent for 3 days or if you have an NCEA Assessment you will need to bring a medical certificate from your doctor.

## **If you... Feel Unwell at School**

- If you feel unwell during class-time, ask your teacher if you can go to the Sick bay at Student Services.
- The Student Services team will contact your homestay/caregiver if necessary.
- Your homestay/caregiver may only collect you if they are contacted by the Student Services staff
- DO NOT GO HOME BY YOURSELF!

## **If you... Know That You Are Going to be Away from School one or More Days for Special Circumstances**

- You need to bring a letter from your homestay/caregiver to the International Dean applying for an exemption at least two days beforehand.

## **If you... Need to Leave School Early**

- If you need to leave school during the day for a medical, dental or other appointment: bring an appointment card or letter written and signed by a homestay parent/caregiver.
- Show it to your teacher and then to Reception as you sign out **before** leaving the grounds.
- When you return from an appointment go directly to your timetabled class teacher to sign you back in.
- Try to make appointments outside of school time.

## **If you are... Wearing Incorrect Uniform**

- If you arrive at school in an incorrect uniform report to the International Dean before school.
- If you bring medical evidence, the International Dean will give you a permit to cover the necessary time period.
- You must carry this permit at all times and produce it for teachers when required.
- If you are wearing accessories (ie. jewellery) that are not part of the uniform a teacher may ask you to remove it. It will be stored at Student Services.
- If you require a permanent uniform permit to wear a non-uniform item: give the appropriate information to the International Dean – a letter from your parents and accompanying medical certificates or cultural evidence and a decision will be made.

## **If you... Have to Leave the Classroom during a Lesson**

- If you are called out of class, you will be given a note in class stating where you are going & who you will be seeing.

## **If you... Want to Get Involved In Activities outside the Classroom**

- To join a club/group at school, go to the Student Services or International Dean to find out about the group & teacher in charge.
- Talk to the teacher who oversees that group to find out about joining.

**If you... Want to Join a Sports Team**

- To join a team, contact the Sports Department [sport@papamoacollege.school.nz](mailto:sport@papamoacollege.school.nz) or visit their office upstairs from the Gym.
- Complete a Sports Registration form.
- You will need to pay the relevant fee at the start of that Sport Season.

**If you... Need to Pay Money to the College**

- You need to pay money for trips, subject costs, NCEA exam entrance etc
- You will receive an invoice from the school to advise how much money you need to pay.
- You can pay directly at Reception if using eftpos before or after school, at interval or lunchtime.
- You can also use the correct cash envelope: fill in the front and post it in the fees box at Student Services.

**If you... Want to Borrow a Library Book**

- You must provide your student ID card at the Library.
- In your first week, you can show your timetable until you are issued with an ID card.
- The library is located in prefabs behind the senior block and is open every day during school hours.

**If you... Need to Photocopy Something**

- Your ID Card has credits to use on the photocopier in the Library.
- If you need more credits, you can purchase them with cash at the Library or with EFTPOS at the Cashier.

**If you... Lose Something**

- Go to Student Services and check the lost property box
- If your item is named, you will be notified if the item is found.
- Please don't leave items such as mobile phones or laptops unattended. Name all your school uniform items with a clothing pen.

**If you... Want to Change Homestay**

- You must talk to the International Team about why you want to change.
- **You cannot arrange your own accommodation.**
- Once you have spoken to the International Team and they cannot fix the problem, they will look for a new homestay for you.

**If your... Homestay Changes Address**

- If your homestay family gets a new address, email or phone number, it is important you notify the International Team of the new details immediately.

**If you... Get Hungry at School**

- Your homestay will provide lunch for you to take to school each day, and you can eat this during Interval and lunchtime.
- You must not eat in class.
- You may like to purchase extra food sometimes from the school canteen.
- The Canteen is open at Interval & Lunch. If you want to buy food from the canteen, you will need to pay for it yourself.

**If you... Want to Go Out of the Bay of Plenty/Return Home During School Holidays**

- You must advise the International Office of your plans as early as possible. This includes completing a travel form that must be signed by the International Director before permission can be given.
- Your parents in your home country need to send advice to the school that they give permission for your plans.



- One email from your parents can cover all trips made by your homestay parents.
- Your homestay/caregivers also need to advise school with an email or signed letter of permission.
- Flight/trip information needs to be provided to the International Team.
- You must make sure that you do not miss any school. Book your flights so you depart after school finishes & return at least a day before school starts again.

#### **If you... Want to Go Home During School Time**

- You must have a good reason for this!
- Your parents will need to send details to the school of your intended absence from school.
- You will need to get a form from the International Team & take it to all your teachers to advise them when you will be away from school. Your teachers will let you know if you will be missing any important assessments.
- The International Director will need to sign the form once all your teachers have signed it, to give you permission.
- Your homestay/caregiver needs to be advised.

#### **If you... Want to Participate in a Dangerous or Adventure Activity**

- Please be aware that if you wish to participate in any dangerous or adventure activity (such as Bungy Jumping), the International Director and your natural parents MUST give their permission to the school first.

## Your Health

#### **Pāpāmoa College Sick Bay/Health Centre**

- If you are feeling unwell or have a minor accident while you are at school you can go to the school sick bay at Student Services.
- During class time, you will need to get permission from your teacher first.
- The Health Centre is run by a Registered Nurse to provide a safe and confidential service and is **open every day during school hours**.
- They can assist with injuries and illness, chronic condition management, sexual health, alcohol and drug referral, mental health and education resources.
- Once a week there is a visiting Doctor (GP) who is available via appointment.

#### **Personal Hygiene**

- Personal Hygiene in NZ might be different to what you are used to in your home country. We will provide you with some tips on how to look after yourself and your living environment.

#### **Sexual Health**

- Visit the Health Centre and ask to speak to one of our friendly nurses. • They will provide you with appropriate information and/or advice.
- For advice, please refer to: <https://www.familyplanning.org.nz/>

#### **Mental health**

We have professionally trained counsellors available for you to talk to in a friendly and relaxed environment. People come and talk for lots of reasons such as:

<ul style="list-style-type: none"> <li>● Difficulties at home/school</li> <li>● Low self-esteem</li> <li>● Bullying</li> <li>● Abuse</li> <li>● Grief</li> <li>● Anxiety</li> <li>● Stress management</li> </ul>	<ul style="list-style-type: none"> <li>● To make better informed decisions</li> <li>● Support in problem solving and finding resolutions</li> <li>● Feeling lost</li> <li>● Depression</li> <li>● Managing anger</li> </ul>
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Whatever your concern or focus, the counsellors will be happy to assist you.

A counsellor may:

- See you on your own or with support people
- Give you information
- Discuss with you who else you could talk to about your difficulties • Act on your behalf with your consent
- Refer you to someone more appropriate

### **Websites and organisations that provide help:**

<https://whatsup.co.nz/>

<https://www.skylight.org.nz/>

<https://www.thelowdown.co.nz/>

### **Appointments**

- Go to the Student Services and fill in a form and leave it in the box supplied. They will contact you.
- If it is an emergency, see the Student Services staff.
- Or you can ask your homestay parent/caregiver, friend, teacher or any other staff member to make an appointment for you.

### **Confidentiality**

- The Counsellors are members of the New Zealand Association of Counsellors and are expected to be trustworthy and respect your confidentiality.
- You can also call to talk to someone about a problem. The calls are confidential and free.

### **Who can help**

- Always talk to your Homestay Family about any problems first.
- A lot of issues can be easily fixed by talking to your homestay parents/caregivers and asking questions if you don't understand something.
- At school, you can speak to anyone in the International Team.
- For specialised help see the list below:

## Where to get help...

Agency	Phone Number	Website
Lifeline	0800 543 354 (available 24/7)	<a href="https://www.lifeline.org.nz/">https://www.lifeline.org.nz/</a>
Suicide Crisis Helpline	0800 543 354 (available 24/7)	
Chinese Lifeline	0800-888-880	<a href="https://www.mindfitnz.co.nz/support-vendor/chinese-lifeline/">https://www.mindfitnz.co.nz/support-vendor/chinese-lifeline/</a>
Youthline	0800 376 633	<a href="https://www.youthline.co.nz/">https://www.youthline.co.nz/</a>
Whatsup	0800 942 8787 (11am to 11pm)	<a href="https://whatsup.co.nz/">https://whatsup.co.nz/</a>
Depression helpline	0800 111 757 (available 24/7) or free text 4202	
Rainbow Youth	(09) 376 4155	
Sexual Health	<a href="https://www.bopdhb.health.nz/health-and-support/a-z-of-hospital-services/sexual-health/">https://www.bopdhb.health.nz/health-and-support/a-z-of-hospital-services/sexual-health/</a>	
<p>If it is an emergency or accident and you feel like you or someone else is at risk,  <b>call 111</b> for an ambulance.</p>		

## Insurance

**ALL International students must have insurance that covers them for medical costs.** Your insurance should be arranged before you leave your home country. Pāpāmoa College can arrange insurance for you, or you may decide to arrange it yourself. The school must have a copy of your insurance policy number and the date it expires.

Like most countries, New Zealanders must pay to visit a doctor. This money can be paid back to you by your insurance company. If you go to a doctor, make sure you keep your receipt and any paperwork the doctor gives you. This is sent to your insurance company along with a claim form. The International Team is happy to help you if you need to make a claim.

To find a doctor you should first ask your homestay parent/caregiver. They may be able to take you to their family doctor. Most doctors are open Monday to Friday until about 6pm and sometimes on Saturday. Phone first to make an appointment time.

If the doctor prescribes medicine, they will write you a prescription note. You take this note to a chemist, and they will prepare your medicine.

If you need to go to a doctor after hours or on the weekend you can go to:

- Accident and Health Care - 2nd Avenue, Tauranga | 07 5770010

# Region of Pāpāmoa

## Library

It is free to join the Pāpāmoa library and most libraries offer free internet access. To join, you will need to take a photo id (passport) and proof of your address; your homestay parent/caregiver may need to come with you. You can ask for a PIN number to be able to access online services including book requests.

## Shopping

**Pāpāmoa Plaza** has a wide range of shops and places to eat, as well as banks, library, as well as a Doctors.  
**Bayfair** is the Bay of Plenty's largest shopping mall which also includes a cinema and arcade.

## Nature

Pāpāmoa has lots of local beaches and reserves to explore.

There are various signposted walks and bike paths which will take you around Pāpāmoa and surrounding areas.

More information about walks, bike paths and beaches can be found at the **Information Centre** in Mount Maunganui or [Online](#).

## Recreation

As well as many sporting clubs in the area, there are two public leisure facilities you can use. **Baywave Aquatic and Leisure Centre** has many classes and sports clubs you can join. It is located on the corner of Girven Road & Gloucester Road, Bayfair, Mount Maunganui. 07 5778550 <https://www.taurangapools.co.nz/public-pools/baywave>

## Gyms

Oceanblue Health and Fitness | <https://www.oceanblueclub.co.nz/>

Snap Fitness 24/7 Pāpāmoa | [https://www.snapfitness.com/nz/gyms/Papamoa?utm\\_source=gmb&utm\\_medium=yext](https://www.snapfitness.com/nz/gyms/Papamoa?utm_source=gmb&utm_medium=yext)

Flex Fitness Pāpāmoa 24 Hour Gym | <https://flexfitnessgym.co.nz/gym-locations/central-north-island/Papamoa/>

Bout Fitness | <https://www.boutfitness.co.nz/>

## Sporting Clubs

Pāpāmoa College provides many options for sports. See our Pāpāmoa College Sport Facebook page for more information contact our Sports' Director.

[Pāpāmoa College - SPORT Facebook](#)

There are many different community sports clubs you can join. Some of the local clubs include:

Pāpāmoa Beach Sports Club - Netball, Basketball, Touch, Waka Ama and Hockey

[Pāpāmoa Beach Sports Club - HOME](#), ph: 021907566

Beach

Surf lessons

Waka Ama

Cycle tracks

Pāpāmoa Hills Cultural Heritage Regional Park

Mauao/Mount Maunganui summit

Shopping

Community Clubs

### **Entertainment**

Some of the other things you can do in the area include:

The Cave Pāpāmoa | New Zealand's Premier Virtual Reality & Entertainment Studios. | [The Cave](#) Ph: 0800 228 369

Dolphin & Wildlife Experiences | [Dolphin & Wildlife Experiences | Bay of Plenty NZ](#)

Beautiful Pāpāmoa | [Explore Beautiful Pāpāmoa Beach | Bay of Plenty NZ](#)

Mount Maunganui | [Visit Mount Maunganui New Zealand | Bay of Plenty NZ](#)

### **Getting around**

A lot of students walk or cycle to and from school. Pāpāmoa College is currently serviced by two bus runs. School bus route information is available from the Front Office. Tickets for the school bus are purchased from the bus driver or Tauranga City Council - [Bee Card](#)

### **Bus**

For timetable and bus stops visit: [Bus Timetable](#)

New Zealand is a safe country to live in, however, it is still important to be aware of your safety.

- Look after yourself and your possessions.
- Ask permission from your homestay parents before you go out.
- Tell your homestay where you are going, how you are getting there and what time you will be home.
- Make sure your mobile phone is charged and bring it with you.
- If you are going to be late or your plans change, contact your homestay.

# PĀPĀMOA COLLEGE

## 24 HOUR EMERGENCY PHONE NUMBERS

**24-hour Emergency Line CALL**  
**027 652 4540**

*If no answer then you can call Mandy Brown | 027 321 8089*

For FIRE, POLICE or MEDICAL emergency | **Dial 111**  
(this is a free call even from a cell phone)  
**Then** call the school 24-hour Emergency number

If you have a problem that is **not an emergency** contact your homestay parents

### Personal Safety

- Wherever you go you need to be aware of your surroundings.
- Only go places with people you know well and trust.
- Avoid isolated, unlit areas.
- Don't carry large amounts of cash with you or wear expensive jewellery.
- Keep your PIN number private – especially when using a cash machine.
- If you are out and feel threatened, approach a police officer or go into a store and ask for help.
- Don't leave valuable items such as cell phones, passports, wallets, iPods etc. in cars.
- Don't leave your bag or belongings unattended.
- Don't carry large amounts of cash.

### Road Safety

- International students are **NOT** permitted to own or drive a car
- It is a NZ law that you **MUST** always wear a seatbelt in the front or back seat of a car.
- Don't accept a lift from someone you don't know.
- It is illegal to drive after drinking alcohol: make sure the person driving you, has not been drinking.
- Never go in a car with a new or learning driver.

### Water Safety

The Water Safety Code consists of four simple rules to remember each time you venture near the water.

#### 1. BE PREPARED

- Learn to swim and survive.
- Set rules for safe play in the water.
- Always use safe and correct equipment and know the weather and water conditions before you get in.

#### 2. WATCH OUT FOR YOURSELF AND OTHERS

- Always swim with others and in areas where lifeguards are present.

#### 3. BE AWARE OF THE DANGERS

- Enter shallow and unknown water feet first and obey all safety signs and warning flags.

- Be particularly careful at beaches with big surf. Do not enter the water at these beaches unless you are a strong swimmer.

#### 4. KNOW YOUR LIMITS

- Challenge yourself within your physical limits and experience.
- Learn safe ways of rescuing others without putting yourself in danger.

#### Sun Safety

<http://sunsmart.org.nz>

New Zealand has very high levels of damaging UV (ultra-violet) sunlight, which can be very harmful to your skin and eyes.

Protect yourself when you're outside from September to April.

Protect yourself all year round when you are:

- out on the water
- on mountains
- around reflective surfaces like snow and ice



# Earthquakes & other natural disasters

<http://getthru.govt.nz> [NZ Civil Defence](#)

Disasters such as earthquakes, tsunamis, volcanic eruptions, floods and storms can strike at any time, sometimes without warning. All disasters have the potential to cause disruption, damage property and take lives.

In the event of a natural disaster in New Zealand, follow your homestay/caregiver's instructions.

If a natural disaster occurs when you are not at home or school, try to make contact with your homestay/caregiver and call the school emergency number on your Student ID Card. Follow any advice from Civil Defence and/or the adults in charge at the time.

## DURING AN EARTHQUAKE



**If you are inside** a building, move no more than a few steps, drop, cover and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.

**If you are in an elevator**, drop, cover and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.

**If you are outdoors** when the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold.

**If you are at the beach or near the coast**, drop, cover and hold then move to higher ground immediately in case a tsunami follows the quake.

**If you are driving**, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops, proceed with caution and avoid bridges or ramps that might have been damaged.

## AFTER AN EARTHQUAKE

Listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.

Expect to feel aftershocks.



# New Zealand Law

## **ALCOHOL**

You must be 18 and over to buy or drink alcohol in New Zealand. If you are over 18 you must have identification. It is against the law to drink or have alcohol with you in a public place (eg at the beach).

***International Students at Pāpāmoa College are not permitted to drink alcohol.***

## **DRUGS**

It is illegal to possess or use drugs in New Zealand.

## **SEX**

The age of consent is 16 years in New Zealand.

The age of consent in New Zealand is 16yrs. Any type of sexual activity which is not agreed to is defined as sexual assault.

## **SMOKING**

It is legal to smoke in New Zealand however all restaurants and public places are smoke free. This means you must smoke outside. It is illegal for shops to sell cigarettes or tobacco to anyone under 18 yrs old.

For help to quit smoking, you can talk to the school health centre or go to: [www.quit.org.nz](http://www.quit.org.nz)

## **GAMBLING**

There are four types of gambling in New Zealand:

Lotteries (eg Lotto, Daily Keno) – you must be over 18yrs to purchase tickets

Instant Kiwi scratch cards – you must be over 16yrs to purchase cards

TAB – you must be over 18yrs to bet on horse races and other sports

Casinos – you must be over 20yrs to enter any casino

If you are concerned about a gambling problem, you can talk to the school counsellors or go to:

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

## **DISCRIMINATION**

It is against the law to discriminate or treat people differently because of their: gender (including pregnancy), marital status, religious belief, ethical belief, colour, race, ethnic origins, disability, age, political opinion, employment status, family status, sexual orientation.

## **HARASSMENT**

This can be any words, conduct or action that is frequent and directed at a person that makes them feel annoyed, alarmed or very emotionally distressed. It can be of a sexual or racial nature and is against the Human Rights Act.

For more information or help with Discrimination or Harassment, you can talk to the school counsellors, the International Dean or contact the Human Rights Commission 0800-496-877 (free call from a landline)

## **ASSAULT**

It is not acceptable or legal to push, hit, kick or punch another person. This includes friends or family. Using hurtful or aggressive language can also be considered assault.

# Working in New Zealand

## CODE OF PRACTICE

### Summary of the Code of Practice

Pāpāmoa College follows the New Zealand Ministry of Education Pastoral Care of Tertiary and International Learners Code of Practice 2021.

A summary of this Code can be downloaded from:

[NZQA Pastoral-Care-Code-of-Practice English](#)

Copies are available in Japanese, Korean, Thai, Chinese and Arabic

### Termination of Student Contract

Students should be aware of:

- Their responsibilities – self management (late/absent, cleanliness etc.)
- Homestay expectations
- Academic performance

Circumstances that can initiate termination include:

- Attendance falls below 95% without reasonable explanation (NZ Immigration will be informed and your visa may be revoked)
- Inappropriate behaviour
- Illegal activities
- Undisclosed medical/health issues and or learning difficulties

## REFUND POLICY

### Request for a refund of international student fees

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. A request for a refund should provide the following information to the School
  - a) The name of the student
  - b) The circumstances of the request
  - c) The amount of refund requested
  - d) The name of the person requesting the refund
  - e) The name of the person who paid the fees
  - f) The bank account details to receive any eligible refund
  - g) Any relevant supporting documentation such as receipts or invoice.

### **Non-refundable fees**

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

- a) **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.
- b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- c) **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 the Student prior to the refund request, cannot be refunded.
- d) **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.
- e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

### **Request for a refund for failure to obtain a study visa**

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment**

5. If the Student voluntarily withdraws prior to 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.

### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment**

6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the 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.

### **Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider**

**7. If the 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, the School will negotiate with the Student or their family to either:**

- a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- b) Transfer the amount of any eligible refund to another provider or Make other arrangements agreed to by the student or their family and the school.

### **Where the Student's enrolment is ended by the School**

8. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:

- a) Any non-refundable fees set out in this policy
- b) Ten weeks tuition fee
- c) Any other reasonable costs that the school has incurred in ending the student's enrolment

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

9. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the 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.

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

10. If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the 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.

#### **Request for a refund of homestay fees**

11. If for any reason, the 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.

12. 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**

13. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

#### **Outstanding activity fees or other fees**

14. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

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

15. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more 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 by the School**

16. A decision by the 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:

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

17. The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.

18. The final decision regarding a request for a refund of international student fees will be made by the Principal.

# ***PART III***

## **HOMESTAY INFORMATION**

Welcome to New Zealand and your homestay family. Your family will look after you and help you to have an enjoyable homestay experience while you are here.

This booklet will help you to settle into your homestay family and learn about New Zealand and our way of life. Please read it and keep it during your time with us as you may need to read it again later if you are not sure about something.

Write down this information and take a photo of it on your phone:

Homestay Mother	
Mother's Mobile Number	
Homestay Father	
Father's Mobile Number	
Homestay Brother(s)	
Homestay Sister(s)	
Homestay Address	
Homestay Phone	
My Mobile number & Email	

<p><b>PĀPĀMOA COLLEGE</b>  <b>24 HOUR EMERGENCY PHONE NUMBERS</b></p>
<p><b>24-hour Emergency Line CALL</b>  <b>027 652 4540</b></p>
<p><i>If no answer then you can call Mandy Brown   027 321 8089</i></p>
<p>For FIRE, POLICE or MEDICAL emergency   <b>Dial 111</b>          (this is a free call even from a cell phone)  <b>Then</b> call the school 24-hour Emergency number</p>
<p>If you have a problem that is <b>not an emergency</b> contact your homestay parents</p>

## Settling in New Zealand

New Zealand is a multi-cultural country with a way of life that may be quite different to your own. There will be a lot of new things to learn and new people to meet.

### Feeling homesick

Sometimes you may feel confused and be unsure of what to do or how to behave. You might even feel sad or lonely and feel like you want to go home. This is normal. It can take a while to fit in to a new culture and get used to how things are done. This is called feeling “homesick”, but it doesn’t usually last long.

#### People you can talk to if you are feeling homesick

- Your Homestay Family or Caregiver
- The International Team
- A trusted teacher
- A friend at school

**REMEMBER: Be patient with yourself and give it time. Ask questions if you are unsure about any part of New Zealand life.**

### Some cultural differences

#### Manners

Good manners are very important in New Zealand. Good manners show your respect for other people.

- Always say ‘please’ when you ask for something and ‘thank you’ when something is done for you or given to you.
- If someone smiles and says ‘hello’ it is polite to smile and say ‘hello’ back.
- When people in your homestay family say, ‘good morning’ and ‘good night’ to you they will expect you to do the same.

- Always say “goodbye” to your homestay family when you leave home and “hello” when you return.

### **New Zealand Lifestyle**

Most New Zealanders (Kiwis) enjoy being outside and active.

Kiwi families enjoy being social and often invite friends and family to come for dinner. You might feel shy with new people around, but New Zealanders are very friendly and enjoy meeting people from other cultures. Try to talk to new people, it is a good way to practise your English.

### **Disagreements**

- New Zealanders often show their feelings openly. If they are unhappy or don't agree with something, they will tell the other person.
- Adults usually want to talk about why they are upset. This is how they try to improve or change the situation so that this does not happen again.
- Children and teenagers sometimes argue with each other and with their parents. This is not unusual in a Kiwi family so try not to let it worry you.
- If you are unhappy about something, try to talk about it with your homestay family. If they don't know there is a problem, they cannot help you fix it.

### **REMEMBER:**

***If something is bothering you it is best to deal with it quickly before a small problem becomes a big problem.***

### **Personal Contact and Interaction**

- In New Zealand it is polite to look at a person when they are talking to you, even if they are upset with you. This may feel strange, but it shows you are listening to the person speaking to you.
- New Zealand men and women are equal and are expected to show respect to each other. It is important to show the same respect and polite behaviour to your homestay mother and sisters as to your homestay father and brothers.
- New Zealanders may kiss and hug each other more than people in your country. They often show affection in public and around the home.
- If you feel uncomfortable with the way someone is touching you, speak to someone who can help.

***If you have a problem, you can ask for help from your homestay family or the International Team.***

## Living with a Kiwi Family

While you are here you will be part of a new family. They will be interested in you and will want to get to know you better. Your homestay family may do things differently from your own family, but it is your responsibility to fit in with them.

### **Respect**

- Respect the family rules. Be polite and helpful around the house.
- Spend a little time each day talking with your family. English might be hard at first but the more you practise, the easier it will become.
- Join in family activities and be friendly to your homestay parents, brothers and sisters. If your homestay has guests, say 'hello' and try to chat to them.
- Always ask if you would like to borrow something.
- You are responsible for anything you damage or lose and will be expected to pay for replacement, repair or cleaning costs.
- The bedrooms of your homestay family are PRIVATE. You must stay out, even if the door is open. If you need something, knock on the door, and wait to be invited in.

## Your bedroom

Take good care of your bedroom. When you leave to go back home, it should look the same as when you arrived. **If you damage your room or furniture, you will be expected to pay for any repairs or cleaning.**

- Keep your room clean and tidy and make your bed every day. Your homestay family will show you how to use a vacuum cleaner, and where you can put rubbish.
- Pull back the curtains when you get up and open the windows to let in fresh air. Remember to shut the windows at night or whenever you go out.
- It is polite for people to knock on your bedroom door before coming in. If young children come in without knocking, explain to them that you would like them to knock first.
- Do not spend all your time in your bedroom. Spend time each day with your homestay family talking about different things you are doing. Talking will help to improve your English and you will feel happier being part of the family.
- New Zealand families go to sleep between **9.30 - 11.00pm**. If you are the last person to go to bed, remember to turn off all the lights and heaters. Do not make loud noises to disturb people who are sleeping.
- **Always** turn off heaters and hair straighteners before you go to sleep or leave the house.
- **DO NOT** cook or keep food in your bedroom.
- **NEVER** smoke cigarettes or light candles in your bedroom.

## Using the shower and bathroom

New Zealanders usually shower once a day. The bathroom is very busy in the morning and the hot water is stored in small tanks. Hot water is expensive so be quick (5 – 10 minutes). **Do not dye your hair in the homestay bathroom** - it can leave stains and you will have to pay for any damage. Go to a hairdresser instead.

### Taking a shower:

- Put the bathmat on the floor near the shower door to step onto when you are finished.
- Shut the shower door securely.
- Use your own shampoo and hair/beauty products.
- Do not leave water on the bathroom floor.
- **Do not shower after 10.00 pm at night.**

### Using the toilet:

**Males:** Lift the toilet seat before urinating and put it down again when you finish. It is rude and unhygienic to leave urine on the floor or walls. Clean up any mess you make.

**Females:** Ask your host mother about the best way to dispose of used menstrual pads or tampons. These must NOT be put down the toilet as they cause blockages which are embarrassing and expensive to fix.

**REMEMBER:** Toilet paper can be put in the toilet and flushed.

## Washing your clothes

In New Zealand clothes are washed in a washing machine. Your homestay mother will usually wash your clothes for you. She will show you where to put your dirty clothes.

- If you want to do any washing by hand, use the laundry **not** the bathroom. Ask your host mother if you need help.
- Clothes are usually dried on a clothesline. Please do not be embarrassed to dry your clothes on the clothesline, just like everyone else.
- Clothes with thick material, like trousers, jumpers, and coats, are washed less often or may be dry-cleaned.

**DO NOT** dry wet clothes in your wardrobe or bedroom – dripping water can damage the carpet and furniture.

**DO NOT** put wet clothes on heaters or close to heaters to dry – this can cause a fire.



## Meals

Your homestay will provide you with 3 meals each day.

### Breakfast: Between 7:00am – 8:30am

- Most students make their own breakfast which will usually be cereal (with fruit, milk, or yoghurt), and/or toast (with butter and jam, honey or other spread). Ask your homestay what food you can have for breakfast.
- Sometimes families will make a cooked breakfast of bacon and eggs, but this is usually on the weekends.

### Lunch: Between 12:30pm - 2:30pm

- Students usually make their own lunch for school. New Zealanders like sandwiches or bread rolls with different fillings (chicken, ham, cheese, spreads etc.) biscuits, fruit, muesli bars or something similar.
- Ask your homestay what you can take. **Do not throw food away** – let your homestay know if there is something you don't like.
- Some international students like to bring rice or noodles to school. You can use the microwave in the International Room to warm your food up.
- You can buy food at the Pāpāmoa Canteen. If you choose to buy lunch at school, you will need to pay for it yourself. The Canteen opens every day before school and during interval and lunchtime. Lunch costs about \$5 - \$10 a day.

### Dinner: Between 5:30pm – 7:30pm

- Your homestay will usually make this for you. Most New Zealand families eat dinner together at the dinner table and talk about their day.
- **Always** ask permission if you would like to go out for dinner with your friends.
- Let your family know **before 4pm on the day** if you would like to go out for dinner and what time you will be home.
- If you choose to go out for dinner instead of eating at home, you must pay for your own meal.

## Snacks

- Children are expected to ask before they take food from the cupboard or fridge. Ask your homestay before helping yourself to food.
- Ask your homestay if it is okay to keep some food of your own for snacks between meals (e.g. chips, noodles, biscuits, fruit, bottled drinks)
- Your homestay will tell you where the best place for you to keep this food is.

## **DO NOT have food or drinks in your bedroom!**

- This is unhygienic and will bring pests like flies, ants, mice and cockroaches into your bedroom. It will also make your room smell bad.

## Table Manners

- Start eating when the rest of the family starts to eat.
- It is polite to thank the person who cooked the meal.
- It is ok to say “No, thank you” if you are offered something you do not want but you should try all new foods as part of your New Zealand experience.
- Do not reach across the table in front of people. Ask someone to pass you the salt, tomato sauce etc. Pass things to other people.
- In New Zealand culture it is polite to eat quietly. In your culture you may eat noisily (e.g. soup or noodles). New Zealanders think noisy eating is very bad manners.

- Families like to talk at dinnertime about things that have happened during the day. This is good for your English.
- New Zealanders usually stay at the table until everyone finishes eating.
- Do not talk to friends on the phone or message people during mealtimes. It is a good habit not to have a phone at the dinner table.
- Tell your homestay if you do not know how to hold and use a knife and fork. They will understand and help you.

### **Helping at home**

In most New Zealand families both parents work outside the home. Families do not have drivers or servants. It is usual for children to help their mother and father do household jobs. As part of the family, you are expected to do some small jobs as well. These jobs can include:

- Keeping your bedroom clean and tidy
- Bringing dry clothes inside from the clothesline, especially if it is going to rain
- Joining in with the grocery shopping/carrying grocery bags into the house
- Setting the table for dinner
- Helping with preparing food
- Clearing the table
- Washing or drying the dishes
- Loading and unloading the dishwasher

### **Keeping warm**

New Zealand houses might be bigger and colder than houses in your country. The main living areas are usually heated during the coldest months.

- You may have a small heater for your room. Do not have your heater on all night. This is dangerous, unhealthy and expensive.
- If you are cold, wear warm clothing - clothes made of wool are best. Wear a warm jumper, warm trousers, woolen socks and thermal underwear.
- An electric blanket is good to warm the bed before you get in. Do not sleep with electric blankets turned on all night. This is dangerous and can dehydrate your body. • Wheat-bags and hot water bottles are a safe, cheap way to stay warm in bed. You can ask your homestay for extra blankets in winter.

***ALWAYS turn off heaters and electric blankets before you go to sleep or go out!***

### **Inviting friends over**

- First ask your homestay parents if it is ok for your friend/s to come over.
- When your friend/s arrive, it is polite to introduce them to your homestay parents, so they know who is in the house.
- Your friends must be respectful of your homestay and the homestay rules.
- It is polite for your friends to say 'hello' to your homestay parents when they arrive and 'goodbye' when they leave.
- Do not take friends of the opposite sex into your bedroom.

### **Internet and computer**

Most New Zealand homes have broadband internet, but it might be slower than in your own country. Talk to your homestay parents about how much internet you can use.

- Always follow the homestay rules for computer/internet use.
- Ask permission before using your homestay's computer.
- Ask permission before you download anything on your homestay's computer.

- Try not to spend all your spare time on the computer/internet.
- Keep the noise down if you are playing a game or talking to friends/family at night.
- **DO NOT** go into any offensive websites.
- **DO NOT** download films, music or any files that are supposed to be paid for. This is against the law.

**REMEMBER: You could be fined \$10,000 for any illegal downloading.**

#### INTERNET AND DEVICE CURFEW TIMES

**Sunday to Thursday Night – 10:00pm**

**Friday and Saturday Night – Midnight (12:00am)**

#### Mobile phones

Most students have their own cell phone. You can purchase a phone with a pre-pay card option. This is a good way to stay in contact with your homestay family. A NZ sim card will be provided in your Orientation Pack to put in your phone.

- You can bring your mobile phone or device to school. You can NOT use your phone in class unless you have permission from your teacher.
- If your phone has a translator, ask your teacher before you use it.
- Make sure your homestay parents have your phone number and you have theirs.
- Always make sure your mobile phone is fully charged and has credit before you leave home.

## Helpful questions to ask your homestay family

1. What jobs am I expected to do around the house?
2. Where do I put my dirty clothes? Can I hand wash some things?
3. Where should I dry the clothes I have washed?
4. What is the best time for me to use the shower/bathroom?
5. What toiletries do I have to buy for myself?
6. When is dinner?
7. How can I help at mealtimes?
8. Where can I keep my own food?
9. Can I put posters on my bedroom walls?
10. Can I move my bedroom furniture around?
11. What time is bedtime and lights out?
12. What are the rules for using computer/internet?

# Travel and Trips

Your homestay family may want to take you to visit places and attractions around Tauranga. Some activities can be quite expensive. If you would like to go it is polite to offer to pay your share. Even if your homestay family is happy to pay for you, they will be pleased that you offered.

This might be different from your home country where a host is expected to pay for everything. If your homestay family does pay for you, remember to say “thank-you” and show your appreciation.

## **Going on a trip with your homestay**

If your family goes on holiday or trip outside Bay of Plenty, they may ask you to come with them. If you would like to go, talk to them about what costs you will need to pay, for example: accommodation, eating out, activity fees or petrol.

## **Going on a trip with a tour company**

If you are interested in doing one of the trips available through an approved tour company, then see the International Team.

# Travelling outside of Tauranga

## **TRAVEL IN NEW ZEALAND WITH YOUR HOST FAMILY OR A TOUR COMPANY**

1. You must let the International Team know as soon as possible if you want to travel outside Bay of Plenty with your homestay family or with an approved tour company.
2. You must fill in the ***Application to Travel Outside of Bay of Plenty*** form available from the Homestay Office.
3. Your natural parents will need to email their signed permission to the International Office before you travel. *One email from your parents can cover all trips.*
4. If you will miss any school days, you must get signed permission from all your teachers.
5. You must have permission from the International Director.

**IMPORTANT:** If you wish to take part in any dangerous or adventure activities such as Bungy Jumping, you ***MUST*** have permission from your natural parents and the International Director.

## **TRAVEL TO YOUR HOME COUNTRY**

If you want to go home during the school holidays and/or the end of the year, make your flight bookings as early as possible. Many international students from all over New Zealand travel during the holidays so flights are booked out very early.

### **Before leaving the country**

- You must give the International Office your flight details including: the flight number, date and time of departure, date and time of return.
- If you are going home at the end of the year and will return to the same homestay the following year, neatly pack up any belongings you want to leave behind. Your homestay will be paid a storage/retainer fee.
- It is your responsibility to plan transport to and from the airport. Let the International Office know if your homestay family is not able to do the airport pick up or drop off.

**IMPORTANT: Do not book tickets to come back to New Zealand or return home outside of the school holidays.**

## Getting Around

Most students walk to and from school. When walking use footpaths. To cross roads use pedestrian crossings and pedestrian traffic lights. Listen and look right, left, right. When there is no traffic coming, walk quickly across the road, looking each way for traffic.

- If you live a bit further away, your homestay parents may offer to drop you off and pick you up from school or you may be able to catch a school bus.
- School bus route information is available from the front office of Pāpāmoa College. You can buy tickets from the bus driver.
- If you want to catch a bus anywhere in Tauranga, see Pāpāmoa College website for information [Bus Transportation](#)

### ***IMPORTANT:***

- ***Always*** ask your homestay parents before you go anywhere.
- ***Always*** tell them where you are going, who you are going with and when you will be home.
- ***Always*** take your cell phone - make sure it is charged and has credit.
- ***Always*** let your homestay know immediately if your plans change.

## Keep Safe

New Zealand is safer than most countries, but you must still be sensible and take care to keep yourself and your belongings safe. New Zealand police are friendly and can be trusted to help if you ever need them.

<b>PĀPĀMOA COLLEGE</b> <b>24 HOUR EMERGENCY PHONE NUMBERS</b>
<b>24 Hour Emergency Line CALL</b> <b>027 652 4540</b>
<b><i>If NO answer then you can call Mandy Brown   027 321 8089</i></b>
For FIRE, POLICE or MEDICAL emergency   <b>Dial 111</b> (this is a free call even from a cell phone) <b>Then</b> call the school 24-hour Emergency number
If you have a problem that is <b>not an emergency</b> contact your homestay parents

## Personal safety

Always be aware of your surroundings and the people around you when you go out.

- Only go places with people you know well and trust.
- Do not walk around the city alone at night and avoid lonely, dark areas. • Call a taxi if you need to get home after dark.
- Do not carry large amounts of cash or expensive jewellery with you.
- Keep your PIN number private – especially when using a cash machine. • If you are out and feel threatened, approach a police officer, or go into a store and ask for help.

## Follow the curfews

Monday - Thursday	Home by 7:00pm – you are NOT allowed to go into Tauranga City.
Friday (after school) and Saturday	Age 14 and under: Home by 9:00pm Age 15: Home by 10:00pm Age 16: Home by 11:00pm Age 17/18 and over: Home by 12 midnight (with permission from Homestay) You may go to Tauranga city but NOT stay overnight.
Sunday	Home by 7:00pm. You may go to Tauranga City during the day.
<b>IMPORTANT:</b> If you have a special reason to be out later than your curfew you must have permission from your homestay.	

## Going out after school hours

Your homestay is responsible for you at all times while you are staying with them. Introduce your friends to your homestay family and give them your friends' names, phone numbers and addresses.

- **Tell your homestay:** where you are going, who you are going with and when you are coming home.
- **Leave contact details and take your mobile phone.** Make sure your phone is fully charged and has enough credit.
- **Keep to the plan.** If for any reason your plans change you must contact your homestay and let them know immediately.
- **Be home at the agreed time.** If there is a problem, contact your homestay immediately.

## Staying at a friend's house overnight

- If your friend lives with another Pāpāmoa College homestay family, you will need to have permission from your homestay parents to stay overnight.
- If your friend **is not living** with a Pāpāmoa College homestay family, you will need permission from your homestay parents and the International Director.
- Your friend's parents must contact your homestay family and talk to them about who will be responsible for you while you are there.
- Your homestay will need their address and telephone number so they can contact you in an emergency.

## Road Safety

- International students are not allowed to drive or own a car.
- It is the law in New Zealand that you **MUST ALWAYS** wear a seatbelt in the front or back seat of a car.

- Do not accept a ride from someone you don't know.
- It is illegal to drive after drinking alcohol – make sure the person driving you has not been drinking.
- Never go in a car with a restricted or learner driver. Always check the driver has their full New Zealand Driver's License.

**IMPORTANT: Your homestay may ask to check that the driver has a full license before they allow you to drive with anyone.**

**If you feel threatened or in danger at any time, tell your homestay parents | your guardian | someone on the International Team | or the Principal.**

## Money

You will need to have some money each week for personal items like bus fare, trips, personal toiletries, clothes and entertainment. Ask your parents at home how you will get this money while you are here.

### **Opening a bank account.**

It is best to keep most of your money in a bank account. Your homestay/guardian will help you open an account. You will need to take two kinds of identification:

- Your passport
- A letter from Pāpāmoa College **or** your student ID.

### **Be sensible**

- Do not take more than **\$10** to school.
- Do not keep more than **\$100** in your bedroom.
- Do not lend large amounts of money to other students.
- Do not borrow large amounts of money from friends.
- Do not leave your mobile phone, laptop or any other valuables unattended at school.

## Homestay

### **Homestay Payments**

Pāpāmoa College pays your homestay every 2 weeks. The homestay payment is for your room, 3 meals a day and your laundry.

### **Parents visiting**

- If your homestay has agreed to let your parent/s stay for a short time they must pay your homestay **the agreed amount per night in cash**. (Recommended amount is \$50 per night)
- Remember this is not a hotel. Your parent/s must respect the homestay's rules and routines while they are staying there.

### **Changing Homestay**

Pāpāmoa College wants you to enjoy your homestay experience. We have wonderful homestay families who have been carefully selected and look after our students very well. Our Homestay Manager takes great care choosing a homestay family for you but sometimes there may be a problem. If you have a problem, try to talk about it with your homestay or see the International Team.

If the problem cannot be resolved, the International Team can find another homestay for you.

**DO NOT** arrange your own accommodation. Pāpāmoa College **must** be told **before** any arrangements are made.

If your parents want you to live with a family member or close family friend, they must first apply through the school for them to become a Designated Caregiver.

## Code of Practice

Pāpāmoa College is a signatory to the Code of Practice for the Pastoral Care of International Students

This means it must follow certain procedures set down by the Code.

- The Code provides guidelines for international students, like you, to make sure they are well-informed, safe, and well cared for while staying in a New Zealand home.
- If you are unhappy about the care you have received in New Zealand, the Code tells you what to do. When you enrol you will be given more information about the steps you can take and the people who can help you to improve the situation.
- A summary of the Code of Practice is available from the International Student Administrator or can be downloaded from the NZQA (New Zealand Qualifications Authority) at:  
[www.nzqa.govt.nz/providers-partners/caring-for-international-students/](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/)
- A copy of the Code of Practice is available from the NZQA website in the following languages: Arabic, Chinese, Japanese, Korean and Thai