



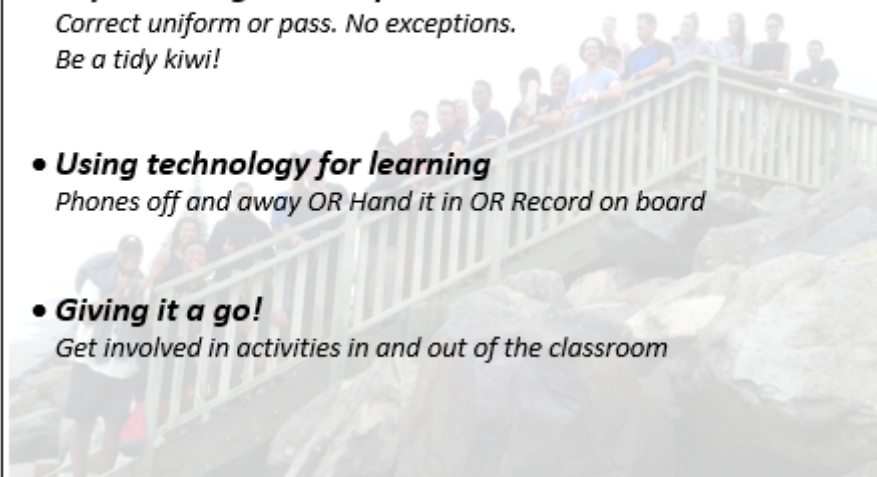
Edgewater  
College

**INTERNATIONAL  
STUDENT HANDBOOK**

**AT EDGEWATER COLLEGE WE SHOW  
MANAAKITANGA | CARE, MĀIA | COURAGE  
AND MANAWA REKA | CURIOSITY BY...**



- ***Caring about ourselves, others and learning***  
*Be kind - in and out of the classroom, and online*
- ***Being respectful and courteous***  
*Be polite and helpful, follow instructions,  
use appropriate language, encourage others*
- ***Learning hard and doing our best***  
*Class time is learning time: Let teachers teach, let students learn*
- ***Being organised, on time and ready to learn***  
*Right place, right time, right equipment, right attitude*
- ***Representing EC with pride***  
*Correct uniform or pass. No exceptions.  
Be a tidy kiwi!*
- ***Using technology for learning***  
*Phones off and away OR Hand it in OR Record on board*
- ***Giving it a go!***  
*Get involved in activities in and out of the classroom*



## INTERNATIONAL DEPARTMENT STAFF

Should you have any questions or queries, the International Department staff are always here to help:



**Sarah Scanlan**

*International Student Co-Ordinator*

Email: [s.scanlan@edgewater.school.nz](mailto:s.scanlan@edgewater.school.nz)

Phone: 577 0407

Mobile: 021 0237 8993

## EDGEWATER COLLEGE STAFF

For any other queries, below are the staff at Edgewater that you may wish to speak to if you have any questions.



*Principal* **Ms Louise Addison**



**Mrs Macpherson**  
*Deputy Principal*



**Ms Wakker**  
*Assistant Principal  
(International Dean)*



**Mr Milton**  
*Assistant Principal*



**Mr Samaseia**  
*Year 13 Dean*



**Mrs Scott**  
*Year 12 Dean*



**Ms Potter**  
*Year 11 Dean*



**Mr McGregor**  
*Year 10 Dean*



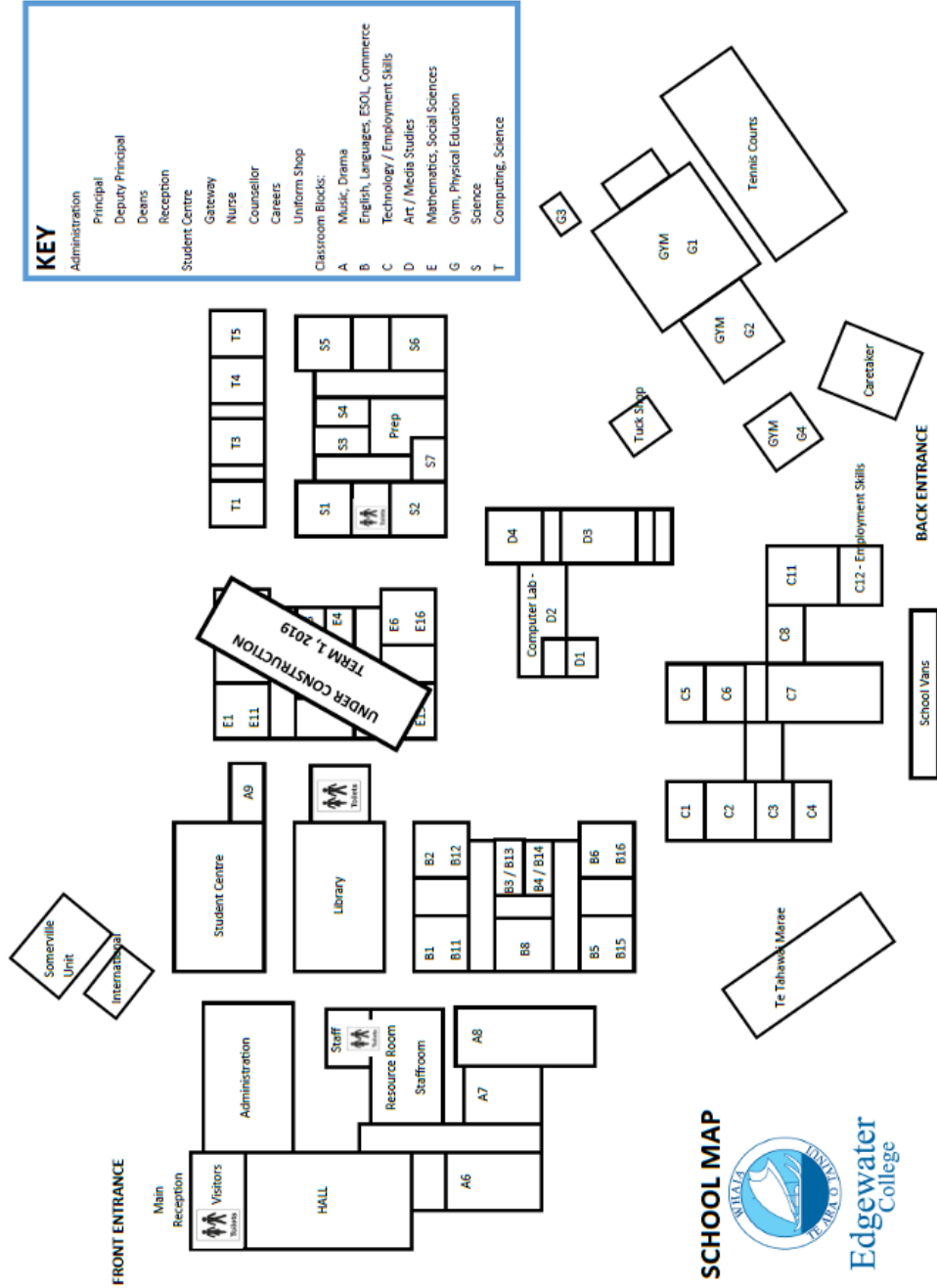
**Ms Barrow**  
*Year 9 Dean*

## EDGEWATER COLLEGE BELL TIMETABLE

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:45	Mentor rooms opened				
9:00 – 9:20	Mentor Time	Mentor Time	Mentor Time	Mentor Time	Period 1
9:20 – 10:15	Period 1	Period 1	Period 1	Period 1	
10:15 – 11:10	Period 2	Period 2	Period 2	Period 2	Period 2
11:10 – 11:40	Interval/ Morning Tea	Interval/ Morning Tea	Interval/ Morning Tea	Interval/ Morning Tea	Interval/ Morning Tea
11:40 – 12:35	Period 3	Period 3	Period 3	Period 3	Period 3
12:35 – 1:30	Period 4	Period 4	Period 4	Period 4	Period 4
1:30 – 2:15	Lunch	Lunch	Lunch	Lunch	Lunch
2:15 – 3:10	Period 5	Period 5	Period 5	Period 5	Period 5
3:20-4:20	Period 6	Period 6	Period 6	Period 6	Period 6

## SCHOOL TIMETABLE

Week Viewing		Term : 2		Week : 4	
-	15	+			
T	1	2	3	4	
	Mon 20 May	Tue 21 May	Wed 22 May	Thu 23 May	Fri 24 May
Period 0	8:25	8:25	8:25	8:25	
Mentor	9:00 MSL <b>MENTOR</b> C1	9:00 MSL <b>MENTOR</b> C1	9:00 MSL <b>MENTOR</b> C1	9:00 MSL <b>MENTOR</b> C1	
Period 1	9:20 TRD <b>2ENGL</b> B14	9:20 QLK <b>2BIOL</b> S2	9:20 NKK <b>2CHEM</b> S6	9:20 MLS <b>2ISS</b> C3	9:20 HGD <b>2PHYS</b> S1
Period 2	10:15 QLK <b>2BIOL</b> S2	10:15 NKK <b>2CHEM</b> S6	10:15 MLS <b>2ISS</b> C3	10:15 HGD <b>2PHYS</b> S1	10:15 YEJ <b>2MATC</b> S5
Interval	11:10	11:10	11:10	11:10	11:10
Period 3	11:40 NKK <b>2CHEM</b> S6	11:40 MLS <b>2ISS</b> C3	11:40 HGD <b>2PHYS</b> S1	11:40 YEJ <b>2MATC</b> S5	11:40 TRD <b>2ENGL</b> B14
Period 4	12:35 MLS <b>2ISS</b> C3	12:35 SCL <b>2P25</b> HALL	12:35 YEJ <b>2MATC</b> S5	12:35 TRD <b>2ENGL</b> B14	12:35 QLK <b>2BIOL</b> S2
Lunch	1:30	1:30	1:30	1:30	1:30
Period 5	2:15 HGD <b>2PHYS</b> S1	2:15 YEJ <b>2MATC</b> S5	2:15 TRD <b>2ENGL</b> B14	2:15 QLK <b>2BIOL</b> S2	2:15 NKK <b>2CHEM</b> S6



# WELCOME TO EDGEWATER COLLEGE

We hope your stay in NZ and at Edgewater College will be one of the best experiences of your life!

You will be living with a NZ family and are likely to find that many aspects of your new life are different. This booklet has been prepared to help you settle into your new family and school.

## COLLEGE LIFE

The NZ education system is probably very different from the system in your home country. In NZ, students are expected to take responsibility for their study program. This is most important in the senior school where assignments are expected to be presented on time. In many subjects, the marks for these assignments are a part of the internal assessment of your work for the final grades and marks.

However, life should not be all study and no relaxation. Join a sport or cultural activity, either at school or in the community near your home. When possible join your homestay family on their outings – learn all you can about NZ by visiting places with them.

## YOUR SCHOOL RESPONSIBILITIES

You have come to NZ to attend school. **This is your first priority.** The school expects you to:

- Be at school every school day – 9.00am - 3.10pm
- Be on time for roll call in your mentor class and/or Period 1
- Be in correct uniform or dress code
- Attend all classes

*This is YOUR responsibility and your Homestay Family will help you as much as they can.*

## ATTENDANCE

It is a requirement of your student visa, and the school, that you must attend school regularly. Immigration NZ and the school can terminate your right to remain in NZ if you have poor attendance.

Students are to attend all classes promptly at all times. If a student cannot attend because of ill health, the school must be advised before classes begin by the student's Homestay/Caregiver, not by the student. A doctor's certificate is required for any absence of

three or more days. Absence for any other reason must be approved beforehand by the Director of International Students.

NB All international students must hold medical and travel insurance. The international office will help you make a claim if you have been sick or have an accident. If you are taken to hospital, the insurance company and the school must be informed immediately.

### **What to do if you are ill at school**

(NB We have a school nurse who can help with any personal or minor health issues. She is in the Student Centre)

- Tell your teacher you are ill. He/she will give you a note to take to the school nurse.
- The nurse will decide if you need to go home or she can help you with minor problems.
- If you need to go home, the nurse will contact your caregiver and arrange for him/her to pick you up from school and take you home.
- If there is no one home who can look after you, the nurse will check with your caregiver if you can go home. The school will then arrange for you to be taken home.
- If the nurse and your caregiver agree you can go home, you must sign out in the exit book at the Main School Reception.
- If you have an accident at school, see the school nurse as soon as possible. She will follow the above procedures and if necessary, take you to see a doctor.

### **What to do if you have a doctor, dentist or specialist appointment:**

- Bring a note from your homestay/caregiver asking permission for you to leave school just before the time of your appointment.
- Take this note to the main School Reception first thing in the morning, where you will be handed a green Exit Pass.
- When you are due to leave for your appointment, you show your teacher (whatever class you are in) your green Exit Pass.
- Then go back to the main School Reception and sign out on the electronic device on the counter before leaving the school grounds.
- If you come back before the end of school, sign back in on the electronic device you previously signed out on.

### **Can I leave the school grounds during the school day?**

It is important that the school knows where each student is during the school day, should there be an emergency or fire drill.

Students are not allowed to leave the school grounds without following the correct procedures (as above).

You must never go home for any reason without permission or signing out.



## **Code of Conduct**

**International students are expected to abide by the rules and regulations of Edgewater College for both domestic and International Students.**

**International students must also abide by the terms and conditions of their International Student Application and Contract of Enrolment.**

Edgewater College encourages all students to strive to achieve their best at all times, to readily embrace opportunities for leadership and abide by the values of the school. We expect all students to take pride in their endeavours, to be courteous and to share ownership of the college's reputation in the community. This includes all our students respecting and honouring the college's high expectations at any school function and at any time they appear in public as a representative of the school, including on their way to and from school.

### **Attendance**

- International students should be mindful of the attendance conditions of their student visa and aim for 100% attendance
- Students must attend all classes and mentor periods and arrive punctually to every class.
- If absent, students must bring an absence note, written and signed by their caregiver, and place it in the Absence Box at Reception on their first day back at school.
- Students cannot leave the school grounds during the day without first getting permission from their Dean and signing out at Reception.
- If students are ill, they should see the nurse in the Student Centre. Students must not contact their parents or caregivers direct to make an arrangement to be collected.
- Any student who is required to leave the school during the school day to attend an appointment must bring their appointment card or a note from their caregiver to enable them to be released from class and sign out at Reception. Permission will only be given for genuine medical/clinical appointments. Students must carry their "leave" pass at all times and produce it should they be required.
- If a student is late to school, they must sign in at Reception. Students will be issued with a late note that will allow them into class.

### **Classroom behaviour**

- Eating in the class is not allowed unless the teacher has given permission.

- Cell phones are to be turned off and not seen during class unless the teacher gives permission to use a phone for a specific purpose. International students may be given permission to use their phone as a translator but must ask the teacher first.
- Students must wear correct school uniform at all times and ensure it is clean, tidy and clearly named.
- If students need to bring valuable possessions or large amounts of money to school, they need to leave them at Reception during the school day.
- Students cannot bring any of the following items to school: chewing gum, cigarettes, vaping devices, matches, lighters, firecrackers of any type, alcohol, illegal drugs, knives, weapons or firearms of any kind, laser light equipment of any kind.
- Students must use appropriate language at all times.

### **Digital Devices (e.g., laptops, mobile phones, ipads)**

- Digital devices may be used in class time to support learning. Students are expected to turn off or put away their device, if asked to do so by the teacher.
- Inappropriate use of a digital device (e.g. use in class when instructed not to, misuse of device) may result in various consequences including removal of students from the school network.
- The college accepts no responsibility for the loss of digital devices at school.

### **Travel**

- International Students must receive signed permission from their parents and from the International Office before travelling out of Auckland, unless it is with their homestay family/caregiver. They cannot travel outside Auckland alone or with friends.
- International students must obtain permission from the International Office if they wish to stay away from their homestay overnight.
- Host families need to know where students are at all times. Students must check with their homestay family before going out at night and on the weekend and keep in touch with their homestay family by phone when they are out.

### **Driving / Transport**

- International Students are NOT allowed to drive or own a motor vehicle whilst in New Zealand.
- Skateboards are not permitted to be used on the school grounds.

- Students must wear a cycle helmet any time they are riding a bicycle.
- Students must obey the road crossing rules and observe safe traffic behaviour at all times.

## **Accommodation**

- All international students are bound by the conditions of the International Student Accommodation Agreement and Accommodation Requirements contained in their Enrolment Contract, as well as the rules and information contained in Edgewater College's Handbook for International Students.
- International students must live in accommodation approved by the school. If a student wishes to change their accommodation, they must first ask the international office.
- International students must let their host family know where they are at all times and be back home by curfew times (see International Student Handbook).
- Students must check with their homestay family before going out at night and on the weekend and keep in touch with their homestay family by phone when they are out.
- Students are expected to respect their caregivers, their families, and their homes. If a student's behaviour in the home is considered so unacceptable by the caregiver/host family and the school, that another suitable home cannot be found, the school may take steps to terminate the Enrolment Contract.

## **Serious Misconduct**

International students must obey the laws of NZ including those pertaining to the use of alcohol, smoking, drugs and firearms. They must not engage in any criminal activity or commit an offence against any person or property. In the event of such a breach, regardless of when or where it occurs (including weekends and holidays), the school may take disciplinary action to suspend, exclude or expel the student from the school, and/or terminate the Contract of Enrolment (see Terms and Conditions of Enrolment in the Enrolment Contract).

## **YOUR HOMESTAY FAMILY**

It is very important to communicate with your homestay family so that you get to know them and can build a good relationship. Ask them about things that are new to you. Join in with them when they invite you to take part in family activities. If you do, you may make new friends and you can practice your English as you get to know more about New Zealand life. If you do not smile or talk, your homestay family and teachers will be concerned that you are ill, unhappy, homesick or perhaps that you do not like them.

You will find that many New Zealand families spend a lot of time outdoors especially in summertime, when families will picnic at beaches, enjoy BBQ's with friends or spend time playing or watching sport. These are all activities that will help you to become better at speaking English.

Even if your English is weak, remember that your Homestay Family wants to help you settle into your new lifestyle so keep trying to talk to them. Use your dictionary, practise your English and ask for help when you are not sure what words to use.

Your family will give you some rules to follow. Here is some general advice:

- Eat dinner with your family and spend some time with them each evening. Say goodnight when you go to your bedroom for the night.
- Always tell your family in advance if you will not be home for a meal and agree on a time to come home.
- Keep in touch by text.
- It is polite to ask your host parents for permission to invite a friend home. Introduce them to your host family. Do not have a friend in your bedroom without getting permission from your host parents.
- Respect the family's property. If you break or damage something you may be asked to pay for it.

## **CARING FOR YOUR ROOM**

- Make your bed every day
- Keep your room tidy
- Place any rubbish in a bin and empty every week
- Turn off the heater or electric blanket when you leave the room
- Never put posters or pictures on the wall in your room without asking permission from your homestay.

## **HOUSEHOLD CHORES**

In New Zealand, all members of the family often share the housework. Some jobs you may be asked to do are:

- Washing and drying the dishes or emptying the dishwasher
- Setting/clearing the table
- Vacuuming your bedroom

## **USING THE BATHROOM AND WASHING**

- A daily shower is necessary
- Talk to your homestay parents and decide the best time of day for you to have a shower.
- Spend a maximum of 10 minutes in the shower. If you use too much hot water, there will not be any left for the other members of your host family.
- Try not to splash water on the floor.
- You should provide your own soap, toothpaste, shampoo, etc. and all other personal products. Ask your host family where you should keep these items.
- Please leave the bathroom clean and tidy
- It is good hygiene to wash your hands before eating.
- You should clean your teeth before coming to school and before bed at night.
- All clothes that are close to your body should be washed regularly, e.g. underwear and socks (daily), shirts, blouses (twice a week).
- Your host parent will do your clothes washing for you. If you prefer to do your own washing, ask them about the best time to do this and where to hang it.

## **FOOD**

- Homestays are required to provide 3 meals per day for you, and snacks in between
- Discuss school lunch with your Homestay. You may be expected to make your own breakfast or lunch.
- If you choose to buy your lunch at school, you will need to pay for it. Some students prefer a small lunch and then have noodles or another snack when they get home.
- Discuss snacks with your homestay.
- Ask your family if you are allowed to help yourself to food in the fridge/pantry.
- If there is some type of food you would particularly like, let your host parents know.
- If there is some food you don't like, speak to your host mother about it
- Food should not be kept in your bedroom.
- Never cook food in your bedroom and do not eat in your bedroom without asking permission.
- Please do not get up in the night to cook food.
- It is polite to put your own dishes in the dishwasher
- It is polite to say "please" and "thank you" especially after a meal
- Do not leave the table until the others have finished
- If you do cook some food from your country, you may like to offer some to your Homestay family as well. They may enjoy the new tastes and can learn about your country.
- Remember to clean up after yourself

## **USING THE PHONE AND DEVICES**

- Get a NZ SIM card and keep your phone in credit
- Give your NZ mobile number to your homestay family and get their phone numbers
- Do not skype home or talk loudly on the phone during the night when your homestay family is sleeping
- It is rude to use your phone at the table or while being spoken to. Limit its use to your bedroom, or when you are alone.
- It is very expensive to use the internet in New Zealand and there are strict copyright laws. You must not download material such as movies and games. Your host family will explain their rules to you around use of the internet.
- If you exceed the household internet budget, you may be asked to pay the extra cost.
- You should not be up at night playing games on the internet. Your family may turn off the Wi-Fi connection at night if you abuse this rule.

## **THE WEATHER**

The climate in New Zealand is temperate and houses and schools are cooler all year around than in most other countries. You may find that you will need to wear warm clothing both inside and outside. This is particularly so in the months of June through to August. These months are the NZ winter.

While Auckland does not have snow, there can be times when you will wake up and see the ground white with frost. A frosty morning is usually the sign of a clear sunny day. Auckland has rainy days all year round and it can be very windy. You will need a good raincoat as it is very hard to keep warm if your school uniform has become wet. If you walk to school, an umbrella will be useful.

## **STAYING WARM**

- Heating and electricity are expensive in NZ. Most homes do not have central heating. Wear warm clothing if you feel cold, rather than turning on the heater.
- Speak to your host family about heating in your bedroom. Ask your host parent if you would like more blankets on your bed.
- For winter, buy some warm pyjamas or nightdress to wear in bed – bed socks are also good for cold feet.
- Slippers to wear in the house will keep your feet warm.
- A hot water bottle in your bed, or on your lap when studying, will keep you warm.
- Don't hang clothes over an electric heater to dry as this could cause a fire.

## **SLEEPOVERS**

If you wish to sleep over at another Edgewater College student's police vetted homestay, you must obtain permission from both homestay parents first and also let the Homestay Co-ordinator know. If you wish to sleep over with a non-Edgewater Homestay family, you must obtain permission from both sets of hosting parents and the International Department. At least two weeks' notice must be given to the school.

Students are not permitted to have a sleepover with anyone with whom they may be in a relationship.

## **MOVING HOMESTAY**

If you wish to move to another homestay family, you must first discuss this with the Homestay Co-ordinator, or someone in the International Office.

Any new homestay family will need to be checked by the school first, for their ability to care for you.

Your present homestay family will need a week's notice before the move. If you are unable to give them a week's notice, you will need to pay them a week's board payment in lieu of this notice.

Students may NOT live alone, or in accommodation shared with friends or without an adult. Students may not live in a hotel or apartment.

These rules apply to all students including those aged 18 and over.

## **TRAVEL & HOLIDAY PLANS**

All International Students must make the International Office staff aware well in advance of all travel plans

Any travel outside Auckland, including returning to your home country, must be notified and approved by the International Department prior to departure.

Any travel without your homestay family must be prior approved by the Director of International Students. If you are travelling without your homestay family, you must be accompanied by an approved adult or travel with a licensed student travel company approved by the school.

If your holiday trip involves outdoor adventurous activities e.g. skiing, tramping, bungy-jumping, hang-gliding or surfing, make sure you understand what safety measures are involved. You also need to check if your insurance company covers you for these activities and ensure the international department has got written permission from your natural parents.

## **HOMESTAY PAYMENTS DURING HOLIDAYS**

**Term Breaks** The school continues to make homestay payments during the three 2-week term breaks. If you travel away from your homestay family over these term breaks your homestay family will continue to receive homestay payments.

**Christmas Holidays** If you travel home overseas in the Christmas holidays and you can store all of your belongings away temporarily, then no homestay payments will be made to the homestay family over the long Christmas holidays. If the homestay family is unable to use the room over this period because of your belongings taking up the space, then you may be



asked to pay a retainer. We recommend no more than \$50 per week to a maximum of \$300. You need to talk to the International Office about this before you go on your long holiday break.

## **MONEY**

Set up a bank account that can be used in the local Pakuranga/Auckland area. Even if your account is at another branch you can still use a Pakuranga bank if it is BNZ, ASB, National Bank or Westpac. There are ATM machines in Pakuranga/Auckland that cover most banks.

New Zealand is no different from any other country. There are people who are not honest or not to be trusted. DO NOT take money or other valuable things to school. You will probably have a card to use in the ATM machine and with it you will have a PIN number. Never show anyone your money card and keep your PIN a secret at all times. Never leave your money or bags unattended.

## **STAYING SAFE**

Recommended Curfew Times:

<b>Age</b>	<b>Sunday-Thursday</b>	<b>Friday</b>	<b>Saturday</b>
Under 15 years	6.00pm	Under supervision	Under Supervision
15-16 years	6.00pm	11.00pm	11.00pm
16-18 years	6.00pm	12.00am	12.00am
Over 18 years	6.00pm	12.00am	12.00am

Staying safe whilst in New Zealand is very important. Our Edgewater College Homestay Coordinator is available 24 hours a day for urgent questions outside school hours ph.021 0237 8993

For Police, Fire Service or Ambulance, telephone 111

Like every country, there is crime in New Zealand, so you always need to be alert.

### **How do I avoid unsafe situations?**

- Know the name, address and phone number of your homestay family.
- Choose friends wisely and get to know them – avoid lending money or letting people know how much money you have.
- Never get into a car driven by someone who has been drinking alcohol, who only has a restricted licence or who you do not know.

- If someone bullies you, threatens you or tries to take your belongings from you, inform a teacher or a member of the international staff.
- Know where your passport is at all times. Never lend your passport to anyone else.
- Take care crossing roads and always wear your seatbelt when travelling in a car.
- Fake documents are illegal.
- When travelling to and from NZ never carry packages for other people that you haven't packed yourself.
- New Zealand has many beautiful beaches, but swimming can be extremely dangerous. Never swim alone and always swim between the flags or in areas that are deemed safe and controlled by lifeguards.

## **DRIVING**

Under no circumstances are any International students at Edgewater College permitted to drive or own a motor vehicle, regardless of age or whether they already hold a driver's licence.

Students are not permitted to ride in a vehicle with any person who holds a Learners or Restricted Driver's Licence, unless there is another adult in the car who holds a full licence. If you are not sure what licence the driver holds, either ask them or do not be driven by them.

## **DRINKING ALCOHOL**

If you are under 18 years of age, it is illegal to purchase or drink alcohol in NZ.

If you are 18 years or older and you wish to bring alcoholic drinks into your homestay's home, you must ask their permission first. If you are 18 years or older and alcoholic drinks are offered to you by your homestay parents, then you may choose whether or not you wish to drink them. Alcohol is NOT permitted at school, on any school trip or any school function.

## **SMOKING & DRUGS**

Edgewater College is a smoke-free school. This means that no one is permitted to smoke on the school grounds or in school uniform.

Smoking and possession of drugs is NOT permitted anywhere at school, in the buildings or on the grounds. If you are found to have cigarettes or drugs with you or are caught smoking at school, you will face disciplinary action.

Drugs, including Marijuana, are illegal in New Zealand. Police may prosecute if you are caught taking, selling or buying drugs. Committing a criminal offence may result in termination of your enrolment contract.

## QUESTIONS TO GO THROUGH WITH YOUR HOMESTAY FAMILY

- What do I call you?
- What am I expected to do daily other than make my bed, keep my room tidy and leave the bathroom clean and tidy?
- What do I do with my dirty clothes? Where do I keep them until washday?
- Should I wash my own under clothes? Where should I dry any clothes I wash?
- Where can I keep my toiletries?
- When is the best time for me to use the bathroom?
- How long can I stay in the shower?
- May I use the bathroom toiletries – shampoo, toothpaste etc.?
- What time are meals, and would you like me to help with preparing meals?
- May I help myself to food and drink at any time?
- What areas of the house are strictly private?
- May I put pictures on my walls or rearrange my bedroom?
- Where can I store my suitcase?
- What time must I get up on weekdays? Weekends?
- What time must I go to bed on weeknights? Weekends?
- Can I have friends to stay overnight?
- Can I invite friends around during the day?
- What are the rules about using the telephone?
- What are the rules about using the internet?
- How do I get around?
- When we go out as a family, should I pay for myself?
- What are the arrangements for making lunches?
- If I have any problems, who would you like me to go to?
- Is there anything else you would like me to know?

## **WHAT TO DO IF YOU HAVE A PROBLEM**

### **Problems at school with teachers or subjects**

- See your Mentor teacher
- See your Dean
- See the Head of Department of the subject you are finding difficult
- See the Careers Advisor for advice on choice of subjects, your courses, or entry to tertiary study.
- Speak to the Director of International Students
- Any of these people may be able to help you deal with the problem.
- If you have seen them, and you still think you have a serious problem you could ask to see the Assistant Principal in charge of International Students

### **Problems with school friends:**

- See your Mentor teacher or your Dean or you can see one of the Guidance Counsellors. You can make an appointment at the Guidance Office.
- Discrimination or harassment: If you feel you are being discriminated against in any way, you can see your Dean, the Director of International Students, one of the Guidance Counsellors or contact the Year 13 student contact person for PSSP (Peer Sexuality Support Programme)
- It is important to tell someone at school so that you receive the help and advice needed to deal with this.

### **Problems with home/family/homestay**

- You can see the Homestay Co-ordinator (24 hour mobile ph 021 0237 8993) for any homestay matters or family problems.
- The school counsellor can help with personal/confidential problems.

### **Problems with language**

- If you have difficulties expressing yourself in English, we have teachers who can help. We have teachers who can speak Chinese and Japanese. You can also speak to your ESOL teacher.

- **If you are not satisfied that the school is trying hard enough to solve your problem**, you or your parents can write to the Director of International Students or the Principal.
- If you still feel your problems have not been solved, you can contact the New Zealand Qualifications Authority (NZQA) [www.nzqa.govt.nz](http://www.nzqa.govt.nz) Phone 0800 697296 or [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)
- If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 006675. More information is available on the iStudent Complaints website: [www.istudent.org.nz](http://www.istudent.org.nz)
- You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.
- If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that you're English is good enough you can always bring a friend who has better English.

Edgewater College has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016/19 published by the Ministry of Education and administered by NZQA.

Please see link for copies of the Education Code 2016

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

## INTERNATIONAL STUDENT HEALTH RESOURCE

<b>Name of Organisation</b>	<b>Phone Contact</b>	
The Doctors – Ti Rakau	273 8980	
Dentist (same as above)	273 8980	
School Counsellor	576 9039 ext 830	Mr Williams
School Nurse	576 9039 ext 831	Ms Fleming
Police/Emergency	111	<a href="http://www.police.govt.nz">www.police.govt.nz</a>
Immigration New Zealand	0508 558 855	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
Auckland Regional Migrant Service	09 6252440	<a href="http://www.settlement.org.nz">www.settlement.org.nz</a>
HELP (Auckland Sexual Abuse Help Foundation)	09 623 1700	<a href="http://www.helpauckland.org.nz">www.helpauckland.org.nz</a>
Problem Gambling Foundation	0800 6640262	<a href="http://www.pgf.nz">www.pgf.nz</a>
Chinese Lifeline	09 522 2999 0800 543354	<a href="http://www.lifeline.org.nz/chinese-lifeline">www.lifeline.org.nz/chinese-lifeline</a>
Citizens Advice Bureau (CAB)	0800 367 222	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Family Planning Association	09 263 7600	<a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
Human Rights Complaints	0800 496 877	<a href="http://www.hrc.co.nz">www.hrc.co.nz</a>
Dispute Resolution Scheme	0800 697296	<a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a>
Lifeline	0800 543 354	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
(CADS) Regional Alcohol & Drug Youth Service	09 845 1818	<a href="http://www.cads.org.nz">www.cads.org.nz</a>
Smokefree Complaints	09 623 4600	<a href="http://www.health.govt.nz">www.health.govt.nz</a>
Youth Law	0800 884529	<a href="http://www.youthlaw.co.nz">www.youthlaw.co.nz</a>
Youthline	0800 376 633 or Free Text to 234	<a href="http://www.youthline.co.nz">www.youthline.co.nz</a>



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