



Macleans College



International Students

Handbook

February 2024



WELCOME MESSAGE



Welcome message from the Director of International Students

Welcome to Macleans College, a school reputed for high performance in both academic achievement and co-curricular activities.

International students from all over Asia, Europe and South America come to New Zealand and Macleans College in particular, with different goals. Some students come for only a short time to learn, travel and experience a new culture. Many are here long term to learn and achieve qualifications for tertiary opportunities.

You are an important and integral part of our school. You bring with you, vibrancy and global perspectives. You help make our school community much more diverse. Living overseas gives you a wider world view and helps prepare you for future success.

We have a wonderful team of staff in the International Department who are dedicated to the care and support of every international student. It is a rewarding journey we share with you.

Congratulations on the bold decision you have taken to study abroad.

Ko te angitu tētahi haerenga, kāore i te wāhi mutunga

Life is a journey, not a destination.

Tina Mair

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THE INTERNATIONAL DEPARTMENT

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for.

Staff from the International Department will provide support and advice to every student, helping them to have a happy and successful time at Macleans College.

The International office is open from 8:00am before school, interval, lunchtime and after school until 4:00pm.

We are here to help you

Phone: (09) 535 2620 extn 659

Email: internationaloffice@macleans.school.nz

Homestay Email: homestay@macleans.school.nz

Emergency After Hours: 027 420 3917 (this is only for something that cannot wait until the following day)

2 Macleans Road, Bucklands Beach, Auckland 2012

www.macleans.school.nz



WHO TO GO TO IF YOU HAVE QUESTIONS



The following is a general guide who you can go to for help. We encourage you to go to the International Department if you are unsure of who to approach.

Careers/ university pathway	Career Counsellors located in Student Advisory Services (SAS) building
Co-curricular	You can go to your form teacher or House Leader. Alternatively, Sports Director if it is sports related; Art Department if it is art related; and Music Department if it is music related.
Coping in life	International Student Counsellor located in International Department and SAS building
ESOL	ESOL teachers
Homestay	Homestay Coordinators
Insurance	International Department
Language translation	Come to the International Department and we will help you out as much as we can.
NCEA/ CAIE	Career Counsellors Director of International Students
Subjects/ timetable	Director of International Students
Travel	International Department



International Students Department

WE ARE HERE TO HELP YOU



T Mair

**Deputy Principal
Director or International Students**
Tina.Mair@macleans.school.nz

- Academic pathways NCEA/CAIE
- Subject options



P Lau

**International Student Marketing
Manager / Financial Manager**
Patrick.Lau@macleans.school.nz

- New enrolment
- Fees
- Visas
- Money matters



P Yue

International Marketing Manager
Ping.Yue@macleans.school.nz

- Marketing & agent support
- contact with parents
- visa & passport matters



R Ashby

Department Manager
Robyn.Ashby@macleans.school.nz

- Department oversight



J Lum

Counsellor
Joyce.Lum@macleans.school.nz

- Talking through worries, feelings and difficulties. Eg: fitting into the NZ and Macleans College way of life
- making friends
- feeling lonely, sad, stressed and under pressure
- help with studying and doing well in class



A Galloway

Receptionist / Administrator
Antoinette.Galloway@macleans.school.nz

- Reception and administration



E Xu

Homestay Coordinator

Homestay@macleans.school.nz

- Support international students living with parents and homestay caregivers



C Scott

Homestay Coordinator

Cay.Scott@macleans.school.nz

- Support international students living with parents and homestay caregivers

- You can go to any staff member about anything -

ADJUSTING TO LIFE IN NEW ZEALAND



Culture Shock

Studying at a New Zealand school can be a life changing experience. But it also brings challenges for international students who are living away from friends and family, learning new ways to study and adapting to a different language and culture.

After you have settled into your studies, you may experience feelings of loneliness, sadness, isolation and homesickness. Experiencing some or all these feelings is perfectly normal and you are not alone.

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

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

How you can adjust to a new culture

Understand that adjusting to a new culture takes time and you may continue to experience uncertainties and confusion for some time.

Strategies to help you with the adjustment process:

1. Culture shock is normal for many international students.
2. Realize that adjusting takes time.
3. Focus on the positive.
4. Understand your academic expectations.
5. Accept that you will be homesick.
6. Do not compare yourself to others.
7. Get to know a variety of students.
8. Look after yourself.
9. Join a co-curricular activity.

If you need help adjusting to life in New Zealand, remember to ask the international team for support, or see the International Counsellor for strategies to manage your struggles. We are all keen to talk with you and help in any way we can.





SCHOOL INFORMATION

Macleans College is very well resourced and is situated on a beautiful site overlooking the Waitemata Harbour.

Macleans College has earned a reputation as a world-class school with students that deliver results of the very highest standard and with the values and attributes that prepare them for successful lives beyond school.

One of the special features of Macleans College is our Whānau house system. Each student belongs to a Whānau that provides a supportive and welcoming environment in which to thrive. The school is divided into eight Houses or Whānau – a small “school within a school”.

Whānau Houses

BATTEN HOUSE



HILLARY HOUSE



KUPE HOUSE



MANSFIELD HOUSE



RUTHERFORD HOUSE



SNELL HOUSE



TE KANAWA HOUSE



UPHAM HOUSE





SCHOOL GUIDELINES AND EXPECTATIONS

The staff at Macleans College endeavour to give special care and attention to all our International Students and to encourage them to reach their full potential. We need to have an assurance of support by the student's parents or caregivers and the promise of the student's willingness to comply with the rules and standards of the school and the community to ensure the wellbeing of all concerned.

Attendance

You are required to attend 100% of your programme, always arriving promptly at all classes. If you have unexplained absences or poor attendance, we are required to inform Immigration NZ who may revoke your visa and you may be sent home.

Homework

This must be completed every day, or as required by the teacher. The student must complete all set tasks when asked.

Cooperation

The students must always obey the teacher's instructions, participate fully in classroom activities and maintain a friendly, cooperative attitude. The student must show consideration and respect to all staff members, to all other students and to themselves.

Homestay

Any rules laid down by a homestay carer are to be respected and obeyed. The student is expected to be reasonable, courteous and helpful in the house, keeping his/her bedroom tidy, clearing the table etc. The student will be on time for all meals and will not be away from home unless prior permission has been given.

Curfews

The New Zealand law states that young students are to be always under supervision. Any change to the curfew rules below must be negotiated beforehand with homestay parents. The students must tell the homestay parents where they are at all times and must contact them if they are going to be later than expected. The students must give their host parents the telephone number where they can be contacted anytime, they are away from their homestays.

Age	Sunday-Thursday	Friday	Saturday
Under 14 years	6.00 pm	Under supervision	Under supervision
14-16 years	6.00 pm	10.00 pm	11.00 pm
16-18 years	6.00 pm	12.00 midnight	12.00 midnight
Over 18 years	Negotiable	Negotiable -	Negotiable -

Leave and Holidays

Students are expected to attend school during term time. There are 12 weeks holiday in the school year. If a student wishes to travel in NZ or overseas during the holidays - permission will be granted at the discretion of the school. Students will need to seek permission well in advance and parental permission must be granted before the school will allow them to travel outside of the school area. If permission is granted it is on the understanding that the school will not have responsibility for the student while they are outside of our school/homestay.

If the student is returning to their home country, they are expected to do so within the sanctioned holiday time. Leave taken during school term is treated as unjustified leave, do not book flights, make travel plans without permission from school to travel.



Non-Compliance

If it is found that the student is unable or unwilling to co-operate with the above rules, disciplinary action will be taken. This action may include Verbal warning, daily report, after school detentions, written warning, stand down from school, suspension.

Smoking and Alcohol

The Macleans College Board will take a very strong stand if any student is found to be using or in possession of cigarettes, e-cigarettes or alcohol.

Illegal Drugs

These will not be tolerated. Students found to be using drugs will be permanently suspended and sent home. If it is appropriate, the authorities will be notified.

Driving

Macleans College does not allow International Students to own or drive a car while they are enrolled at the College. Year 13 students must apply to the school to take driving lessons from an approved provider. Students who complete a driving course will not be allowed to own or drive a car while enrolled at Macleans College.

Road Rules

Road rules are to be obeyed when walking to school. Only cross Macleans Road at the traffic lights.

Cell Phones

Cell phones are not to be used in school unless by teacher direction. Phones must be kept in students school bag.

Personal Property

Do not carry valuables or large amounts of cash and ensure that your belongings are named. The school will not replace lost or stolen property.

Discipline - Detention

A student will be given 24 hours' notice of being kept in for more than half an hour, e.g. school detention. The school reserves the right to detain a student for up to half an hour on any day without prior notice, e.g. house detention.

Serious Misconduct and Expulsion

If the behaviour of the student does not improve as requested the student may be expelled and the appropriate authorities notified. The student's visa will invariably be revoked under these circumstances. Serious misconduct may result in the immediate expulsion of a student.

Fees Refund

No fees will be refunded to a student expelled due to unacceptable, non-compliant behaviour.



HEALTH

What to do when you are unwell

Macleans College has a Health Centre which is located next to the International Department. If you are unwell during school hours, you can visit the Health Centre.

The school nurse will decide if you need to rest, return to class, or go to a GP (family doctor), Accident & Emergency Centre (A & E), or go home.

- If you are going home, you need to be picked up from the health centre by an adult. You cannot walk home or take the bus
- You must seek permission before going home.

Medical Appointments

Where possible, appointments for doctors, dentists etc. should be made outside of school hours. You must never leave the school grounds without permission.

If you need to attend an appointment during school hours, you need to bring a note from your parent or homestay caregiver and give it to your form teacher. Students are required to sign out at the main office before leaving school.

Medication

If a student is required to bring prescription medication to school, it should be given to the Health Centre and will be made available as prescribed. Legislation requires that the medication be presented in its original packaging with the pharmacy label in place and preferably written in English to show the student's name, the name of the medication, the dose, expiry date and reason for its use.

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

Who to contact if unable to attend school?

You are expected to attend school every school day unless you are unwell. You must be on time for all school activities.

If you are unwell and cannot attend school, your caregiver is to inform school before classes begin by emailing your form teacher or phone 09 535 2620.

Your caregiver will write an absence note to bring to the form teacher. A doctor's certificate is required for any absence of three or more days.

If your homestay caregiver thinks the absence is unjustified, they do not have to report your absence.

For further information: <https://www.macleans.school.nz/report-absence>



EXTRA-CURRICULAR ACTIVITIES



The school has an extensive range of extra-curricular activities available to students and we encourage you to participate in one or more of the activities. With over 100 activities to choose from including sport, music, academic, drama or intercultural clubs, you will never be bored at Macleans College. For further information, check the house notice board, daily notices and school website for sign up details. Ask classmates, buddies, teachers about these activities.



<https://www.macleans.school.nz/student/extra-curricular/groups-and-clubs>

ACADEMIC

Macleans College has a deserved reputation for high performance in academic success and results in external exams regularly place the school among the top in New Zealand.

Qualification Pathways

NCEA

The National Certificate of Educational Achievement (NCEA) is the qualification which replaced School Certificate, Sixth Form Certificate and University Bursaries and Scholarship.

Cambridge International

Cambridge Assessment International Education is the alternative qualification to NCEA.

Scholarship

Scholarship is an elite New Zealand qualification which could result in financial reward and recognition for doing well in a subject/s. The purpose of Scholarship exams is to challenge even the most competent students in each subject. See school website for eligibility criteria.

All academic information regarding NCEA, CAIE and MCert is now available on the Macleans College Website.



<https://www.macleans.school.nz/academic/qualification-pathways>

Subject Selection



<https://www.macleans.school.nz/academic/subject-guides>

ESOL Programme

Students who arrive from different countries often need extra English tuition to assist them with the transition into the New Zealand education system.

A placement test on arrival at Macleans College will determine exactly what ESOL is needed by each student. The focus is on vocabulary skills, intensive reading and writing for fluency and accuracy.

Some students progress faster than others, each student is assessed on their individual needs and placed in appropriate classes.



STUDENT ADVISORY SERVICES (SAS)

Guidance

The guidance counselling department is part of the Student Advisory Services (SAS). They are a team of trained and registered counsellors in New Zealand and provide a caring and private service to you.

Macleans is fortunate to have a counsellor dedicated to international students, their office is in the International Department. You will meet with the counsellor shortly after your arrival and for term interviews, Terms 1 to 3.

Students are normally seen when they need additional support in:

1. Stress related issues (exams, study, school, family, friendships, personal growth and identity).
2. Homesickness (thinking about home country, family, friends, and/or the differences in culture that make you want to go back home).
3. Decision making, time management or strategies to manage emotions.

The International Counsellor is a professionally trained counsellor who works with a code of ethics, to provide a safe place for you to voice your concerns or issues. It is private and confidential unless there are matters that could impede your life. The counsellor will journey with you to try to provide the best care needed for you.

Careers

The Careers Department is part of the Student Advisory Services (SAS) and has information on Polytechnic and University courses and other work and training in New Zealand, plus brochures and leaflets about applications, decision making, CVs etc. Two full time Career Counsellors and a Gateway/STAR Career Advisor are available to assist students with their career planning.

- Career counsellors help students to consider their career ideas, to plan their subjects at school and to explore and plan their next steps after leaving school.
- Year 12 and 13 students each have an individual career interview during the year.
- Junior students can seek assistance with subject choice by going to the SAS at interval or lunchtime to ask questions.

We have a lot of information available on the school website and a Facebook page.



Careers
<https://www.macleans.school.nz/student/student-support/careers-department>



Facebook
www.facebook.com/MacleansCareers/



Career Counselling
<https://www.macleans.school.nz/student/student-support/guidance-counselling>

BELL TIMES



Macleans College

Bell Times

Monday		Tuesday		Wednesday		Thursday		Friday	
8:30	Early Warning Bell	8:30	Early Warning Bell	8:30	Early Warning Bell	8:30	Early Warning Bell	8:30	Early Warning Bell
8:35	Form Period (25)	8:35	House Assembly (25)	8:35	Form Period (25)	8:35	Form Period (25)	8:40	School Assembly (30)
9:00	Period 1	9:00	Period 1	9:00	Period 1	9:00	Period 1	9:10	Period 1
10:00	Period 2	10:00	Period 2	10:00	Period 2	10:00	Period 2	10:10	Period 2
11:00	Interval	11:00	Interval	11:00	Interval	11:00	Interval	11:10	Interval
11:20	Period 3	11:20	Period 3	11:20	Period 3	11:20	Period 3	11:30	Period 3
12:20	Sit Down Lunch (50)	12:20	Sit Down Lunch (50)	12:20	Sit Down Lunch (50)	12:20	Sit Down Lunch (50)	12:30	Sit Down Lunch (40)
12:35	End of Sit Down Lunch	12:35	End of Sit Down Lunch	12:35	End of Sit Down Lunch	12:35	End of Sit Down Lunch	12:45	End of Sit Down Lunch
1:10	Early Warning Bell	1:10	Early Warning Bell	1:10	Early Warning Bell	1:10	Early Warning Bell	1:10	Early Warning Bell
1:15	Period 4	1:15	Period 4	1:15	Period 4	1:15	Period 4	1:15	Period 4
2:15	Period 5	2:15	Period 5	2:15	Period 5	2:15	Period 5	2:15	Period 5
3:15	End of Day	3:15	End of Day	3:15	End of Day	3:15	End of Day	3:15	End of Day

TIMETABLE EXAMPLE

Example Timetable for 2023 T4											
21511		Year 13		13RAOM		13CIESTY		Mansfield		Mr T Davidson	
Term	Week	Mon, 18 Sep		Tue, 19 Sep		Wed, 20 Sep		Thu, 21 Sep		Fri, 22 Sep	
3	10										
Meetings		8:10		8:10						8:10	
FT Assembly		8:35	RAOM	8:35	RAOM	8:35	RAOM	8:35	RAOM	8:35	RAOM
		FT	M5	FT	M5	FT	M5	FT	M5	FT	M5
Period 1		9:00	BUCK	9:00	1DON	9:00	BUCK	9:00	YANH	9:10	KWOB
		13MSC		13CIESTY	LIB	13MSC		12PYC		13BIC	
Period 2		10:00	KWOB	10:00	LALB	10:00	CHSS	10:00	NAUM	10:10	BUCK
		13CIESTY	H4	13CHC		13CIESTY	LIB	13BIC		13MSC	
Period 3		11:20	LALB	11:20	YANH	11:20	KWOB	11:20	BUCK	11:30	KWOB
		13CHC		12PYC		13BIC		13MSC		13CIESTY	H4
Period 4		1:15	YANH	1:15	KWOB	1:15	LALB	1:15	MCNM	1:15	LALB
		12PYC		13BIC		13CHC		13CIESTY	LIB	13CHC	
Period 5		2:15	KWOB	2:15	BUCK	2:15	YANH	2:15	LALB	2:15	YANH
		13BIC		13MSC		12PYC		13CHC		12PYC	
Form Teacher Mr A Rao				Houseleader Mr T Davidson Miss L Field				Senior Manager Mrs T Mair Mrs M Thompson			

Macleans College

2 October 2023



UNIFORM GUIDELINES

The school is proud of its uniform and expects it to be always worn correctly. When students are in school uniform, school rules apply. See school website for further information.

Hair

Students are expected to wear their hair styled in a reasonably conventional way. Hair must be kept tidy throughout the normal activities of a school day in keeping with the school's high standards and professional tone.

Hair must not touch the collar and must be clear of the face and eyes. Hair long enough to reach the collar must be tied back. Blue ribbons, plain hair ties or clips (black or brown) may be used to tie back the hair.

Extreme hairstyles including, but not restricted to, mohawk, mullet, shaved patterns, undercuts, 'rat's tails', backcombed and teased are not permitted. Unnatural colours, extreme colouring, or streaks and patches of colour are not permitted.

Fades should be conservative, and hair should not be shorter than a 'no. 2' clipper.

Students must be clean shaven. Sideburns may not extend beyond the earlobe.

Makeup

Students may wear makeup so long as it is faint and inconspicuous. Nail polish, if worn, must be clear, colourless and unnoticeable.

Jewellery and Tattoos

A wristwatch may be worn. Students may not wear chains or necklaces around the neck.

Girls may wear one matching pair of small plain, silver or gold studs in the lower part of each earlobe.

Religious and cultural jewellery, and tattoos must not be visible (completely hidden by school uniforms), including when the Physical Education uniform is worn.



Stockists

New Uniforms

Boys' and girls' uniforms for all year levels can be purchased online or in-store from John Russell Menswear in Moore St, Howick.

Second Hand Uniforms

Second-hand uniforms can be purchased from the school shop.

The Uniform Shop is open during the term at the following times:

- Tuesday and Wednesday 2.00 pm - 4.00 pm
- Every first Saturday of the month 10.00 am - 12.00 pm
- The shop is open on specific days during the term breaks, please check our website for updates.

The Uniform Shop is a facility for the use of parents and students to sell and purchase good quality second hand school uniforms.

STATIONERY

Students can purchase their school stationery from OfficeMax, at www.myschool.co.nz

See School Website for more information for ordering stationery.

TUCK SHOP

The Macleans College Tuck Shop is located behind the Auditorium - <https://lunchorders.co.nz/>

LIBRARY

Macleans College has a well-resourced library, providing access to a wide range of information sources.

The library is a popular place to be before and after school, as well as at interval and lunchtime, where students come to read, print or study.

The school library is open from 8:00am to 4:30pm, Monday to Thursday and 8:00am to 4:00pm Friday.

BYOD (BRING YOUR OWN DIGITAL DEVICE)

We are a digital school and a digital device (i.e., iPad, Tablet or Laptop) is a requirement for all students studying at Macleans College.

All students are expected to bring their devices to school and use it in appropriate places. Wi-Fi is available and you will be given information on how to login to your school account during orientation.

For further information on digital devices, refer school website.



LIVING ARRANGEMENTS FOR INTERNATIONAL STUDENTS

There are only three types of accommodation for International Students attending Maclean's College.

No student is permitted to move without prior permission from the school. This applies to students living with school accredited homestay and Designated Caregiver (DCG).

1. Parent

Some parents accompany their child to New Zealand on a guardian visa. Parents assume normal responsibility for their care outside of school hours. If, for some reason your parents must return to their own country, they must advise the International Department before they leave. This is very important, so that alternative accommodation can be approved and arranged for you. Notify school if your parent moves address or change of contact details, emergency contact person details.

2. Designated Caregiver

Living with a Designated Caregiver (DCG), this is a person who has been designated by your family to look after you. This person must be a relative or close family friend, parents take full responsibility and accept the decisions made by the DCG about the day-to-day requirements of their child.

The school does not get involved in the financial arrangement or any dispute that may arise between the parent and DCG caregiver.

For any reason if DCG caregiver is unable to maintain full responsibility for student, parents must communicate with school.

3. Homestay Arrangement

Living with a school accredited homestay family which is arranged by the school. We place all students with very trustworthy families who will provide a safe and caring living environment.

Homestay Family

Homestay is where you stay in the home of a New Zealand family, or family of another nationality who have made New Zealand their home. Homestay accommodation is **NOT** the same as staying in a hotel or Air BnB. You will be welcomed as a member of the family and as such you have responsibilities to make the experience as pleasurable as possible for all. This involves following household routines and rules and communicating with your host family.

Staying with a New Zealand family gives you extra opportunities to improve your English.

Talk to your host family, tell them about yourself, your family, country and culture. Get to know each other.

Try new experiences, join in with family activities like trips to the beach or parks, visiting family and friends.

Do not be afraid of making a mistake, your host family understands you are learning and are willing to help you. Use Google translation if needed.

You may need some time to adjust to a new culture, expect that things will be different – relationships, food, customs etc. If you are having problems adjusting, please talk to your host family or international department staff.

Computer and internet use

Homestay caregivers are required to provide basic internet access as a minimum. This is for students to do their homework and contact their parents overseas. Most homes have unlimited wireless internet which is more cost effective in a busy household. Students must not use their Homestay families' internet to access inappropriate or offensive websites or for downloading copyright /file sharing material for example movies, music, or online games.

Food

Homestay caregivers are to provide nutritious meals for breakfast, lunch and dinner. Dinner is often a time



to socialise and most families will sit around the table for this meal, it is expected you will join the family. It is likely that the family diet might be different to what you are used to. Although the homestay family is not expected to cook specialty foods, it is expected that students and caregivers are to be reasonably accommodating wherever possible.

Always offer to help with meal preparation or clearing up and washing the dishes after meals.

Do not take food and drinks to your room, eating in your room will attract ants and other insects.

If you want extra snacks or fruit (out of season) you can purchase these from the local shops or supermarket.

In New Zealand, we generally say “Thank You” to the person who has prepared the meal. Remember to use good table manners.

If for any reason you are going to be late for a meal, you must advise your homestay parents in advance. Let your homestay know in advance if you are not going to be home for a meal.

Hygiene – use of bathroom

Students are expected to maintain a good standard of personal hygiene in school and homestay. Please limit shower times to conserve water and follow guidelines for bathroom hygiene provided by your homestay. It is common in NZ for many households to have a limited supply of hot water and students need to be mindful of this, limit your showers to 5-8 minutes to conserve water. Always leave the bathroom clean and tidy after use.

You need to purchase personal toiletries.

Laundry – washing of clothes

Homestay caregivers may require you to wash your own clothing or offer to do it for you. Your homestay will advise expectations in their home on arrival. It is a school expectation that you will present in an appropriate manner to meet the high standards of Macleans College.

Cleanliness

It is your responsibility to keep your bedroom clean and tidy. Please respect and care for your homestays home and belongings. Your homestay carer will regularly check your bedroom is kept to a reasonable standard. Find out what day is rubbish and recycling day. Ventilate your room by opening a window.

Additional needs

- Keeping warm – homestay will provide adequate bedding and heating to ensure you are comfortable. Bring extra layers of clothing for the winter months.
- Purchasing of fan and heater – you are not permitted to purchase/use your own fan, heater, or any other appliance. Should you require heating or cooling in your bedroom, please advise your homestay parent.

Moving homestay

Students who want to move to a new homestay must see the Homestay Coordinators at the International Department who will assist you with the correct process.

Curfew times in homestay

You are expected to communicate and ask permission from your homestay parent if you are going out or will be home late. Your homestay parent must know where you are at all times. Give your homestay parents your mobile number and have theirs in your phone so you can always communicate. You are not allowed to stay overnight at a friend's or relative's house without advanced permission from school. Your homestay must not leave you at home overnight without an approved caregiver. If this happens, call the after-hours emergency number on 027 420 3917.

CURFEW TIMES

Age	Sunday-Thursday	Friday	Saturday
Under 14 years	6.00 pm	Under supervision	Under supervision
14-16 years	6.00 pm	10.00 pm	11.00 pm
16-18 years	6.00 pm	12.00 midnight	12.00 midnight
Over 18 years	Negotiable	Negotiable - To be agreed by caregiver	Negotiable - To be agreed by caregiver



Communication with Homestay Family - Questions to ask in the first few days:

1. What shall I call you?
2. What am I expected to do daily, other than make my bed, keep my room tidy, leave the bathroom clean and tidy every time I use it?
3. Where should I put my dirty clothes, should I wash my clothes, what day/s can I wash my clothes, how do I use the washing machine, where do I dry my clothes, ironing facilities?
4. Where can I put my bathroom toiletries, when is the best time for me to use the bathroom in the morning and evenings?
5. What time are meals, what would you like me to do to help with at mealtimes, do I need to prepare my own breakfast and lunch?
6. May I help myself to food?
7. Can I use the kitchen to cook food,
8. Where should I put my rubbish?
9. Where can I store my suitcases?
10. What time must I get up weekdays, weekends?
11. What is my expected bedtime, weekdays, weekends?
12. Can I have friends over to visit?
13. How shall I get to school - walking or bus route?
14. What other household chores can I help with?
15. What is the arrangement for mealtimes at the weekend?

Dealing with problems

Please discuss any problems you may encounter in your homestay with a Homestay Co-ordinator or email us at homestay@macleans.school.nz. Often problems arise with homestay families because they don't understand how you feel about certain things, so please talk about these.

Important Note:

You are not permitted to live alone or in a flatting situation.

You are not allowed to move without school permission, moving fees apply.

You should contact the Homestay Coordinator if there are any changes in your accommodation, occupants etc.

Macleans College takes your safety very seriously and must comply with the Code of Practice for the Pastoral Care of International Students.

Homestay payments during school breaks

Homestay payments will continue to be paid at the normal rate during the holidays at the end of Terms 1, 2 and 3, students may keep their belongings in their room.

During Term 4, the International Department will send out a letter to students and homestay caregivers outlining the options available for the long summer holiday. Students are expected to go back home at the end of the year. Students returning to the same homestay for the next academic year will be required to pay a retainer fee to the family. This payment will be made via the school account. The homestay caregiver will store the student belongings.



Change of Contact

If you or parents have a change of address and contact details, please advise the International Department Receptionist/Administrator as soon as possible, this includes:

1. Street address
2. Phone number
3. Mobile number
4. Email address
5. Parents and your details

Insurance Claim

If you have bought insurance from the school the International Department can help you claim for medical expenses and some other expenses covered in your insurance policy.

Bring the tax invoice and medical note to the International Department. Provide the international Department with your bank account details.

If you have arranged your own insurance, you are responsible for claiming medical expenses.

Overnight, Weekend and Holiday Travel Plans

If you are going away for the weekend or overnight, **you must apply for permission ten days in advance.** This applies to overnight stays at friends and relative's homes. Please see one of the staff at the international department.

We encourage you to enjoy and explore New Zealand when you are here. It is also our responsibility to ensure you do this in a safe manner. The International Department works with approved tour operators for high school students offering weekend and school holiday trips. This is an opportunity for you to meet international students from other schools. Come and check it out with your friends.

You need to fill out a travel application form to get permission to travel.

Going home for holidays

Check term dates on school website – travel during school term is not encouraged and permission is required before you book flights. Leave taken during term time is treated as unjustified and will affect your attendance rate.

Flight times – if staying with a School Homestay it is recommended you arrive in New Zealand between 8:00am and 8:00pm local time. Leaving New Zealand – book flights for departure between 7:00am and 12:00pm.

DO NOT book any flight/ ticket before school gives you permission.





KEEPING SAFE IN NEW ZEALAND

Whilst you are studying at Macleans College, we want to ensure you are safe at all times. You need to:

- Get permission from your homestay caregiver before you go out. If you are late going home, inform your caregiver and stay in touch.
- Get permission from school if you are travelling outside Auckland or staying away from your homestay. See the International Department 10 school days before your intended travel.

New Zealand is generally a safe country, but it is sensible to observe some basic security precautions for your safety and protection.

Personal security when out and about

- Ensure you know the name of your caregiver and the address of where you live. Make sure you have the homestay caregivers telephone numbers. It is also good to store the school after-hours emergency number (027 420 3917) in your phone so you can contact the school should there be an emergency.
- Be aware and take notice of what is around you when out walking. Stick to areas that have other people around and avoid isolated areas at night.
- Do not carry around valuables or substantial amounts of cash. Sign up with a bank and get an EFTPOS card (the EFTPOS card is widely used, be it for buying food in the tuck shop, and almost all shops in town). The International team can help you with setting up a local bank account.
- Always carry your cell phone (make sure it is charged) with you so you can contact your caregivers and friends.

When out in town, carry your handbag tightly under an arm, in front, or away from passing traffic so that it cannot be snatched. Do not carry large sums of cash.

Scams, Fraud & Cyberbullying

Scams, Fraud and Cyberbully is becoming increasingly common in New Zealand. Anyone can lose money through a scam or fraud, but international students are particularly vulnerable.

There have been reports of phone scams targeting students in our community. These scams involve individuals claiming to be from authoritative organizations, both within and outside of New Zealand, and unfortunately, some students have fallen victim to these scams.

Never send money, give financial details or personal details about yourself to any person or organisation unknown to you. If you are contacted by people asking for money, please speak to your parents, homestay caregivers or a staff member from the international department. **Do not transfer money to people you do not know - it is very important that you speak to an adult at home or school, you will not get into trouble.**



Using automatic teller machines

- Do not approach any machine at a time or location that makes you feel uncomfortable, especially if you see anyone loitering nearby.

Using public toilets

- Do not approach any public toilet at a time or location that makes you feel uncomfortable. Before entering check that there are no people loitering nearby who might follow you inside.
- If you see someone who makes you feel uncomfortable, leave immediately and go to a place where you feel safe.
- Going to public toilets in a group is preferable.

Calling the police

- Should you be in an unfortunate position where you require to contact the police, the number to call is 111.
- Police stations are in all major centres. Not all have public counters open 24 hours, but Police will respond to any urgent call, anytime.
- If you are out and about and need to find a Police Station to report a matter, a local shopkeeper should be able to assist you with directions.

Examples for dialling 111

- The emergency number to call the Police anytime is 111.
- This number should only be called if the situation is urgent. Examples of this are:
 - A person being assaulted, and/or the suspect is running away.
 - An imminent or immediate threat to people's safety,
 - A person carrying a weapon.
 - A theft where the suspect(s) has been detained or is being watched or where the offender is just running away.
 - Complaint: This response varies and will be determined by the nature of the complaint and the availability of Police at the time.





PUBLIC TRANSPORTATION

Auckland, New Zealand public transportation service is run by Auckland Transport (AT). You can buy the AT HOP card online, from train stations and retailers in your local area. The card can be used for buses, trains, and ferries in Auckland. Below are some useful links.



AT HOP CARD

AT Mobile app

<https://at.govt.nz/bus-train-ferry/more-services/at-mobile-app>



APPLE IOS APP



ANDROID APP



Child & student discount information

<https://at.govt.nz/bus-train-ferry/at-hop-card/card-concessions-discount-fares/child-student-discount/>



Buy AT Hop card

<https://at.govt.nz/bus-train-ferry/at-hop-card/buy-at-hop-card/buy-at-hop-card-online>



School bus (Macleans College) timetable

<https://at.govt.nz/bus-train-ferry/timetables/school-timetables/macleans-college/>



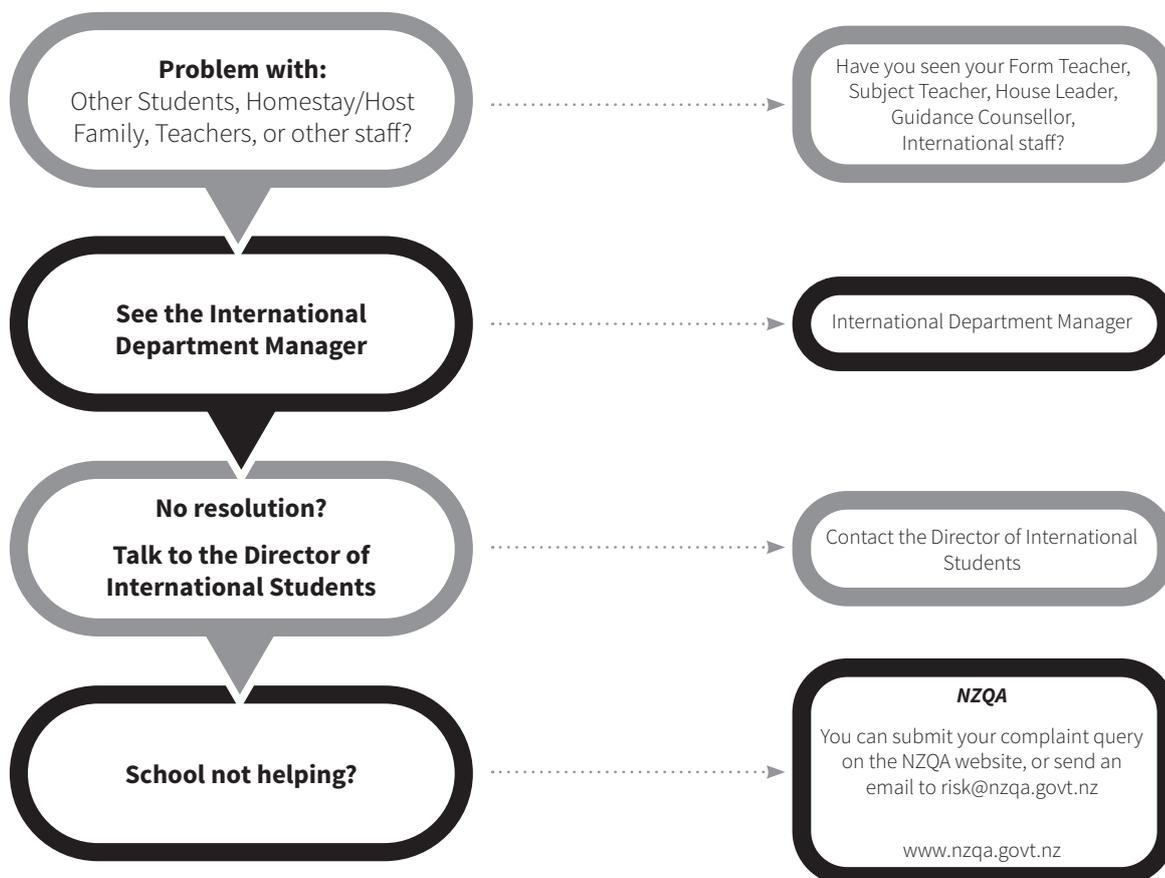
GRIEVANCE PROCEDURES

1. Problems with subject or teachers: Make an appointment to see the Director of International Students.
2. Problems with school friends: You could discuss this with your Form Teacher, Deputy House Leader, or House Leader. You can also see the International Student Counsellor.
3. Homestay problems, see the Homestay Coordinator.
4. Co-Curricular problems: See your Form Teacher or House Leader and if you do not get a satisfactory answer, enquire at the international department.
5. Complaints: Please refer to the Complaint chart for the procedure you can follow.

If you do have a problem, please ask for help while it is still a minor problem. Do not wait for it to become a big problem.

COMPLAINTS

What to do if you have a complaint





Wellbeing and safety for international learners

Important information for international school learners and their families

Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

NZQA

Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

This pamphlet is a summary of New Zealand's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

What is the Code?

The Code aims to protect international learners. It ensures they have a positive student experience and are supported to meet their goals.

Under the Code, your school must make sure you are welcome, safe, and properly cared for.

Who is the Code for?

The Code covers all international school learners enrolled with a New Zealand school. This includes learners studying in New Zealand, online, or offshore.

The Code also covers all tertiary learners studying with New Zealand education providers.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code for the New Zealand Government. NZQA monitors and supports schools to meet the Code.

In New Zealand, only schools who are signatories to the Code can enrol international learners. You can check if a school has been approved as a Code signatory on the NZQA website at <https://www.nzqa.govt.nz/providers/index.do>

How do I get a copy of the Code?

The Code is available on the NZQA website. For more information and advice about the Code, contact a member of our team via email at: code.enquiries@nzqa.govt.nz

See the [Code for learner wellbeing and safety](#) (PDF, 925KB)

What does the Code say?

The Code sets out the standards of care expected of New Zealand providers for the wellbeing of their international learners.

Outcomes 13-22 of the Code are for international learners in schools:

Outcome 13 – Marketing and promotion ensures that you and your family have a full and realistic picture of what it will be like to live and study in New Zealand.

Outcome 14 – Managing and monitoring education agents ensures that education agents give you and your family reliable information and support.

Outcome 15 – Offer, enrolment, contracts, and insurance ensures your school has good systems and documentation set up to manage your:

- offer of study
- enrolment process
- contract of enrolment
- visa and insurance status and records.

Before an enrolment contract is signed, your school must ensure that you and your family are clear on your likely educational outcomes and your rights and responsibilities as an international school learner.

Outcome 16 – Immigration matters ensures your school is confident that you meet immigration requirements to study in New Zealand before you are enrolled.

Outcome 17 – Orientation ensures you participate in an orientation programme to help you settle into life and study in New Zealand.

Outcome 18 – Safety and wellbeing ensures you are safe and well while living and studying in New Zealand.

Outcome 19 – Learner support, advice, and services ensures you have the information you need to live and study successfully in New Zealand.

Outcome 20 – Managing withdrawal and closure ensures you and your family understand your rights and obligations if you withdraw from school, do not attend, or if your school cancels a programme or closes for any reason.

Outcome 21 – Dealing with complaints ensures there are transparent, accessible, and effective processes in place to resolve any complaints you may have.

Outcome 22 – Compliance with international learner contract dispute resolution scheme (DRS) ensures that your school is familiar with the Disputes Resolution Scheme (DRS) available to international learners, and complies with its rules.

What if something goes wrong?

If you have concerns about your school or education agent, you should contact your school in the first instance and follow their complaints procedure.

Under the Code, schools must have a clear and fair internal procedure for listening and responding to complaints.

Your school will have a designated person you can talk to about your complaint. This may be the principal or the international student director.

If you are unhappy with your school's complaints process or the outcome of your complaint, you can contact:

- NZQA (for complaints about your school following the Code) or
- iStudent Complaints (for complaints about money or contracts).

Do you have a complaint about a school not following the Code?

As the Code Administrator, NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if a complaint is valid and if a school has not followed the Code. This includes getting information from both the student who has raised the complaint and the education provider.

To find out how to make a complaint, see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Do you have a complaint about a financial or contractual issue?

iStudent Complaints is an independent service provided by the New Zealand Government that can help you resolve disputes that are about financial or contractual issues with your education provider. The service is free.

▶ Contact iStudent complaints

Website	www.istudent.org.nz
Email	complaints@istudent.org.nz
International phone number	64 4 918 4975
Freephone (within New Zealand)	0800 00 66 75

▶ On social media

Facebook	www.facebook.com/istudent.complaints
WeChat	(search for 'NZ iStudent Complaints' Chinese language only)

▶ Post

iStudent Complaints	PO Box 2272 Wellington 6140 New Zealand
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Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority



**Te Kāwanatanga
o Aotearoa**
New Zealand Government



NOTES





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