

# INFORMATION FOR STUDENTS

## SUPPORT PEOPLE

If you have a problem, talk to the following people:

- Your House Dean
- Your Homestay Family
- The Director of International Students
- Your Relatives who live in NZ
- Your ESOL teacher
- The College Chaplain

If you require support in your first language, speak to any of the above support people and it will be arranged for you.

You will be given a wallet size card with contact people and their phone numbers as detailed below, this should be kept with you at all times.

### **Scots College International Student Services**

**College Number : 388 0850**

The following people are available to assist you:

#### **Directors of International Students**

Mr Kerry de Graaff Wk 388 0850, mb 021 02008995

Ms Charlotte Jackman Wk 388 0850 Hm 386 3638, mb 021 2585002

**Chaplain** Robin Palmer 388 0862

**Director of Boarding House** Mr Geoff Hall Wk 803 0594

Hm 3889046 mb 027 688 6686

**Assistant Housemaster** Mr Philip Smith mb 021 245 1211

& Mr Jeremy Horrell Mb 021 0223 8222

**Matron** Mrs Phillipa Canning Wk & Hm 388 0875 , mb 027588 0875

**In an Emergency:**

**Police or Fire Department or Ambulance**

**CALL 111**

**Wellington Combined TAXI**

**384 4444**

# INFORMATION FOR STUDENTS

## HEALTH

If you are unwell or injured during the school day, the College Nurse is available to you. You will be introduced to the two Nurses and shown where the Medical Centre is during your orientation. If you require a doctor's appointment the Nurse will make one for you.

If you are a boarder and are unwell or injured after school, the Matron, the Director of Boarding or either of the Assistant Housemasters will arrange doctor's appointment for you and look after you.

If you are in a homestay after College hours, your homestay family will arrange a doctor's appointment for you.

Homestay parents are not responsible for your medical expenses.

## VEHICLES AND DRIVING

International Students are prohibited from owning or driving vehicles or motor bikes while in New Zealand. Therefore you are not allowed to sit your driver's license.

## HOLIDAYS

If you are a boarder, you will spend the exeat weekends and holidays with a homestay family. You will need to remove all your clothes and books from your room and take them to your homestay. A small quantity of gear can be stored at the College for the holidays.

## TRAVEL

- Any travel in NZ or to your home country needs to be authorised by the College.
- Adventure tours in NZ do not allow students under the age of 18 to travel with them.
- Return travel to your home, during the school holidays or at the end of the school year, may be arranged by your parents. If you require assistance with travel arrangements the College will help with this through a travel agent. You will need to see the Director of International Students to arrange this.
- All travel arrangements either in NZ or to your home country, must be notified to the Director of International Students.
- Homestay parents are not responsible for your travel arrangements or expenses.

## MOBILE PHONE

You are expected to have a charged mobile phone with you at all times outside school hours so that the College can contact you and you are able to make contact with your homestay and the College.

Strict rules apply to the use of mobile phones during the College day. Boarders are required to lock these away when they are not in use.

If your mobile phone number changes, you must let the Director of International Students know immediately.

## **ELECTRONIC EQUIPMENT**

Students are allowed to bring audio equipment and computers to the College. Personal television sets and computers are not allowed in the Boarding House

## **BANK ACCOUNTS & FINANCES**

You will be taken by the Director of International Students to open a bank account.

Students must be financially independent. If your parents have allowed it, a \$300.00 allowance (\$75.00 per week), will be direct credited to your account at the beginning of each month.

During the school holidays, the weekly allowance will be \$150.00 per week. You will need to work out how much money you are able to spend each day to ensure there is enough money to last you until the end of the month.

You are advised to only carry a small amount of cash (up to \$20.00) with you, as you are able to use an EFTPOS machine (electronic transfer) to withdraw money in all shops. You will also be able to get cash out at a shop or an ATM (automatic teller machine) in many shopping areas.

## **CLOTHING**

Bring warm clothing and casual shoes. Black lace up shoes are part of the uniform.

## **CONTACT WITH YOUR PARENTS**

We encourage you to communicate with your parents, through regular contact (at least once a week), either by emailing or phoning them.

## **PERSONAL EFFECTS**

The College Shop is able to supply the College uniform, stationery, telephone cards, bus tickets and personal items.

# APPENDIX 1

## SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

### **Introduction**

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.

New Zealand educational providers have an important responsibility for international students' welfare.

This Appendix provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

### **What is the Code?**

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### **When does the Code apply?**

The Code commences on the 31st of March 2002. Educational providers then have six months to sign the Code. Between the 31st of March and the 30th of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

### **What is an "international student"?**

An "international student" is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

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

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

### **How do I know if an educational provider has signed the Code?**

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

### **What do I do if something goes wrong?**

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

### **What will the IEAA do?**

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

### **What can the Review Panel do?**

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

### **What is the International Education Appeal Authority (IEAA)?**

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.'

### **How can I contact the IEAA?**

You can write to the IEAA at:

The International Education Appeal Authority,  
PO Box 12083,  
Thorndon  
Wellington 6144,  
New Zealand.  
Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)