

St Andrew's College

International Handbook 2012



St Andrew's College



International Handbook 2012

Contents

The College Coat of Arms	2
Welcome	3
Accommodation	4
The International Club	5
Term Dates 2012	6
Pastoral Care	7
Who to Contact - International Student Support	8
College Staff	9
Our Campus	12
Student Life at St Andrew's	14
General Information	17
Code of Practice for Pastoral Care of International Students	19
A Final Note	22

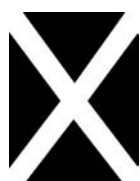


St Andrew's College

The College Coat of Arms and Motto



St Andrew's College



The saltire, or cross of St Andrew's



The lamp of learning



The burning bush is a symbol of the Presbyterian Church and represents the spirit of God's work



The Bible



The four stars are the Southern Cross

The Latin motto "Fides et Patria" means "our faith and our country".

Welcome

We would like to welcome you to the St Andrew's College family. This booklet is provided to you on your Orientation Day to help you get to know St Andrew's College and the staff who will be working with you.

We want you to be happy and successful at St Andrew's, and to feel settled and secure with us. Because you are international students we want you to feel comfortable visiting the International Department for advice and help. You will find Mrs Brooks there who can provide guidance and assistance. She is the Head of International Department, and also teaches the ESOL programme that most of you will be involved in either for ESOL or for your mainstream English requirements. She is willing to discuss any academic problems you may have and to talk with your mainstream teachers if necessary.

Mrs Brooks is available in room SB201A of the Spiro Centre to talk over any problems or issues which may arise. She will also be running the International Club. The Club is a great way for you to mix with other students and we look forward to seeing you there.

We are sure you will make the most of your time at St Andrew's and enjoy all the exciting opportunities that are offered here. Our only advice to you is to

please come and talk to us so we can make the way a little easier for you. All our staff are very supportive of our international students and appreciate the variety of cultural experiences you can share with us. Remember, you have classroom teachers, Deans, Heads of Schools, Head of Values and Culture, and counsellors who are always willing to take the time to help you in any way possible. Mr Bell, who is the Head of Values and Culture, has an overview of the International Department and is always available to talk to International Students.

When you are part of the St Andrew's family our main focus is to see you achieving well in your academic life and also enjoying everything that being a part of our College makes possible.

Our very best wishes for a very successful 2012 school year.

Stephanie Brooks

Head of International Department



Accommodation

As an international student at St Andrew's College, you have the following accommodation options:

BOARDING

A number of students choose to live in our boarding houses while enrolled at the College. Please note that boarding places may not always be available and the homestay option is a very good alternative.

Boarding students are currently accommodated off campus. A new boarding complex is currently under construction and is due to be completed during 2012.

HOMESTAY

A number of our short-term international students can be looked after in a homestay. Homestays are arranged by our Homestay Coordinator and we try to arrange placements within our College family. The cost of a homestay is approximately NZ\$230.00 per week for a single room.

CHRISTCHURCH-BASED STUDENT GUARDIAN

It is St Andrew's College policy that all international students, both boarders and day students, whose parents live overseas must have an English speaking Christchurch contact who is prepared to take on the responsibility of student guardianship. This person must be over 25 years of age, have close and regular contact with the student's parents and be able to make decisions on their behalf. She/he should be easily accessible to the school, authorise school trips and expenses, and undertake to make visa, medical and travel arrangements for the student if necessary.

She/he is also responsible for arranging emergency accommodation if the school and/or the New Zealand border is closed for any reason. A guardian fee of NZ\$1,000.00 per term will be paid by the student for this service. Every effort is made to ensure that students feel well-supported and happy in their home environment.



Proposed St Andrew's College Boarding Houses - due for completion 2012.

If you are leaving Christchurch or New Zealand at any time you must, as an international student, tell us first and fill out the correct forms for leave.

We are responsible for you and need to know where you are at all times.

Insurance

All international students are required to have medical and travel insurance organised by their parents or guardian before they arrive in New Zealand.

The policy name and number is recorded on arrival. This is a Code of Practice requirement.

The International Club

The International Club meets regularly and is headed by elected representatives from the international community at the College.

A feature of this club is that it gives strong support to new international students, who are introduced to students who have experienced life at the College and can offer good advice and help when needed.

This year there will be an orientation programme running during the first term to keep new students informed about College life and about issues outside of the school, such as health and safety issues. These meetings are held during lunchtime and you will be informed through the daily notices of when and where to meet.



International Celebrations

Each year St Andrew's College holds an international celebration. This may be an assembly, food fair or similar event. This event is always a wonderful showcase of all the different cultures associated with the College.

We currently have students from Germany, Korea, Japan, Taiwan, Thailand, Malaysia, India, China and Russia. This makes for a fascinating intermingling of different languages and cultures.



Term Dates 2012

TERM 1	Wednesday 1 February - Thursday 5 April
TERM 2	Tuesday 1 May - Friday 29 June
TERM 3	Tuesday 17 July - Friday 21 September
TERM 4	Monday 15 October - Wednesday 5 December

Holidays - Students

End of TERM 1	Friday 6 April - Monday 30 April	(3 weeks)
End of TERM 2	Monday 2 July - Monday 16 July	(2 weeks)
End of TERM 3	Monday 24 September - Friday 12 October	(3 weeks)
End of TERM 4	Thursday 6 December	

Additional Information

Waitangi Day	Monday 6 February	College Closed
Easter	Friday 6 April - Tuesday 10 April	During Term 1 Holidays
ANZAC Day	Monday 25 April	During Term 1 Holidays
Queen's Birthday	Monday 4 June	College Closed
Labour Day	Monday 22 October	College Closed
Show Day	Friday 16 November	College Closed

Each term you will be given a term fixtures card. This is a calendar of events, so that you know what is happening around the College. A calendar of events is also included on the homepage of the College intranet (<http://intranet.stac.school.nz>). This page is updated daily, so is a good place to start if you are looking for information on upcoming events.

Boarders

Please note, the boarding houses are closed for all school holidays and long weekends with the exception of Show Weekend. The houses remain open on Friday 16 November to enable students to stay and revise for examinations over the weekend.

Pastoral Care

International students at St Andrew's College can get support whenever they need it, in a variety of ways.

Academic concerns can be talked through with your subject teacher, year group Dean or with Mrs Brooks in the International Department. The Head of Middle School, Mr Anderson, and the Head of Senior School, Mr Tweedie, are also able to help if the problem is of a serious nature. It is wise to make an appointment first if you want to see the Heads of School.

Pastoral accommodation concerns can be talked through with Mrs Brooks. She is at school every morning and will be available in her office if you need any help. She is very experienced and no problem is too large or small for her, so please do talk through issues with her.

Other concerns can be discussed with a range of people. Their names are all listed with their contact numbers on the following pages. This includes staff within the College and contacts in the wider community. The Christchurch Youth Survival Guide at our Orientation Day has valuable information about getting help and advice in a wide range of situations. There are copies available in the International Room SB201A.

Please remember your well-being is our main concern and we at St Andrew's College care that you can always access the help you need.

Remember, our mobile number in any emergency is 029 200 7133.



International Student Support

College Office

Monday – Friday 8.00am – 5.00pm

Phone 940 2000
Facsimile 940 2060

International Department

Mrs Stephanie Brooks,
Head of International Department

Business Hours 940 4088
After Hours (for emergencies only) 326 4170
Mobile 029 200 7133
Email SBR@stac.school.nz

Absentee Line

Telephone the College if you are absent 940 2031

Chaplain

Mr Paul Morrow 940 2038
Email PMO@stac.school.nz

Student Services

Mr John Quinn,
School Counsellor

Business Hours 940 2028
Email JQU@stac.school.nz

Health Centre Nurse

Mrs Karen Monk 940 2040
Mobile 029 224 5951

College Shop

Monday – Friday 8.00am – 4.30pm

Mr Scott Cartwright,
Manager

Business Hours 355 0132
Email SCA@stac.school.nz

Director of Boarding

Ms Dianne MacDonald

Business Hours 940 2045
After Hours 029 246 0123
Email DMD@stac.school.nz

Website

www.stac.school.nz ('International Students' pages)

College Staff



Mrs Christine Leighton
Rector

Rector is another name for Principal or Head Mistress. Ms de Spa is the Rector's Secretary.



Mr Roland Burrows
Head of Secondary School

Mr Burrows is the person in charge of the Secondary School and Head of Pastoral Care.



Mr Hamish Bell
Head of Values and Culture

Mr Bell is the person who oversees Boarding, International students, Outdoor Education and co-curricular activities.



Mr David Bevin
Head of Teaching and Learning

Mr Bevin is the person to see if you have questions about NCEA or assessment.



Mr Andrew Tweedie
Head of Senior College

Mr Tweedie deals with all matters concerning Year 12 and Year 13 students. He has an office in the Senior College.



Mr John Anderson
Head of Middle School

Mr Anderson deals with all matters concerning students in Years 9, 10 and 11. He has an office in the Middle School Centre.

College Staff



Mr Alister Newton
Head of Operations

Mr Newton is responsible for the daily organisation of the school.



Mr Paul Morrow
Chaplain

Mr Paul Morrow is the Chaplain at St Andrew's College.



Mrs Dianne MacDonald
Director of Boarding

Mrs MacDonald is in charge of the boarding houses.



Mr John Quinn
School Counsellor

Mr Quinn is a great listener and is here to help you fit into school life and adjust to your new country as easily as possible.

2011 Deans

Each year level has a Dean, who has overall responsibility for the progress and wellbeing of all students at that level.

The 2012 Middle School Deans are:



Mrs Jacqueline Yoder
Year 9 Dean



Ms Clare Register
Year 10 Dean



Mr Chris Atkinson
Year 11 Dean

The 2012 Senior College Deans are:



Mr John Quealy
Year 12 Dean



Mrs Jane Corbett
Year 13 Dean

Our Campus

The College is divided into:

The Pre-school

For children aged 3 – 5 years.

Miss Beverley Rose is the Head of the Pre-school.

The Preparatory School

New entrants: Year 1 - Year 8.

Mr Jonathan Bierwirth is the Principal of the Preparatory School.

The Secondary School

Year 9 - Year 13.

Mr Roland Burrows is Head of Secondary School and Head of Pastoral Care.

Strowan House

Strowan House is a very old building. It was built in the 19th century and is one of the original buildings at St Andrew's. It is currently being repaired and will be used for administration, student services and boarding dining facilities.

The Chapel

The Chapel was built to commemorate those ex-pupils from the College who lost their lives in World

War II, so it is called the Memorial Chapel. It plays a very important part in College life, and you will attend weekly chapel services. Our chapel services are currently held in the school gymnasium.

The International Department

This is where ESOL classes are held. The ESOL room is a friendly place to meet and relax. It is where you can get help and advice on any matter concerning the school.

Library

The Library is open every day from 8.30am – 5.00pm, Monday to Friday and 6.30pm – 8.00pm Monday to Thursday. The library staff are there to assist you with any project or research work, or using email or the internet.

Technology Centre

The RDH Steel Technology Centre is where you will find the Graphics, Design, Food and Fabric Technology, Computing and Multimedia rooms.



Arts Block

The building is known as the 'Arts Block' even though there are no art classes here. This is where the Geography, Languages (Spanish, French, and Japanese) and English classes are held.

Spiro Science and Mathematics Centre

All science classes are held in this block - Chemistry, Physics and Biology.

You will also find your Classics classes here.

Erwin House

Junior Boarding Common Room and where you will find the Sports Coordinator. The Head of Co-curricular has an office in here as well in EH08.

Music Suite

The Music rooms are situated opposite Strowan House.

Fine Arts Block

We have a very modern and up-to-date Fine Arts facility, just beside the Music Suite.

Gymnasium

The Gymnasium is used for assemblies as well as indoor sporting activities.

There are a few rooms above the Gymnasium. These rooms are the Dance Studio and the Mini Gym.

Cafeteria

The Café is open to all students and staff who want to buy food and drinks for morning tea and lunch.

Seniors have their own area to sit in the Senior Café, which is next door to the Junior Café and eat separately if they wish to. There is also an outdoor seating area for use in the warmer months. A price list is available at the beginning of the school year from the cafeteria.

Health Centre

The Health Centre is situated on the ground floor of Erwin House. The School Nurse is Mrs Karen Monk.

In your student diary you will find a map of the College buildings, which will help you find your way around.



Student Life at St Andrew's

The 'Four A's Student

The 'Four A's student is the best kind of student!

This kind of student will be successful in their life in New Zealand. St Andrew's loves to have this kind of student! This kind of student will be able to continue to have a Student Study Visa and will be able to move on to High School and continue to do well. What are the four As?

GOOD ATTENDANCE

Students must come to school every day and go to all of their classes unless they are sick.

GOOD ABILITY

Students must show that they can study in class and learn English and other topics. They must be able to improve in their test results.

GOOD ATTITUDE

Students need to think positively about their study and be able to say 'I will try hard', 'I will do my best every day' and 'I will not give up' even when it is difficult. Students also need to be polite and helpful at school and at home, with their teachers and their friends.

GOOD ADAPTABILITY

To become comfortable and successful in living and studying in New Zealand, a student may need to change some of their thinking and behaviour. They need to respect the rules of the school and homestay. They need to listen to advice and do as they are asked. They need to follow the local rules for polite behaviour.

Some School Questions You May Want to Ask

You probably already know some things about St Andrew's College. The following questions and answers will teach you more about your new school.

Do I have to follow the school rules?

Of course! Most of the College rules are common sense and help us all work well together.

- Show respect to teachers and other students at all times;
- Smoking, alcohol and drugs are not allowed (this includes outside the school grounds);
- Violence and bullying are not allowed;

- You cannot leave the school grounds during the school day unless you are a Year 13 student. If you have an appointment you must go to the office before you leave;
- International students cannot own or drive a car unless they have passed the NZ Restricted licence and have written permission from their parents. St Andrew's College does not accept international driving licences and most homestays will not host a student who has a car. These rules are for your safety.

Do I have to wear a school uniform?

All students must wear the correct uniform at all times. Several times a year we have a 'mufti day,' when students wear casual clothes instead of uniform. Often there is a theme. These days are usually held to raise money for charity and are a lot of fun.

How do I know what stationery to buy? Will I be given textbooks?

If you need a textbook, your teacher will lend you one for the year. You have to return it at the end of the year. If you lose it, you have to pay for it, so keep it safe. Your stationery depends on the subjects you are studying. Your teachers will tell you what you need for subjects such as Art, Graphics etc. We have a stationery shop at school. Purchases are charged to your school account.

Do I have to come to school every day? What happens if I am sick?

Yes. Excellent attendance is very important if you want to be successful in your studies. Every class is compulsory. If you are absent from the school or from a class, you will be marked absent on the school roll. Your parent or guardian must phone the absentee line before 9.00am on the day of your absence. You must also bring a note from your home explaining the reason you were away and give it to your form tutor.

If you are sick on the day you have a test, exam or an assignment, it is very important that you go to the doctor and get a 'doctor's certificate.' Give this to your form tutor. If you do not do this, you will miss out on the exam or any assessment.

If you have a doctor or dentist's appointment, bring a note from home. Take it to the school office and the office staff will sign you out. For your safety, you cannot leave school without telling the office first.

If you need to be absent for a special reason (e.g. your parents are visiting New Zealand) you must talk to your Dean before this time. You must have written permission for this.

If you feel sick during the day, go to the school sick bay. You can see the School Nurse and if necessary she can contact your parent or guardian to come and collect you. You cannot go home by yourself.

What can I do if I don't understand the work in class?

Many international students find schoolwork difficult at first. Perhaps the teacher speaks too quickly. Perhaps your English needs to improve. Perhaps you have not studied the work in your own country. Often, time will help. But you can do many things to help yourself:

- Ask your teacher for help;
- Could you repeat that please?

- Could you speak a little more slowly?
- What does..... mean?
- Your teacher may be able to help you after class. Ask them;
- Ask your classmates to help you. Perhaps you will be able to help them too;
- Use a dictionary/electronic dictionary in class (but remember you cannot use these in exams);
- Make a list of new words in your subject as you learn them;
- Use your first language with classmates from the same country;
- Do all your homework. You will probably have to do extra study as well, especially learning vocabulary for your subject;
- Ask your homestay if they can help;
- Extra tuition can be arranged with a tutor, though you will have to pay for this. You can arrange a tutor with the help of the International Department.



What should I do if I want to change a subject?

Many students want to change a subject after one week because they think it is too difficult for them. Remember that all subjects will be difficult at first. There are no easy subjects, especially as English is your second language. If that subject is important for your future you will have to work hard to overcome the problem. Many students really enjoy a subject they found difficult at the start. If you are very unhappy after three weeks, see your Dean or someone in the International Department. You may be able to change subjects.

What should I do if I am late to class?

You might get lost once or twice at the start of the year. St Andrew's is a big school. Don't worry, go into class quietly and say "I'm sorry, I got lost!" The teacher will understand. By week two you should not be late at all. If you are held up with a teacher for any reason, ask that teacher for a note to take to your next class.

Can I buy my lunch at school?

Yes. The school Cafeteria is open at morning tea time and at lunch time. The food is wonderful and very competitively priced. It is always busy, so get there quickly!

Can I bring my cellphone to school?

You can bring your cellphone to school but it is not allowed to be switched on during class time.

Will the school send reports to my parents?

Yes. Reports on your progress at school are sent to your parents/guardian at the end of Terms 2 and 4. The school will contact your parents/guardian at any time if a problem occurs.

Should I bring expensive things to school?

This is never a good idea. Most people are honest, but some are not. Do not bring large sums of money to school. It is your responsibility to keep it safe if you do. Do not keep a lot of money at your homestay either. If you need help opening a bank account, talk to your homestay or the International Department.

Where can I go at lunchtime and intervals?

These are times to relax and meet with friends. Kiwi students like to be outside and there are many places to sit and enjoy the warmth on a good day, or you can walk around the school. If the weather is unpleasant you can go to the Junior or Senior Cafeteria, the Senior College Common Room or the Middle School Common Room. You can also go to the ESOL Room, but remember it is hard to make Kiwi friends if you spend too much time in the International Department. If you want to study, you can go to the Library, computer room or the ESOL Room.

Can I use computers, email and the Internet at school?

Yes. St Andrew's has very good computer facilities. You must complete a special form and arrange your password. You will be given a login code and email address. You will be given a 'credit' for printing. Once this is used up you will have to pay extra for any more printing. Internet use is monitored very carefully and can only be used under supervision. You will only be able to search for school related topics and will not be allowed to browse. If you need to get information from your home country, special permission will need to be obtained from the Director of ICT. You will be given information about this at the start of the year.

What happens if I break the school rules?

If your behaviour/attendance is a problem, your Dean or another staff member will talk to you and you will be given the same punishment as a New Zealand student. If your bad behaviour continues, you will be given a written warning. This will also be sent to your parents/guardian. If your behaviour still does not improve you may be asked to leave St Andrew's.

The College will inform your parents and the New Zealand Immigration Department will be told you are no longer a student at St Andrew's College. If you have any more questions, you can ask a staff member in the International Department.

General Information

Insurance Requirements

Under the revised Code of Practice all international students studying in New Zealand must take out medical and travel insurance before arriving in New Zealand.

NB: Students must provide evidence of appropriate and current medical and travel insurance to the Head of International Department.

This insurance must cover the full length of time spent in New Zealand. The College will keep a record of the insurance policy number and the type of cover provided. We strongly recommend the Uni-Care Insurance Policy. You can apply directly at <http://www.unicare.org> by clicking 'Inbound Travel Insurance' on their home page.

Banks

Banks open at 9.00am and close at 4.30pm. There are banks near the school, at Merivale, Northlands Mall, Papanui and at Riccarton.

Personal Safety

Christchurch is quite a safe city, but you must still be careful.

- Do not carry large amounts of cash;
- Keep your money in the bank;
- Do not carry your passport; leave it in your house in a safe place;
- Do not walk alone late at night. Carry your ID card with you all the time.

Your Safety

If you come from a country in Asia you must be careful of Asian crime. This is crime by Asian people against Asian students. If Asian people you do not know come to talk to you, please be careful.

Transport

- Public transport is by bus;
- You can buy a Bus Pass. Information about bus timetables and buying a Bus Pass is on www.metroinfo.co.nz ;
- Christchurch is very flat and easy to cycle around. Second hand bicycles are reasonably cheap. Helmets must be worn by law;

- There is a bus stop across Papanui Road opposite the College where you can catch a bus to the City. Merivale Mall is the closest shopping centre and is only about 5 minutes walk from the College. Northlands Mall is also on the bus route. To catch this bus the stop is on the school side of Papanui Road. At Northlands there are also movie theatres;
- If you prefer to use a taxi the phone number for Bluestar Taxis is 379 9799. Boarders can get a Taxi chit from the boarding house if they need taxi service.

Travel outside of Christchurch

Written permission must be given by parents if students wish to travel outside of Christchurch. Students are not permitted to travel or stay in accommodation without adult supervision while enrolled at the College. This especially applies during the school holidays, including the summer break. A copy of the permission form can be found on page 23.

Driving a Car in New Zealand

Some students want to drive and/or buy a car while they are studying in New Zealand. For safety reasons, we strongly recommend that you do NOT drive or buy a car. Please be aware of the following:

- Most students do not need a car. Most live close to their school. Public transport is available. Driving and road conditions in New Zealand are often very different to those in the home country. Accidents can happen because students are not used to New Zealand road conditions;
- Most student drivers are young and inexperienced. Young, inexperienced drivers have a higher risk of being involved in a car accident;
- Some students do not obey the New Zealand driving laws and they put themselves and other people in danger;
- Under New Zealand law, students who have an International Driving Licence may drive in New Zealand for one year from their date of entry into the country. Some students, however, use international licences that are not genuine. Having an international licence does not mean the student is a good driver.

Note to Parents/Guardians

If you allow your son or daughter to drive or buy a car while in New Zealand, the school will do its best to make them aware of driving rules and how to drive safely. However, schools cannot supervise student drivers 24 hours a day. If you allow your child to drive, you are responsible for this decision.

Students who decide to drive or buy a car must take responsibility for their own behaviour. They must obey all New Zealand driving laws. They must also obey all driving regulations set down by their school.

Breaking these laws and rules may result in the student being prosecuted by the New Zealand Police and being asked to leave their school and return to their home country.

Car Driving Licence

You must be at least 16 years old to apply for a car driver licence. The licensing system has three stages, which apply regardless of your age when you first apply for a licence.

Stage 1 - Learner Licence

Stage 2 - Restricted Licence

Stage 3 - Full Licence

As you graduate from one stage to the next, you are given a new licence with different requirements and more responsibilities. Normal road rules apply at all times. You must carry your licence with you at all times while driving.

STAGE 1 - LEARNER LICENCE

To gain a learner licence you must pass three tests – eyesight tests, a written test on the New Zealand Road Code and an oral test on the road code.

You will have restrictions with this licence:

1. You must not drive on your own. When you are learning to drive, you will need to be accompanied by an adult supervisor who must sit in the front passenger seat beside you at all times. Your supervisor must hold and have held a current full car driver licence for at least two years.
2. At all times when you are driving you must display 'L' (learner) plates on the vehicle.
3. Remember that you must carry your learner licence at all times when you are driving.

STAGE 2 - RESTRICTED LICENCE

After holding a learner licence for at least six months you can take your restricted licence test. The restricted licence test is a practical test of your driving. You must carry your restricted licence at all times when you are driving. You have more responsibilities with this licence.

1. You can drive on your own, but not between the hours of 10.00pm and 5.00am. Between these times you will need to have an adult supervisor with you in the front passenger seat. Your supervisor must hold a current full car driver licence for at least two years.
2. You may carry other passengers only when accompanied by your adult supervisor.
3. If you sit your practical test in a car with an automatic transmission, you are only licensed to drive cars with automatic transmissions during the restricted phase. This will be noted on your restricted licence. However, if you have a supervisor with you, you can drive a manual vehicle.

STAGE 3 - FULL LICENCE

You can apply for a full driver licence after 18 months on your restricted licence. If you successfully complete a defensive driving course, the length of time will be reduced to 12 months. The full licence test is a practical driving test.

We do not encourage international students to have cars while in New Zealand. Special permission must be applied for and is not often given because of the risks involved.

Code of Practice

for the Pastoral Care of International Students

International Students: Grievances and Complaints

Rationale

To promote and ensure the welfare of international students through the establishment of procedures for dealing with complaints from international students or their authorised agents/representatives.

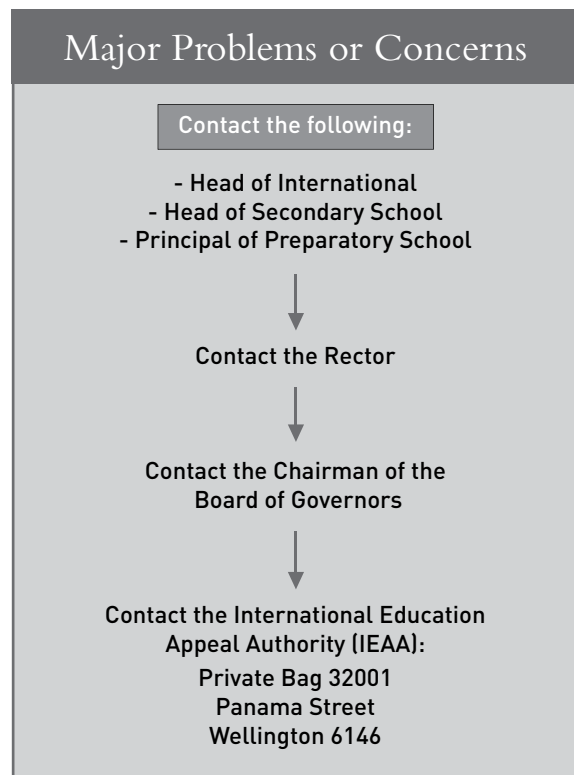
Purpose

As a signatory to the Code of Practice for the Pastoral Care of International Students, the school is required to have a policy to deal with complaints from international students or their authorised agents/representatives. This is to ensure that the interests, rights and responsibilities of all parties are met in dealing with complaints and grievances.

Guidelines

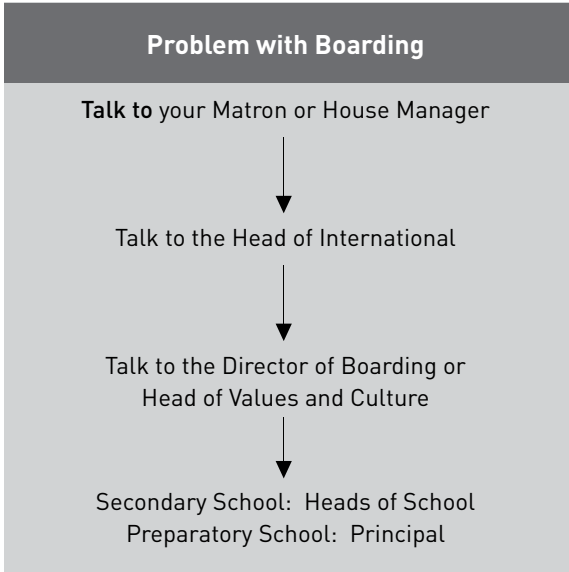
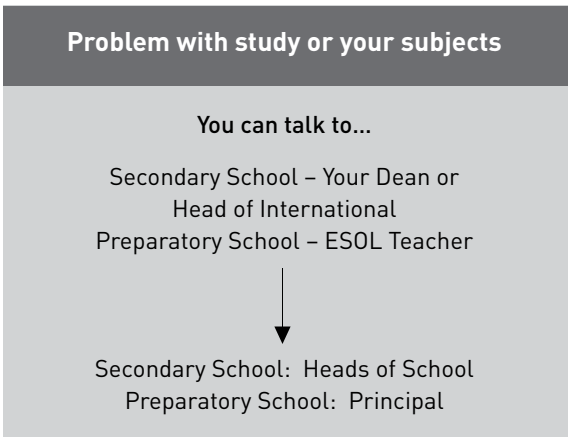
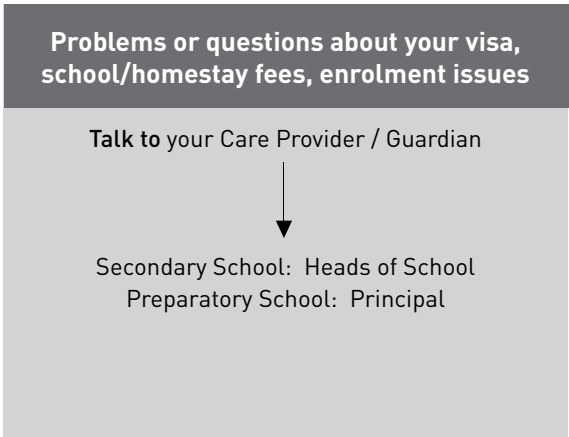
1. Procedures to be followed are outlined in the following pages: "Internal Grievance Procedures: What to do if you have a problem". This is provided to all international students at Orientation, and is displayed in the International Student Department.
2. Students are entitled to and may request advocacy and interpretation at any time within the process.
3. Complaints and grievances will be dealt with as expeditiously as possible. If a complaint or grievance is not resolved within 14 days of the Board of Governors receiving the complaint, the complainant may refer the complaint to the New Zealand International Education Appeal Authority (IEAA), Private Bag 32001, Panama Street, Wellington 6146 seeking their assistance in resolving the dispute.
4. Outcomes will be documented in writing and a copy provided for the student and the student's authorised agent/representative.
5. This policy will be reviewed in accordance with the school's policy review procedures.

If you have a major problem or concern about your treatment by the College or by an agent of the College, the first thing you must do is contact the Head of the appropriate school. If you are not satisfied, follow the hierarchy outlined in the following diagram. A major problem or concern is one that has not been resolved through the internal grievance procedures.



Internal Grievance Procedures: What to do if you have a problem.

A student will talk to the person they feel most comfortable with. It is, therefore, important that person knows the correct channel to deal with the issue.



When students from other countries come to study in New Zealand, it is important that they are well informed, safe and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare. Here is an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code).

What is the Code?

- The Code is a document that 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.

Who does the Code apply to?

- The Code applies to all education providers in New Zealand with international students enrolled. 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 visa paying International Fees.

How can I get a copy of the Code?

- You can request a copy of the Code from your New Zealand education provider. The Code is also available online from 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 is available online from www.minedu.govt.nz/goto/international. If the education 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).

A summary of the Code of Practice

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 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. St Andrew’s College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the Ministry of Education website at this address - <http://www.minedu.govt.nz/goto/international>.

Privacy Act

The Privacy Act 1993 controls collection, storage and use of personal information.

The information you provide to us is required to enrol you and monitor your progress through the College. The New Zealand Ministry of Education may ask for statistical information and may access your records during inspections of the College.

If we want to use any information about you we will ask your permission first. All employees of the College must keep information confidential. If you have any questions about the privacy of your personal information please contact the General Manager, David Evans.

A final note from the International Department

Your parents have given you the opportunity to study in New Zealand.

They are not here to tell you what to do and to supervise your study.

Your teachers and homestay will help you, but it is **YOUR** responsibility to work hard.

YOU are the only person who can do your work!

At St Andrew's College you will meet many people from different cultures and countries.

Make friends with people from other countries.

Try not to spend too much time with students who speak your first language. It is up to you!

It is **YOUR** future.

St Andrew's College Song

When Regulus to Angus bore
At King's Mount, by the grey North Sea
St Andrew's relics, and the lore
of Truth, to set the heathen free.
Loud sang the King then the praise of St Andrew,
Loud from the grey granite cliffs came reply,
Honour and fame to the name of St Andrew
Glory shall fold it that never shall die.

Through years of toil and bitter war
The sons of Angus toiled amain,
And still the Truth received of yore
Made woe and darkness light again.
Great grew the land of the Holy St Andrew,
Far flowed the light from the torch by the sea.
Old world and new told the fame of St Andrew,
High flew his Cross o'er the brave and the free.

And we who bear St Andrew's name
Beneath a cross he never knew,
Must strive for truth and guard his fame
With heart as high and soul as true.
Strong as the grey granite cliffs of St Andrew's
Wise as the good saint that lived long ago,
So shall the years gather fame to St Andrew's
And we shall praise her while ages shall flow.

International Students: Permission to Travel Outside Christchurch

St Andrew's College takes responsibility for the care, safety and wellbeing of international students who are living away from parents, for the duration of their studies at the College.

The College must know the whereabouts of international students, therefore the College must be informed of plans to travel outside Christchurch, and these plans must be authorised by the parents. It is the responsibility of the care provider/guardian to obtain written permission from the parents. A copy of the written permission must be provided to the International Department at the College.

The College or student's care provider/guardian reserves the right to deny permission if they have concerns about the arrangement.

Students are not permitted to travel around New Zealand without adult supervision.

PARENTAL PERMISSION TO TRAVEL OUTSIDE CHRISTCHURCH

Student Name: _____

Cellphone Number: _____

Date leaving Christchurch: _____ Date Returning: _____

Names of people travelling with you: _____

Method of transport: Car Bus Train Plane

If travelling by car, please give the name of the driver.
Remember that this driver MUST have a **full driver's licence**:

Address of accommodation where you will be staying: _____

Telephone Number: _____ Contact Name: _____

I approve of the above arrangement and accept full responsibility for the safety and wellbeing of my son/daughter while they are travelling outside Christchurch.

Parent's signature: _____ Date: _____

Relationship to student (e.g. mother, father, legal guardian): _____





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