

St Andrew's College  
International Handbook 2017



St Andrew's College



# International Handbook 2017

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St Andrew's College



## 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

**Fides et Patria**  
'Faith and Country'



Kia ora! Welcome to St Andrew's College. For those returning for another year, welcome back. I do hope you enjoy your year and embrace every opportunity that comes your way. As Director of International Students and Exchanges, I am responsible for international students and I will do what I can to ensure that your time in New Zealand while at St Andrew's College is both rewarding and memorable. Please do not hesitate to contact me if you have any concerns, questions or problems.

This handbook is provided to help you get to know St Andrew's College and the staff who will be working with you. For those returning this year, please read over the booklet again so you can be reminded of what is important to you as an international student, and what is expected of you while at St Andrew's College. It is extremely important to us that you are happy and feel safe during your studies here. Please do ensure that you talk to fellow students and staff, attend International Club, and English as a Second Language (ESOL) lessons to get advice and help.

Now that you are part of the St Andrew's College family, the main focus is to see you achieving your very best in the classroom, while also taking up the opportunities that exist outside the classroom in our sports and cultural activities programme.

I wish you the very best for 2017 and hope that you have a successful school year.



Pale Tauti  
Director of International Students and Exchanges

## Introduction | From the Rector and Head of Values and Culture



### From the Rector and Head of Values and Culture

As an international student studying at St Andrew's College, you are part of a very busy, vibrant and close-knit community offering fantastic opportunities inside and outside the classroom.

We hope you will involve yourself with as many activities as possible and really make the most of your time with us. Life at St Andrew's is a unique cultural experience, where your studies are complemented by sporting and cultural opportunities, trips to our fabulous Mountain Lodge and many special occasions, some of which will give you a close encounter with the sights, sounds and traditions of our Scottish Presbyterian forefathers.

Welcome to St Andrew's College, where our aim is to make your time with us as enjoyable, fulfilling and memorable as possible!



*Leighton*

Christine Leighton  
Rector



*H.Bell*

Hamish Bell  
Head of Values and Culture

## College Uniform | Middle School and Senior College – Boys' and Girls' Uniforms

### the Middle School Uniform for Boys and Girls



### the Senior College Uniform for Boys and Girls



# General Information

| College Shop, School Uniform, Stationery and ESOL

## College Shop

The College Shop, located just off campus at 50 Normans Road, supplies all items of College and sports uniforms (except shoes) for girls and boys at all levels, all stationery required for study, and a wide range of general supplies and services including dry cleaning, clothing alterations, postal services, bags, phone cards, leavers' rings and StAC branded merchandise. Supplies for boarding students, such as soap, shampoo, toothpaste, toothbrushes, deodorant and shoe polish are also available. The Second-hand Uniform Shop is located in the old Cricket Pavilion and facilitates the sale of good quality second-hand StAC uniforms.

## School Uniform

All students must wear the correct uniform at all times. Please refer to your Middle School or Senior College Handbook for a full uniform description. 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.

## Stationery

Your stationery needs will depend on the subjects you are studying. Your teachers will tell you what you need for specialist subjects such as Art, Graphics etc. You can purchase stationery at the College Shop. It will be charged to your school account. If you need a textbook, your teacher will lend you one for the year. This must be returned at the end of the year. If you lose it you have to pay for it, so keep it safe.

## Support when English is your second language

Mrs Brooks is the teacher in charge of English as a Second Language (ESOL). She can offer useful advice and help with your study as well as assistance with your English. The ESOL room is a friendly place to meet and relax and is in Strowan House. It is where you can get help and advice on any matter concerning the school.



# 2017

| Term Dates, Holidays and Public Holidays

<b>TERM 1</b>	Wednesday 1 February Thursday 2 February Friday 7 April (Holidays: Monday 10 April–Monday 1 May)	(Year 9 commence) (Years 10–13 commence) (Term 1 ends)
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<b>TERM 2</b>	Tuesday 2 May–Friday 7 July (Holidays: Monday 10 July–Tuesday 25 July)
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<b>TERM 3</b>	Wednesday 26 July–Friday 22 September (Holidays: Monday 25 September–Friday 13 October)
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<b>TERM 4</b>	Monday 16 October–Wednesday 6 December (Holidays: Thursday 7 December)
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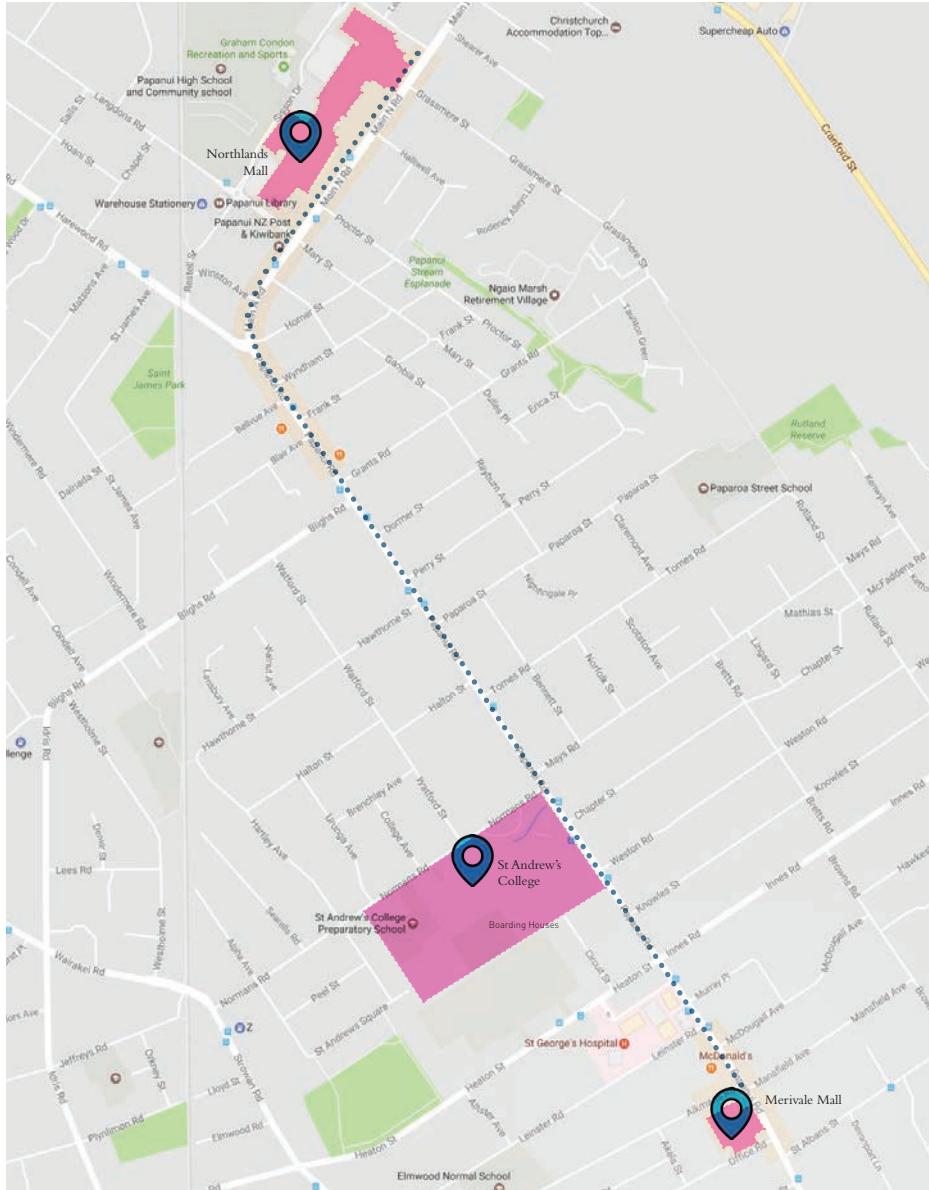
## Additional Information

Waitangi Day	Monday 6 February	College closed
Centenary Gala Weekend	Friday 17 March–Sunday 19 March	during Term 1
Summer Tournament	Monday 27 March–Friday 31 March	during Term 1
Easter	Friday 14 April–Tuesday 18 April	during holidays
ANZAC Day	Tuesday 25 April	during holidays
Queen's Birthday	Monday 5 June	College closed
Winter Tournament	Monday 4 September–Friday 8 September	during Term 3
Labour Day	Monday 23 October	College closed
Show Day	Friday 17 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 home page 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.



Map of the Local Area | Around St Andrew's College, Papanui and Merivale



Map of the College Campus | St Andrew's College



# Our Campus | St Andrew's College

The College is divided into:

## The Pre-school

For children aged 2-5 years

## The Preparatory School

Years 1-8

## The Secondary School

Years 9-13

### Mr Roland Burrows

Head of Secondary School

Head of Pastoral Care

### Mr John Ruge

Head of Senior College

### Mr John Anderson

Head of Middle School

### Strowan House (SH)

Strowan House is a very old building that was built in the 19th century. It is one of the original buildings at St Andrew's.

### The Chapel

The new Centennial Chapel was opened in October 2016. This very special, state-of-the-art building plays a very important part in College life. It is where students attend chapel services, meet for assemblies and other special events and occasions.

### Library (LIB)

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 can

assist you with any project or research work, or using email or the internet. You will also find Mr Tauti's office in the library.

### Technology Centre (TC)

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

### Arts Block (AB)

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), Commerce, Social Sciences and English classes are held.

### Spiro Science and Mathematics Centre (SB)

All Science classes are held in this block – Chemistry, Physics and Biology. Mathematics classes are also held here.

### Music Suite (MS)

The Music rooms and recording studio are situated opposite Strowan House. Professional tuition is provided in singing and a wide range of instruments.

### Fine Arts Block (FA)

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

# Our Campus | St Andrew's College



### Gymnasiums (GZ)

Our two Gymnasiums are used for indoor sporting activities. They also house a fitness centre, dance studio and offices for our sports staff.

### Caféteria

The Cafeteria is open to all students and staff to purchase food and drinks for morning tea and lunch. Seniors have their own area to sit in the Senior Cafeteria, which is next to the Junior Cafeteria if they wish to eat separately. 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 or on the intranet under 'Forms and Information'.



### Health Centre

The Health Centre is situated on the ground floor of MacGibbon House. The College Nurse is Linda Bougen.

Please refer to the map of College buildings on page 11 to help you find your way around.

# The International Club

| Club and Celebrations



## The International Club

The International Club meets fortnightly during lunch on a Thursday. Meetings are held in AB202, the Japanese classroom in the Arts Block. The club is led by elected representatives, who organise and run cultural activities, and are also responsible for promoting international diversity at St Andrew's College.

The club provides strong support to new international students, who are introduced to students who have already experienced life at the College and can offer good advice and help when needed. The International Club also provides an opportunity for members to find out about each other's cultures and to taste some yummy ethnic food! Members are selected to be flag holders at the annual International Assembly and are invited to perform on this occasion.



## International Celebrations

Each year St Andrew's College holds a positive and uplifting international celebration. This may be an assembly, food fair or similar event. It is always a wonderful showcase of all the different cultures associated with the College. In 2016, 26 different ethnicities were represented on our campus.

# Accommodation

| Boarding, Homestay, Christchurch-based Designated Guardian



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

## Boarding

Most international students choose to live in our modern boarding houses which are located right in the heart of the College campus. The boarding houses providing direct after-hours access to sports facilities, the Library, computer suites, music practice facilities and art rooms. Our location close to Northlands Mall and central Christchurch also provides plenty of options for organised social outings to the movies, restaurants and the like.

## Homestay

A number of our short-term international students are looked after in a homestay, which is arranged by our Homestay Co-ordinator. We try to arrange placements within our College family. The cost of a homestay is approximately NZ\$260 per week for a single room.

## Christchurch-based Designated 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 as necessary.

She/he is also responsible for arranging emergency accommodation if the school and/or the New Zealand borders are closed for any reason. A guardian fee of NZ\$1000 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.

## Pastoral Care | For International Students

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, tutor, year group dean or with Mr Tauti. The Head of Middle School, Mr Anderson, and the Head of Senior College, Mr Ruge, 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 your guardian, the Boarding House Manager or the Director of Boarding. See Mr Tauti if you are unable to locate any of the above.



Other concerns can be discussed directly with Mr Tauti, who will approach the right people to help you from within the College and the wider community.

On the following page are contact details of various support people at St Andrew's you may need to contact. The Christchurch Youth Survival Guide at our Orientation Day also has valuable information about getting help and advice in a wide range of situations. See Mr Tauti for a copy.

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.

Mr Tauti can be phoned in an emergency at any time on 021 438 474.

## International Student Support | Staff Contact Details



### College Office

Monday–Friday, 8.00am–5.00pm

Phone 03 940 2000  
Facsimile 03 940 2060

### International Department

Mr Pale Tauti  
Director of International Students and Exchanges

Business Hours 03 940 2086  
After Hours 021 438 474  
Email PTU@stac.school.nz

### Boarding House Managers

Jo and Paul Morrow (Thompson House)	021 307 303 021 0253 9085
Ian White (Rutherford House)	027 4513 720
Struan George (MacGibbon House)	027 3342 283

### Absentee Line

Telephone the College 03 940 2031  
if you are absent from school

### Student Services

Mr Thomas Matthews  
Head of Guidance Counselling  
Business Hours 03 940 2028

### Health Centre Nurse

Ms Linda Bougen 03 940 2040

### Website

[www.stac.school.nz](http://www.stac.school.nz) ('International' pages)

## Key College Staff | Who they are

These are the key people who will ensure your time at St Andrew's College is successful, fulfilling and memorable.



Mrs Christine Leighton  
**Rector**  
Rector is another name for Principal or Head Mistress.



Mr Pale Tauti  
**Director of International Students and Exchanges**  
Mr Tauti is responsible for the international and exchange students at St Andrew's. His office is located in the Secondary College Library.



Mr Hamish Bell  
**Head of Values and Culture**  
Mr Bell oversees the international and exchange student programmes, Boarding, Outdoor Education and co-curricular activities. His office is upstairs in Strowan House.

## Key College Staff | Who they are



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



Mr Thomas Matthews  
**Head of Guidance Counselling**  
Mr Matthews is a great listener, and is here to help you fit into school life and adjust to your new country as easily as possible.



Ms Linda Bougen  
**Health Centre Nurse**  
Ms Bougen can provide assistance with any health concerns you may have.



Mr John Ruge  
**Head of Senior College**  
Mr Ruge deals with matters concerning students in Years 12 and 13. His office is in the Senior College.



Mr John Anderson  
**Head of Middle School**  
Mr Anderson deals with matters concerning students in Years 9, 10 and 11. His office is in the Middle School Centre.



Mrs Dianne MacDonald  
**Director of Boarding**  
Mrs MacDonald is in charge of the boarding houses.

The 2017 Middle School and Senior College Deans are:



Miss Liz Gormack  
**Year 9 Dean**



Miss Margaret Smeaton  
**Year 10 Dean**



Mrs Bronwyn Radcliffe  
**Year 11 Dean**



Mrs Natasha Derry  
**Year 12 Dean**



Mr Nick Ryan  
**Year 13 Dean**

## Extra Information | What you need to know

**In an Emergency** – Police, Fire, Ambulance  
Phone 111

### Taxi phone numbers

First Direct  
03 377 5555

Green Cab  
0800 464 7336

Blue Star Taxis  
03 379 9799

### Insurance Requirements

Under the 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 Director of International.

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 [www.unicare.org](http://www.unicare.org) by clicking 'Inbound Travel Insurance' on their home page. Another option is Southern Cross that can be found at [www.scti.co.nz/international-student](http://www.scti.co.nz/international-student).

New Zealand also has a scheme called ACC, which may provide financial assistance to international students in the event of an accident.

### Banks

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

### Earthquake and Personal Safety

Christchurch is recovering well following the 2011 earthquake, and is fast becoming New Zealand's most modern, earthquake resilient city. You can be reassured that all buildings at St Andrew's are strengthened and safe and we have well-proven procedures and systems in place in the event of an earthquake. We have also added several new state-of-the-art buildings to our campus since the earthquakes including the boarding houses, Gym 2, and the Centennial Chapel.

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 at night;
- carry your ID card with you all the time.

### Transport

- public transport is by bus. You can buy a Metrocard. Information about bus timetables and buying a Metrocard is on [www.metroinfo.co.nz](http://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 five minutes walk from the College.

## Extra Information | What you need to know

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 please use one of the companies mentioned earlier. 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.



### Note to Parents/Designated Caregiver

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.

For more information about driving in New Zealand please see Mr Tauti.

# FAQ | Frequently Asked Questions

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.

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

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 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 absence.

## 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;

# FAQ | Frequently Asked Questions

- 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 Director of International Students and Exchanges, Mr Tauti.

## 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 the Director of International Students and Exchanges, Mr Tauti. 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 College Cafeteria is open at morning tea time and at lunchtime. The food is wonderful and very competitively priced. It is always busy, so get there quickly!

## Can I bring my cell phone to school?

You can bring your cell phone to school but you cannot switch it 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 Director of International Students and Exchanges, Mr Tauti.

## 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 College. 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 ESOL Department. If you want to study, you can go to the Library, computer suite or the ESOL room.

# FAQ | Frequently Asked Questions

## 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.

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## 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 or the Director of International and Exchange Students, Mr Tauti.

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# Code of Practice | For 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 can be found 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 to iStudent Complaints, 16 Southwark Street, Christchurch 8011 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 Director of International, Mr Tauti or 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.

### Major Problems or Concerns

#### Contact the following:

- Director of International
- Head of Secondary School
- Principal of Preparatory School

#### Contact the Rector

#### Contact the Chairman of the Board of Governors

Contact iStudent Complaints:  
Phone: 0800 006 675  
Christchurch Office:  
16 Southwark Street  
Christchurch 8011

[www.fairwayresolution.com/got-a-dispute/  
istudent-complaints](http://www.fairwayresolution.com/got-a-dispute/istudent-complaints)

# Code of Practice | For Pastoral Care of International Students

## 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.

### Problems or questions about your visa, school/homestay fees, enrolment issues

#### Talk to your Designated Caregiver



Director of International

### Problem with Boarding

#### Talk to your House Manager or Assistant House Manager



Talk to the Director of International  
  
Talk to the Director of Boarding or  
Head of Values and Culture  
  
Secondary School: Heads of School

### Problem with your Health

#### You can talk to....

Your Homestay/Boarding House  
or Designated Caregiver



College Nurse or School Counsellor  
or Director of International

### Problem with study or your subjects

#### You can talk to...

Secondary School – Your dean or  
Director of International  
Preparatory School – Teacher



Secondary School: Heads of School  
Preparatory School: Principal

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.

# Code of Practice | For Pastoral Care of International Students

## 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 at this address – <http://stac.nz/IntCodeOfPractice>.

## 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 <http://stac.nz/IntCodeSchools>. 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, contact the Director of International, or see page 26 for more information 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 iStudent Complaints.

## 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.

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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 NZQA. ([stac.nz/NZQAcode](http://stac.nz/NZQAcode))

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## 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.



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