

Whangamata Area School

Welcome to New Zealand and your new Host Family



Guidelines
to help you have a great
Kiwi family experience



Dear Student

Welcome to Whangamata, New Zealand and to your host family. We hope you enjoy our lovely town and our friendly people.

This booklet contains some information and suggestions to help you enjoy living with your New Zealand host family.

You will find many things are different – some things you will like and other things may take you time to get used to. This is quite normal so be patient with yourself and with others around you. Adjusting to another culture and way of life takes time.

Remember, it is good to ask when you don't know what to do. If you have any problems while staying with a host family provided by Whangamata Area School, you must call or make an appointment to see the Homestay Manager. We want to do our best to support you in your adjustment to study in New Zealand. It is to everyone's advantage that you adjust quickly and are happy in your homestay.

If you have problems relating to your study, please speak to the Dean of International Students, Mr Stewart.

Please read the following information carefully; this will help you understand what is provided for you and also what we expect of you while living with our host families.

**BUT MOST OF ALL HAVE FUN AND ENJOY YOUR STAY
HERE IN WHANGAMATA**

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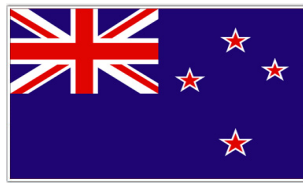
Cover Photo: Ella Williams, past student and 2013 Women's ASP World Junior Champion.

New Zealand

New Zealand is a very popular destination with International students. We have an excellent educational system in our schools, universities and polytechnics. They are internationally recognised around the world.

New Zealand is an ideal country to study and travel. We have great cities, beautiful beaches, rugged coastlines and snow capped mountains.

New Zealand offers opportunities to try many different activities such as bungee jumping, sky diving, skiing in both the North and South Islands, and many more.



Whangamata

Famous for its unique combination of beach and rainforest, Whangamata's amazing ocean beach provides some of the best surfing breaks, yet safest swimming in the country. Big game fishing can also be found further off the coast.



The Whangamata area is located on the south-eastern side of the Coromandel Peninsula and covers a wide range of landscape types from the scenic coastal seaside in the east to the dramatic Coromandel Forest Park in the west.

Whangamata town occupies an area of flat land built up from successive bands of sand dunes running parallel to the coast. Named after obsidian that Maori once gathered on its shore (*Whangamata* means 'harbour of obsidian'), today it is a popular holiday destination with safe harbour swimming, surf and seaside activities and a departure point for deep sea fishing.

North of Whangamata lies the hilly seaside settlement of Onemana, and further north, the sheltered inlet settlement of Opoutere and coastal Ohui.

Whangamata has a rich cultural history. Several Maori pa sites were established including “Pa Hill”, which overlooks the Wentworth Bridge – Te Wairoa and others located at Moana Point, Te Karaka Point and Otahu Estuary. The coastal fringe also holds many urupa (burial sites).

The 1880’s brought the first European settlers to the district, mainly Kauri loggers and gold miners. By the early 1900’s farming became the prominent land use, then later, after World War II, Whangamata gradually evolved into a holiday destination, with more extensive housing subdivision.

The permanent town population, is around 4,000 which in summer months can exceed 40,000.

The town is surrounded by scatterings of native bush, pine forest plantation covered hills, the Whangamata Harbour inlet at the northern end, Moana Anu Anu Estuary to the west, the headlands of Te Karaka and Otahu (Te Whauwhau) Point and the main feature, about 3.8 kilometres of sandy ocean beach to the east.

The Coromandel Forest Park and Tairua Forest bordering the town provide many outdoor experiences, including short walks, mountain bike trails and old gold mining sites. Although the town is small it has a variety of shops, a unique café culture and a range of sporting facilities from golf (9 & 18 hole courses), tennis and squash, to an outdoor heated swimming pool.



You will see many examples of the traditional ‘Kiwi Bach’ in Whangamata.

Getting Places

Whangamata does not have a public bus system, but it is not hard to walk from place to place. We expect your host parents to treat you just as their own family. Sometimes you will get picked up and other times you will need to walk.



We drive on the left side of the road, so you need to be very careful when crossing the road – make sure you look both ways!! Remember, look right first, then left, then right again...then cross the road. Each year in New Zealand there are accidents with international students who are knocked over on the roads by cars. This is potentially the most dangerous thing you will do whilst in New Zealand. Please be **VERY** careful.

Working in New Zealand

You are allowed to work part time (only 10 hours per week during school time, 20 hours per week in holidays) **only if you are in Year 12 or Year 13**. You will need to submit a Variation of Conditions form with New Zealand Immigration along with a letter from your parents stating you can work and a letter from Whangamata Area School along with an application fee. You can apply for a work visa when you apply for your student visa. The Homestay Manager can help you with this. This is a privilege for International Students.

Travelling Around New Zealand

You are allowed to travel around New Zealand if you are with a tour company or have special permission from the International Office at school and written permission from your natural parents. **ALL** travel **MUST** be approved so please make sure you get used to talking to us before you go anywhere outside of Whangamata. We want you to see as much as you can in New Zealand and there is always more than one way of getting to see places. Don't be afraid to ask for help when looking for places to go – remember we live here!!! The rules we have regarding travel are for your own safety.



Guidelines to living in a NZ Home

Keeping these simple guidelines of respect will help make your homestay experience a happy one.

- Be part of the family – enjoy your host parents, brothers and sisters. Respect them and be friendly. They will treat you the same way.
- Remember this is your home – it is not a hotel. Respect the personal and private property of your family. Always ask before borrowing or using any items.
- New Zealand homes do not have servants; if you make a mess please clean up after yourself. As a homestay student you are a member of the family, not a guest, and should therefore contribute to the upkeep of the family home the same as everyone else, e.g. washing dishes etc., making your bed and keeping your bedroom tidy.
- If you break anything then please be honest and own up. Offer to pay for the damage.
- You must always tell your homestay where you are and ask permission if you want to go somewhere. They also need to know how you will get there and back and when you are coming home. **Don't be late!** Your host family may worry about you if they do not know where you are or if you are not home when you say you are going to be. You **must** have your cellphone switched on.
- Your homestay will treat you like a member of their family and of course you will be able to have friends around to your house, but ask permission first! When they leave make sure you have tidied up. If you wish to have friends stay the night it is up to the host parents. You must respect their decision.
- Leave a contact phone number, or mobile number (switched on) with your host family when you are away from the home
- **Keep your host family's name, address, cell phone and home phone numbers with you at all times. Also keep the name and phone number of your Homestay Manager with you. You must keep a copy of your travel insurance in your wallet at all times.**
- Try to keep your room clean and tidy.
- Make sure you keep yourself and your clothes clean and fresh.



Remember: Just as it is in your home country, no two families are the same. The same applies to New Zealand families. It is important that you discuss the specific house rules for your homestay so that everyone understands what is expected of them.

Homestay is not just a place to stay!

We try to carefully match you and your host family. It is quite common in New Zealand for families to be divorced or separated. Most of our parents work (both mother and father). You will always have your own room and it is common for the children/students in the house to share the bathroom. Here are some good reasons to stay in a New Zealand homestay:



- Increasing knowledge of New Zealand culture
- Enlarging vocabulary
- Practising speaking/listening
- Establishing networks in the community
- Having someone who cares for you
- Having an extended family
- Gaining insight to how things are done here

Make use of the opportunity of being hosted; it may be your only experience! Always remember

WHY YOU ARE HERE! BUT HAVE FUN!!

Meals

Your host family will feed you 7 days per week (3 meals per day). In every family there are usually set meal times when the family sits down together to eat and exchange news. It is expected that you will join the family at these times. If for any reason you are going to be late for a meal you must telephone your homestay parents to tell them so. If you wish to be away for a meal, you must have your homestay family's permission to do this.

New Zealand food may be very different to what you are used to but please try everything. If you decide that you don't like some things tell your homestay family so that they can give you something different. Tell your homestay parents what food you would like for your lunch each day. You will receive breakfast and an evening meal during the week days along with food to take for lunch. In the weekends you will receive breakfast, a light lunch and an evening meal. Sometimes in the weekend you will be able to help yourself and cook what you like to eat. Why not try cooking a meal?

Breakfast

Usually New Zealand families help themselves for breakfast. Cereal, fruit, toast, tea, milo and coffee will be provided. Some homestays may have a cooked breakfast like bacon and eggs or pancakes in the weekends when there is more time.

Lunch

During the week your lunch will more than likely consist of sandwiches, muesli bars or some alternative snack food as well as fruit. Your lunch is your responsibility to prepare but the food is provided by your homestay. In the weekends you or your host mother/father may make lunch. It may be filled rolls, sandwiches, salads, fruit, noodles, soup, a meat pie etc. You may need to speak to your host mother/father and tell her/him what you like for your lunch.

Dinner

This meal is eaten together and you should be on time for this meal. This is when the family talk about their day and relax together. It is all right to say 'no thank you' to food if you do not like it, but you must be prepared to try new foods and not expect your host parents to always cook food from your country. They may try but it will probably not be the same as you are used to. You are part of the family and it is expected that everyone helps. For example, setting the table, clearing the table, washing the dishes and emptying the dishwasher are chores you could help with. Ask your host mother/father what snack foods you can eat between meals. Do not help yourself without asking unless you have been told to do so.



Housework

In most families everyone, both male and female, share the household duties. You may be asked or expected to help daily with some jobs around the house. For example:

- Preparing the vegetables for dinner
- Washing and drying dishes
- Bringing firewood into the house
- Taking out rubbish bins (garbage)
- Vacuuming the carpet
- Cleaning the bathroom
- Setting and clearing the table



If you do not know how to do any household jobs, ask your family.

Using the Shower and Bathroom



New Zealand homes have baths or showers or both. Some homes may have only one bathroom so you will need to be considerate about how much time you are in the bathroom especially in the mornings when it can be very busy.

- New Zealand families go to bed around 10pm
- Ask for the best time for you to have your shower.
- Put the bath mat on the floor and hang it up when finished.
- 5-10 minutes in the shower is long enough. New Zealand homes do not have huge hot water supplies and it is very expensive. The hot water may run out if you have a long shower or full bath, so you will have to consider other members of the family.

No one wants a cold shower or bath!!!

- Ask where to put your wet towels and dirty laundry.
- Please leave the bathroom clean and dry when you finish.
- Make sure you wake up a bit earlier so you have plenty of time to tidy up after yourself.

Laundry

- It is your responsibility to put out your laundry.
- Ask your host where to leave your laundry each day.
- Please do not dry wet clothing in your room.

The Bedroom

This is your private place, so keep it clean and tidy; put your rubbish in the bin; turn off lights and heaters when not in the room; open your curtains during the day.



If your host is at home during the day, open the windows and let the fresh air in. Always turn your heater and electric blanket **OFF** when you are in bed.

Fire Danger - It is dangerous to sleep with your electric blanket turned on. Also make sure it is turned off before you leave your room to go to school etc.

Telephone/Internet

The telephone in New Zealand is free to call when you call within Whangamata.

The use of the telephone in your homestay can spoil your relationship with the family if you are not considerate of other family members.

Remember; **ask permission first** if you want to have long conversations (try to limit calls to 15 minutes max at one time). The time may not be convenient for the host family. Also, try to speak quietly on the phone; shouting conveys the idea that you are angry.



If you are calling back to your home country please use a calling card which you can get from the local shops and let the host family know you are using this so they can recognise the number on their phone bill. These calling cards are MUCH cheaper than making a collect call. If you make an international call from the home telephone, your host family must be paid immediately after your call so when you leave you have no outstanding telephone bills.

Homestays who have internet connections all have different plans. If you wish to use your homestay's internet connection find out what their plan is (downloading lots of information - i.e. music or movies uses the time up really quickly). The homestay may let you extend their plan so you can use it. However, you will be required to pay the extra cost. If you go over the hours included in the plan you will end up with an expensive bill.

You **must not** enter offensive websites. These include illegal and pornographic sites. If you do, this will create issues between you and your host family, which may result in your removal from your host family. If you want to use the internet from 5pm-10pm you need to be considerate as you may be using the family telephone line so they cannot make or receive calls.

If you are bringing a laptop you may wish to purchase a **mobile usb modem**. Mobile devices are encouraged at school and the school is WiFi.



Most New Zealand teenagers have a pre-paid cell phone. Text messaging is the cheapest way of keeping in contact with one another. The use of cell phones is restricted at school. Cell phones interrupt lessons and can be distracting to class members. Therefore they should remain **OFF** in class time.

You will need to be respectful of your host family and not use your cell phone during meal times.

Insurance

All international students will have full insurance cover for doctor, emergency dentist and hospital expenses. If you become sick, please ask your Homestay to take you to their doctor. Doctor's and other medical bills must be paid by you. Keep your receipts so that a refund can be claimed. Your Homestay Manager will help you to make a claim.

Spending Money/Bank Account



Students in New Zealand can open a bank account. It doesn't cost anything to do this and it makes things a lot easier. We do not recommend that you keep large sums of money around your house/room or carry it around the streets on an everyday basis. In New Zealand most people use EFTPOS bank/debit cards and we encourage you to do the same. This is both most convenient and safest.

Most New Zealand high school students would have no more than \$30 per week to spend. It is important that International students have similar spending powers to avoid resentment amongst the other students. However, it is realised that students may need extra spending money during school holidays for sightseeing and other activities.

If you do need to bring a larger amount of cash to school please leave it with us in the office for safe keeping until school has finished for the day. On that note please **DON'T** bring expensive items to school, especially if they will be left unattended, as they do have a tendency to walk!!!

Smoking

New Zealand, like most other countries, is becoming smoke free. It is illegal in New Zealand for cigarettes to be sold to anyone under the age of 18 years.

Smoking is **NOT** allowed anywhere at school, while you are wearing school uniform (this means on the way to and from school as well) or in the homestay.



Drinking

Drinking alcohol is not allowed in a homestay situation unless you are over the age of 18 and it has been approved by the family. It is illegal in New Zealand for anyone under the age of 18 years to be served alcohol or to be on licensed premises. You will be asked for photo ID.

If underage students are caught drinking in a bar or public place they may be arrested by the Police. Using fake ID to get into a bar or night club is breaking the law. You will face an Early Return.

NEVER LEAVE YOUR DRINK UNATTENDED AT A PARTY:

Drugs could be slipped into your drink without your knowledge which could lead to serious consequences.



Even if you do not drink alcohol you may find yourself at a party where others are drinking and you may feel uncomfortable, or you might find that the person supposed to drive you home has been drinking. Remember, it is illegal for you to drive. Before you go off to parties or social events you should discuss these questions with your host parents:

- How should you respond if other young people are pressuring you to have a drink or take party pills and you do not want to?
- If you are uncomfortable at a party and want to leave early, but you are afraid of being a nuisance or being teased, what should you do? What excuses should you give?
- If you want to leave the party early, will your host parents agree to come and pick you up? Can you call a taxi?
- If the person supposed to drive you home has been drinking alcohol, what should you do?
- Why you must never leave your glass unattended.

Illegal Drugs, Alcohol Abuse, Party Drugs/Pills

When you receive an invitation to a party or other social event such as a concert you could be unsure whether it is safe to go. It is important to find out as much as you can about the event, including where it is being held and who will be there. Friends and your host family might be able to provide information. Your host parents might decide they do not want you to attend an event, even if your friends are going. They usually have a very good reason for refusing you permission.

It is important that you obey their rules! Students caught using drugs at any time in any place, will be sent back to their home country immediately.

This will have a long term affect on your Visa and you may be refused entry into other countries in the future. The use of party drugs/pills is just as serious and dangerous as the use of illegal drugs or the misuse of prescription medicines.

Remember: Never take any pills offered to you.

Sexual Harassment

Cultures differ in their view of appropriate sexual behaviour and practice. It is important to find out what is thought of as suitable behaviour. You can gain this knowledge by looking, listening and asking questions. Students may be unsure if they are being sexually harassed or if a particular person's behaviour would be considered normally friendly. Ask your host parents, your friends or staff in the International Office if you are having any difficulties with certain types of behaviour.

Sexual Behaviour

Each student has their own values and beliefs. In some societies young people are sexually active; there are also many who are not. Students should never compromise their own personal values and beliefs. New Zealand families can be conservative in their attitude to sexually active students. Your host parents will be feeling very responsible for you, so it is important to be aware of their attitudes and expectations to avoid any misunderstandings.

New Zealand students may have pre-conceived ideas about students from other cultures. Your host parents may talk to you about your behaviour or the way you dress. It is wise to take notice of this information as you may be sending the wrong messages to other people.

You must respect your host parent's rules and values about the way you dress and your behaviour (even if you don't necessarily agree).

To avoid conflicts and misunderstandings it could be helpful to ask their advice. If you feel confused about what they tell you, talk to your Homestay Manager and clarify any points you do not feel comfortable with.

Homestay Problems



We want you to be happy in your homestay, but we cannot control everything that happens.

Sometimes problems arise with homestay families because they don't understand how you feel about certain things.

If you would like to spend some time by yourself, do tell them this, rather than just shutting yourself in your bedroom! Remember to talk about what is bothering you. Do not leave a small problem as these can quite often become large problems which will ruin what will otherwise be a very pleasurable experience for all concerned.

You must contact us immediately if you are upset or afraid. Most problems can be solved quickly. Occasionally it may be necessary to change your family, but usually students happily remain in their first family.

- Remember, you must expect to make some adjustments; your host parents have experience. Trust them to help you. Your first few months will be full of new adjustments. Please be patient.
- Please call Mrs Margaret Birkett (Homestay Manager) to discuss any problems. All the international staff will always do their best to support you.
- If your family takes you out somewhere with them, e.g. to a movie or restaurant – offer to pay your own way. They may not accept, but it is good manners for you to offer. Some families cannot afford to pay for all your activities, but they want to take you with them.

Important Points to Remember

- ⊕ Your homestay parents may let you use their computer. However, it must only be used for study purposes and keeping in touch with your family. Under **no circumstances** access websites that cause offence to the homestay. If you breach the trust between you and your homestay the consequences will be the loss of privilege in the use of the computer and you may receive an expensive bill.
- ⊕ The homestay will supply you with a heater. However, that does not mean you can turn the heater on and hardly wear any clothes. Nor does it mean you can leave it on all day and night. Electricity is expensive in New Zealand therefore please be considerate and only use the heater when necessary or to warm up your room. Make sure you turn it off when leaving the room. If you have a window open, do not have the heater going. If you do not use the heater wisely, you may lose the privilege of having one.
- ⊕ There will be opportunities you can take to increase your English knowledge. It is appreciated and considered polite if students help with household chores such as the dishes or preparing the evening meal. These times are wonderful opportunities for learning and practising your English. Remember, not all learning takes place from a text book or in a classroom.
- ⊕ Homestay families are happy if their student wishes to join in and be part of the family. However, you will need to be adaptable to their way of life. Most are more than happy to listen to you and help you in any way they can, so if you have any personal problems or difficulties or you are not sure about something, don't be afraid to ask or talk to your homestay mum or dad. Don't expect you will fit into the family straight away. It takes time to build relationships.
- ⊕ **Curfews** – Most of our homestay families have or have had children so they understand that you may want to go out and want to get involved in various activities. Curfews can be tricky. The older you are, the later families will allow you to stay out at night, but what you must realise is that New Zealanders go to bed quite early by international standards and there is not a vibrant night-life for those under 18. Photo ID is required for 18 year olds to go to licenced premises.

Discussion and communication is the key to curfews working well with you and your host family. The most important thing is to inform your host family of your location – especially if you are going to be late home, not home for dinner, staying at a friend's house etc. This is common courtesy and also for your own safety.

If you are Sick



Ring the School 8658 557

or please ask **your** host parent
to report your absence on your behalf.

- When you visit the doctor you will need to pay for your consultation. Keep the receipt. If you need to go in school time please bring either an appointment card or letter from you host parents and sign out at the main office.
- Please make sure you can pay for your doctor's visit as it is not a standard procedure to bill you. This could save you from an embarrassing situation. Take the receipt to the Homestay Manager and a claim will be made.
- If you need a prescription, pay for it and keep the **receipt** so you can claim for it. Take your receipts to the Homestay Manager and a claim will be made.

Other Absences

Under the Code of Practice an International Student must maintain a very high level of attendance at school. This is a requirement set by New Zealand Immigration to re-apply for a student visa.

The Education Act does not allow for holidays in school time, shopping or looking after other members of the family. The school attempts to meet any reasonable requests from parents or caregivers for leave, but senior students need to be aware of the restrictions associated with internal assessment.

The full support of parents and caregivers in these matters is an important factor in preventing truancy and in keeping young people out of trouble.

Emergencies

You can trust the Police in New Zealand. They do not carry guns. They provide protection to people and will help you if you are in trouble. They are here to help you and this service is free.

Students are advised to show respect and co-operate with authorities at all times. If for any reason you are apprehended by the police you must accept their authority quietly, even though you may be innocent of any wrong doing and may think that you are being treated unfairly. The police will give you the chance to make a phone call.

You should contact your host family or Homestay Manager.

If you do not understand what is happening or you cannot understand what is being said by the person in authority let them know that you are an International Student attending Whangamata Area School. This is also very important if you are involved in any type of accident or if you are the victim of any crime.

The number for **Police, Ambulance and Fire** is **111**.

If you are alone and an emergency arises follow this procedure.

- Dial **111**
- Be calm
- Answer the questions the operator asks you.

Do not hesitate to ring **111** if you feel your safety is at risk.

Useful Tips Road Safety

Students need to be aware of road traffic safety information including information on characteristics of New Zealand driving, for example:

- Drive on the left hand side of the road
- Coastal, mountain, country and town roads vary greatly in surface conditions
- Roundabouts
- Intersections

Pedestrian Safety

Please note the following information about pedestrian safety:

- Cars won't always stop for pedestrians
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible
- Use the kerb drill to cross the road.

Kerb Drill

These are the five steps of kerb drill:

- Find a safe place to cross
- Stop one step back from the kerb (practise this by walking to the kerb and taking one step back)
- Look and listen for traffic wherever it may come from
(Look right, look left, look right again)
- If there is traffic coming, wait until it has passed, then look and listen for traffic again
- When there is no traffic coming walk quickly straight across the road, looking each way for traffic.

Bicycles



Bicycles are a very good means of travel. Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road. Cyclists should ride on the road not on the footpath. Take time to read the road rules. You should lock your bike when you leave it unattended.

Skateboarding

Local councils often have bylaws about where you are allowed to use skateboards. Areas where you may not use skateboards are usually signposted, but you are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths. Whangamata does have a skateboard park.

Driving/Driving Laws

International Students are **not allowed to drive at all** while studying at Whangamata Area School. However, you may be allowed to sit the tests shortly before you return home as it can be cheaper to get a licence in New Zealand than in some other countries. However, you **MUST** first get approval from the International Office before doing this. International students should become aware of New Zealand driving laws. It is important to understand that:

- The New Zealand Police enforce New Zealand driving laws
- There are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws
- Drivers must carry their licence whenever they are driving
- Safety Belts
- Drivers and all passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Fake or Unlawful Licences or Identification

Students using fake or unlawfully bought or computer generated licences or any form of personal identification, should be aware of the consequences of such actions.

It is illegal to make use of any fraudulent documents (including fake driving licences and ID, exam results and other legal documents) while in New Zealand and charges can be laid. Students may also be sent home immediately for breaking those laws.

Accommodation

We recruit, advise and support your host family to take care of you.

We will match you to the best possible host family based on the information provided to us by yourself or your agent and will support both you and your host family while you are here.

It is very important to tell the Homestay Manager if you have any concerns with your host family and, in the worst case, if you feel you must change your host family, **you must give two week's written notice**. If you do not tell your host family or the Homestay Manager, you will be required to pay **two extra weeks' board**.

This is standard practice.

Holiday Plans

Official school breaks:

If you plan to go on holiday without your host family during the school holidays you will be required to provide parental permission from your home country as well as permission from your host family here in New Zealand.

There is also a form which is available from the Homestay Manager which will need to be completed.



Conflict Resolutions and Complaints Procedures

There are procedures for dealing with complaints you may have.

It is not helpful to you or anyone else to complain around your friends and associates about things you are not happy with.

If you want changes to be made you must follow the procedures for dealing with your concerns.

School Matters – students must follow the complaint procedures of the school. These are:

STEP 1 Contact:

- **Margaret Birkett** if it is a homestay issue
- **Mr Stewart** if it is a matter about your subjects, teachers or other students

STEP 2 If your concerns aren't dealt with to your satisfaction, see Mr Preece (Principal)

STEP 3 If your concern or complaint is not dealt with to your satisfaction, you or your parents can write to the Principal or the Board of Trustees.

STEP 4 If you still feel your problems have not been solved by the school, you may contact the International Education Appeal Authority, whose address is:

**International Education Appeal Authority
Ministry of Education
PO Box 1666
Wellington
New Zealand**

You must be able to show them that you have tried to get the school to act before you contact them.

They will consult the school to see if anything can be done to help you.

Homestay Matters

Put your problems in writing or speak to the **Homestay Manager, Margaret Birkett**, about any concerns you may have regarding the host family.

This is confidential.

If you do not get satisfaction from your Homestay Manager regarding your concerns take your complaint in writing to the **Director of International Students, Mr Preece**.

COMPLAINT				
TO:		FILE	WFOU	WFOU
WHOSE FAULT:		MINE	YOURS	OTHER
DESIRED OUTCOME:		APOLGY	EXPLANATION	LITIGATION
				PROMOTION
				RESTITUTION
				CHANGE
COMPLAINANT:		<input type="checkbox"/> ANONYMOUS		



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.

NZ educational providers have an important responsibility for international Students' welfare.

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.

Who does the Code apply to?

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

How can I get a copy of the Code?

You can request a copy of the Code from your NZ educational provider.

The Code is also available online from

www.minedu.govt.nz/international



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