

# INTERNATIONAL STUDENT



## HANDBOOK

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<b>Useful information and links for International students and visitors are located at the back of this booklet.</b>	

## Introduction

Kia ora and welcome to Christchurch Girls' High School *Te Kura o Hine Waiora*. You are about to take your first steps as a student here and I would like to wish you all the best on your journey at our school. I encourage you to always work hard and do your best to achieve your goals in studying in New Zealand. There are many new experiences and opportunities on offer for you and I hope you will make the most of your time here.

The first few weeks can be an exciting and overwhelming time, be patient with yourself and remember to ask for help if there is something you don't know or understand. Please feel free to come and talk to me if you are experiencing any problems. My door is always open to you and your family and I will do my best to support you. I look forward to getting to know you and your family.

Yours faithfully, Nāku, nā

Ms Megan Kong and the International team

Director of International Students



## International Staff

Director of International Students

Ms Megan Kong

[kom@cghs.school.nz](mailto:kong@cghs.school.nz)

03 3480849 extn 726

021 838310 or 027 2799002



International Student Manager and Homestay coordinator

Mrs Kate Riddell

[rlk@cghs.school.nz](mailto:rlk@cghs.school.nz)

03 3480849 etn 732



Head of ESOL

Mrs Cecelia Jardine-King

[jac@cghs.school.nz](mailto:jac@cghs.school.nz)



ESOL Tutor

Mrs Trish Daikers

[dkp@cghs.school.nz](mailto:dkp@cghs.school.nz)



Head of International and Deputy Principal

Mr Peter Sawyer

[syp@cghs.school.nz](mailto:syp@cghs.school.nz)

03 348 0849 extn 707



## Important contacts

### 24/7 International Student Emergency Phone

**+64 027 2799002**

*This phone is only for emergencies outside of regular business hours.  
If the problem is life threatening please call 111 and arrange for  
emergency services prior to ringing this number.*

School office and attendance phone	03 348 0849
School email	<a href="mailto:admin@cghs.school.nz">admin@cghs.school.nz</a>
Year 9 Dean	Mrs Anna Garrett <a href="mailto:gta@cghs.school.nz">gta@cghs.school.nz</a> 03 348 0849 extn 739
Year 10 Dean	Mr Simon Kersten <a href="mailto:krs@cghs.school.nz">krs@cghs.school.nz</a> 03 348 0849 extn 770
Year 11 Dean	Miss Holly Caird <a href="mailto:cah@cghs.school.nz">cah@cghs.school.nz</a> 03 348 0849 extn 771
Year 12 Dean	Mrs Charlotte Phoon <a href="mailto:phc@cghs.school.nz">phc@cghs.school.nz</a> 03 348 0849 extn 755
Year 13 Dean	Mrs Sarah Barrell <a href="mailto:brs@cghs.school.nz">brs@cghs.school.nz</a> 03 348 0849 extn 709

<b>Guidance Counsellor</b>	<b>03 348 0849 extn 731</b>
<b>Careers and future pathways</b>	<b>Mrs Larisa Thatcher</b> <b>thl@cghs.school.nz</b> <b>03 348 0849 extn 726</b>
<b>School Principal</b>	<b>Mrs Christine O Neill</b>  <b><a href="mailto:onc@cghs.school.nz">onc@cghs.school.nz</a></b>
<b>Student liaison and first aid</b>	<b>Mrs Jo Matla</b>  <b><a href="mailto:maj@cghs.school.nz">maj@cghs.school.nz</a></b>
<b>Attendance officer</b>	<b>Mrs Karen Needham</b>  <b><a href="mailto:ndk@cghs.school.nz">ndk@cghs.school.nz</a></b>
<b>Board of Trustees Chairperson</b>	<b>Mr Julian Bowden</b>  <b><a href="mailto:bot@cghs.school.nz">bot@cghs.school.nz</a></b>

**There is an Information Board in the hall near the library listing all the staff with their photos to help you identify your teachers and their names.**

# School Information

## Code of Conduct and school rules

This information has also been included in your enrolment contract and your pre-departure information.

## CODE OF CONDUCT

for

## INTERNATIONAL FEE-PAYING STUDENTS

*International students are expected to abide by the school code of conduct and to follow the same school rules as domestic students. International students are required to adhere to additional rules to help maintain their safety and well-being **at all times** during their time in New Zealand.*

Students will always show respect for others, themselves and the physical environment

- Be honest in all your actions.
- Speak courteously at all times. No obscene, sexist or racist language
- Keep to the left and walk sensibly in all corridors and stairwells
- No littering in the classrooms or common rooms or the grounds.
- No chewing gum.
- No eating in toilet blocks, gym, changing rooms or computer rooms
- No entry into staff workrooms, offices or main office unless accompanied by a staff member

All students will show respect for a positive learning environment for all:

- Be on time to class
- Follow the rules for safety in laboratories and workshops.
- Follow the rules of your classroom at all times.
- Complete all homework and classwork on time

All students will show respect for the past heritage/good name of the school:

- Wear regulation, clean school uniform correctly.
- Stand on buses for adults, young children or people in need.
- Obey the rules of the road, including wearing cycle helmets correctly.
- Behave sensibly and safely at all times when out in public in uniform, to ensure that the good name of the school is not brought into disrepute.

The following rules apply to International students **at any and all** times during their enrolment and handover period including both during school and after school hours when the student is in the care of a homestay, designated caregiver or resident parent.

- Do not have in your possession or use cigarettes, drugs, alcohol or health harming substances.
- Be responsible for your own property and do not interfere with items belonging to other people
- Follow any and all safety rules as instructed by a teacher, parent, residential caregiver, guardian or employee of the school.
- Adhere to any and all policies and procedures of the school as directed by a teacher, parent, residential caregiver, guardian or employee of the school.
- Follow the rules (where reasonable) and instructions of their host families, caregiver or parents and maintain respectful communications with them.
- The student will inform their homestay, caregiver or guardian of their whereabouts at all times.
- The student will not engage in any illegal behaviour or break the laws of New Zealand.
- The student will notify and obtain prior permission from the school if they wish to stay overnight at any address other than their host family/caregivers/parents.
- The student will observe the Driving policy of the school and unless granted special written permission from the school Principal will not operate a motor vehicle.

- The Student will not be a passenger of a motor vehicle where the driver is not one of the following
  - Homestay parent/designated caregiver
  - Local guardian
  - School employee
  - Fully licensed driver granted permission by the school to carry the student.

## **Transport and travel**

As laid out in the International Student Code of Conduct, International Students must observe the Driving Policy of the school. This states that International Students (unless granted special written permission from the principal) cannot operate any type of motor vehicle. Do not allow International students to drive your car or attempt to teach them how to drive unless this has been approved by the school first.

In addition, International Students can only be a passenger of a motor vehicle where the driver is one of the following:

- Homestay parent/designated caregiver
- Local guardian
- School employee
- Fully licensed driver granted permission by the school or natural parent to drive the student.
- Someone employed as a professional driver such as a taxi or Uber driver.

## **Health and Safety**

**We all work together to make our school a safe and healthy environment. You must make sure that nothing you do or neglect to do causes any harm to another. If you see something dangerous please alert a teacher or staff member. There are many risks at the school from training for sports to working with dangerous chemicals. The school has risk management process in place and to help prevent and mitigate threats to**

personal safety. You must follow any and all instructions given to you by school teachers and staff failure to observe these instructions and putting yourself or others at risk can result in serious disciplinary action and termination of enrolment.

## Emergency procedures

The school has plans in place in the event of a fire, earthquake, security threat/lockdown situation, pandemic or health emergency. These instructions are found inside each building and classroom. Staff are trained and know what to do in an emergency. Staff and students practice responding to emergencies throughout the year to ensure our plans and systems are robust. The meeting place for all emergency evacuations is on the school tennis courts on the back field. You must join your Ako class and be marked present.

### **FIRE:**

In the event of a fire you will hear an alarm.

Follow the instructions of your teacher

Leave the building quickly and quietly

Use the stairs only, do not use the elevator.

Leave your bags and personal belongings

Leave immediately

If you see a fire alert a staff member immediately or respond by switching the nearest fire alarm.

### **EARTHQUAKE:**

If you start to feel an earthquake do the following immediately

DROP under your desk

COVER your head and neck with your hands

HOLD onto the desk tightly

Stay away from Windows and glass,

Once the shaking has stopped follow the instructions of the staff and exit the buildings quickly and quietly. Use the stairs only, do not use the elevator.

#### **SECURITY THREAT/LOCKDOWN:**

In the event there is a dangerous person/s enter the school you will hear an alarm with many short rings

Go to the nearest safe building or room

Lock the door

Lie on your stomach, head down in the centre of the room away from windows

Wait for a teacher to tell you when it is safe to move

## **Attendance and notifying absences**

As an enrolled International student with a student visa the expectation is that you maintain a high level of attendance. The school is required by Immigration New Zealand to monitor your attendance and report any issues to them

We believe good attendance is directly related to your learning. You are expected to attend all scheduled classes unless you have a legitimate reason for being absent. International students must maintain an attendance rate over 90%.

Students are permitted 2 allowable notified medical absences per term (sick or illness). For any further absences to count as a medical absence a student must supply a medical certificate no later than 48 hours after the notified absence. The medical certificate must be from a NZ registered doctor and may be rejected at the discretion of the International Student Director.

For an absence to be recorded correctly it must be notified in the following way:

A parent or caregiver must report the student's absence and reason for being absent to the attendance phone on

03 348 0849 or via the school app prior to the student starting class (i.e. prior to 8.30am in the morning)

In the event of an emergency the school must be notified within 24 hours of the student's absence with a satisfactory explanation. You may be requested to provide evidence to support your explanation.

The decision to accept or reject this explanation and/or make alterations to a student's attendance record is at the school's discretion and will be made in accordance with the attendance policy as stated in the Enrolment contract.

Students whose attendance level drops below 95% will get a 'friendly reminder' of our attendance policy. If your attendance drops below 90% without good reason you will receive an alert and if it does not improve you may get a written warning. Poor attendance can result in disciplinary action and termination of the enrolment contract.

If you are having problems with your study or life in New Zealand come and talk to the International staff who can help.

## **Lateness**

If you are late to school and arrive after 8.30am you **MUST** report to the Red Desk after 8.30am or the Student Window after 9am and you will be given a late pass. Repeated lateness without satisfactory explanation will impact on your overall attendance rate and will result in a detention or disciplinary action.

If you have missed your bus or know you will be late please call the attendance phone and leave a message.

## **Leaving school for an appointment**

If you need to leave school to attend an appointment or for a good reason you need to tell the student liaison/school office well in advance. The Student Liaison will ask to see some evidence of your appointment such as a booking slip or note/message from your caregiver. You will be given an appointment card and asked to sign out before you leave. If your return to school after the appointment you must sign back in.

We ask that you try to make your appointments outside of school hours where possible.

## **Illness and medication**

If you become unwell whilst you are at school, you can report to the student liaison who is trained in first aid. Depending on what is wrong you may be able to spend some time in the school sick bay or you may need to go home to rest. The office staff will assess you and contact a caregiver if necessary. **DO NOT ATTEMPT TO LEAVE ON YOUR OWN.**

If you require medication for a health condition or illness, please discuss this with the International director. It is important that the school and your caregivers are aware of what medication you are taking. You must not take any medication unless directed to by a health professional.

## **Menstruation/Period**

If you have your period and are not prepared with sanitary items, the Student liaison or International Staff have some available for you to use. If you have your period and feel unwell, you may be able to rest in the school sick bay until you feel better. We do not encourage you to take time off school when you get your period unless it is very severe and we may request a medical certificate in this instance.

## Disciplinary Process

If you break the school rules there are several different ways you can be disciplined. For minor infractions such as uniform violations or being late without good reasons you can receive a lunchtime or after school Deans detention. This could involve a meeting with your Dean, writing a reflection of doing some school community service such as rubbish pick up.

For serious behavioural issues or breaching the International student code of conduct you can be removed from class or stood down from attending school and asked to attend a disciplinary meeting with the Dean, Assistant Principal or Principal. This can result in a written warning or more serious termination of enrolment.

Disciplinary action is at the discretion of the school and relevant staff members and is in accordance with our Disciplinary policy as laid out in your enrolment contract.

### Disciplinary Policy (as per enrolment contract)

1. The following is the School's current disciplinary policy for dealing with breaches of the Agreement. This is not intended to restrict the School's general power of discipline and this policy may be changed from time to time at the discretion of the School.

#### Overview

2. Except in serious situations where immediate termination of the Agreement is necessary, or where the breach does not warrant any formal response other than a warning, the School will endeavour, where appropriate, to follow a two-stage disciplinary process.

3. In Stage One, the School will investigate and determine the facts, and will reach a conclusion on what happened and whether it amounts to a breach of the Agreement.

4. In Stage Two, if the School has determined that a breach has occurred, the School will consider the appropriate response to that breach, up to and including termination of the Agreement.

5. The Student will have an opportunity to provide a response to the alleged breach that the School is investigating (the Allegation) and any proposed disciplinary action that the School is considering taking (the Proposed Action).

6. This policy does not limit the School's power to take appropriate disciplinary action urgently and without following this process if this is necessary, having regard to the seriousness of the breach.

7. This policy also does not limit the School's power to suspend the student for the duration of the disciplinary process where suspension is considered necessary for the safety or education of any person.

#### **General Policy**

8. When the School is conducting a disciplinary process involving the Student it will endeavour to provide the Student with the following:

- (a) a written summary of the Allegation or the Proposed Action;
- (b) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
- (c) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (having regard to the seriousness of the Allegation or the Proposed Action) before giving a response;
- (d) an opportunity to contact her Parent before giving a response, unless the delay caused by contacting that person is unreasonable having regard to the seriousness of the Allegation or Proposed Action;

- (d) an opportunity to have an independent support person of her choice present at any meeting relating to the disciplinary process;
- (e) an opportunity to meet with that support person in private at any stage during the disciplinary process;
- (f) an opportunity to have a translator present (or otherwise facilitate the student participating in the process in her own language) during any meeting or process if the School or the Student considers that a language barrier means that a translator is required; and
- (g) a copy of this policy setting out the rights which the Student has when engaging in the disciplinary process.

## **Disciplinary Procedure**

### **Stage One: Incident Investigation**

9. When the School learns of any incident or any other thing that may be a breach of the Agreement or might otherwise warrant a disciplinary response, the School will notify the Student of the Allegation and will provide the Student with an opportunity to give a response.

10. Where appropriate, having regard to the seriousness of the Allegation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Allegation.

11. When the School makes a decision about the Allegation it will advise the Student and parent, in writing if possible, about its conclusion as to what happened and whether it amounts to a breach of the Agreement.

### **Stage Two: Outcome Discussion**

12. If the School determines that a breach of the Agreement has occurred, it will advise the Student and parent of the possible disciplinary actions that it will consider taking in response to the breach and will provide the Student and parents with an opportunity to give a response.

13. Where appropriate, having regard to the seriousness of the breach, the Student and parent will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the disciplinary action to be taken.

14. When the School makes a decision about the disciplinary action that it will take in response to the breach it will advise the Student and parents of its decision, in writing if possible. The disciplinary action will not take effect, and no actions will be taken to put it into place, until the Student and parents have been advised of the decision.

## **Complaints Process**

If you have a problem to do with your study or life in New Zealand it is really important you discuss this with someone at the school. We will try our best to find a solution for you, however if you are unhappy with the outcome you are entitled to make a complaint to a higher authority and the school must comply with their judgement.

Please see the following diagram and to show you who to go to for help or the process to make a complaint. These diagrams are also on our International student notice board for your convenience.

## GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem. You can ask a friend or another person to support you.

Problems with your  
homestay or  
caregiver

Problems with your  
schoolwork,  
teachers,  
assessments

Problems with  
other students

Talk to

Ms Kong  
International Director

Talk to

Your Teacher/Dean/  
AkoTeacher/  
International

Talk to

Guidance  
counsellor/  
teacher/Dean/  
International  
Director

If you are still not happy talk to the  
International Student Director  
Ms Megan Kong

Not happy with the outcome? Make an appointment to talk with the Principal  
Mrs O'Neill

If you are still not satisfied write a letter to the Chairperson of the  
Board of Trustees

Julian Bowden  
[bot@cghs.school.nz](mailto:bot@cghs.school.nz)

**If you think the school has not found a satisfactory solution and is in breach of the Code contact NZQA: 0800 697 296**

**You can also submit a complaint query on the NZQA website [www.nzqa.govt.nz](http://www.nzqa.govt.nz) or email [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)**

**If your complaint is about fees, contact iStudent Complaints [www.istudent.org.nz](http://www.istudent.org.nz)**



## **International students - How to make a complaint**

### **What to do if you have a complaint**

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

### **Ask your education provider to resolve your complaint**

Your education provider is your first point of contact for any

complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

### **If your complaint is not resolved – contact NZQA**

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296.

### **Or – if it is a financial dispute – you can contact iStudent Complaints**

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

### **New Zealand's quality standards**

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice 2016.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet

high educational standards

- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

### **About the Education (Pastoral Care of International Students) Code of Practice 2016**

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice 2016 is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

### **About NZQA**

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice 2016.

## **Withdrawal and refund processes**

If for any reason a student wishes stop studying at the school they must follow the withdrawal process. To withdraw from the school correctly a student must complete the CGHS International student withdrawal form including parent signatures and submit this to the International director. The date the form is received is considered the start of the notice period for that student. If the student has been withdrawn from their programme of study before completion the school is required to notify Immigration New Zealand who may cancel your visa.

Refund requests must be submitted to an school staff member on the CGHS International student refund request form. All refunds will be considered in a timely manner and the student informed of the outcome. Refunds will be calculated as per the refund policy in the school enrolment contract.

### **Refund Policy**

**(Schedule Three)**

**Request for a refund of international student fees**

- 1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.**
- 2. A request for a refund should provide the following information to the School:**
  - a) The name of the student**
  - b) The circumstances of the request**
  - c) The amount of refund requested**
  - d) The name of the person requesting the refund**
  - e) The name of the person who paid the fees**
  - f) The bank account details to receive any eligible refund**
  - g) Any relevant supporting documentation such as receipts or invoice.**

### **Non-refundable fees**

**3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:**

**a) Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted. This will be the lesser amount of either the total weekly administration fee or \$350.

**b) Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.

**c) Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for accommodation by the Student. Costs incurred for homestay accommodation for the Student prior to the refund request cannot be refunded.

**d) Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of five weeks.

**e) Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

### **Request for a refund for failure to obtain a study visa**

**4. a) If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.**

**b) If the Student withdraws before the start of their enrolment. Owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees.**

**Requests for a refund for voluntary withdrawal from enrolment -  
Withdrawal prior to enrolment**

**5. a) If the Student voluntarily withdraws more than three weeks before the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.**

**b) If the Student voluntarily withdraws three weeks or less before the start date of their enrolment, a refund of international student fees will be provided less a minimum of ten weeks' tuition fees and any relevant non-refundable fees set out in this policy.**

**Requests for a refund for voluntary withdrawal from enrolment -  
Withdrawal after enrolment**

**6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the school receives written notice.**

**Requests for a refund for enrolment of one term or less**

**7. Where the Student is enrolled for one term or less and withdraws early, or where the school terminates the Student's enrolment, any unused portion of international student fees will not be refunded.**

**Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider**

**8. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to:**

**a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or**

**b) Transfer the amount of any eligible refund to another provider or**

**c) Make other arrangements agreed to by the student or their family and the school.**

**Where the Student's enrolment is ended by the School**

**9. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, unless otherwise agreed by the school in writing no refund of tuition fees will be provided. The school will only consider a request for a refund of any unused homestay fees or any unused activity fees.**

**Where the Student changes to a domestic student during the period of enrolment**

**10. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks' tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's domestic student status.**

**Where a student voluntarily requests to transfer to another signatory**

**11. If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.**

**Request for a refund of homestay fees**

**12. If for any reason, the Student withdraws after the start of their stay in a school homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.**

**13. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.**

**Requests for a refund of fees unused at the end of enrolment**

**14. Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$100.00 will be refunded to the Student in cash. Sums of NZD\$100.00 or greater will be refunded into a nominated bank account.**

**Outstanding activity fees or other fees owed to the school**

**15. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.**

**Refunds to be made to the country of receipt**

**16. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country. Bank transfer fees and other cost associated with International transfer will be payable by the student.**

**Rights of families after a decision regarding a refund has been made by the School**

**A decision by the School relating to a request for a refund of international student fees will be provided to the Student or their parent or legal guardian in writing and will set out the following information:**

- a) Factors considered when making the refund decision**
- b) The total amount to be refunded**
- c) Details of non-refundable fees.**

**In the event the Student or their parent or legal guardian is dissatisfied with a refund decision made by the School or are dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.**

**More information can be found about the disputes resolution Scheme iStudent Complaints can be found here:**

**<https://www.istudent.org.nz/>**

## Uniform

Our uniform is an important part of the school's identity and history and you should wear this with pride. Unless it is a mufti day or otherwise approved you are expected to wear the correct uniform in a clean and tidy manner for your year level and season. A uniform guide is below including expectations around how your hair should be groomed, what jewellery you can wear and what to do if you need a uniform pass.

Remember when you are wearing the uniform outside of school you are representing our school so it is important you act accordingly.

Our preferred uniform supplier for both Winter and Summer uniforms are:

Mainland Uniforms	511 Wairakei Road 03 360 3037 <a href="mailto:sales@mainlanduniforms.co.nz">sales@mainlanduniforms.co.nz</a>
Open	Monday to Friday 9am-5pm Saturday 10am-1pm 405 Ilam Road 03 351 7666 <a href="mailto:ilam@mainlanduniforms.co.nz">ilam@mainlanduniforms.co.nz</a>
Open	Monday to Friday 9.30am-5pm Saturday 10am-1pm

Christchurch Girls' High School Parent association runs a used uniform sale once a month. Details can be found on their facebook page <https://www.facebook.com/CghsPta/> and in the school notices.

## Junior Uniform ( Years 9 and 10 )

### Summer (worn term 1 and 4 ):

Regulation pleated navy blue skirt worn mid calf or Navy shorts  
Regulation white short sleeve blouse embroidered with the school crest  
White sock, Brown leather T-Bar shoes  
School Blazer

### Winter (worn term 2 and 3 ):

Wool kilt in Christchurch Girls' high school tartan worn 10-20cm from the ground OR Navy pants  
Long sleeved white shirt  
Long sleeved navy blue wool cardigan or jersey  
Regulation tie ( each year level has a different tie )  
School Blazer  
Navy blue knee high socks or tights  
Brown leather T-Bar shoes  
Optional – Navy and red striped scarf

PE      Regulation PE shirt or Rugby jersey  
Navy or black shorts or Navy or black track pants  
Sports Jacket (optional)  
Sports Shoes



## **Senior Uniform (Years 11,12 and 13)**

**Summer (worn term 1 and 4 ):**

Regulation checked cotton dress  
Regulation tie  
White sock, Brown leather T-Bar shoes  
School Blazer ( red braiding for years 12 and 13 )

**Winter (worn term 2 and 3):**

Wool kilt in Christchurch Girls' high school tartan worn 10-20cm from the ground OR Navy pants  
Long sleeved white shirt  
Long sleeved navy blue wool cardigan or jersey  
Regulation tie ( each year level has a different tie )  
School Blazer ( red braiding for years 12 and 13 )  
Navy blue knee high socks or tights  
Brown leather T-Bar shoes  
Optional – Navy and red striped scarf

**PE** Regulation PE shirt or Rugby jersey  
Navy or black shorts or Navy of black track pants  
Sports Jacket (optional)





**Students hair should be a natural colour and if longer than shoulder length be styled up and away from the face.**

**No make up is to be worn**

**Nails should be kept short and neatly groomed. No nail polish is to be worn.**

**Students can wear up to two small set of studs per ear .**

**No facial piercings are allowed.**

**A necklace that is culturally significant can be worn under the student's uniform.**



Red/Navy stripe tie(CGHS Y9)



Red/Navy stripe Tie(CGHS Y10)



Navy tie(CGHS Y11)



CGHS Angel Tie(CGHS Y12)



Red Tie(CGHS Y13)

## **School Dates**

### **2021 Term Dates**

**Term 1 - Monday 1st February ~ Friday 16th April**

**Term 2 - Monday 3rd May ~ Friday 9th July**

**Term 3 - Monday 26th July ~ Friday 1st October**

**Term 4 - Monday 18th October ~ TBC**

### **2021 Public Holidays**

**Waitangi Day - Observed Monday 8 February**

**Good Friday - Friday 2 April**

**Easter Monday - Monday 5 April**

**Anzac Day - Observed Monday 26 April**

**Queen's Birthday - Monday 7 June**

**Labour Day - Monday 25 October**

**Canterbury Anniversary Day - Friday 12 November**

In addition to these public holidays the school maybe closed for instruction on additional dates to those advertised for teacher training, curriculum development and where necessary. The is required to be open for 386 half days per year.

## **Assembly**

Whole school assemblies are held most Friday's in the gymnasium, please arrive promptly. From time to time year level assemblies are held in the Performing arts auditorium.

## **Timetable and Bell information**

A bell will ring to help you remember the timetable, you will hear a bell ring at the following times

- Start of daily roll check
- Start of Period 1
- Start and end of interval
- End of Period 4
- End of Assembly / Form time
- End of lunch
- End of day.

There is also a short warning bell which rings at the following time

- 5 minutes before daily roll check
- 5 minutes before end of break 1
- 10 minutes before the end of break 2

## **AKO Time/ Form Time**

Most days you will have an Ako/Form time this is a short period where you can hear the daily notices and any important school news or events. Your AKO teacher reviews your reports and may address any academic issues with you.

## **Study Period**

From Year 11 you will have a study period scheduled into your timetable, in year 11 this is supervised and attendance is taken. It is important that you turn up to this. In Year 12 and 13 you may be given permission to leave school during this study period of if

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Form/AKO time</b>	8.30 – 8.40	8.30 – 8.40		8.30 – 8.40	
<b>1</b>	8.40 – 9.40	8.40 – 9.40	8.30 – 9.25 (50 Mins)	8.40 – 9.40	8.30 – 9.30
<b>2</b>	9.40 – 10.40	9.40 – 10.40	9.25 – 10.20	9.40 – 10.40	9.30 – 10.20
<b>Ako/ Assembly Time</b>			10.20 – 10.50		10.20–11.00
<b>Break One</b>	<b>10.40 – 11.00</b>	<b>10.40 – 11.00</b>	<b>10.50 – 11.15</b>	<b>10.40 – 11.00</b>	<b>11.00 – 11.20</b>
<b>3</b>	11.00 – 12.00	11.00 – 12.00	11.15 – 12.05 (50 Mins)	11.00 – 12.00	11.20 – 12.10
<b>4</b>	12.00 – 1.00	12.00 – 1.00	12.05 – 12.55 (50 Mins)	12.00 – 1.00	12.10 – 1.00
<b>Break Two</b>	<b>1.00 – 1.40</b>	<b>1.00 – 1.40</b>	<b>12.55 – 1.35</b>	<b>1.00 – 1.40</b>	<b>1.00 – 1.40</b>
<b>5</b>	1.40 – 2.40	1.40 – 2.40	1.35 – 2.30	1.40 – 2.40	1.40 – 2.40

## ODD and EVEN weeks

The school timetable is scheduled across a 2 weeks/10 day period. This means you will have a different timetable every second week. We refer to the different weeks as ODD week /Week 1 and EVEN week/ Week 2. Don't worry if you are confused or forget you can check you timeable on the student hub – Onstream

## School History, Crest and Motto

Christchurch Girls' High School Te Kura o Hine Waiora has a long and proud history as being a leader in girls' education. Established in 1877 the school is the second oldest girls' school in New Zealand and has a strong reputation for its academic and sporting success.

We have links to both Christchurch Boys High School and Canterbury University and often work in partnership with them.

The school's motto is in Latin and is:

**SAPIENTIA ET VERITAS or WISDOM AND TRUTH**

Our school crest depicts an angel with a Christian pall, a star and a plough and fleece.



The Angel symbolises divine providence

The pall symbolised the Church and the things of God

The Plough and the fleece referred to the foundation of Canterbury, the rewards for hard work.

The star stood for aspiration

## Te Kura O Hine Waiora

Alongside the name Christchurch Girls' High School you will always see the Maori name for our school which is *Te Kura o Hine Waiora* meaning "this is the place where the waters nurture our girls' in their education".

## School Vision and Values

The schools vision is to empower and inspire the development of 21st century lifelong learners by providing a passionate learning environment with diverse opportunities, experiences and authentic relationships to enable learners to flourish, celebrate achievement, contribute to our world and become tomorrow's inspired leaders today.

Our School values are:

**Manaakitanga/Caring** –Our students and staff respect and are generous towards each other. They support one another and this is reciprocated. The environment is warm and caring and everyone is treated with dignity

**Whanaungatanga/belonging** – A strong sense of belonging is developed through students and teachers working together. Students and staff feel connected and positive relationships are fostered. Challenges and successes are shared and personal achievements are celebrated.

**Aroha/Love** – The school family show empathy and concern for others. They have an understanding of the world and people beyond their own circumstances, giving service and acting with decency.

**Rangatiratanga/Strength and Pride** – Students and staff stand tall and proud. They have courage and strength of character to do what is right, facing challenges and change with confidence. Mana (respect) is demonstrated in relationships between and within staff and students.

## School house system

All students belong to one of the 6 school 'house' groups. This house system is to help build a sense of belonging and friendly completion at school events such as sports days and cultural events. Each house is named after a famous Cantabrian and has a colour to help define it.

Students can earn points for their house during competitions

Connon (White) named after Helen Connon the first female student at Canterbury College and the first female in any British Empire University to take an honours degree. She became the school's second principal from 1883-1894

Deans (Yellow) named after the Deans family, the earliest settlers in Christchurch. The Deans were some of Canterbury's first farmers, settling in the area now known as Riccarton. They donated much of their land to the city.

Harper (Red) named after Bishop Henry Harper (1804 – 1893) who was the first Anglican Bishop of Christchurch and helped establish Canterbury College.

Rolleston (Blue) named after William Rolleston who was a leader of early Canterbury becoming a superintendent of the province and later a Cabinet Minister in the New Zealand Government.

Selwyn (Green) named afte George Selwyn who was the first Anglican bishop of New Zealand.

Sheppard (Purple) named after Kate Sheppard who is viewed as the driving force behind New Zealand women gaining the right to vote, the first country in the world to offer the vote in national elections to women.

## School notices

The school notices are issued each day via the student hub -onstream, read out in Ako time and posted to the notice boards. It is important to read these each day as they contain information about upcoming events, changes to classes, assemblies and opportunities to enter sports and cultural groups and events. If you can't understand them when they are read out, you can always ask for a paper copy from reception.

You can put an notice in the school notice for everyone to read please see the International or office staff if you wish to do this.

## How to get help and feedback from your teachers

In New Zealand and at our school the teachers welcome and encourage students to ask for help and get feedback on your work. Do not feel shy to do this it will help you improve and understand course work. If you do not want to ask them during class time you can email the teacher with your questions or ask if you can meet with them at a suitable time. Most teachers communicate quickly by email however if you email a teacher outside of school hours you should not expect a response until the next day. The teacher will let you know their email address to contact them, remember to check your emails frequently as this is the most common way to get their attention. If you are not sure how to ask them for help you can come to the International office and we can support you to do this. You should be polite in your requests and address the teacher correctly and with respect.

## ESOL support

We have an ESOL tutor available to provide support when needed. She can assist you by sitting with you in class or by making an appointment for an individual study session outside of class. Please ensure if you make a booking with her you attend the session or contact her in advance to cancel. She also runs a drop in session once a week to check work and

provide support where needed. This will usually be during a break and may change from week to week.

## Health and wellbeing

Teenage years are a difficult time with lots of changes and stresses, studying as an International student also presents lots of challenges to looking after your health. The school believes that it is important to take care of your whole self-including your physical health and wellbeing whilst you are studying. This includes your mental and emotional health as well.

It is important that you get enough sleep and have a healthy diet and take some exercise. Try to limit social media and online games to a few hours a week. If a teacher or staff member becomes concerned about your appearance or behaviour they may talk to you about your health and wellbeing.

The school has several ways you can get help for any health and wellbeing issues, and you are always welcome to discuss any problems not matter how serious with the International director who will be able to help you.

You can access a dedicated registered nurse during school hours if you feel you have a health concern. This consultation will be kept confidential and they can refer you to other health services if needed.

To access the school nurse please text/message 021580443 with your full name and our school and they will reply to make an appointment with you.

The school also has a dedicated counselling service for enrolled students. The counsellors can talk to you about problems you may be having with friends, stresses and anxieties or any other worries you may have. They are professionally trained and will keep your problems confidential.

To make an appointment you can complete an appointment note and put it under the counsellor's door or alternative you can text 027 3528 027 with your name and preferred appointment time.

## **Extra-Curricular Activities**

**There is a range of extra-curricular activities available for all students at CGHS. As an International student we ask you to join at least one activity at the school to help you feel part of the school community, help you improve your English and make friends.**

## **Sports**

**CGHS is proud of its sporting achievements and encourages all students to participate in school sporting activities. It will keep you active, help you to make friends and feel part of the school community. There is a wide range of sport options that you can join with both Summer and Winter options and with Social and competitive options.**

**Sports matches are generally played on Wednesday after period 5. If your team does well you may be asked to travel to regional or national championship matches with them.**

**You may need to trial for some of the most competitive teams, the trials will be advised in the school newsletter. If you have missed the trial and still interested in joining a team you can contact the teacher in charge, ask your ako teacher or one of the International staff for help to do this.**

## **Clubs**

**There are wide range of social and interest clubs at the school. These generally meet during break times. New members are always welcomed and meetings are posted in the school notices. You don't have to commit to every meeting to be in the club but it is a good way to practice your English and make new friends. The club for the International students is the Global Relations Group which you are strongly encourage to join.**

## **Cultural and music opportunities**

CGHS has many cultural musical groups. From the Maori Kapa Haka group to the school orchestra you will be welcome to add your talents. If you have an interest in joining a cultural or music group you can see the teacher in charge or ask one of the International staff to help you. You may have to audition for some of the music groups.

## **Music Lesson and Instrument hire**

You are able to access music lessons for a variety of instruments through the school, some at no cost. Instruments can also be hired for around \$40 a term. Lessons are given during school time so you may need leave a class part way through to attend the lesson. It is your responsibility to catch up on the classwork you have missed for your lesson. If you are interested in learning an instrument or having lessons please contact Mr Langdon the head of music - [lnm@cghs.school.nz](mailto:lnm@cghs.school.nz). Alternatively, one of the International staff can help you to arrange this. Lesson are subject to availability.

## **Badges**

You will notice many students have a range of badges on their Blazers. These are to indicate what activities and achievements the student has. Students should be proud of their participation and achievements and are encouraged to wear these badges. Badges for clubs and some sports can be purchased through the club/sport co-ordinator.

## Service and Colours awards

Colours, Gold Certificates and merit awards will be awarded to students in the course of each year in recognition of academic sporting and cultural achievements associated with the school.

Colours and Gold Certificates are usually awarded to senior students but can be granted to junior students in exceptional circumstances

Academic Colours are awarded on the basis of results in each of Year 11 and Year 12 NCEA assessments.

**COLOURS:** Awarded for excellence and outstanding achievement, combined with a valuable contribution to the school through a group or activity (Service hours).

**GOLD CERTIFICATE:** Awarded for a very high standard of achievement, and for regular participation and attendance.

**SILVER CERTIFICATE:** Awarded to students who display good attitudes, are helpful and generally praiseworthy. They should show consistency, reliability, ability and responsibility in a particular sporting or cultural area.

**NEW ZEALAND COLOURS:** Awarded to any student who has been selected to represent New Zealand in a sport/discipline.

### How Awards are Earned

For sporting and cultural colours the decision is made by the Principal, the Assistant Principal and the Sports Coordinator.

For Academic Colours, the decision will be made by the Principal working with the Academic Colours Coordinator ( Assistant Principal )

The Committee will receive applications from students for each activity. All Sports and Cultural awards will be awarded in Term 4. Academic awards are made in Term 1 following NCEA results being released.

Process:

**February**                      Students print their Colours Booklet from Onstream.  
There is an application form at the end of this booklet.

**Sept/Oct**                      The completed and signed application form is handed  
to either the Sports Coordinator or the Assistant Principal.

**THERE WILL BE NO EXTENSIONS OR EXCEPTIONS TO THIS DATE FOR  
WHATEVER REASON>**

**Oct/Nov**                      Colours Assemblies, at which the awards will be  
presented.

**Criteria For Academic awards**

**Year 11: NCEA Level 1**

**Colours: 80 or more credits achieved at Excellence Level in NCEA**

**Merit: 60-79 credits achieved at Excellence Level in NCEA**

**Year 12: NCEA Level 2**

**Colours: 60 or more credits achieved at Excellence Level in NCEA  
Level 2**

**Merit: 50-59 Credits achieved at Excellence Level in NCEA Level  
2**

**Even if you are not sure how well you will do in NCEA you can submit an  
application for colours awards.**

## Pastoral Check ins

As an International student we want to ensure you are settling in well and are progressing well both academically and socially at the school. We will ask you to meet with our International staff at least once a term but preferably every 3 weeks for a pastoral check in. This helps us to get to know you better and we can discuss any issues or achievements with you and give you valuable advice and arrange support where needed. We try to make these appointments at a suitable time for both parties however if you cannot make it because you have an important assessment, study or meeting we are happy to reschedule.

## Study support

CGHS academic prefects run a successful student study support programme called Study Buddy. This matches students up with study support for specific subjects. For example, you need some support for Physics revision so they will match you with a student physics tutor.

You can also ask your teachers for additional study materials to help you revise or you may prepare an example or some work for them to check and give feedback on prior to your assessment. Importantly if you are struggling in a subject please speak up to someone – Your teacher or International staff so they can help you improve. All International students need some help and support as studying in a different school system and in English is very difficult.

You can read more here

<https://sites.google.com/cghs.school.nz/the-study-buddy/home>

## Progress and reporting

Students and their parents are sent a LEF (LEARNING ENGAGEMENT FEEDBACK) report every 6 weeks. This is a score for both your Engagement/Effort in class and your academic achievement. Students can receive a mark on a scale of 1-4 and the expectation is that they should be achieving at least a 3 in all learning areas. If you receive less than a 3

you should expect to discuss this with an International staff member or your Dean. If your parent is not receiving this report please follow this up with the International staff.

## **IT (Information Technology) at school**

The school has a BYOD policy (bring your own device) meaning that you need to bring your own laptop or tablet to school to ensure you can access your lessons and classwork. All students should have read and agreed to the online school BYOD and Internet agreements.

If you forget your device, there are school laptops you can loan from the library. These need to be signed out in the mornings and returned at the end of the school day. Please see the librarian if you need to borrow a laptop for the day or ask the International staff to help you.

You can also use the permanent computers in the library or computer lab during break and study times.

We also have IT support staff available during the school day if you have a problem with your device or any of the school programmes, online platforms or email and printing accounts.

Much of the teaching and learning at school is done collaboratively online. Teachers will deliver lessons, instruction and examples online as well as requiring some work to be submitted electronically. The teachers and school uses the google platform which includes your email account, document production, online quizzes and presentation. This may take some getting used to if you are used to paper and pens in class.

All Students are given a username which includes part of your name and your year of enrolment. You will also have an email account and google account set up which is linked to your Username. You should check your email account regularly as this is a common way the teachers will communicate with you, ask you questions and give you feedback. Students can use their IT username and password to logon to the school wifi.

## **Onstream**

Onstream is our online student portal this has your timetable links to course curriculum and subject selections, reports, revision materials, ncea results, school notices, library information, student files and much more. Your parents can also logon through the parent portal and view your reports and results and other important school information. You can use your IT user name and will be given a password to logon. If you need help doing this please ask the International or IT staff or prefects.

## **Mobile/Cell Phones at school**

You are permitted to bring you cell phone to school and use it during breaks or if allowed by teachers in class, for example to do class quiz. If you are found to be using your cell phone when not allowed you will be asked to put it away in your bag. Repeated violations will result in you being given a pink slip/detention or your phone being handed in to the office for the day.

## **Printing and print credit**

Student can use the school printers to print documents if they need. Instructions on how to print from your device and how to access your printing account can be found on Onstream. All students are allocated \$5 print credit on their account at the start of the year. If you want to do a lot of printing you can purchase more credit from the office and load this onto your account.

## **Activity accounts**

All International students pay activity fees. This means we have an account for you to pay for NCEA fees, class trips, stationery, print credit, sports and music fees. You can also use this pay for school event tickets and uniform items. Anything unused at the end of the year can be credited towards the following years activity fees or if you are leaving it will be refunded to you.

## School canteen and lunch facilities

A small range of hot and cold food items and drinks are available from the school canteen. This is located between the maths block and the school field.

Each floor has a student microwave and hotwater if you wish to heat food up or make a hot drink. Students are asked to keep these areas clean and tidy after use.

Students are expected to eat their lunch outside in the seating areas around the school, on wet weather day a range of classrooms are made available for students to sit inside, this information is posted on the school notice boards and in the school notices. Students are welcome to go to the library at break and study times but are NOT allowed to eat or drink in the library.

## Library

The school has a centrally located library that is available for all student to use. You can borrow all sorts of books, e-books, movies and get help researching assignments, there is even an ESOL section in the Library. If you access the library online you will also find lots of electronic materials available. The library space can be used for study and group meetings. If you want to borrow books you can check these out using your school user name.

## Travel

As an International student you are required to inform the school and get written permission from your parents and the school when you travel outside of the city or away from your accommodation at any time. This is a requirement of the NZ Code of practice and the school must enforce it. The process for this is to first complete a 'CGHS International Travel Form' these are available online or from the International Office. Once a completed form is received International staff will email an "International student travel permission form to your parents to approve/sign. Once

this is received and the school is satisfied with the travel arrangements you will be given permission to undertake the travel.

**The only exception to this is if you are living with your parent whilst you are studying.**

**Failure to comply with this is serious breach of the enrolment contract and can result in disciplinary action.**

## **Transport**

The school has as strict policy around International student's transport while they are studying. This is to keep the student as safe as possible.

Students may only travel as a passenger in a car if the driver is one of the following:

Parent

Caregiver/homestay parent

Staff of school

Someone employed to drive such as a taxi or Uber driver.

Any person approved by the school or parent/caregivers

This means you should not get in a car driven by a friend or another student unless you have been given permission to do so by the school. If you are unsure, please contact the International staff who can discuss this with you.

If you wish to ride a bicycle to school, please discuss this with the International staff who will help determine whether this is possible.

If you ride an e-scooter or bicycle you are required to wear a helmet at all times and abide by NZ road and local bylaws.

## **Driving**

International students are not permitted to drive whilst they are enrolled with CGHS. If you wish to obtain your driver's license and learn to drive you need to have express written permission from both your parents and the school principal and carry appropriate vehicle insurance.

## **Cultural inclusiveness**

In New Zealand and at our school we believe that all people are equal regardless of their gender or ethnicity. We believe that we should be open and accepting of other cultures and try to be understanding, inclusive and respectful. New Zealand is seen as a multicultural place and we celebrate our Indigenous Maori people and culture as an important part of our society. You will hear people using Maori words and see Maori culture in class and at school events. You will find a list of commonly used Maori words and phrases later in this booklet but you are always welcome to ask what the words mean, how to pronounce them correctly and when to use them.

## **Security**

Whilst we consider our school a safe and secure place you should never leave bags or valuable items unattended. Large amounts of money or valuable items can be left in the office to keep them safe. You will get allocated a locker and should bring a secure padlock to school with you to secure your personal items.

## **Lost Property**

Lost items, if found are either handed in to the office or put in the lost property box near the library.

## New Zealand Classroom

You will find the NZ classroom and schools systems quite different to where you come from:

- You will be able to choose most of the subjects you study
  - You will have a different teacher for each subject
  - You will move to a different classroom for each subject
  - The class may seem small (under 30 students)
  - The relationship between teacher and students is quite friendly. Don't be afraid to talk to your teacher and ask questions. This is encouraged both in and out of class.
  - Class may seem noisy and active.
  - Teachers may set you work to do at your own pace.
  - Teachers expect you to come to them for help if you are finished your work or are unsure of what to do.
- 
- You will also learn in class by doing the following:
  - Answering Questions
  - Giving your opinion and ideas
  - Working in pairs and small groups
  - Giving speeches and seminars to your class
  - Class trips
  - Research. Using information such as the internet, interviews, surveys and textbooks to find information about a certain topic.
  -

Remember **YOU CANNOT COPY INFORMATION** and must use your own words to answer questions even if you feel the same way. If you use someone else's work you must reference/name the author and put the words in quotation marks otherwise it can be considered **PLAGIARISM**.

## Subjects and course information

You can find out more about subjects and course information on Onstream, this will show you any entrance requirements as well as career pathways. You can also talk to teachers about their subjects. Some

subjects may have an entrance requirement so you may not be able to take it unless you have studied it before or have special permission from the head of department. For example, you cannot take Level 3 Physics unless you have passed Level 2 Physics.

Because of the way subjects are timetable you may not always be able to get your choice of subjects so it is good to have a few back up choices to consider in case there is a class.

Subject selection for the following year usually occurs in August and the school has a subject information day in the gymnasium where you can go and find out more about each subject and meet some of the teachers. You then select which subjects you want on Onstream. Spaces in some subjects is limited so make your decision quickly so you don't miss out.

Sometimes we can change your subjects part way through the year depending on availability and teacher approval. If you really want to change you can ask your teacher and the International staff what to do.

## Stationery

Once your subjects are confirmed you can access the stationery list for your classes on Onstream. The list will tell you what equipment and text books you will need for that year. You may already have some of the items so do not need to purchase it again.

The International staff can help you to order this stationery and charge it to your activity account if you want.

## NZQA

NZQA stands for the New Zealand Qualifications Authority. It is a government organisation that oversees all qualifications in New Zealand. The NZQA ensures that schools, universities and other education providers are providing quality programmes and courses. The NZQA oversees the NCEA qualifications and exams in NZ. You can find out more about NZQA on their website <https://www.nzqa.govt.nz/>

All NZ students studying for longer than 12 weeks receives a NSN (National student number) which goes with you wherever you study. This number links to your record of learning and you can set up a user account on the NZQA website and logon to see what your NCEA results are.

The NZQA is part of the Ministry of Education who oversee all schools in New Zealand from Pre-school through to University.

## NCEA

NCEA stands for the National Certificate of Educational Achievement. This is the main qualification of learning in New Zealand and starts at Level 1 during High School. Most students study for the Level 1 Certificate in Year 11, Level 2 in Year 12 and Level 3 in Year 13. NCEA assessment can be confusing so you may want to discuss this with an older student who will help you grasp the concepts. You can also read more about it and watch an information video on Understanding NCEA here

<https://www.nzqa.govt.nz/ncea/understanding-ncea/how-ncea-works/>

The course is broken down into smaller concepts call standards and your are awarded points/credits when you can prove you can understand and demonstrate your understanding of a concept for that subject.

To gain a certificate at each level you must have a certain number of points or credits. Some credits can count towards different subjects. When you can prove your understanding for a standard you get an Achieved (A) for this standard and the points are added to your total score for that Level.

If you can demonstrate your understanding to a high level, you can gain a merit or excellence endorsement for that subject.

## Parent information

We encourage parents to be part of the school community. If your parents have any questions or concerns we invite them to contact us by phone, email or in person.

Every year we hold a parent and teacher night and parents can make appointments to meet the teacher of their child. They may want to try and meet all the teachers to discuss their child or just one or two teachers if they are concerned about a certain subject.

Parent can access a parent portal on Onstream to view their child's reports, help them with subject selection and view NCEA results and important school information. Please email [international@cghs.school.nz](mailto:international@cghs.school.nz) if you have not received your logon details.

Our International Director has an open door policy and welcomes parents to visit if they wish whether it is to discuss your child's progress or just to say hello you are always welcome. If your parents are offshore a video chat can be arranged.

## Code of Practice

Christchurch Girls' High School Te Kura O Hine Waiora is a signatory to the Education (Pastoral care of International Students) Code Of Practice 2016

The Code of Practice as it is known is an important document that governs how schools can enrol International students. The code sets out lots of important rules and guidelines to ensure that International students are safe and well looked after and have a positive experience that supports their educational achievement.

As a signatory to the code we must adhere to the guidelines for all areas of International student enrolment and care. If we do not follow the guidelines and requirements of the code of practice the school can get into serious trouble and may no longer be allowed to enrol International Students. The Code of practice is available to view on <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Some of the requirements of the code that apply to you are as follows

### Under 18 requirements

The requirements for students under 18 at the strongest, this is to ensure they are safe and not taken advantage of as they are considered to be a minor. Unless a student is living with their parents they are considered the responsibility of the school. We must actively monitor where the students are at all times, students' accommodation arrangements must have appropriate safety check and students must at all times stay with an adult residential caregiver that has been safety vetted by the school.

### Visa and Insurance

All International students must have a valid Visa to study at our school. The school must check this and keep a record of it. Students without a valid visa cannot enter class.

All International student must also have appropriate health insurance for the duration of their visa/study. This is to ensure they can access health care if they need it.

## Agents

The school must monitor student's agents to ensure they are acting in an honest way. We survey all our students and their parents about their agent satisfaction. If you have any problems with your agent, we encourage you to discuss this with us. We will keep the discussion private if you wish but it is important we know if you think your agent has been dishonest or misrepresented the school to you.

## Life in New Zealand

The New Zealand way of life might be very different to where you have come from this may seem very strange to you at first but the more time you spend here the more you will get used to it. New Zealanders are generally very friendly and are interested in meeting new people and learning about where you come from.

You may already know a little about life in New Zealand but as you are about to spend some time here there are some important things you should know.

## Medical problems and emergencies

New Zealand has a mix of a public and private health system. If you are feeling unwell or have some small concerns, you go to see a GP (General practitioner/generalist). Most NZ's have a family GP that they go to regularly. Visits to your doctor costs money unless you are a child or a visitor to NZ such as International students. If you have a non-urgent health problem, then you will need to see a GP clinic. Your caregiver or the International staff can help you to find a GP that speaks your language and make an appointment for you.

If you have an urgent problem such as a bad cut, broken bone or life threatening condition then you can go to the emergency clinic ( A&E , 24 hour clinic ) or the hospital. These visits are free for NZ's but not for visitors and you will need to pay.

If you have an accident and hurt yourself, you can seek medical help that is subsidised by our health system call ACC (accident corporation). You

may need to pay for some of none of this care but will need to complete a form lodging the accident.

## **Emergency services**

In New Zealand the emergency services are the Police, The Fire brigade and the ambulance. If you have emergency requiring any of these services you call the Emergency number 111

Dial 111 any time of day or night from any land or cell phone and you will reach a call centre who can respond to your emergency and send help.

**Police:** Can help in the follow situations

Someone is badly injured or in danger

There is a risk to someone's life or property

A crime is being committed and the offenders are still there or have just left

You have found a major public problem

**Ambulance:** Can help in the following situations

Someone has been in a serious accident

Someone is having or has had a serious medical problem that is putting their life at risk such as not being able to breath or having a heart attack

If someone is badly injured and cannot be moved

**Fire dept:** Can help in the event of a fire. If you see a fire set off the alarm and leave the building as quickly as you can then call 111 for the fire dept.

Make sure you know an escape route to get out of you home if you had to in a fire. Discuss this with your parent or caregiver.

## Public Transport

Christchurch is served by the Metro service a council run bus system. You can find out more about bus services and timetables here

<https://www.metroinfo.co.nz>

There is even a special bus service to parts of town that comes top CGHS the number 68 Bus.

If you sign up for a metro card bus fares are considerable cheaper. You can get a bus card from the main bus depo in town or one of the council service centres at the local libraries.

New Zealand public transport might not be as punctual and reliable as you are used to. If you are waiting for a bus and it is late do not panic it will likely show up late but you will get to your destination eventually. We would recommend taking the earlier bus than you need in case it is running late so you don't miss your appointments or the start of school.

## Working

Once you begin Year 12 studies you may be able to apply for limited work conditions on your student visa. You need both your parents and the schools written permission and must have maintained good study habits and high grades. Talk to the International staff and they can discuss the process with you.

If you are employed in New Zealand you have certain rights as an employee to ensure you are not taken advantage of by your employer. You should always sign a contract before you begin work. The contract will state your remunerations, hours, job description, holiday conditions and process for termination. Your employer should follow the conditions in the contract or they can get in serious trouble. You should never have to pay your employer any money to give you a job. If you are concerned about the way you are being treated by your employer, you can ask for help. The International staff can provide guidance around what to do.

## Accommodation rights

If you are living with a parent or family member and they are renting or leasing a house it is important to know that you have rights and obligations under the tenancies act. Your landlord has to follow certain rules about the quality of your accommodation, how often they can increase your rent, what fees they can charge and how much notice you both have to give if you want to end the contract. If you are a tenant your landlord cannot enter the property without reasonable notice unless it is for an emergency such as burst water pipe. If you are worried about the way your landlord is treating, you talk to the International staff who can discuss your rights with you.

## Using English 24/7

You should try to use English as much as you can, listen to the local radio, watch the local tv stations read the newspapers and English books. This will help you to grow your English ability much faster and you will do better in your studies. Do not be nervous to make a mistake, Kiwi's will not mind and should not make fun of you for trying your best. If you are not sure how to say something you should ask for help. You should keep a vocabulary book and write down words you don't understand to help you build your knowledge

## Everyday words and phrases

Here are some common everyday Kiwi words you may hear.

**Ta** – a shortened version of ‘Thank you’ Kiwi will say and expect to hear Thank you when receiving something. It is used frequently and it is seen as being rude if you don’t say it after you have been given something.

**Eh** – Pronounced *ay*, Can mean either ‘pardon/what do you mean’ OR ‘don’t you agree’. It will depend on the context and the speakers intonation.

**Dairy** – this means the corner shop. It is usually open late and sells everything from Milk to toilet paper.

**Lolly** – This is a kiwi word for candy or sweets.

**Togs** – This is a bathing suit.

**Dodgy** – this means something doesn’t look right or is suspicious

**Yeah...Na** – This technically means No. But can be a bit vague, sometimes it is used as a way to say ‘yes I understand what you are trying to say but don’t agree with you.

**Mate** – this means friends

**Jumper** – Sweater or pullover

**Knackered** – this means really tired.

**All good** – That’s ok, never mind

**Sweet as** – Great, good, fine

**Bring a plate** – Bring some food to share at a party or gathering

Can you think of any others you may have heard? Write any kiwi words down here that you might need explaining.

## Maori culture and words

Here are some important Maori words and concepts you may hear

**Kia ora** ( Key-or-a): hello, thanks, good to hear, most commonly used greeting used by all Kiwis

**Haere Mai:** (high-reh-my) Welcome

**Haere Ra:** (high-reh-rah) Goodbye

**Whanau:** This means family but can include people that are not related to you but you have a connection with. For example you may have a school Whanau.

**Kai:** Food

**Ka Pai:** Good work

**Mana:** Respect

**Kia Kaha:** Meaning stay strong. used to say to people going through a difficult experience

**Otautahi:** Maori name for Christchurch

**Morena/ Ata Marie:** Good morning

**Marae:** Maori meeting house **Mahi:** Work can be physical or academic

**Haka:** A traditional Maori group dance/action that can be used as a challenge/welcome to visitors or as a celebration of something that has happened. It carries a lot of significance and can feel very emotional.

**Waiata:** Song or singing

**Karakia:** A traditional Maori blessing or prayer used before you eat.

## PEPEHA

In Maori and New Zealand culture it is important to know your pepeha. This is like a story you tell about yourself when you introduce yourself in Maori. You talk about your family and where you are from including the nearest mountain and river to where your family are from. IN Maori culture the mountain and river are like ancestors and are help to identify who we you.

**Kia ora tatou ( Greetings everyone )**

**Ko \_\_\_\_\_ (mountain) Te Maunga**

**Ko \_\_\_\_\_ (river/lake/waterbody) Te Awa**

**No \_\_\_\_\_ (city/town/village/area) Ahau**

**Ko \_\_\_\_\_ (Last Name) Toku Whanau**

**Ko \_\_\_\_\_ (First Name) Toku Ingoa**

During assemblies and important events you will see and hear Maori language and culture used to welcome guests and acknowledge the importance of what is happening. Maori language might be used to bless a building when it is opened or to say thank you before we eat food at a gathering. Most Maori speakers will introduce themselves and tell you their Pepeha. It is important that we show respect during these moments and do not talk or make noise. If a Maori

Sometimes when a Maori student/teacher/person has achieved something important there will be a spontaneous Haka or Waiata from their friends or family. If you know the words you can join in other wise it is polite to remain quiet and still and clap at the end.

## Personal Goals for 2021

List 3 goals you have for your study this year

1.

2.

3.