



CHRISTCHURCH GIRLS' HIGH SCHOOL

Enjoy: Art, Music, Drama, Sport, Science, Mathematics & Language



NEW ZEALAND

ORIENTATION HANDBOOK 2019





Welcome to

Christchurch Girls' High School | *Te Kura o Hine Waiora*

Embrace Tradition. Embrace Innovation. Embrace Excellence.



We hope you will...

- Enjoy your time with us
- Improve your English
- Develop your communication skills
- Be successful in your study
- Make new friends
- Develop your confidence
- Learn the Kiwi way

Keep this booklet with you and refer to it for the information you need.

If you have questions, don't be shy, speak up!
Kiwis are happy to help!

Contents:

Front Cover
Welcome
Contents Page

School Calendar
2019 Timetable
Who is on the staff?

Advice for New Students
Attendance and Health
Problems and solutions
The Process of Adjustment
Dealing with Culture Shock
Transport and Travel
Security and 'The Red Desk'
Facilities and Equipment available to you

Assessment and Qualifications
Medical Services
In an Emergency

Fee Refund Policy
The Code of Practice for the Pastoral Care of International Students

2019 School Dates

Term 1: **Monday 28 January- Friday 12 April**

Wednesday 6 February Waitangi Day

Term 2: **Monday 29 April - Friday 5 July**

Queen's Birthday Monday 3 June

Term 3: **Monday 22 July - Friday 27 September**

Term 4: **Monday 14 October - Friday 6 December**
(Subject to change until 13th December)

Labour Day Monday 28 October
Exeat Day Thursday 14 November
Show Day Friday 15 November
Prize-giving Friday 6 December
(Subject to change until 13th December)

January						
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2019 School Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Form-time	8.40 – 8.50	8.40 – 8.50		8.40 – 8.50	8.40 – 8.50
1	8.50 - 9.50	8.50 - 9.50	8.40 - 9.30 (50 Mins)	8.50 - 9.50	8.50 - 9.50
2	9.50 – 10.50	9.50 – 10.50	9.30 – 10.20 (50 Mins)	9.50 – 10.50	9.50 – 10.50
Ako Time			10.20 - 10.50 (30 Mins)		
Break One	10.50 – 11.20	10.50 – 11.20	10.50 – 11.15 (25 minutes)	10.50 – 11.20	10.50 – 11.20
3	11.20 – 12.20	11.20 – 12.20	11.15 – 12.05 (50 Mins)	11.20 – 12.20	11.20 – 12.20
4	12.20 – 1.20	12.20 – 1.20	12.05 – 12.55 (50 Mins)	12.20 – 1.20	12.20 – 1.20
Break Two	1.20 – 2.10	1.20 – 2.10	12.55 – 1.40 (45 minutes)	1.20 – 2.10	1.20 – 2.10
5	2.10 – 3.10	2.10 – 3.10	1.40 – 2.30 (50 Mins)	2.10 – 3.10	2.10 – 3.10



Bell Times:

The bell rings 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.

A warning bell rings:

5 minutes before daily roll check
 5 minutes before end of interval
 10 minutes before the end of lunch

School assemblies are held in the school gym and will be notified.



Who is on the staff?

Management

Acting Principal:

Mr Peter Sawyer

Assistant Principal:

Ms Sonja Bailey

Assistant Principal:

Mrs Laura-Jane Peawini

Executive Officer:

Mrs Chris Miller

Executive Assistant:

Ms Leah McHaffie

Office Staff

Attendance Officer:

Mrs Barbara Anderson

Student Liaison:

Mrs Karen Needham

International Student Liaison / Pastoral Care:

Mrs Kate Riddell

If you are unwell, or could be late for school, your homestay parent (not guardian) must inform Mrs Anderson before 8.30am. The school phone number is 03 348 0849.

Mrs Needham deals with students on a daily basis and can give you information and advice about anything. She is the lady in the office, behind the window, past the reception desk.

If you have any problems, see the International Student Liaison in the international department.



Advice for New Students

You will probably find some differences studying in a New Zealand high school. Even if you have attended a language school you may still find some differences.

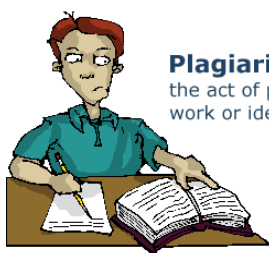
Here are some of the differences you will find:

- 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 student is quite friendly. Don't be afraid to talk to your teachers.

You will also learn by doing the following things

- Answering questions in class
- Giving your opinion and ideas. Don't be afraid!
- 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. You must use your own words. If you quote from someone else's work, you must name the author.

Plagiarism is unacceptable! Please check this word in your dictionary.



Plagiarism:

the act of presenting another's work or ideas as your own.



Attendance and Health



Do I have to come to school everyday? Yes!
Excellent attendance is important if you want to succeed.

What happens if I am sick?

If you are sick before school begins, your caregiver should phone the school and leave a message on the attendance line which is open 24/7, giving a reason for your absence/lateness. (Ph. 03 348 0849 ext. 702).

If you suffer from asthma, allergies or need special medication, you should bring a medical certificate from your doctor with details of treatment in the school office, where you may store a supply of your medication with the support staff, so they can help you in case of an emergency. No Panadol or Nurofen are dispensed by the school.

If you feel unwell, become injured, or have a medical issue during school hours, you should go to the school office. Members of the support staff can assist you with first aid, supply you with sanitary pads, or allow you into the sick bay, which is a small room where you can lie-down for a short-time if you are feeling unwell. A public health nurse also visits the school every Monday lunchtime to answer your questions in a confidential way. She is based in the student centre, on the island.

Never leave school without permission from the school office. The support staff will contact your parents if they believe you would be better at home in bed. **DO NOT** contact your parents by yourself.

What happens if I am late for class?

- If you are late for school or class you must sign in.
- Between 8.40 and 9am- at the red desk
- After 9am- at the student office.
- You will be given a late slip to give to your teacher. It is likely you will be issued with a lunchtime detention.

What if I have an appointment?

- Tell the office well in advance about the appointment.
- Show the appointment card to the office before school and when you return to school after your appointment. They will issue you a slip to be able to leave class.
- Sign out at the office when you leave school and sign in when you return.
- Please ask your guardian or parent to make appointments out of school time as much as possible.

How is my attendance checked?

- Attendance is checked every period and recorded on the school computer system.
- If you think a mistake has been made talk to your level dean.
- If your attendance falls below 80%, a letter will be written to your parents.
- A record of attendances and absences is sent home on your report.

What if I am going away on holiday during term?

If you plan to be away from school during term time, you must write a letter to the Principal, Mrs Duthie, at least 2 weeks in advance, saying why you want to be absent and asking for her permission. Permission is not automatically granted. If the Principal does give permission, you must speak to your teachers about it in advance and you must make up for any missed work.

If you are continuously late or absent, your student visa might be cancelled!

Problems and Solutions

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

- Ask your teacher for help. "Could you repeat that please?" "Could you speak more slowly?" "Could you write that word down for me?"
- Your teacher may be able to help you after class. Ask them.
- Go to any extra tutorials. Every department has a weekly tutorial outside class hours.
- Talk to your classmates! This is the best way to make friends and improve your English, ask your classmates to help explain any work you don't understand.
- Use a dictionary. It is a good idea to bring a bi-lingual dictionary from your own country. Remember, you can't use them in exams.
- Make a list of new words in your vocabulary notebook as you learn them.
- See your level Dean who will organise a peer tutor.



What if I need to talk to someone about a problem?

- Talk to your guardian and homestay.
- Talk to the International Liaison
- Talk to your ESOL Teacher
- Talk to the school counsellors – if you need, they can organise a counsellor who speaks your language. Their offices are on the island beside the Year Level Dean's offices.
- Talk to your teachers or dean. Deans are teachers who are head of your year level. They help you with any problems you may have.

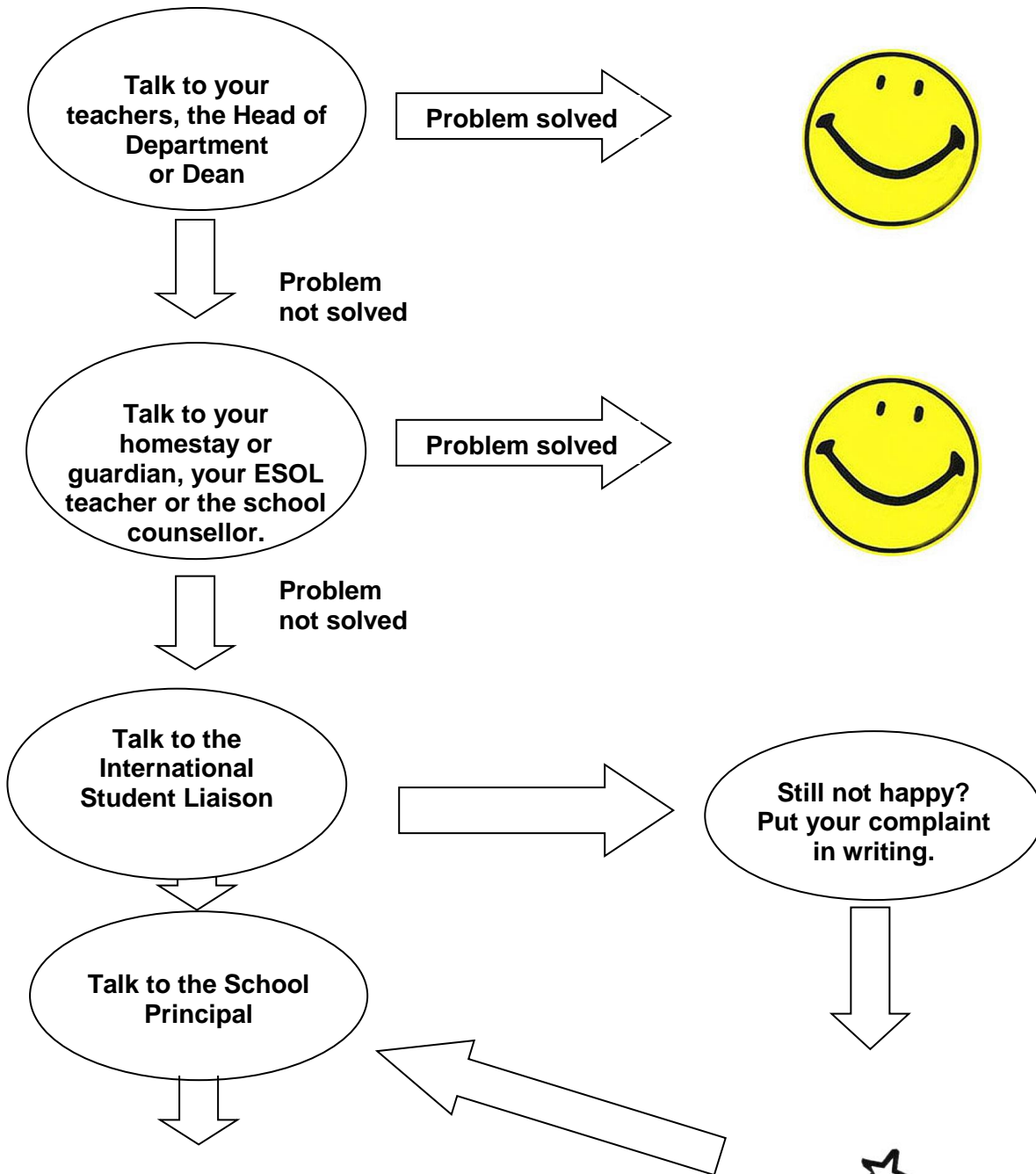


Year 9 – Ms Holly Caird
Year 10 – Mrs Charlotte Phoon
Year 11 – Mrs Barrell
Year 12 – Mrs Leech
Year 13 – Mrs McCleary

- Talk to your Assistant Principal.

Year 9 and 10 – Mrs Peawini
Year 11 – Mr Frier
Years 12 and 13 – Mrs Bailey

Having a personal problem or a problem with study?



If you have completed the above steps and are still not satisfied, you can contact NZQA.

If the complaint is contractual or financial, NZQA will direct the complainant to the International Student Contract Dispute Resolution Scheme (DRS), which is a free service.



Culture Shock

You will notice some differences in the way Kiwis behave towards each other and towards you. Please don't be offended. Try to learn their ways and behave the same way they do while you're in their home.

When you leave your own culture and go to another you may experience a wide range of feelings and reactions. You may feel:

- Confused and disorientated
- Nervous, tired and have trouble sleeping
- Frustrated and angry towards people in this new country
- Dependent on others from your home country who also live in this new place



Experiencing some or all of these feelings is known as culture shock. The food will be different, people will look, act and speak differently. Your family and friends are far away. You may have difficulty telling people in English how you feel.

This can often make you confused and unsure and you may wonder if you made the right decision to study overseas. This is not easy to deal with, but remember you are not alone.

MAKING FRIENDS:

New Zealanders are very friendly. They like to joke and smile, and usually enjoy meeting new people. It's important to meet and get to know New Zealanders. Try to get out and meet lots of people. Once you've formed one friendship it will be easier to make others.



Try to be relaxed and open, even if you're worried about making mistakes with your English. Some people may laugh at your attempts but they do not mean to offend and will be impressed that you're trying.

Some questions are not suitable to ask people in New Zealand unless you know the person very well e.g. don't ask a woman her age (especially older women), don't ask people how much money they earn or how much they paid for their house.

Punctuality

In New Zealand you are expected to be punctual or 'on time'. If you have to meet someone at 3.00pm you should be there at 3.00pm. If you're going to be late you should phone to explain.

‘Thank you’

Thank you is a phrase often used in New Zealand – even for small favours it's polite to say thank you. It is normal for people to say thank you to the bus driver when they get off the bus.

Personal Space

New Zealanders like a large ‘personal space’, so when talking with someone it is a good idea to stand a few feet away from that person. Intensive eye contact or standing too close can be viewed as an invasion of ‘personal space’. If you notice someone backing away from you, this could be the reason.

Discrimination

New Zealanders do not discriminate – it's against our law. All people are equal. This means that women and men are treated equally and women must be given the same respect as men. Gay or straight, Christian or other religion, old or young, it also does not matter what country a person comes from; they will be treated as an equal and you should treat them as equal.

Noise

In most places it is an offence to make loud noises that are annoying to other people, even if you make the noise in your own home. It is illegal to make loud noises after 11.00pm and before 7.00am, such as mowing your lawns, using a chainsaw, playing loud music etc.

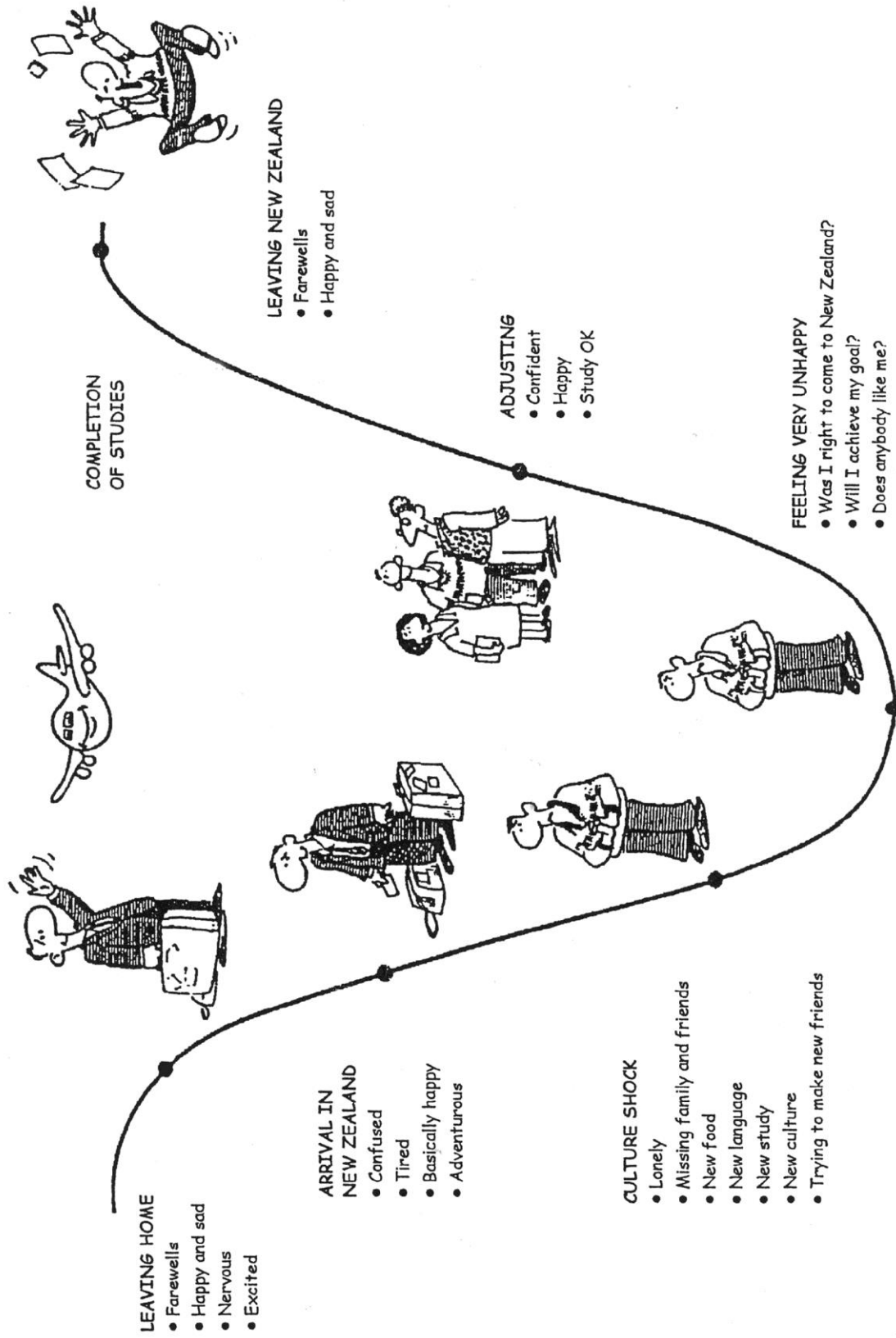
Using English 24/7

If you want to live a happy, meaningful life in New Zealand, succeed at your studies, and achieve your goals, **you should use English 24 hours a day- 7 days a week.**

When you wake up, and watch TV in English, or speak with your homestay family in English while eating breakfast, listen to music in English on the bus, listen to the school notices in English in your form class, talk to your friends in English at school, read your English textbook in class, use Google and check your emails in English in on your laptop, talk with your sports team in English after school, look at Facebook, Twitter etc. in English on your cell phone every day, and use English when you go home in the evening, **your brain will process all this language and information when you dream when you are asleep at night, and then, the next day, you will begin to remember the English.**

The Process of Adjustment

HOW MOST STUDENTS EXPERIENCE THE EARLY DAYS OF LIFE IN A FOREIGN COUNTRY



Is there a school bus to the city?

A school bus leaves the bus exchange every morning at 8.20am. At the end of the school day two buses leave from opposite the tennis courts for the bus exchange. You pay with your metro card.



Can I drive to school?

Students at CGHS must not drive a vehicle without a current New Zealand Driving License and they should have a school vehicle permit to bring the vehicle to school. Your homestay family must check your license, no overseas licenses are acceptable.

Can my friends drive me to school, after school, or in the weekends?

International students may only be driven by their homestay family or a person on a full NZ driving license who has been approved by their homestay family, or school staff. (An approved driver must have a full NZ license, be known to the homestay family and be reliable.) International students caught driving outside of these conditions are likely to have their student visa revoked.

When can I return to my home country?

All international students are strongly encouraged to go back to their home countries for the Christmas break, and junior students are also expected to attend all classes until the final day of school. Junior students should make sure that they book tickets to their home country for **after** their final day of classes. If junior students really want to leave before this, you must write a letter to the school principal asking for permission to do so. All Year 13's **must** attend Prize-giving as it is also their graduation ceremony. Year 11 and 12 students may travel home after their final NCEA Exam.





Security Advice for International Students

Don't assume everyone is honest.
New friends may not be as honest as you.
Here are some simple ideas to keep you and your property safe.

- Keep the receipts of all your valuable things. You will need them if you want to make an insurance claim.
- Don't keep cash in your room at home.
- Never give anyone your eftpos or credit number, not even the bank. It is yours alone.
- If you think you have had something stolen report it immediately to your Dean.
- You will be given a school computer password. This must not be given to anyone else under any circumstance!
- Please keep all mobile phones and money with you at all times. Do not leave these unattended in your bag.
- Do not leave your bag unattended in the school Gym changing rooms. Ask your teacher to put your phone and wallet into the safety deposit box in the gym.



Can I bring my smartphone to school?

- Yes, but smartphones should remain out of sight and silent during the school day, unless you have direct permission from your teacher.

Can I use a computer during interval and lunchtime?

- There are 7 computer rooms: T119 in the library, T110, 224, 313, 412a, A204, S1. They are open before school, at interval and lunchtime and after school.
- Library computers are only for Year 12 and 13 girls.
- To access the internet at school students must sign a Responsible Use Agreement. Social media sites are blocked.

Where can I keep my things?

- If available, you will be given a locker. You should provide a lock for your locker.
- You can access your locker at breaks and before and after school, but not between classes.

Am I allowed to leave the school grounds during school time?

- Except for Year 13, students are not permitted to leave the school grounds at lunchtime. Year 13's will be informed of their 'leave status'.

THE RED DESK

The red desk is opposite the main office entrance. Why is it called red? Because it is red!
EVERYTHING HAPPENS AT THE RED DESK!

- Buy things for fundraising activities or run a fund-raising activity yourself.
- Put your money in the slot for exams, sports and activity fees.
- You sign in here if you are late.



Facilities and Equipment available to you

Can I buy my lunch?

The Lunch Box is outside L1 and is open at break and lunchtimes.



Do I go on camp?

- Year 9 attend camp for 1 night in Term 1.
- All Year 9 students participate in the End-of-Year Curriculum Project.
- All 10 students go on camp or participate in the End-of-Year Curriculum Project.
- Many senior PE classes also go on camp, leadership days etc.

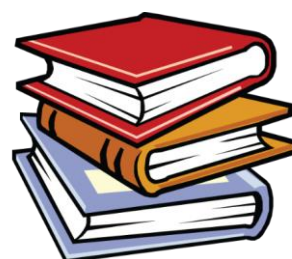
Library

Our school library is open to students from 8am to 4pm every school day. We welcome students who are quietly reading, studying or meeting with friends.

There is always a librarian staff member on duty.

The school librarian is Mrs Earnshaw.

Ask her if you need help with finding information in books or online or printing your work.



We have a huge range of books, magazines, and DVD's. You can borrow up to 10 items - just bring them to the desk and tell the librarian your name.

The library is sometimes used for class teaching so you may be sharing the space. At lunchtimes we are very busy, especially in winter when it is warm inside. Students do not eat in the library.

Christchurch Town Library

It is free to join any public library in Christchurch.
Just bring some ID and proof of your address.



The Careers Centre

This is next to Cafe 101A, the hospitality room.

The careers officer can help you to:

- Plan your goals for the future and discuss your career choices
- Talk about subjects you need to study to reach your career goals

Sports and cultural activities

There are over 50 sports and activities available at CGHS. Getting involved is an excellent way to make friends and improve your English. Each student is expected to register for a summer and winter sport or activity well in advance. [Listen to the daily notices](#) for information about how to join up or see the International Liaison and she will help you to find the right person.



Assessment and Qualifications in 2019

The New Zealand government charges \$383.30 for NCEA fees. This is collected in August. No student can be officially entered for any internal or external assessments until this fee has been paid.



Booklets about NCEA in different languages are available from the ESOL Classroom.

Year 11 (NCEA Level 1)

The New Zealand form of assessment is called the National Certificate of Educational Achievement (NCEA). During the year you will complete units of work called 'achievement standards' or 'unit standards'. If you pass you will earn an 'achieved', merit or 'excellence' endorsement in each standard you sit. You will have a variety of assignments, tests and examinations throughout the year, including internal and external examinations. 80 credits (from Level 1, 2 or 3) are required to pass Level 1, including 10 literacy credits and 10 numeracy credits)

Year 12 (NCEA Level 2)

Providing you have achieved the pre-requisites for a level 2 course you will be able to study at this level. Some students may study a combination of level 1 and 2 subjects. 60 credits are needed at Level 2 or above to pass, **plus** 20 credits from Levels 1, 2 or 3, giving a total of 80 credits. 10 Level 2 literacy and 10 Level 1 or 2 numeracy credits must also have been met.

Year 13 (NCEA Level 3) University Entrance

Level 3 is the standard qualification for entry into any of New Zealand's universities, and most overseas universities, however some universities also have their own special entry requirements for particular subjects.

In order to gain NCEA Level 3 you will need to achieve 60 credits from Level 3 plus 20 credits from Level 2 or Level 3, giving a total of 80 credits. You will need at least 14 credits in each of at least 3 Level 3 approved subjects. Also, 10 Literacy credits at Level 2 or Level 3, (5 Reading and 5 Writing) and 10 numeracy credits at Level 1, 2 or 3. This is a minimum requirement, some university courses require higher endorsements than others.

If you wish to enrol at a private training establishment (a PTE) in New Zealand, you will also need to show your English ability, in most cases through one of the recognised tests below.

You should check with your chosen PTE as to which test you will need to take.

- **IELTS- Academic- Overall 5.5**
- **TOEFL- Paper Based Test- 530 with an essay score of 5.0**
- **TOEFL- Internet Based Test- 69 with a minimum writing score of 14**
- **Cambridge English Examinations (FCE) - Overall score of 162. No less than 154 in each skill.**
- **NZCEL- Level 4 with Academic Endorsement**
- **Pearson Test of English (Academic) Score of 42**
- **City & Guilds IESOL- B2 Communicator with a score of 42**



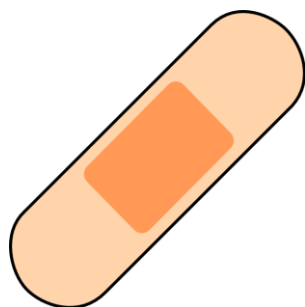
We suggest you go to the same General Practitioner as your Designated Caregiver or Homestay Family, but here are some alternative medical services, some of which offer doctors who may be able to speak your own language.

Riccarton Clinic
Open 7 days, 8am -8pm
6 Yaldhurst Road
Riccarton
03 343 3661

Doctors on Riccarton
Open Monday to Friday, 8am-6pm
Saturday 9am-5pm
183 Riccarton Road
Riccarton
03 348 8989

Bealey Avenue Medical Centre
Open 7 days, 24 hours
Corner of Colombo St & Bealey Ave
Phone 03 365 7777

Moorhouse Medical Centre and Pharmacy
Open 7 days, 8am-8pm
3 Pilgrim Place
03 365 7900



IN AN EMERGENCY SITUATION AT CGHS

FIRE

When you hear the Fire Alarm Ring:

- Follow the instructions of your teacher
- Leave the building quickly and quietly
- Use the stairs only. Do not use the elevator
- Do not get your bag or books!
- Leave immediately



The meeting point is out on the tennis courts, by the back field.

- Stay with your teacher and classmates
- Wait for instructions

EARTHQUAKE



- **Drop** under your desk immediately
- **Cover** your head and neck with your hand
- **Hold** on to the desk tightly
- Stay away from windows
- Follow the instruction of the staff wardens
- Leave the building quickly and quietly
- Use the stairs only. Do not use the elevator
- Leave the building when the shaking stops



The meeting point is out on the tennis courts, by the back field.

- Stay with your teacher and classmates
- Wait for instructions

LOCKDOWN- Many short rings.

Stay inside or go in to the nearest building.
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.

The meeting point is out on the tennis courts, by the back field.

- Stay with your teacher and classmates
- Wait for instructions

In all emergencies, listen carefully to your teachers and follow their instructions.
Your teachers and CGHS staff are trained to know what to do in an emergency.

Emergency Numbers

In an emergency dial **111** (including mobile phones)

This number connects to: **Fire – Police – Ambulance**

You can call this emergency number 24 hours a day, seven days a week from any phone, including a mobile phone. If you have a pre-paid mobile phone, and you have run out of airtime, you can still phone 111 and you will be connected. Only call this number if you have a REAL EMERGENCY.

Police:



Call 111 and ask for Police when:

- Someone is badly injured or in danger.
- There's a serious risk to life or property.
- A crime is being committed and the offenders are still there or have just left.
- You've found a major public problem, like trees blocking a road.

Ambulance:



When you call 111 and ask for an ambulance:

- Please keep calm, be clear;
- Say where you are
- Say who you are and your phone number.
- Say what has happened.

If you are injured or hurt in an emergency situation, or you are taken to hospital for any reason, you must contact your guardian, and then your guardian must call the International Liaison.

If the International Liaison is unavailable, please contact the school Principal, Mr Peter Sawyer.

CHRISTCHURCH GIRLS' HIGH SCHOOL FEE REFUND POLICY FOR INTERNATIONAL STUDENTS



Christchurch Girls' High School recognises that, due to circumstances beyond her control, an international student may have to withdraw from the school during the school year.

Christchurch Girls' High School wishes to ensure that international students fully understand the consequences breaking this contract and that the system in regard to refunds of fees is fair and reasonable. Christchurch Girls' High School must also take account of the budgetary considerations arising from a withdrawal during the school year.

Tuition Fees In order to be eligible for any refund of Tuition Fees an application must be made in writing to The Principal, Christchurch Girls' High School.

- If a student wishes to withdraw after the payment of Tuition Fees and before starting at CGHS the maximum refund available is: Tuition Fees minus 15% of the annual tuition fees. This also includes a student who, for any reason, has been denied a student visa.
- If the student wishes to withdraw between the first school day of Term 1 and the last school day of Term 1 CGHS will retain Term 1 and 2 Tuition Fees plus 15% of the annual tuition fees.

NO refund will be made for any student who withdraws after the last school day of Term 1.

NO refund will be made at any time for students who are asked to leave the school because of misbehaviour or poor attendance.

NO refund will be made at any time for students who wish to transfer to another school in New Zealand.

NO refunds will be made at any time to students who return home for any reason other than the student's serious illness or death/serious illness of a parent or sibling only. Medical evidence must be provided.

NO refund will be made at any time to students who acquire Permanent Residence Status in any form (PR, visa, a parent work or study permit) after having enrolled here. Please note any student who acquires Permanent Residence status in any form must live in the CGHS zone if she wishes to continue studying at this school.

NO refund will be made at any time where it is found that the Agent/Parent/Student has withheld important information relevant to the enrolment e.g. that the student has been asked to leave her previous school. CGHS reserves the right to terminate the student's enrolment with no entitlement to a refund of tuition fees.

The application fee is non-refundable in all circumstances.

Activity Fees

These fees are refundable proportional to expenditure.

Accommodation Fees

The Homestay placement fee is non-refundable in all circumstances.

Accommodation fees are refundable proportional to expenditure. Please note that 10 weeks' written notice must be given if a homestay placement is to be terminated. If 10 weeks' notice is not given, then a penalty equivalent to 10 weeks accommodation will apply.

Code of Practice: Christchurch Girls' High School has agreed to observe and be bound by the Education Code of Practice for the pastoral care of international students established under section 28F of the Education Act 1989 and the Code Administrator is NZQA.



As such, Christchurch Girls' High School must ensure that the fees paid by international students for educational instruction to Christchurch Girls' High School are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of Christchurch Girls' High School.

In the case that Christchurch Girls' High School:

- Ceases to provide a course of educational instruction as contracted with a student, whether its stops of its own accord or as required by an education quality assurance agency, or
- Ceases to be a signatory, or
- Ceases to be a provider

Christchurch Girls' High School will

- a) refund the amount in question to the student (or the student's parent or guardian) or
- b) If directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or guardian).

**Please be sure that you fully understand the Christchurch Girls' High School
Fee Refund Policy for International Students**

The Code of Practice for the Pastoral Care of International students

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

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

What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards. The Ministry of Education has introduced new regulations to the Code of Practice as at July 1 2016, and renamed it the Education (Pastoral Care of International Students) Code of Practice 2016

What does the new Code of Practice mean?

Education providers will be required to achieve 10 outcomes outlined in this new Code of Practice, following prescribed key processes.

The Code Administrator, the New Zealand Qualifications Authority (NZQA), has new powers to sanction education providers who do not follow the code.

NZQA's main focus as the Code Administrator is to ensure education providers follow the Code of Practice.

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from <http://www.nzqa.govt.nz>.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This list is available online from <http://www.nzqa.govt.nz>. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

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

If your concerns are not resolved by the internal grievance procedures, you can contact the International Student Contract Dispute Resolution Scheme (DRS)

What is the new International Student Contract Dispute Resolution Scheme (DRS)?

This provides a free and more effective process for students to resolve contractual and financial disputes with education providers.

The Minister for Tertiary Education, Skills and Employment has appointed FairWay Resolution Limited to be responsible for administering the DRS. The appointment is gazetted on the [Gazette.govt.nz](http://www.gazette.govt.nz) website.

You can read the new International Student Contract Dispute Resolution Scheme (DRS) on the legislation website via <http://www.nzqa.govt.nz>.

How do I make a complaint?

Students (or their advocates) need to contact NZQA first when they have any concerns or complaints about an education provider. If the complaint is contractual or financial, NZQA will direct the complainant to the International Student Contract Dispute Resolution Scheme (DRS). It's up to the student if they use the DRS which is a free service or take the case to tribunals or courts which will charge a fee to users and may take longer.

NZQA can also assist with education quality concerns about institutes of technology, polytechnics and private training establishments.