



**INTERNATIONAL  
STUDENT  
HANDBOOK**

2024

# WELCOME TO PINEHURST SCHOOL

Kia ora,

We wish you a warm welcome to Pinehurst School and hope that you have an enjoyable experience as a student here. It can be a challenging experience, especially after deciding to leave your country, and then adjusting to a new way of life and studying when you arrive. Overseas study is a great opportunity to gain experience and knowledge of another culture and to make new friends. Work hard in your academic studies and we also encourage you to join in school activities.

This handbook covers a wide range of information that will guide you through some of these challenges. More information is available from the Admissions Office. You can ask us any questions. We are here to help you so if there is anything that you want to know, remember to come, and see us.

We look forward to getting to know you.

## International Student Team

### **NICOLE CHEN**

**International Student Manager**

Phone: 09 414 0960 ext 614

Mobile: 021 590 986

Email: [Nicole.Chen@pinehurst.school.nz](mailto:Nicole.Chen@pinehurst.school.nz)

### **GRACIE CHEN**

**International Student Liaison**

Phone: 09 414 0960 ext 653

Mobile: 021 144 9731

Email: [Gracie.Chen@pinehurst.school.nz](mailto:Gracie.Chen@pinehurst.school.nz)

## PEOPLE WHO WILL HELP ME

All staff is committed to helping you so don't hesitate to ask if you need help whether it is with your study, your homework your homestay or how to find your way around school. Here are some of the people you may meet early on.

Our International Student team can assist you with:

- Orientation programme
- On-call emergency assistance 24/7 for students, parents, and homestay families. Please phone Gracie Chen, on 021 144 9731
- Pastoral care for social, personal, and cultural issues
- Homestay placements
- Visa renewal and insurance purchase

### Senior Leadership Team

Mr Mike Waller	Executive Principal
Mrs Sian Coxon	Principal of Primary
Mrs Catherine Jones-Hill	Deputy Principal of Primary
Mrs Dawn Sullivan	Principal of College
Mr Joe Johansen	Deputy Principal of College - Student Wellbeing and Leadership Development
Tony Berghuis	Deputy Principal of College - Teaching and Learning
Mr Chris Wiggin	Deputy Principal of College - Data and Progress Tracking

### Deans

Mr Peter Reynolds	Senior Dean Year 7/8
Mr William Elliot	Year 7
Mrs Cherie Peters	Year 8
Mrs Kate Hawthorn	House Dean – Rimu
Ms Natasha Cox	House Dean – Matai
Mr John Foden	House Dean – Kauri
Mr Oliver Boden	House Dean – Totara

## SUPPORT SERVICES FOR INTERNATIONAL STUDENTS

### Academic Information

Mr Tony Berghuis, Deputy Principal of College - Teaching and Learning, can provide you with ongoing academic support and subject selection. You can also discuss course information with the Head of Department for:

Mr Hadley Ronayne	Performing and Visual Arts
Mrs Hillary Mann	Commerce
Mrs Lauren Sawyers	Languages
Mr Peter Jaques	Mathematics and Technology
Mr Chris Stafford	Sciences
Ms Rachel Anderson	Social Sciences
Miss Charlie Murray	PE and Health Year 7-13

### Careers Counsellor

The Careers Counsellor, Mrs Lila Pulsford, can provide you with advice and information on your university pathway. You can access the Pinehurst 'Careers' site via School Box/Student Services/Careers.

Mrs Pulsford can be contacted by email at [Lila.Pulsford@pinehurst.school.nz](mailto:Lila.Pulsford@pinehurst.school.nz) or by phone (09)414 0960 ext.759 or drop into the Careers Centre located in College 4.

### Homestay Service

Our International Student Liaison, Mrs Gracie Chen can assist you with all aspects of your homestay living arrangements. Your homestay family must be approved by the school. If there is a subsequent change in homestay arrangements, requested by yourself, your agent or your parent, there is a minimum period of two-week's paid notice that must be given to the current host family. You are not permitted to make your own homestay arrangements; homestays are always arranged by Mrs Gracie Chen.

Mrs Chen can be contacted on [Gracie.Chen@pinehurst.school.nz](mailto:Gracie.Chen@pinehurst.school.nz)

### Pastoral Care

Mrs Nicole Chen, the International Student Manager is available for any pastoral care issues. House Dean's are also part of our pastoral care team, and you will be allocated to a House upon arrival. There are four Houses at Pinehurst: Matai, Kauri, Totara and Rimu.



## School Counsellor

Pinehurst has a counsellor on site who can assist and support you with any personal issues. This service is confidential and free to all students. Some of the help counselling can provide is:

- Loss or grief
- Anxiety
- Concerns about sexuality
- Changes and worries in your life
- Relationships/Family
- Stress management
- Addictions
- Personal trauma
- General wellbeing

If you would like to see the School Counsellor, Mrs Debbie Stanaway, please email [Debbie.Stanaway@pinehurst.school.nz](mailto:Debbie.Stanaway@pinehurst.school.nz) or visit her office located next to Pinehurst reception. The International Admissions Office team can also help you to make an appointment.

## School Health Clinic

Our School Health Clinic is located at reception. If you don't feel well while you are at school, you are welcome to go the Health Clinic for medical attention.

## SCHOOL TIMES

### School starts at 8.45am

- Aim to have students at school between 8.15am and 8.30am. This gives them time to settle themselves into class for the start at 8.45am.
- Classrooms are open from 8.00am

### School finishes at 3.15pm

School timetable for **College** is as below, your individual class timetable will be available on Schoolbox.

Period/ Day	Times	Monday	Tuesday	Wednesday	Thursday	Friday
POD/HR	8.45-8.55				Period 1 - 8:45-9:30	
1	9.00-9.50				Period 2 - 9:30-10:15	
2	9.50-10.40				Period 3 - 10:15-11:00	
Morning tea						
3	11-11.50				Period 4 - 11:20-12:05	
4	11.50-12.40				Period 5 - 12:05-12:50	
Lunch						
POD/HR	1.30-1.35				Period 6 - 1:40-2:25	
5	1.35-2.25				Assembly/POD/HM Period 7 - 2:25-3:15	
6	2.25-3.15					

## SCHOOL ABSENCE

- **Late to school** - If you cannot get to class by 8.45am you will need to sign in at reception and you will be given a late pass to give to your teacher. This ensures that if the teacher has already done the roll, that all late students are still captured on the roll as having attended school for that day.
- **Sick leave** - When you are sick and cannot come to school, your caregiver can let us know by using the Pinehurst App or call us on 09 414 0960.
- **Appointment leave** - If you need to go out for an appointment, your caregiver must let your homeroom/POD teacher and reception know. **Important:** please sign out at Reception and remember to sign back in when you return.
- **Other leave** - If you need to take other leave, please talk to your homeroom/POD teacher and depending on the circumstances this may also need to be approved by Mrs Dawn Sullivan – our College Principal, or Mrs Sian Coxon – our Primary Principle.

If you have unexplained absences or poor attendance, Pinehurst School is required to inform Immigration New Zealand who are likely to revoke your Visa and you may be sent home.

If you return to your home country during the school holidays, you must return in time for the Term start date. Requests for extra time away from School must be made in writing, by parents, addressed to the Executive Principal. Students must not return to their home country before the end of the school year, having completed all course work and taken the appropriate examinations.

## TERM DATES AND PUBLIC HOLIDAYS 2024

<b>Term 1</b>	Tuesday 30 January	Thursday 11 April
<b>Term 2</b>	Tuesday 30 April	Friday 5 July
<b>Term 3</b>	Tuesday 30 July	Friday 27 September
<b>Term 4</b>	Monday 14 October	Thursday 5 December
<b>Public Holidays</b>	Anniversary Day Auckland	29 January
	Waitangi Day	6 February
	Good Friday	29 March
	Easter Monday	1 April
	Easter Tuesday	2 April
	ANZAC Day	25 April
	King's Birthday	3 June
	Matariki	28 June
	Labour Day	28 October

## MORNING TEA AND LUNCH

- Food can be brought from home for morning tea and lunch or purchased at the tuck shop or online through Ezlunch.
- Pinehurst DOES NOT have a 'no nut policy'. So, if you have a nut allergy, please ensure the school has this on your record, your teacher is aware of this and that you know how to manage this during school.

### Tuck Shop

- The Tuck Shop is available for College students
- EFTPOS facilities available

### EzLunch

- Lunches can be ordered and paid for online through EzLunch: <https://www.ezlunch.co.nz/>
- You will need to Register and set up an account before you can order
- Lunches can be ordered up to a week in advance
- Payment will be taken out of your account and you can top it up when funds run low
- Lunches need to be ordered by 9am the day of the delivery. If you miss this deadline the ordering systems prevents you from proceeding

## UNIFORM

It is important that a high standard of uniform is always maintained and that students wear their uniform correctly. Pinehurst requires the uniform to be worn to and from school and to school functions and sporting events unless the students are otherwise directed.

## COLLEGE SUMMER UNIFORM RULES

### Uniform

- All garments be clean and in a good state of repair
- The student's raincoat must be navy blue, no coat may be worn at school
- No Pinehurst hoodies are to be worn at school except in PE, where students can wear the Pinehurst Sports Hoodie only
- Pinehurst jumper is an optional uniform item
- Pinehurst blazer is optional in summer terms
- No tee-shirt or thermal should be seen under the school shirt or blouse
- Boys regulation navy-blue knee-high socks
- Boys to wear short sleeve Pinehurst shirt
- boys are to wear regulation Pinehurst shorts
- Boys must wear black leather dress shoes
- Girls regulation black ankle high socks (not higher than the ankle)
- Girls to wear regulation Pinehurst blouse
- Girls' are to wear regulation Pinehurst skirt at knee length, alternately they can wear Pinehurst shorts (Year 9-10) or Pinehurst trousers
- Girls' shoe must be a black leather court shoe (not suede and without decoration or logo). It must have a heel, no higher than three centimetres. Black leather dress shoes are also an option

### Grooming

- Hair to be neatly trimmed or, if longer, tied back. With long hair it must all be tied into one pony tail or two plaits, with no hair remaining untied
- Hair to be tied back with blue, silver or white clips, navy blue headbands or a dark elastic hair-tie
- Hair must not touch the collar or obscure the face
- Hair must not be dyed any unnatural colour and must be one colour
- Patterns must not be shaved into the hair
- Boys must be clean shaven

### Adornments

- Students may only wear a watch and simple ear studs - only one each ear (studs must be small and not brash)
- No necklaces or bracelets are to be worn
- No facial piercing
- No make-up (this includes eye-liner, lipstick and nail polish)
- No tattoos



## COLLEGE WINTER UNIFORM RULES

### Uniform

- All garments be clean and in a good state of repair
- Students must wear their blazer to and from school and to assembly
- No tee-shirt or thermal should be seen under the school shirt or blouse
- The student's raincoat must be navy blue, no coat may be worn at school
- No Pinehurst hoodies are to be worn at school except in PE, where students can wear the Pinehurst Sports Hoodie only
- The Pinehurst jumper is an optional uniform item
- Boys must wear a long sleeve white business shirt tucked in with the top button done up
- Boys' ties to be worn correctly (at an appropriate length)
- Year 7 – Year 10 boys may wear shorts with the regulation navy-blue knee-high socks
- Year 7 – Year 10 boys are to wear regulation Pinehurst knee-high socks with shorts or trousers. Alternatively they can wear black business socks beneath their trousers – no sport socks or cut away ankle socks
- Year 11 – Year 13 boys must wear regulation Pinehurst socks and black business socks – no sports socks or cut away ankle socks
- Boys must wear black leather dress shoes
- Girls must wear regulation Pinehurst blouse
- Girls are to wear regulation Pinehurst skirt at knee length, alternatively they can wear Pinehurst shorts or trousers
- Year 7 – Year 10 girls are to wear navy-blue tights or navy-blue knee high socks
- Year 11 – Year 13 girls are to wear navy-blue tights
- Girls shoe must be a black leather court shoe (not suede and without decoration or logo). It must have a heel, no higher than three centimetres. Black leather dress shoes are also an option.

### Grooming

- Hair to be neatly trimmed or, if longer, tied back. With long hair it must all be tied into one pony tail or two plaits, with no hair remaining untied
- Hair to be tied back with blue, silver or white clips, navy blue headbands or a dark elastic hair-tie
- Hair must not touch the collar or obscure the face
- Hair must not be dyed any unnatural colour and must be one colour
- Patterns must not be shaved into the hair
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### Adornments

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- No tatoos

## UNIFORM SHOP

- Located in the building past the Reception office. It is the last building on your left before you exit the school driveway.
- Opening hours during term time:  
Monday 8.30am - 10am; 12.30pm – 4.00pm  
Wednesday 8.00am - 10am, 2.30pm – 4.00pm  
Thursday 8.00am - 10am, 2.30am – 4.00pm
- Opening hours during holidays - [Uniform | Pinehurst School](#)
- You can call during these hours on (09) 414 -0960 ext. 629

## **SAFETY MATTERS**

### Alcohol and Smoking

In New Zealand people younger than 18 years of age are not permitted to drink or buy alcohol. We ask you to respect this rule at all times. If you are under 18 you cannot:

- Drink in a public place
- Go into pubs and bars
- Buy alcohol or ask an adult to buy alcohol
- Use someone else's ID

While you are attending Pinehurst School, you are forbidden to have in your possession any tobacco products, alcohol, illegal drugs or other substance (synthetic or herbal), unauthorised medications, offensive and dangerous tools, matches and lighters.

### Owning or Driving a Motor Vehicle While Studying at Pinehurst School

Pinehurst International students are not permitted to own a car or drive to school unless they live with their own parents. If you travel in a car, you should always check the person driving has a full licence. In New Zealand, drivers are not allowed to carry any passengers unless they have a full licence. Young people over the age of 16 will have a restricted driving licence only. This means they have restrictions on the times they can drive and who they can carry as passengers. You should not be travelling in a car when the driver is on a restricted licence. If you are not sure, always ask.

### Part Time Work

Students who are studying at Year 12 and Year 13 level may request permission from the Director of International Students to work part-time. Permission must also be obtained from parents. To be able to work in New Zealand, you will need to apply for a VOC (Variations of Conditions) to your student visa.

Please be aware that if you are not coping with your studies because of work commitments, this may jeopardise your place at Pinehurst School.

### Staying Safe

Auckland is considered to be a safe place but, like anywhere in the world, common sense and some care is needed. Please take care of your belongings at all times, particularly cameras, iPads, laptops and mobile phones. Also take care of your money, and don't carry too much cash with you. Most of your money should be kept safely in the bank.

- In an emergency, dial 111 for Police, Ambulance or Fire Brigade.
- Do not walk alone at night, especially in dark places or parks.
- Let your homestay know where you are going and when you will be coming back home. Make sure it is not late. Always contact your homestay if there is a problem.
- Carry a telephone number for a taxi company in case you need transport home.

- Taxis are more expensive than other public transport but can be good for occasions where several people are sharing the fare or when public transport is not available.
- Always carry your bag and wallet with you.
- Make sure you keep your passport and any other documents in a safe place.

## Sun Smart

Being sun smart is about protecting skin and eyes from damaging UV radiation – especially when outdoors from September to April.

# Be SunSmart

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**Being SunSmart is about protecting skin and eyes from damaging UV radiation – especially when outdoors from September to April.**



### Slip on a shirt

Slip on a shirt with long sleeves. Fabrics with a tighter weave and darker colours will give you better protection from the sun.



### Slip into the shade

Slip into the shade of an umbrella or a leafy tree. Plan your outdoor activities for early or later in the day when the sun's UV levels are lower.



### Slop on sunscreen

Slop on plenty of broad spectrum sunscreen of at least SPF 30. Apply 20 minutes before going outside and reapply every two hours and especially after being in water or sweating.



### Slap on a hat

With a wide brim or a cap with flaps. More people are sunburnt on the face and neck than any other part of the body.



### Wrap on sunglasses

Choose close fitting, wrap around style sunglasses. Not all sunglasses protect against UV radiation, so always check the label for sun protection rating.



sunsmart.org.nz



SUN07 | SEP 2016

## **SCHOOL CAMPS/DUKE OF EDINBURGH**

Camps challenge a young person on so many levels with all of the activities such as horse riding, archery, kayaking, flying fox, wall and rock climbing, 'overnight survivor', 'mud run', water slides, tramping and high rope. But also in being away from home, personal organisation, being part of a group, and stepping out of personal comfort zones.

The end result is always a deepening of relationships, friendships and a strengthening of character.

### **Year 3 Camp - Camp Maynard**

Year 3 children enjoy 2 days at Camp Maynard, Albany. Each morning they arrive at camp full of enthusiasm and ready to take on the challenges set for them that day. Camp promotes Physical skill development, Personal/Interpersonal skills, management of personal/group safety, Independence, Persistence and Co-Operation. All skills that can be used in other areas of their lives. They are challenged to take on activities that both scare and delight them.

### **Year 4 Camp - Peter Snell Youth Village**

Year 4 students go to Peter Snell Youth Village for their overnight school camp. Among the beautiful scenery the days at camp are full of fun and challenging experiences such as archery, air rifles, rock climbing and paintball, to name a few.

### **Year 5 Camp - Piha Mill Camp**

Year 5 students get to immerse themselves in Education Outside the Classroom by having an amazing experience at Piha Mill Camp. There is always a lot of anticipation and excitement before the Year 5 camp about the learning and adventure that each child will get to participate in. The overall philosophy of our camp is to foster cooperative learning through encouragement and teamwork.

Some of the challenges and fun activities included are the Rock Climbing Wall, Mountain Biking, Burma Trail, Rifles, Archery and the hike up to KiteKite Falls.

### **Year 6 Camp - Lakewood Lodge**

"Flying foxes, lake challenges, The Mud Run, Year 6 Camp was the biggest Pinehurst Camp success ever. Everyone enjoyed a very muddy, gooey and sticky camp. As for the food, well, it was simply too wizard for words! There were fun games and good places to relax, I think that we were the luckiest people in the world that week."

### **Year 7 Camp - Narrows Park**

Pinehurst Year 7 students, spend a week down at Narrows Park in Hamilton. They have the opportunity to try their hand at a wide range of experiences, such as kayaking, rock climbing, hiking, caving, swimming, water slides, shooting, paint balling, survival skills, and team building activities. Camp is all about having fun, stepping out of your comfort zone and making friendships, but it's also about managing self, which is an integral part of Pinehurst's leadership programme.

## Year 8 Leadership Camp - from Rangitoto to Motutapu

With a 24hr ration pack and armed with topographical maps to find and manage their journey, Year 8 students need to think and act for themselves and their peers. Carrying all their own gear, putting up their tents and cooking their own food are just some of the demands that are placed on the students.

## Year 8 Winter Camp - Tongariro National Park

The camp has two days of skiing and a day split between whitewater rafting and indoor rock-climbing.

## Year 9 'Out There' Camp

The Year 9 "Out There" Camp is designed to build on and enhance essential life skills such as 'managing self', resilience and independence as well as working together in a team. The camp is split into 2 sections; half the week spent on land at Ocean's Beach in Whangarei Heads and the other half of the week spent on water, sailing either North or South through the Hauraki Gulf.

The transport for the water section is 2 beautiful 72ft long sailing boats; the Lion (urban assault vehicle) and the Steinlager 2 (big red), both of which sailed around the world and both of which were skippered by Sir Peter Blake.

This is a fantastic camp and great experience for the students. Many of the students learn how to build their own shelters, catch their own fish and build their own fires either alone or in a group in a tough and challenging environment.

## Duke of Edinburgh's Hillary Awards

The Bronze Award is a compulsory component of Year 10 at Pinehurst.

We currently run 2 overnight tramps for Year 10's – on Waiheke Island and the Pinnacles in the Coromandel.

For more information on the Duke of Edinburgh Awards run at Pinehurst see [here](#).

## Year 12 Great Barrier Camp

Compromising of 6 days and 5 nights at Karaka Bay, this camp on Great Barrier Island is a fantastic opportunity for students to experience many challenges in the outdoors. The programme is not prescribed and is tailored to the individual students. Many of the activities on the island are challenging and aimed at bringing the students out of their comfort zones and giving them leadership skills that can be used both at school, the workplace and in future life. All groups experience sea kayaking, surf kayaking, tramping, rock climbing, navigating, high-rope courses, bush-whacking and coasteering.



## MUSIC AT PINEHURST

At Pinehurst, we offer a wide range of instrumental tuition, music group mentoring and several performance opportunities for our students in which they can perform.

Solo and Ensemble Concerts will be held this year in which our talented students can opt to participate.

**Junior School Concerts** are designed to showcase the best of our Junior Primary, Senior Primary and Junior College performers. The concerts take place in the school theatre, from 3.30-4.30pm, unless otherwise specified. Dates for 2023 have yet to be confirmed.

- Senior Primary Music Concert
- Junior Primary Music Concert

Students can audition to participate in these concerts. Invitations to register will be included in the school newsletter, closer to the due date indicated.

**Ensemble Concerts** are designed to be a performance platform for the many performance groups at Pinehurst School. Primary, College and combined concerts with students from Years 1-13 are invited to perform in these concerts if they have contributed to the groups throughout the year. Top senior Music students may also be given solo performance opportunities at these events.

There are usually two to three of these concerts every year which are held in the theatre from 6.00pm. Dates for 2023 have yet to be confirmed.

Invitations to register will be included in the school newsletter, closer to the due date indicated.

### Instrumental Itinerant Lessons

Apart from our full-time staff who are looking after your child's musical education inside and outside of the classroom, fourteen other part-time instrumental specialists offer individual tuition before, during and after school for the following instruments:

- Piano
- Recorder
- Flute
- Clarinet
- Voice
- Violin
- Bass
- Cello
- Guitar
- Harp
- Trumpet
- Trombone
- Percussion
- Drums/Percussion

With the support of the board, Pinehurst School is pleased to offer a Brass Bursary to any student who would like to learn/or continue developing their performing skills on a brass instrument, taking itinerant lessons at the school and committing to participate in a music co-curricular group at Pinehurst. For more information including how to apply, click [here](#).

## Co-Curricular Music Groups

A great range of music co-curricular groups are also available during lunchtimes, after school or evenings throughout the week. Students can sign up to perform within a group setting and will receive mentoring by a specialist. Participation in these groups is free but a certain code of conduct and commitment is expected. Some of these groups will go on to participate and perform at annual festivals and competitions, such as the KBB Music Festival and the NZ Chamber Music Competition.

- Primary Choir (Year 1-6)
- Year 5 and 6 Primary Orchestra (An auditioned group for Year 5-6 students who play an orchestral instrument and can read notation)
- Year 5 Marimba Group
- Year 4 Woodwind Ensemble
- Suzuki Violin Group (New Entrant - Year 8)
- Junior Rock Band (Year 7-8)
- Junior College Rock Bands (Year 7-8)
- Senior College Rock Bands (Year 9-13)
- College Choir (Year 7-13)
- College Orchestra (Open to students who have played an orchestral instrument for a minimum of 2 years and can read notation)
- Jazz Bands (Year 7 – 13 Open to students who play brass, saxophone, piano, bass, guitar, or drums and can read notation)
- Chamber Music Groups (New Entrant - Year 13, by audition)
- Classical Guitar Ensemble (open to any students who can play at Grade 1-4 level of difficulty)
- Harp Ensemble
- Annual School Musical (Year 7-13) Auditions held in Term 1

## SPORTS AT PINEHURST

We promote positive attitudes in all aspects of sport and all students are encouraged to be involved in sport regardless of their ability. Fair play and sportsmanship are regarded as paramount. Professional coaches are employed for most sporting codes and they are supported by an enthusiastic team of parents and senior students who assist with managing our 150+ sports teams.

### Year 7-8 Sports Overview

We promote positive attitudes in all aspects of sport. Students are encouraged to be involved in at least one school sport, regardless of their ability. Fair play and sportsmanship are regarded as paramount.

Pinehurst Year 7-8 School Sport Opportunities (Outside School Hours)

- Basketball
- Cricket
- Golf
- Hockey
- Orienteering
- Snow Sports
- Table Tennis
- Tennis
- Touch
- Waterpolo

Pinehurst Year 7-8 School Sport Opportunities (Outside School Hours)

- Badminton
- Football
- Futsal
- Gymnastics
- Hip Hop

### Year 9-13 Sports Overview

In Year 9-13, we offer the following sports:

- Athletics
- Badminton
- Basketball
- Football
- Golf
- Hockey
- Lacrosse
- Netball
- Orienteering
- Table Tennis
- Tennis
- Touch Rugby
- Volleyball
- Weightlifting

Every sport is supported by a College staff member through organising, managing, supporting or coaching a team.

Information and registrations are available on line through our Pinehurst School website <https://www.pinehurst.school.nz/co-curricular/sport-at-pinehurst/> for the majority of our sports offered.

# CODE OF CONDUCT

## Pinehurst community expectations

It is essential that everyone in the Pinehurst community respects themselves and each other as individuals and as part of that community. This applies particularly to Pinehurst students as they grow and develop through the school. Pinehurst therefore requires guardians, teachers and students to conduct themselves at all times in a manner which will reflect the high esteem they hold for themselves and others in the Pinehurst community. Verbal and non-verbal abuse, violence, bullying or harassment of anyone else (whether at Pinehurst itself or at any other time, and including online) will not be tolerated.

## Pinehurst Students

Pinehurst expects each student to co-operate fully by taking responsibility for their own progress, through preparation for and participation in all classes and activities they attend. Each student must recognise the needs of others to pursue their studies without interference, and must behave appropriately at Pinehurst, both within and outside the classroom, respecting the authority of all teachers and other members of staff. In particular, each student must:

- Treat all members of the Pinehurst community and visitors with courtesy
- Respect and take responsibility for school and other people's property. (A student will be asked to pay for the cost of replacing any property that is damaged through carelessness or misbehaviour).
- Abide by the School Uniform Code (see below)
- Conduct themselves at all times in a manner that will enhance their own reputation and that of Pinehurst. Students must be punctual and attend all classes and other activities, unless illness or approved absence prevents attendance
- Remain on Pinehurst property, in approved areas, unless permission to leave is granted by the Head or the Executive Principal
- Be diligent in their studies and complete homework to the best of their ability
- Abide by all School Rules, Policies and Procedures as amended from time to time, including, in particular, the Student Behaviour Management Policy and Procedure.
- When in school uniform in our community, conduct themselves at all times in a manner that will enhance their own reputation and that of Pinehurst.

## Uniform and Appearance Standard

Pinehurst requires that students abide by the Uniform Code which is provided on the Pinehurst website [www.pinehurst.school.nz](http://www.pinehurst.school.nz). Pinehurst requires the uniform to be worn to and from school and to school functions and sporting fixtures, unless the students are otherwise directed. It is important that a high standard of uniform is maintained at all times and that students wear their uniform correctly. There are regular class and after school checks to ensure this. We need guardians' co-operation to ensure that all articles of uniform are clean, in good repair and clearly named. If, for some unavoidable reason, an aspect of uniform is not correct, a note of explanation needs to be sent to the Head of School. If the Executive Principal considers that a student's uniform is not satisfactory, guardians will be notified and asked to remedy the situation immediately.

## Respect for Property

Students are expected to gain permission to use other people's property. This applies regardless of whether the property belongs to an individual, Pinehurst or the community. Students must not bring to school valuable items, other than those required for academic and co-curricular activities.

## Guardians (parents and caregivers)

As part of the Pinehurst community, guardians are expected to support the school by ensuring that they and their children abide by this Code of Conduct and all School Rules, Policies and Procedures, as amended from time to time, including, in particular, the Student Behaviour Management Policy and Procedure.

Verbal and non-verbal abuse, violence, bullying or harassment of anyone else (whether at Pinehurst itself or at any other time, and including online) will not be tolerated and may result in suspension or termination of attendance at Pinehurst.

## GUIDE FOR USING DEVICES AT SCHOOL

- Laptops will be carried in an approved carry case **at all times**
- Chargers are **not** to be brought to school - it is the student's responsibility to ensure that it is fully charged for each day
- Passwords must never be shared and should contain a mixture of letters and numbers
- You are not permitted to use anyone's laptop/device unless they have given you permission
- Ensure that all files are **backed up** on Onedrive or to an external device such as a USB stick in case of loss or damage to the laptop
- Laptops are to be taken to every class
- Device must be stored out of sight during all assemblies, morning tea and lunchtime - this could be within desk or students school bag. Do not leave laptops on the floor or on top of desks. All classrooms to be locked during Assemblies, Break times, etc.
- All staff to organise a safe place for devices to be stored if not being used within their class
- **Games are not to be played** - this includes morning tea and lunchtimes
- Devices are **not to be used at morning tea or lunchtimes** unless you have permission and are supervised by a staff member
- Laptops can be used in the library for the purpose of **school work only** during lunchtimes
- During PE all devices will be locked in a cabinet by PE staff. Extracurricular training - coaches will be responsible for ensuring devices are kept hidden and safe during this time.
- Devices will not be brought in on Zone Sports days, all day Inter-House Events, or trip days unless otherwise stated.
- Any student' printing can be collected from JC Street printer. Please only print what you need.

## THE EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS) - CODE OF PRACTICE 2021

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. The Code sets out the standards of care expected of New Zealand providers like Pinehurst School for the wellbeing of their international learners.

### Outcomes 13-22 of the Code are for international learners in schools:

- Outcome 13**      **Marketing and promotion** ensures that you and your family have a full and realistic picture of what it will be like to live and study in New Zealand.
- Outcome 14**      **Managing and monitoring education agents** ensures that education agents give you and your family reliable information and support.
- Outcome 15**      **Offer, enrolment, contracts, and insurance** ensures your school has good systems and documentation set up to manage your:
- offer of study
  - enrolment process
  - contract of enrolment
  - visa and insurance status and records

Before an enrolment contract is signed, your school must ensure that you and your family are clear on your likely educational outcomes and your rights and responsibilities as an international school learner.

- Outcome 16**      **Immigration matters** ensures your school is confident that you meet immigration requirements to study in New Zealand before you are enrolled.
- Outcome 17**      **Orientation** ensures you participate in an orientation programme to help you settle into life and study in New Zealand.
- Outcome 18**      **Safety and wellbeing** ensures you are safe and well while living and studying in New Zealand.
- Outcome 19**      **Learner support, advice, and services** ensures you have the information you need to live and study successfully in New Zealand.
- Outcome 20**      **Managing withdrawal and closure** ensures you and your family understand your rights and obligations if you withdraw from school, do not attend, or if your school cancels a programme or closes for any reason.
- Outcome 21**      **Dealing with complaints** ensures there are transparent, accessible, and effective processes in place to resolve any complaints you may have.
- Outcome 22**      **Compliance with international learner contract dispute resolution scheme (DRS)** ensures that your school is familiar with the Disputes Resolution Scheme (DRS) available to international learners, and complies with its rules.

You can get a copy of the Code from the International Office at Pinehurst. The Code is available online at: <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>



## Complaints

In the first instance, the complaint should be directed to the appropriate person at school and, where possible, resolved co-operatively and at an early stage. The International Admissions team will help you. If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to the Principal of College.

At this stage all complaints must be in writing and signed by the complainant. If a complaint is of a very serious nature, staff will immediately inform the Executive Principal about the nature of the complaint.

## Complaints Procedure

### **When things go wrong, who to tell and how to proceed?**

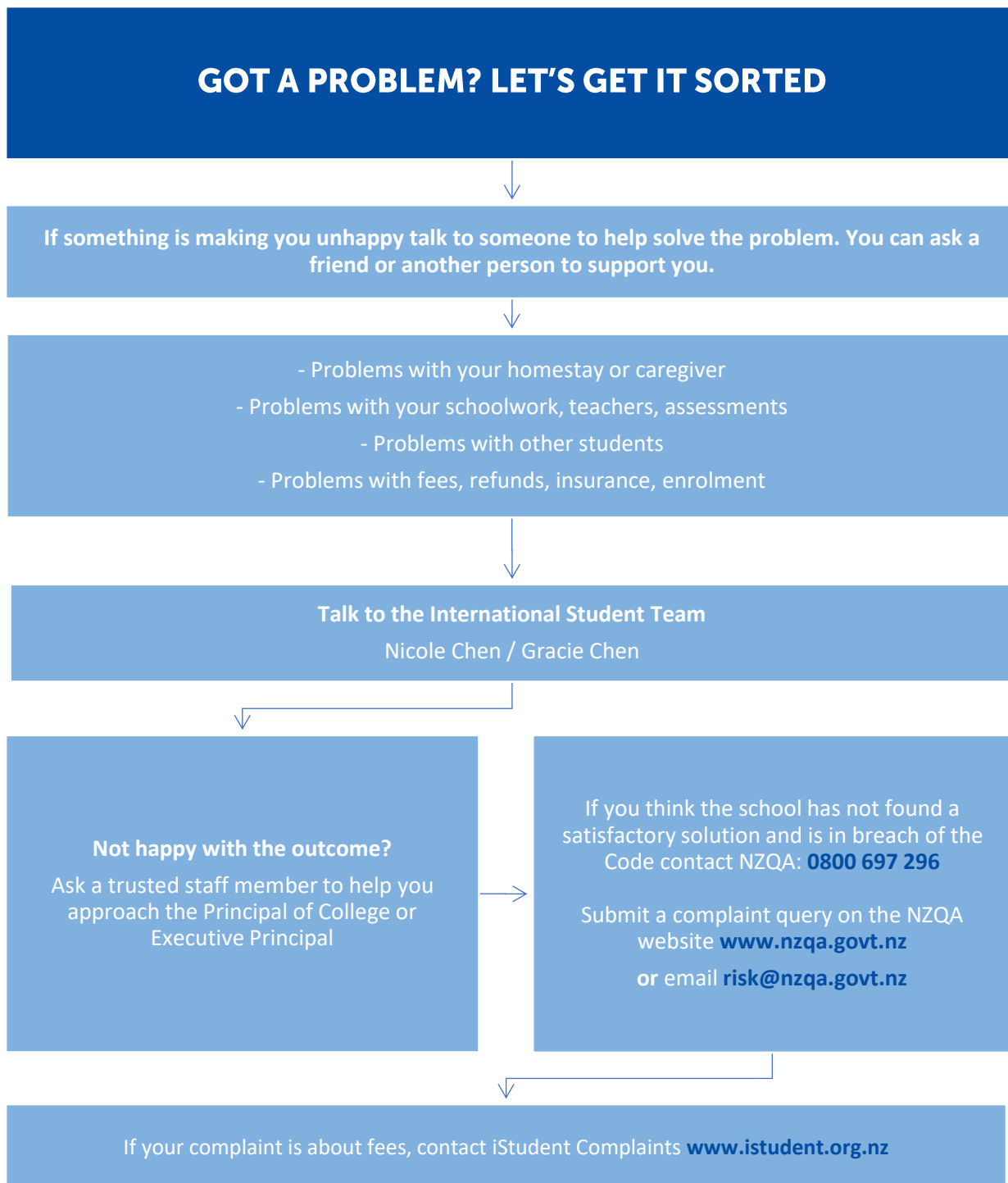
If you have concerns about your treatment by staff at Pinehurst School or by an agent representing the school, the first thing you must do is contact the International Student Team.

The Code requires Pinehurst School 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. Please follow the international student Complaints Flowchart below.

If your complaint cannot be solved by the school process, then you could contact the NZQA. NZQA is a government organisation and can provide an independent assessment and will either investigate your concerns or give advice. Complaints can be submitted on the NZQA website or emailed 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 refer to [https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e10734\\_heading1](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e10734_heading1)

If it is a financial dispute, you can contact iStudent Complaints and this service does not incur a cost. This is an independent service experienced at helping people with disputes and contactable on 0800 00 66 75.

International student Complaints Flowchart:



## Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

## Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at [www.health.govt.nz](http://www.health.govt.nz).

## Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at [www.acc.co.nz](http://www.acc.co.nz).

## Compulsory Insurance

It is compulsory for you to have current medical and travel insurance for the duration of your programme of study in New Zealand. This is a condition of your study visa and the insurance must cover you from the date when you leave your country to the expiry date of your visa plus one week. If your insurance was not arranged through Pinehurst School, then it is your responsibility to ensure that the school is provided with copy of your valid insurance policy. If you do not have valid insurance, you will not be allowed to attend your classes.

## EMERGENCY SERVICES

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Police, Fire, Ambulance

Dial 111

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Civil Defence

0800 22 22 00

For information and advice before, during and after an emergency such as earthquakes, tsunami, fire, floods and volcanic eruptions

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## HEALTH

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Shore Care Smales Farm Clinic

486 7777

24 Hour Accident & Medical Centre  
GP Practice, Immigration Medicals

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Family Planning Association

[www.familyplanning.org.nz](http://www.familyplanning.org.nz)

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Waitemata Asian Health

(09) 486 8347

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## COUNSELLING SERVICES

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Lifeline New Zealand

(09) 522 2999 or [www.lifeline.co.nz](http://www.lifeline.co.nz)

A free, confidential and non-judgemental telephone counselling service. Operates 24 hours, everyday

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Youth Line

Operates 24 hours, every day

Offers a range of services for young people and their families

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Chinese Lifeline

09 522 2088 or 0800 888 880

Provides a confidential and free telephone counselling and support service for Cantonese and Mandarin speakers

Operating hours are Mon-Sun 10.00am-2.00pm; Mon-Fri 7.00pm-10.00pm

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Citizens Advice Bureau

0800 FOR CAB (0800 367 222) or [www.cab.org.nz](http://www.cab.org.nz)

The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

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## GOVERNMENT DEPARTMENTS

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NZ Customs [www.customs.govt.nz](http://www.customs.govt.nz)

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Ministry of Health [www.moh.govt.nz](http://www.moh.govt.nz)

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Immigration NZ [www.immigration.govt.nz](http://www.immigration.govt.nz)

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ACC [www.immigration.govt.nz](http://www.immigration.govt.nz)

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Ministry of Education [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

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Language Line [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

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Kiwi Careers / Career [www.kiwicareers.govt.nz/www.careers.co.nz](http://www.kiwicareers.govt.nz/www.careers.co.nz)

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NZ Transport Authority [www.nzta.govt.nz](http://www.nzta.govt.nz)

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## AROUND AUCKLAND

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Auckland Transport Bus Timetable [www.at.govt.nz](http://www.at.govt.nz)

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Find out more information about  
Auckland [www.aucklandnz.com](http://www.aucklandnz.com)

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## NEWS AND CURRENT EVENTS

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TV New Zealand [www.tvnz.co.nz](http://www.tvnz.co.nz)

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NZ Herald [www.nzherald.co.nz](http://www.nzherald.co.nz)

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# College Map

