



INTERNATIONAL STUDENT  
**HANDBOOK**  
2020



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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. This handbook covers a wide range of information that will guide you through some of these challenges.

## The International Admissions Team

Our International Students Admissions Team offer support and advice to all International Students to help you have a happy and successful time at Pinehurst.

Patrick Ryoo	Director of International Students <a href="mailto:Patrick.Ryoo@pinehurst.school.nz">Patrick.Ryoo@pinehurst.school.nz</a>
Vicky Kenny	Homestay Coordinator <a href="mailto:Vicky.Kenny@pinehurst.school.nz">Vicky.Kenny@pinehurst.school.nz</a>
Nicole Chen	Admissions Registrar <a href="mailto:Nicole.Chen@pinehurst.school.nz">Nicole.Chen@pinehurst.school.nz</a>
Gracie Chen	Admissions Assistant <a href="mailto:Gracie.Chen@pinehurst.school.nz">Gracie.Chen@pinehurst.school.nz</a>

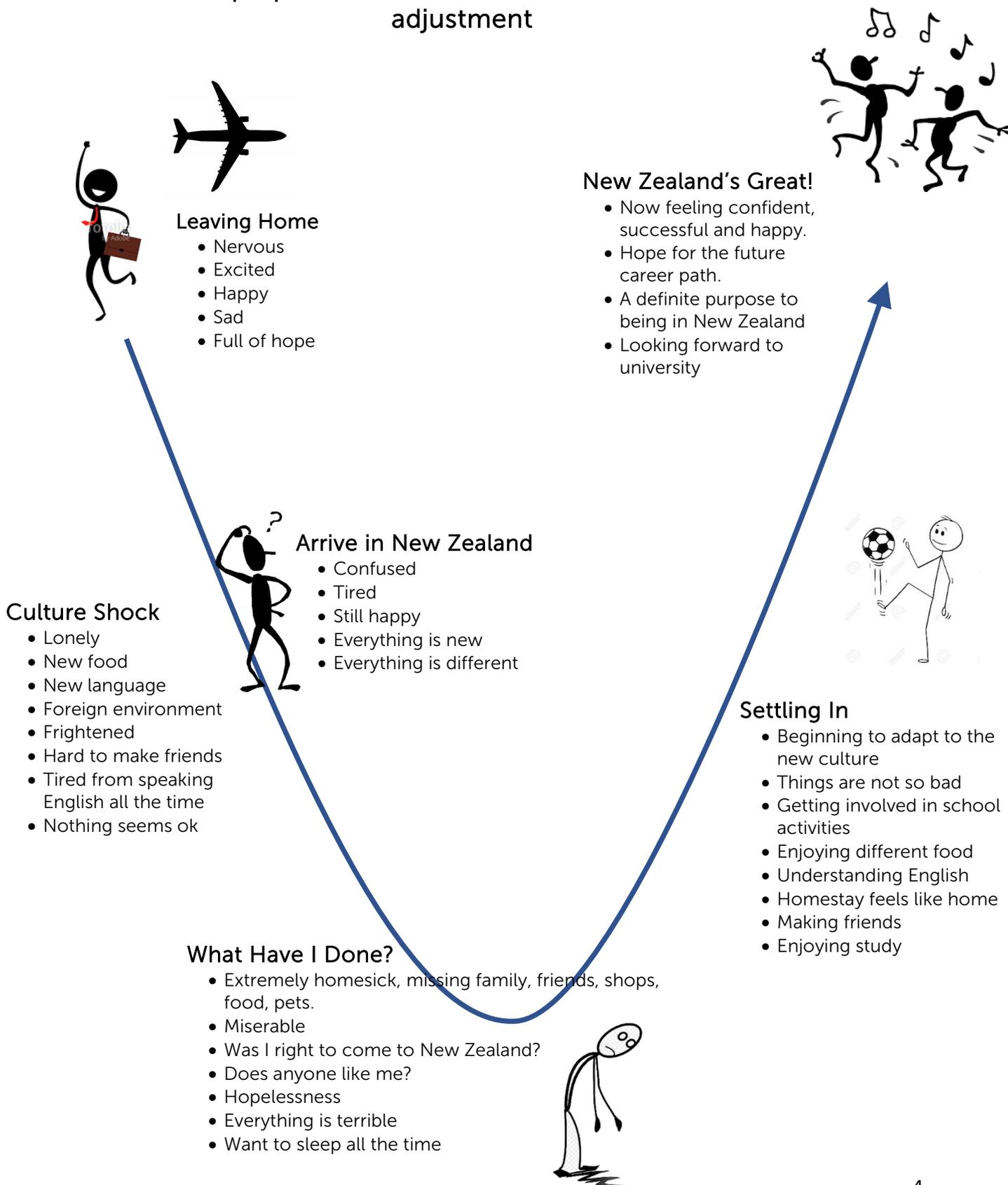
Our International Admissions team can assist you with:

- Orientation programme
- On-call emergency assistance 24/7 for students, parents and homestay families. Please phone Mr Patrick Ryoo, Director of International Students, on 027 6758202
- Pastoral care for social, personal and cultural issues
- Homestay placements
- Visa renewal
- Assistance for purchase and renewal of insurance policies
- First language support

# Dealing with Cultural Shock

## Follow Your Dreams

New Zealand welcomes you... but be prepared for the natural "U" curve of adjustment



# Support Services for International Students

## Academic Information

Mr Chris Wiggin, Deputy Principal of College Progress and Achievement, can provide you with ongoing academic support and subject selection. You can also discuss course information with the Head of Department for:

Performing and Visual Arts	Mrs Marija Naumovska
Commerce	Mrs Hillary Mann
Languages	Mrs Susan Cairns
Mathematics & Technology	Mr Peter Jaques
Sciences	Mr Chris Stafford
Social Sciences	Ms Tara O'Driscoll

## Careers Counsellor

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



## Homestay Service

Our Homestay Coordinator, Mrs Vicky Kenny, 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 the Homestay Coordinator, Mrs Vicky Kenny. Mrs Kenny can be contacted on [Vicky.Kenny@pinehurst.school.nz](mailto:Vicky.Kenny@pinehurst.school.nz)



## Pastoral Care

Mr Patrick Ryoo, Director of International Students 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 room C7. 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.





## Essential Information

### 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.

### Attendance

You are required to attend 100% of your education programme. If you are sick and cannot come to school, your caregiver must phone the school before 8:00 am. Upon your return to school you must bring a note from your caregiver to explain your absence. This note must not be written by you. It must be written by the person you live with. If you are absent for three days or more, you must provide a Doctor's Certificate.

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.

## Living Arrangements

Pinehurst International students are not permitted to live alone or live in a flatting situation. There are three types of living arrangements for International students:

**1. Homestay**

Homestay arrangements are made for you by our Homestay Coordinator, Mrs Vicky Kenny.

**2. Living with a Designated Caregiver**

A designated carer is a person who has been designated by the family to take care of you. This person must be a relative or a close family friend. Your parents will have signed a declaration stating that this person is either is very well known to them. Our Homestay Coordinator will visit the home prior to your arrival to confirm that this is a suitable and safe environment for you to live in. If you wish to move, you must get permission from the Homestay Coordinator, Mrs Vicky Kenny.

**3. Living with Your Parent/s**

If you live with one or both of your parents, they will need to hold a Guardianship Visa. This means your parent/s have been granted permission to stay in New Zealand and look after you while you are studying. If for some reason your parent/s has to return leave New Zealand, they must advise the International Admissions team before they leave. This is very important so that alternative accommodation can be arranged for you.



## 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 a full driver license has been obtained. 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

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](http://sunsmart.org.nz) 

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## The New Zealand Education Act

English	Chinese	Korean
<p>All relevant provisions of the New Zealand Education Acts shall apply to the Student. Any decision under these provisions to exclude or suspend the Student shall terminate the School's contract with the Student. The Parents shall have no claim for compensation if the Student's contract is terminated in these circumstances. The Student's contract may be terminated immediately if the Student:</p> <ul style="list-style-type: none"> <li>Behaves violently physically or verbally, or acts in an offensive manner towards another student, staff member or in homestay accommodation;</li> <li>Is found in possession of any illegal drug or any substance, synthetic or herbal, either in school or out of school;</li> <li>Brings alcohol, chemicals, cigarettes or tobacco onto the school grounds;</li> <li>Is found to be in possession of knives or other weapons;</li> <li>Is found to be in breach of the Pinehurst School Cyber safety Use Agreement, both at school and in homestay accommodation;</li> <li>Fails to disclose all relevant information or gives false information to the School;</li> <li>Drives a motor vehicle without a full licence;</li> <li>Changes accommodation arrangements without the knowledge of the School;</li> <li>Is excluded or expelled from the School.</li> </ul>	<p>新西兰教育法所载的一切相关规定均适用于学生。根据这些规定对学生做出的开除或停学处分会导致学校与学生之间的合同终止。如果学生的合同在这种情况下终止的，家长无权要求赔偿。学生出现下列情形的，其合同可能立即终止：</p> <ul style="list-style-type: none"> <li>行为或言语过激，或对其他学生，工作人员或在寄宿家庭中有冒犯行为；</li> <li>被发现持有任何非法的药物，物质，合成物或草药，不论是在校内还是校外；</li> <li>将酒精，化学品，香烟或烟草带到学校场所；</li> <li>被发现持有刀具或其它武器；</li> <li>被发现违反了 Pinehurst School 网络使用协议，不论是在校内还是在寄宿家庭；</li> <li>没有向学校披露所有相关信息或提供虚假信息；</li> <li>驾驶机动车；</li> <li>在未通知学校的情况下，擅自改变寄宿安排；</li> <li>被学校开除或除名。</li> </ul>	<p>뉴질랜드 교육법의 모든 관련 조항이 학생에게 적용되며 이에 따라 퇴학 또는 정학이 요구되는 결정이 내려지면 학생과 학교의 계약은 해지됩니다. 이 상황 하에서 학부모는 학교에 어떤 보상도 청구할 수 없습니다. 아래의 경우가 해당됩니다.</p> <ul style="list-style-type: none"> <li>타 학생, 교직원에게 모욕감과 불쾌감을 주는 행동을 함</li> <li>교내 나 교외에서 불법적인 약물, 본드나 마약들을 소지하다 발각될 경우</li> <li>교내로 술, 화학물질, 담배 등을 들여올 경우</li> <li>칼이나 기타 무기를 소지하고 있는 것이 발각된 경우</li> <li>학교나 홈스테이에서 생활하는 중 본교의 인터넷보안 계약을 어길 경우</li> <li>자신에 관한 정보를 숨기거나 거짓으로 제시한 경우</li> <li>자동차를 운전한 경우</li> <li>학교 허락없이 홈스테이를 옮긴 경우</li> <li>학교에서 퇴학당할 경우</li> </ul>

## The Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019)

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. New Zealand Education providers like Pinehurst School have an important responsibility for their International Students' welfare. The Code is a document that provides a framework for service delivery by education providers and their agents to international students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider. The Code does not apply to concerns about academic standards.

The Code sets standards for education providers to ensure that

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

You can get a copy of the Code from the International Office at Pinehurst. The Code is available online at: <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Code-of-Practice-Amendments-2019.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 for Pastoral Care, Mr Verryt.

Please follow the international student complaints flowchart and complete an International Student Complaints Form. 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 Director of International Students, or a senior staff member.

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 and complete an international student Complaints Form.

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 0800697 296 or refer to:  
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/intstudents-make-a-complaint-updated.pdf>

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 0800006675.

## 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

### Police, Fire, Ambulance

Dial 111

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

Shore Care Smales Farm Clinic	24 Hour Accident & Medical Centre Telephone: 486 7777 GP Practice, Immigration Medicals
Family Planning Association	<a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
Waitemata Asian Health	(09) 486 8347

### Counselling Services

Lifeline New Zealand	(09) 522 2999 or <a href="http://www.lifeline.co.nz">www.lifeline.co.nz</a> A free, confidential and non-judgemental telephone counselling service. Operates 24 hours, everyday
Youth Line	0800 376633 or text support on 234 Email: <a href="mailto:talk@youthline.co.nz">talk@youthline.co.nz</a> Operates 24 hours, every day. Offers a range of services for young people and their families.
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 10am-2pm; Mon-Fri 7pm-10pm.
Citizens Advice Bureau	0800 FOR CAB (0800 367 222) <a href="http://www.cab.org.nz">www.cab.org.nz</a> The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

## Government Departments

NZ Customs	<a href="http://www.customs.govt.nz">www.customs.govt.nz</a>
Ministry of Health	<a href="http://www.moh.govt.nz">www.moh.govt.nz</a>
Immigration NZ	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
ACC	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
Ministry of Education	<a href="http://www.minedu.govt.nz/goto/international">www.minedu.govt.nz/goto/international</a>
Language Line	<a href="http://www.ethnicaffairs.govt.nz">www.ethnicaffairs.govt.nz</a>
Kiwi Careers / Career	<a href="http://www.kiwicareers.govt.nz/www.careers.co.nz">www.kiwicareers.govt.nz/www.careers.co.nz</a>
NZ Transport Authority	<a href="http://www.nzta.govt.nz">www.nzta.govt.nz</a>

## Around Auckland

Auckland Transport Bus Timetable	<a href="http://www.at.govt.nz">www.at.govt.nz</a>
Find out more information about Auckland	<a href="http://www.aucklandnz.com">www.aucklandnz.com</a>

## News and Current Events

TV New Zealand	<a href="http://www.tvnz.co.nz">www.tvnz.co.nz</a>
NZ Herald	<a href="http://www.nzherald.co.nz">www.nzherald.co.nz</a>

# School Map



- First Aid Kits Upper level
- First Aid Kits Lower level
- Extinguisher Upper level
- Extinguisher Lower level

SCALE 0 10m 50m