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INTRODUCTION

WELCOME

This guide has been written to help you settle in to your new school, your new accommodation and New Zealand.

You'll find lots of information here to answer any questions you have. Too much information for you to read or understand all at once!

Please don't try. We suggest you use the headings and look here first for answers (and if you can't find what you are looking for – ask someone).

The guide helps meet the requirements of the *Code of Practice for the Pastoral Care of International Students* (the Code) for information to students. A summary of the Code is found at the end of this guide.

New Zealand has many international students. We welcome the differences and cultural diversity that you bring and it is important that we provide an excellent service. The Code (and this guide) are designed to achieve this.

The guide covers; orientation to New Zealand, your school and a homestay environment; what to do if you have problems, or complaints and information about cultural differences to help you settle in.



PART ONE

WELCOME TO NEW ZEALAND

THE PEOPLE

Maori are the indigenous people of New Zealand and comprise about 15% of the total population. Their language and culture are special treasures (*taonga*) of New Zealand and help make our country unique.

Before European settlement Maori developed a culture of fishing, hunting and agriculture, notably the kumara (sweet potato), which is still enjoyed today. Maori culture has an oral (spoken) tradition, and you will probably see (hear) examples of song (*waiata*) and haka (war dance) used with pride by Maori and Pakeha (non-Maori New Zealanders) today. Maori carving using bone, jade (*pounamu*) and wood, show their distinctive art styles. Many use the koru, opening fern frond and you will see this image all over New Zealand, from the national air line to decoration for clothes.

Europeans 'discovered' New Zealand in 1642 (Abel Tasman) but only after the controversial Treaty of Waitangi was signed in 1840 was there major European migration. Today New Zealand comprises many people of British (mainly English but also Scottish, Irish and Welsh) descent as well as more recent migrations from China, Korea and other Asian countries.

There are large numbers of Polynesian people settled in Auckland too. People from Samoa, Tonga and the Cook Islands and other South Pacific countries now call New Zealand home.

New Zealand's population is 4 million people. Almost 1 million live in the greater Auckland area. 85% live in urban areas and almost 75% live in the North Island. Wellington is New Zealand's capital city with a population of 160,000.

PLANTS AND ANIMALS

Originally, 80% of New Zealand was covered in forest. About 23% remains, much of it in national parks, forest parks and reserves. These remain wonderful attractions for visitors, international tourists and New Zealanders too.

Before human settlement, New Zealand had almost no mammals (only two species of bat) and many flightless birds including the large, flightless kiwi which is now endangered. There are a number of reptiles (but not snakes), including the tuatara, the closest living relative of the dinosaur. Today you can see kiwi and tuatara in zoos.

FARMING

Our economy is strongly based on agriculture and horticulture, although education for international students plays an important role too.

Meat (from lamb, mutton, beef and veal) is the biggest export earner, with dairy products; milk, butter, cheese and milk products and forest products (timber) coming second and third. Fruit and vegetables, wool, fish and wine are also major earners.

SPORT

New Zealand's national games are rugby in winter and cricket in summer.

Soccer (football), baseball, netball, basketball, tennis and many other sports are enjoyed in New Zealand. Taking part in a team sport is a great opportunity to meet and talk with Kiwis.

HEALTH CARE IN NEW ZEALAND

Some health services in New Zealand are free to New Zealanders but not to international students or visitors. Insurance covers the costs of those services not provided by the government.

Students coming to Queen Margaret College have paid for health insurance so when you need medical treatment, you can claim for the cost from Southern Cross. Ms Trollope has all the forms and information you need.

IF YOU HAVE AN ACCIDENT IN NEW ZEALAND

Visitors are covered by New Zealand's Government-run Accident Compensation and Rehabilitation Insurance scheme for personal injury by accident and you are able to make a claim on ACC for treatment costs.

NEW ZEALAND CURRENCY

The basic unit is the New Zealand dollar (\$NZ), which is divided into 100 cents. We have coins for 10¢, 20¢, 50¢, \$1 and \$2. Notes are \$5, \$10, \$20, \$50 and \$100.

To pay for tuition and other fees, international students can send Bank Drafts through their local bank to New Zealand banks or directly to New Zealand institutions where they intend to study. Overseas travellers' cheques and credit cards such as Visa, American Express, Bankcard, MasterCard, Diners Club and JCB are accepted in most places.

Be careful how much cash you carry. Most New Zealanders do not carry much cash. If you have cash at school you should give it to your Form Teacher or put in your locked locker.

Banks

All cities and towns have banks. Twenty-four hour automatic teller machines (ATM) are to be found in all cities and can be used on a card/PIN system to get cash (see EFTPOS). Trading banks are open 9.00 or 9.30am to 4.30pm Monday through Friday, except for public holidays. Opening a bank account is easy and your guardian will assist you with making an appointment.

Some banks have no fees for students. These are: Kiwibank, ASB and the National Bank.

EFTPOS

Most cash cards can also be used for EFTPOS (Electronic Funds Transfer at Point Of Sale) which enables shops (small and large) to debit the purchase directly against the bank account and even give cash from the account. When you open your account the bank will help you set up a four digit (4 number) PIN (Personal Identification Number) so that you can access your EFTPOS card. **Never** tell anybody else your PIN. Do not write it down either. It is a secret. If anybody asks you for it, or threatens you, you must tell the school and the bank. If you give your number to somebody else, they can withdraw money from your account. The bank will only pay you back if the card is stolen and you report it straight away.

It is possible for your guardian to set up another account and to have money regularly transferred from that account to yours, so controlling the amount in your account.

INTERNET/PHONE

Internet use is common and telecommunications are generally of a high standard. Please check with your homestay about how much internet time you can use. Do not download music or films without consulting your homestay as this may be illegal. Toll calls home from a homestay are cheaper after 6.00pm. It is often more convenient and cheaper for a student to have a phone card for toll calls overseas. You will be expected to pay for any toll calls made on your host parents' phone when the bill arrives.

Students may buy cell (mobile) phones which are often a convenient way for parents to contact them. Cell phone use can become very expensive, so you should consider this before buying one. If you ring a cell phone, then it is a toll call and you will have to pay.

Telecom operates three types of payphone, identified by their colour. Cardphone – Green, Credit Card – Yellow, and Coin – Blue. Instructions are in each booth. You need a Telecom PhoneCard to use the Cardphone. These are widely available and there should be a map with the nearest retailer in the payphone booth.

To ring New Zealand from overseas you must first dial the international dialling code – (different from each country), then 64, then the area code without the 0 (4 for Wellington) and then the number you are dialling.

INTERNATIONAL STUDENT IDENTITY CARD

Queen Margaret College has its own student ID card. It is also advisable for international students to get an International Students Identity Card as this will help to get discounted air fares. Many travel agents can help you apply or you can contact your nearest STA Travel. Singapore Airways has a reduced fare youth fare and it is good for travel around New Zealand.

ELECTRICITY

Electrical appliances brought to New Zealand are likely to be 110 volts, in which case you will need a 220 to 110 volt transformer. If your appliance is able to handle 220 volts, you will need an adaptor plug to fit into the New Zealand socket.

EARTHQUAKES

Small earthquakes are common throughout New Zealand. You will not even feel most of them. Large earthquakes are uncommon but if you do feel the earth shake, get under a doorway or strong table/desk until the movement stops. Queen Margaret College have specific information about local civil defence guidelines.

EMERGENCIES

Dial 111 to summon police, fire or ambulance services. For less serious problems see a list in the front of the local telephone book. Ask your homestay parents for special instructions for their house, eg evacuation plan and Doctor's phone number.

If you are involved in an emergency, firstly make sure you are safe then contact the emergency contact numbers provided by the school i.e. Ms Davison and Ms Pivac.

SHOPPING

Most shops are open 8.30 or 9.00am through to 5.00 or 5.30pm Monday to Friday. Late night shopping could be Thursday or Friday. Shops are usually open on Saturday morning but closing times will vary. Shopping centre (Mall) hours are usually longer and include Sundays and most public holidays. Dairies and petrol stations may be open 24 hours but goods may be more expensive.

FOOD

New Zealand is free of many diseases that attack plants and animals in other countries. As a result it has strict laws about the importation of fresh food or meat into New Zealand. You can bring with you (or have items sent to you) if they are commercially packaged so long as it is labelled correctly. When you are bringing any food with you, you must declare it at customs so they can confirm that it is allowed. Failure to declare it means you may receive a large fine.

New Zealand is a major producer of grass-fed lamb, venison and beef. Dairy products are abundant and inexpensive. Almost all types of fruit are available in the shops.

New Zealanders generally have a balanced diet of vegetables with either meat or fish as their main meal. The evening meal – dinner – is usually the main meal of the day.

There are many types of restaurants, cafes, takeaway and fast food outlets.

New Zealand cities and towns have excellent public water supplies. In all cases tap water is fresh and safe to drink. City water supplies are chlorinated and most are fluoridated. However, water from streams and lakes may be contaminated by the parasite giardia. You should carry your own clean water, boil or treat 'fresh' water before drinking, non-tap water.

CLOTHING

In summer time, casual wear – T shirt and jeans or shorts – is sufficient. However, in winter warm clothing such as sweaters and jackets are recommended.

School uniform is required. Students will need to buy their school uniform soon after they arrive. It can be purchased at school.

CREEPY CRAWLIES

There are no dangerous animals in New Zealand, no snakes and only one type of rare poisonous spider, the katipo and its Australian relative the Red Back. Its bite is serious but rarely fatal. Sandflies and mosquitos can be annoying at certain times. Use insect repellent if they trouble you. If your homestay has pets (cats or dogs) inside you may get flea bites. Tell your homestay parents and they should get the animal treated. You can help by keeping the pet out of your room. There are creams which will help the itch and swelling. Ask to go to a chemist (pharmacy) or speak to Nurse Dagger.

SUNBURN

You might get sunburn in New Zealand. To prevent this you should wear sun screen. There are some good ones with moisturiser included. Also a sunhat, sunglasses and long sleeves are necessary in summer. Sun screen is important even if the day is overcast or when skiing.

PART TWO

WELCOME TO WELLINGTON

INTRODUCTION

Wellington is the capital city of New Zealand and is situated at the bottom of the North Island. A natural amphitheatre of brightly coloured houses surrounds the harbour.

Wellington is a small city – population 164,000 and the temperature falls between an average 6 C in the winter and 20 C in the summer.

Wellington has several beaches which are popular in the summer. There is also yachting, rowing and kayaking on the harbour.

Te Whanganui-a-Tara is the Maori name for Wellington. The European name comes from a duke of that name who fought for the British at Waterloo, later becoming Prime Minister.

The first New Zealand Company ship, bringing European settlers, arrived in 1839.

PLACES TO VISIT - LOW COST

ZEALANDIA -Karori Wildlife Sanctuary

A sanctuary within Wellington city where native flora and fauna (plants and birds), abound. This natural wildlife habitat is home to many varieties of native birds and there are tracks through the bush and around the lakes.

Carter Observatory

Here the visitor can explore the universe through telescope viewing, solar observing or by attending a Planetarium show.

Wellington Zoo

A small zoo which is at the forefront of preventing endangered species becoming extinct through its involvement in global breeding programmes. Sumatran tigers, Malayan Sun Bears, Tamarins, Gibbons, Kiwi and Tuatara can be seen.

Cable Car

The journey begins in Lambton Quay in the heart of the city and travels to the top where the Carter Observatory and Botanical Gardens are found. Wonderful views of Wellington Harbour can be seen from the lookout.

Katherine Mansfield Birthplace

This is where the internationally famous New Zealand writer Katherine Mansfield was born. The house and garden have been restored to resemble 1888, her birth year.

Museum of Wellington City and Sea

This is housed in a restored 1892 Bond Store and is where you find the stories of Wellington's heroes, rogues and pillars of society.

Red Rocks

New Zealand fur seals, sea birds and wild goats can be seen on this walk along the southern coast. Wrap up warm, there is often a cool sea breeze and make sure you wear sturdy walking shoes.

PLACES TO VISIT – NO COST

The Waterfront

Open to the public to walk or rollerblade from Queen's Wharf through Frank Kitts Park and on to Oriental Parade.

National Archives

See the original Treaty of Waitangi.

Parliament Buildings

Organised tours last one hour and guide visitors through Parliament House and the Parliamentary Library with a focus on architecture, artworks and the history of the site. Visitors also gain an insight into how Parliament operates.

Mount Victoria

Drive or climb to the lookout for a 360 degree view of the city.

Botanical Gardens

Situated in the central city, these gardens offer a variety of walks and rest areas surrounded by both native and introduced species. There are often free cultural events staged here. The Chinese cultural centre is across the road and Chinese New Year is often celebrated here.

Te Papa

The National Museum of New Zealand relates the stories of a living nation – our land, people, culture and history. The museum has many interactive displays and very interesting Maori and Pacific sections. There are also 'rides' available but these are an extra cost.

The Film Centre

New Zealand's Museum of the moving image stages exhibitions, screenings and special events.

Academy Galleries

The New Zealand Academy of Fine Arts displays new work by artists all over New Zealand.

New Zealand Portrait Gallery

This shows New Zealanders to the world through selected portraits and carefully designed biographical displays which together tell the story of our country.

Old St Pauls and St Pauls

The first is a Gothic structure built in 1866 as the parish church for Thorndon. It was constructed entirely of New Zealand native timber and has beautiful stained-glass windows. The cathedral of St Pauls is in the same area and is a large concrete structure completed just recently.

SHOPPING CENTRES

Wellington city has four distinct shopping quarters. The Lambton quarter has five shopping centres with fashion and cafes. It is also home to Kirkaldie and Stains, the oldest department store in New Zealand. In the Willis Street quarter can be found high fashion, sports shops, local design stores and cafes. Cuba Street has recently been modernised and has many alternative and funky shops as well as a market. Courtney Place is emerging as a boutique retail zone, with designer clothing, linen and contemporary furniture stores.

Shopping malls are found in the suburbs.

PLACES TO AVOID

We do not permit students to Bungy Jump, Fly by Wire or engage in White Water Rafting while a student at our school. If you want to engage in an adventure tourism activity, please make sure you have permission from your parents and the school first.

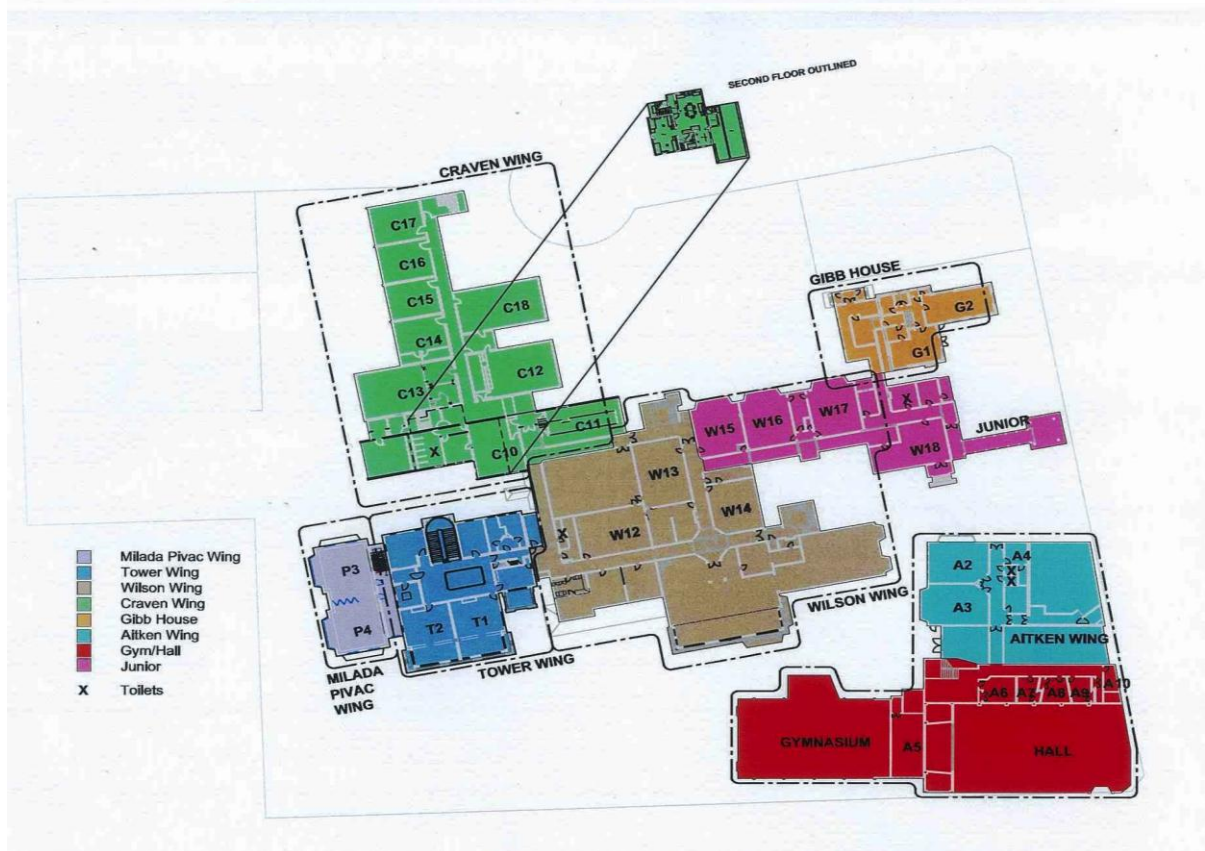
Be careful at night – make sure you are always in a well lit area with friends. Make sure you have your cell phone with you at all times and call your host parents or Ms Davison if you are worried.

SPECIAL THINGS TO DO

- Visit Somes Island in Wellington Harbour and then go to Days Bay for an afternoon at the beach, both reached by ferry.
- Go to the Westpac Trust Stadium to watch a typical New Zealand sports clash in rugby or cricket.
- Attend the New Zealand Ballet Company productions.
- Go to a concert put on by the New Zealand Symphony or Wellington Sinfonia Orchestra.
- Visit one of the live theatres.
- Go to see a film (movie). Wellington has more screens per capita than anywhere else in New Zealand.
- Have a meal at one of Wellington's restaurants. Cuisine from any country in the world can be found.
- Visit the Kapiti Coast, 50 minutes drive from Wellington, to see the Lindale Tourist Centre, go horse riding or fishing and to ride a tram.
- Visit Lower Hutt, 20 minutes drive away, to see more museums, go ten pin bowling, go bush walking or to play golf.
- Visit the Wairarapa and see sheep shearing, go tramping or enjoy shopping in the small towns – many interesting craft shops.
- National Library – has frequent exhibitions and other items of interest, as well as the library.

PART THREE

WELCOME TO QUEEN MARGARET COLLEGE





Ms Davison



Dr Watterson



Ms Pivac



Ms Trollope



Mrs Shepard



Mrs Dagger

ORIENTATION PROGRAMME - OVERSEAS STUDENTS

Student orientation will occur as soon as students arrive in New Zealand whether it be at the beginning of term or partway through a course/term. It is expected that this will take the first week of school and be interspersed with English language learning.

- Introduction to Ms Davison who is responsible for pastoral care and Dr Watterson, who is responsible for ESOL teaching and International Baccalaureate Diploma and Mrs Shepard who is the Homestay Co-ordinator
- You will be given clear guidelines about expectations from your homestay.
- You will be given a tour of the surrounding area of the school with visits to Parliament, the National Library, St Pauls Cathedral, the Molesworth Street business area and to join the Wellington Public Library.
- You will be taken over the route to school by your homestay provider. Transport costs will be stated and the means of buying tickets through the School Office explained.
- You will be given a resume of the routine activities of an ordinary day and school routines.
- Your guardian will inform you on how to open a bank account and you'll be taken by the guardian to the bank of your choice.
- The guardian will also ensure that the transfer of money to cover the fortnightly homestay cost is arranged with you and the Bursar at Queen Margaret College.
- The guardian will also help you to organise a budget for daily living expenses.
- You will be buddied with a girl in your year level.

place for private prayer. (The embroidered wall-hanging given to Queen Margaret College for the 1990 celebrations symbolises the window of this chapel.)

Margaret was made a Saint of the Church about 150 years after her death. Three of her sons ruled Scotland. Her daughter Matilda married Henry 1 of England and through that Margaret is an ancestor of the present British royal family.

Margaret is remembered as a wife, a mother, a queen and a devout Christian who worked all her life to help others.

BUILDINGS

A characteristic of the school is its pleasant park-like grounds on a small site in the inner city area of Thorndon.

4

The first house on this site was built for Mr William Clayton in 1874. It was a two-storied house and was one of the first concrete houses built in Wellington. However, the concrete was not of the quality used these days and that house was part of the section of the school which was demolished much later to make way for the new Wilson Wing, named after a former Headmistress, Irene Wilson.

TOWER BLOCK

The Tower Block (an adjacent building) was purchased by Mr Thomas Williams and he had extensions added which now form the Tower Block of the 'old buildings'. Parts of this can be pictured as they were originally used. For example, imagine the *Old Hall* as a ballroom with the orchestra sitting around the upstairs balcony playing while the guests danced in the Hall below. The Williams family lived in this house until 1912.

The Tower Block is the 'heart' of the school and is also the administration centre. It has two classrooms and the offices of Deputy Principals and Heads of Department.

WILSON WING

The Wilson Wing is designed to blend in with the Tower Block. It contains the Principal's Office, the two Art Rooms, the Activities Centre, an extensive Library, the Home Economics and Clothing Suite, two laboratories, classrooms and the Junior School's Benton Room. The Junior School is also located in the Wilson Block which is, in turn, linked to *Gibb House*, the Preparatory and Year 1 house.

CRAVEN WING

The Craven Wing was officially opened in 1971. It is mainly a classroom block, but also contains the Nurse's Office, two laboratories, and computer and technology rooms.

ASSEMBLY HALL AND GYMNASIUM

The *New Hall* is the main assembly area for the whole school. Assemblies are held twice a week. The Gymnasium and the Physical Education Centre (Sports Fitness room) complete this complex.



NO 47

No 47 has a large classroom and the After School Care area.

HOBSON HOUSE

Hobson House is the Year 13 House. The girls enjoy this separate but close area with their own sitting room, kitchen, classrooms and study areas. It houses the Year 11 and 12 Dean, the Dean of International Students, the Career's Advisor and the Learning Support Teacher.

AITKEN HOUSE

Aitken House is the new Performing arts Centre opened in 1999. It contains the Music Suite and practice rooms, the Auditorium, classrooms and an atrium.

THE SCHOOL

Queen Margaret College opened in February 1919 as a boarding and day school for girls. The boarding facilities closed in 1950 and it has continued as a day school since then catering for girls from all over the greater Wellington area.

Two of the people responsible for the establishment of the College and who recognised the value of providing girls with a good education (at a time when this was not generally recognised) were the Very Reverend Dr James Gibb D. D. and the Honourable J. G. W. Aitken.

The School Today

Queen Margaret College is an inner city school close to the railway station, bus terminals and motorways as well as all city amenities such as the National Library and theatres. We enjoy and take advantage of the many educational and cultural opportunities available to an inner city school.

The school is organised into two main sections: the Junior School for pupils from Preparatory to Year 6, which is administered by the Head of the Junior School and the Senior School for pupils from Year 7 to Year 13. Within the Senior School, Years 7 and 8 have their own Department. This ensures that these students are well prepared for secondary education through the development of sound work habits and academic extension.

A delightful aspect of having a Preparatory to Year 13 school is the contact between older and younger students. Year 13 girls act as Assembly Class Prefects for all classes up to and including Year 10 and as Peer Support Leaders / Mentors for Year 7 and 9 girls. They are also Mentors to the new girls who join their assembly class during the school year. The House system also encourages this positive interaction as does the allocation of special duties to the Prefects; for

example the Junior School Prefect, the Prefect in Charge of Student Welfare (Peer Support) and a Prefect in Charge of Lower Middle School (Years 7 and 8).

A broad general education is provided for all girls in order to establish a sound base for any future study and career decisions. Each student's care and well-being is paramount and each girl is encouraged to develop her potential in academic, physical and cultural activities within a friendly, challenging environment.

UNIFORM REGULATIONS

All Students (Compulsory)

College blazer (not compulsory for Years 1 and 2)

College raincoat

College tie

Flat black lace up walking shoes

College cardigan

Years 7 – 10

Summer

Navy Summer dress (with tie)

Navy ankle socks

Winter

Gym dress

White blouse (with tie)

Black tights

Years 11 – 13

Summer

Navy overblouse with short sleeves
(Navy long or short-sleeved overblouse may be worn either season)

Navy skirt

School tie

Navy ankle socks

Winter

Navy long-sleeved blouse

Navy skirt

School tie

Black tights

Optional Items (all levels)

Summer Panama Hat

Beret

Puffer Vest

Scarf

Rugby Jersey (Years 7 – 13)

Taslon Tracksuit (Years 7 – 13), but compulsory for representative teams

For Summer: Either black or brown Roman Sandals. No socks.

Or flat, black T-Bar Sandals, with or without navy ankle socks.

Winter Felt Hat

Compulsory Physical Education / Sports

all items to be named clearly

Phys-Ed Regulation navy shorts

Pale blue short-sleeved shirt

Queen Margaret College navy 'sweat' tracksuit or fleece pant and rugby jersey

White ankle socks

Sports Uniform	As per code
Dress Track Suit	For all members of first teams (optional for others)
Gym Shoes	White soled (no boot) or non-marking sneakers (no black shoes allowed). Predominantly white uppers.
Gym Bag	Queen Margaret College Phys-Ed Bag
Togs	Navy and white Queen Margaret togs
General College Bag	Of a type suitable for school – plain navy or black only. Queen Margaret College bags are available.
Hair	Hair must be in a style appropriate for school. Hair is to be tied back when shoulder length – Only navy, black or gold ribbons.
Jewellery	If ears are pierced, one ear-ring in each lobe only. Plain navy, silver or gold studs only
Make up	No make-up is to be worn

Uniform Shop Hours

Monday- Thursday 12.30 – 5.30 p.m. Or appointment 473.7743

HOMEWORK

Every student in Year 6 – 13 has a Log Book. You must take it with you to every class and take it home each night. It is used to keep a record of all your homework

Homework is expected to be completed five nights a week.

- Students at Year 5 – 6 level will receive a maximum of 45 minutes a night.
- Students at Year 7 – 8 level will receive a maximum of one hour a night.
- Students at Year 9 – 10 level will receive a maximum of one and a half hours a night.
- Students at Year 11 – 12 level will receive a maximum of two hours a night.
- Students at Year 13 level as required. Minimum of two hours a night.

COLLEGE RULES

Possessions

- All clothing, books and other property must be plainly marked with the owner's name.
- Money should not be left in classrooms. It should be left with the Form Teacher or taken to the Office.
- Valuables such as walkmans and C.D.'s are not to be brought to school.
- A student must not borrow other people's possessions without permission and in particular, must not enter other people's lockers or desks to borrow possessions without permission.
- Lost property is held in the Sick Bay. Please check at interval or lunchtime.

Behaviour in School

- Running in corridors is not permitted.
- Students should stand aside at door ways for adults.
- Eating in the library, the specialist rooms, the corridors or the Office is not allowed.
- Chewing gum or bubble gum is not permitted.
- Students are not permitted in the following areas unless with special permission or in the presence of a staff member: the stage, kitchen, foyer and gallery of the Hall, all Laboratories and the special areas of Home Economics, Art, Clothing Rooms and the Gymnasium.
- Telephones: Hobson House for Year 13 only
Upstairs in the Old Hall: for **all** students during interval and lunchtime only.
Cell phones are permitted, but must not be turned on during school hours: 8.30 – 3.30pm.

Behaviour out of School

- On no occasion may there be eating or drinking on public transport or in the street.
- Students travelling on public transport must give up their seats when adults are standing. This is not only courteous, but also is a condition of having a cheaper ticket.

Uniform

Cardigans are not to be worn on the street.

All students must have a blazer. It is needed for street wear, for assemblies and for other formal occasions.

General

- Students must behave in an acceptable manner in their homestay accommodation as specified in the homestay handbook.
- Students found to be involved in any manner with drugs may be suspended or expelled from College.
- Students found to be involved in any manner with alcohol may be suspended or expelled from College.
- Students found to be involved in any manner with cigarettes or tobacco may be suspended or expelled from College.
- Consistent misbehaviour and disruption of classes may result in suspension and/or expulsion.
- Students are under school discipline from the time of leaving their homes for school until they return home. Only Year 13 girls are permitted to leave the school grounds at lunchtimes.

Lunch

Students (except Year 13) are not permitted to leave the school grounds during the school day, so your Homestay carer is asked to provide a lunch for you. Sometimes you may wish to purchase food at school and the school Tuckshop provides sandwiches, soup, noodles, filled rolls, fruit and other items for purchase. The Tuckshop is open at interval and lunchtime.

HOUSES

Every student is put into one of five houses. You will remain in the same House throughout your time at Queen Margaret College. Provided we are aware of the relationship, where possible we try to put each girl into the same House as other members of her family.

The Houses are:

Berwick	Blue and Silver	<i>Ad Astra (To the Stars)</i>
Braemar	Blue and Yellow	<i>Honour before Honours</i>
Glamis	Blue and Red	<i>Our Best Always</i>
Lochleven	Green and Black	<i>Nemo Sibi Vivit (No One Lives for Herself)</i>
Stirling	Yellow and Black	<i>Aude Sapere (Dare to be Wise)</i>

The Houses are all named after castles in Scotland. There are photographs of these five castles in the Old Hall above the photographs of previous Principals and Chairmen of the Board. Each House has its own banner and when there has been a House competition these banners are placed in order in the New Hall. Several activities within the school are run as an Inter-House Competition. e.g. House Music competition, sports days, individual sport competitions, credit totals.

FORM ROOMS

Every class level has their own form room and each student has a desk and a locker within that form room.

Year 13 reside in a separate house (Hobson House) which has three locker rooms, a lounge, a kitchen, two bathrooms and two showers for their use. They do not have individual desks.



Hobson House

PART FOUR

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

The *Code of Practice for the Pastoral Care of International Students* (the Code) protects students and helps make sure they get a good education and safe accommodation. There is a summary of the Code at the back of this guide and you have been given a brochure explaining more about the Code. Some of the rules are given here.

REFUND OF FEES

All New Zealand schools must follow the guidelines of the Code of Practice and all will have a refund policy which may allow a refund of part of the fees paid if a student leaves. Please ask Queen Margaret College to explain their refund policy.

COMMUNICATION WITH YOUR PARENTS

It is the responsibility of the school, not your homestay, to communicate regularly with your parents. You must tell the school of any changes of residential address, phone number or other contact details, so that the school can contact your parents at any time.

INFORMATION AND PRIVACY

The School must hold the following information at all times:

- Full Name
- Current address and contact phone number(s)
- Passport and permit details (photocopy of title page and student permit)
- Full names and current addresses, including emergency contact details, of parents for students aged under 18 and of emergency contact persons for students aged 18 and over.

Personal information on any student is subject to the Privacy Act, which prohibits (prevents) the disclosure of any personal information or details to others. Schools must ensure that all personal information, is obtained, stored and released in accordance with the Privacy Act.

You should be asked before information about you is shared with anybody else. The school's application form will have included a section for you to give permission for the school to pass on information to others as necessary. For instance, information to your homestay parents about you, before you came.

GRIEVANCE PROCEDURE

Quick summary

- ask your homestay carers for help (unless your complaint is about them)
- contact the school – Dean, International Director or Principal or Guardian
- contact your parents, your agent or counsellor
- contact IEAA (see back of book for contact details).

Complaints Process

Your school must:

- make sure you know about and can use, ‘adequate and fair’ internal processes (within the school) for dealing with grievances (complaints).
- display (eg on a noticeboard) information about their complaints process
- display (eg on a noticeboard) information about the IEAA (see below).

So, look for this information if you need help with a problem.

If you think the school is not being fair, then you should make a complaint. A breach of the Code could mean not doing or not providing something they should be, or doing something that the Code says they aren’t allowed to.

1. The first and best thing to do is to talk about it. You can talk to your homestay parents and they can help you by contacting the school and finding out the next step. Usually this will be enough and you will get the help you need.
2. If this is not enough you should talk to the Dean of International Students. It is her job to hear any complaints or concerns that you have. You may be able to ask a friend to come with you for support or to help make sure both you and the school staff understand your problem.
3. If the problem is still not fixed, you should discuss it with your agent. By now you will probably already have been in touch with your parents and they may be contacting your agent as well.
4. If the problem is not fixed, or you are still not happy with how the school is handling your complaint, then you can contact the IEAA. The complaint must be about a breach of the Code (see summary), and you must have approached the school for help first.

The **International Education Appeal Authority** (IEAA) is established to receive and adjudicate (decide) on complaints received from international students or their authorised agents/representatives concerning alleged breaches of the Code.

The school has already agreed that it will provide information to the IEAA if asked. The IEAA may decide to refer your complaint to another organisation that is more suited to hear your complaint if necessary. The IEAA will let you and the school know of the outcome of their investigation. Their decision is binding on both you and the school. This means you cannot argue with them if you still do not agree, but neither can the school. If the school is asked to do something to fix the problem, the IEAA will give the school a time frame in which to do it.

If the school fails to fix the problem (to the satisfaction of the IEAA), then the school may be suspended or removed from the Code and be unable to provide a service for International Students.

You can write to the IEAA at:

The International Education Appeal Authority
C/- Ministry of Education
PO Box 1666
Wellington
New Zealand

Remember that you have to have complained to the school and been unhappy with their response **before** you contact the IEAA.

In Review

1. Read the *Grievance Policy* for your school.
2. Ask your homestay to help you sort it out.
3. Ask your Dean for help.
4. Ask the Director of International Students or the Principal for help.

If nothing has improved then:

5. Contact the IEAA
(you can contact your parents and/or your agent at any step)

HOMESTAYS – RIGHT OF REDRESS FOR PARTIES IN HOMESTAY

Caregiver:

1. Contact Dean International Students.
2. Mediation by Dean.
3. If caregiver no longer wishes to accommodate the student, the latter will be removed.

Student:

1. Contact Dean International Students.
2. Mediation.
3. However, if irrevocable breakdown – student will be moved to new homestay.

Dean:

1. Initiate a discussion if a concern arises. As a result the student may, or may not, be removed.
2. If a major concern notify Department of Child, Youth and Family Services or the Police.
3. Remove student immediately.
4. Arrange for appropriate counselling service.

At all times the caregiver and student have right of appeal to the International Appeal Authority if the internal grievance procedures are not meeting their needs. (see above contact details).

WHAT IF YOU GET INTO TROUBLE AT SCHOOL?

The Education (Stand-down, Suspension, Exclusion and Expulsion) Rules 1999

Section 15.4 of the Code confirms that the above rules apply to all international students in New Zealand schools. This means that, once enrolled, you will be treated by the school the same as if you were a New Zealand student.

Your parents must be advised of any disciplinary problems by the school. If you have been missing school or there have been similar less serious problems at school, the homestay parents will be notified and it is their responsibility to follow this up with you. If the situation gets worse the school will then need to notify your actual parents.

It is the school's responsibility to monitor your attendance and progress and advise homestay caregivers, your agent and your parents of your attendance patterns and academic progress.

WHAT IF YOU ARE ABUSED?

Reporting to Child, Youth and Family

You are protected under New Zealand law against abuse. If you think you have been abused you need to notify the school immediately. There are procedures in place to help and protect you. These are called 'Breaking the Cycle' and you can get a copy by asking the school. They will report to the Department of Child Youth and Family Services (CYFS) or the Police.

Child abuse is defined as: '... the harming (whether physically, emotionally, sexually,) ill-treatment, abuse neglect, or deprivation of any child or young person.'

The following list gives examples of abuse. It does not include everything that can happen. If something else is done to you, that you are not happy about it is important you report it.

Physical abuse is any act that results in inflicted injury. It may be deliberate or unintentional. It includes bruising, cuts, head injuries.

Sexual abuse is any act that result in the exploitation of a child or young person, whether they agreed or not, for the sexual gratification of another person. These may be adults or other young persons. It includes: Non-contact abuse (suggestive behaviour or comments, exposure to pornographic material); contact abuse (fondling, masturbation, rape); Involvement in pornography or prostitution.

Psychological maltreatment or emotional abuse may include; rejection, isolation, ignoring, not providing adequate food, lack of supervision.

HOLIDAYS

Schools are responsible for you from the time you leave your country to the time you return. This means, they are responsible for you if you stay in New Zealand over any of the school holidays.

The school must approve your travel within New Zealand, unless your parents have approved the travel and the school has proof of that approval. When you know what you are doing; if you plan to travel away from your homestay, travel with your homestay or return home, for the holiday you should let the Director of International Students know your plans, so she can approve them. You don't need to worry if you are staying in the homestay.

If your homestay family offer to take you away in New Zealand, they may ask for a contribution for any increased costs, eg travel, accommodation, meals out. These costs should be discussed with you before you go, if you have any questions ask at school.

If your homestay family is going away, but not taking you, the school will make other homestay arrangements for you.

'DANGEROUS' ACTIVITIES

New Zealand offers a great many 'adventure' tourist activities and often international students want to take part in them. You'll need to get your parents' written permission before doing anything considered dangerous. Queen Margaret College does not permit bungy jumping, fly by wire or white water rafting.

Parents' permission can usually be easily arranged by fax.

PART FIVE

LIVING IN A HOMESTAY

WHAT IS A HOMESTAY?

You will be living in a 'normal' New Zealand home as a family. You may be the only international student or there may be others. You may be the only student, or there may be children from the host parents' family. There will probably be two parents but may be only one.

It is important to remember that your homestay parent is NOT the same as your parents at home. The school rather than the homestay parent is responsible for you and your safety. As you are not at school all the time, the school arranges for your care out of school hours.

Thus your homestay parents have day-to-day responsibility for you. Perhaps the best general 'rule' is to say that their role is to guide rather than rule.

So, if you spend all your time talking with friends in your native language, your homestay parents may advise you but they cannot stop you speaking your own language. As a courtesy you should attempt to speak English in front of others but this will not always be possible. Remember that learning English will be difficult and a break into a familiar language will be necessary at times.

Your host family will have other expectations or 'rules' that apply to you as well as their family. It helps to discuss these with the school if you think they are unreasonable.

Obviously the same laws apply to you as for New Zealanders and if you are under 14 years you cannot be left at home on your own.

Remember it is the school which has responsibility for you and will communicate with your parents or agent if necessary.

You can help the school by making sure you fulfil your obligations, eg. getting to school, wearing correct uniform, doing homework. Your homestay family will contact the school if there are problems and the school will contact your homestay.

Ms Davison, Ms Trollope and Mrs Shepard are responsible for international students and their roles will be clearly explained to you. Contact numbers are at the back of this book.

WHO ARE HOMESTAY PARENTS?

Maybe the idea of taking a stranger into your own home and looking after them seems strange to you. Why would anyone want to do it? There are probably as many answers as there are homestay parents and you might like to ask 'your' homestay parents why they offered.

They're likely to tell you they like people, they're interested in other cultures, they were asked by the school, their friends are homestay parents and they recommended it, they wanted company for their other children or for themselves.

What they're unlikely to tell you is that they're doing it for the money. That's because they're unlikely to be making any money. It is expensive looking after a teenager and your homestay money goes toward your expenses. If your homestay family regularly take you out or go away on trips, they may even be paying some of your costs. Opening their home to a teenager from another country is not a decision to be taken lightly. It will have involved all the family. Being a homestay parent is much more rewarding than just having a boarder. You are still at high school and therefore require more friendly oversight than an independent young person.

For the time you are with the homestay family you become a member of their family, visiting their relatives, perhaps going on holiday with them and joining in day-to-day activities.

If you are studying English for more than a year, you may return to the same homestay but can also choose to try another homestay for a different New Zealand experience.

WHAT SHOULD YOUR HOMESTAY OFFER?

Your room

You will have a reasonable sized room to yourself, even if there are other international students or the family's own teenagers in the house.

If your homestay family have regular visitors and want to put them up, it is not suitable to ask you to share, even for a weekend. However, you may invite a friend to stay in your room with your host parents' permission.

Your room will have a study desk and chair with adequate lighting, standard bed with enough clean bedding for warmth, a heater, wardrobe and other suitable storage for your clothes, books and so on.

Your home should be clean and tidy but not especially luxurious. You should have access to a telephone and internet, though not necessarily one in your room.

Time

International students stay in homestays because of the opportunity to listen to and use English all the time. Your family should make time to talk to you every day, perhaps after school, while helping make tea or doing the dishes.

You will need the most help when you first arrive but even after you have been in New Zealand a while and hopefully have kiwi friends your family should still talk with you and check things out with you.

What is your money used for?

Your homestay board covers your costs; for food and electricity. The payment should cover most of your day-to-day expenses. You are considered a member of your homestay family, so family activities are included in your board. If the activity is your own choice, then you will be

expected to pay for it. For example, if your homestay family take you to the movies with them, they'll pay. If you go to the movies with your friends, you will pay.

You should not be expected to pay for additional items unless they are unusual, for example a meal at an expensive restaurant or extraordinary holiday expenses where you may be asked to pay a share of the extra cost. These should always be discussed and agreed with you beforehand.

If you have any concerns, doubts or questions talk to Ms Davison.

The school will give you guidelines as to what the payment is expected to cover but basically any of the usual living expenses should be paid by the homestay parents.

For example, you will pay for all your own toll calls, the homestay pays the rest of the phone bill. Students usually pay the toll account when the family phone bill arrives.

If your homestay has an internet account, you might want to negotiate a regular contribution to it. You will probably be limited to an hour or two per week. Email is a cheap option for keeping in touch with friends and family and the internet has newspapers from home and both are available through the School library after school.

If you spend hours on the internet or on the phone though, you are not speaking English and Ms Davison will talk to you about this.

The success of the homestay depends on many factors, including the ability of both the international student and the caregiver to talk to each other and agree on behaviour and rules.

BEFORE YOU ARRIVE

Once your application's been accepted the school should notify you who your homestay family is. They may email or write to you and your parents. You can also write. Your letter can introduce yourself and your family and what your interests are. You can include photos of yourself and your family. Your letter will say how much you are looking forward to meeting them and perhaps why you hope to study in New Zealand.

You may be worried about your English but your host family will not worry about this. They are looking forward to meeting you and helping you with your English. Your letter will give them some idea of what you can understand and this will help them when you first arrive.

WHEN YOU ARRIVE

You will arrive feeling tired, anxious, excited and probably overwhelmed by your impressions of the new country. The Director of International Students and/or your guardian or homestay parents will meet you. A warm welcome, a light meal, and a quick tour of the house will be enough for the first evening. This will give you a chance to unpack and personalise your room.

Don't expect to remember everything you've been told. Once you've had a good sleep you can ask for anything to be repeated. Over the next two weeks ask lots of questions.

Make sure you can lock the door (and how the alarm works) and what time your host parents leave for work in the morning. Your host parents will tell you what time they usually eat dinner and that they expect you to be home before then or to let them know. If your understanding of written English is better than your spoken English, ask for important instructions and expectations written down too.

Getting ready for school

The school will have made arrangements for you to visit the school and get your uniform. Ms Trollope or Ms Davison will give you a tour of the school and answer your questions about starting school.

The school will have arranged an orientation programme for you on the first day. It's a good idea to take some paper (lined A4 and pens) for notes on the first day.

Most homestay parents arrange to take their student to and from school on the first day at least. Or maybe you have host sisters also attending the same school that you can go with. Remember to write down your address and phone number and also any special instructions such as where you should wait after school if someone is picking you up or walking to the station / bus stop with you. You need a contact phone number for both host parents too.

School Lunches

Whether you or your host parent make your lunch, or if it is brought from home the cost is included in the board. If you choose to buy your own or to add 'extras' these should be paid for by you.

You may be used to having a lunch prepared for you, usually beautifully presented. In New Zealand most students make their own lunches. You will be shown how to make a sandwich and what else is available. It may take you a while to find food that you enjoy for lunch or to get the amount right.

Your homestay should ensure you have snacks (for example, rice or noodle soup) available for after school. Fresh fruit is generally freely available all year round in New Zealand, it makes a healthy addition to your lunch or for a snack.

BEHAVIOUR IN A HOMESTAY

Table Manners

If you have not eaten with a knife and fork before and are used to eating with chopsticks or spoon and fork, you will naturally be awkward to start with. Your host family should understand this and not embarrass you. Your skills will improve rapidly with practice. For right-handed people the knife is held in the right hand and used to cut meat into bite sized pieces, which are then lifted to your mouth with your fork (not the knife). Put only enough in your mouth for you to chew with your mouth closed (and don't talk with food in your mouth).

If you have meat or fish with bones in it, make sure you leave the bones on your plate or on a special plate provided for them.

You may eat with more noise than your new family is used to, eg. slurping noodles. You may be asked to eat more quietly if you can. The best idea is to watch and listen to your homestay family and try and copy them.

Your Room

This is your space and you will welcome a place to display photos and other items from 'home'. If at all possible put posters up and otherwise arrange the room to suit yourself. If you use pins or 'blue tac', it will minimise damage to walls.

You are entitled to privacy. Most New Zealand bedrooms do not include a lock. However, one could be fitted, if you are worried. Your host family (including children) should knock before entering the room. Unless you are happy to have pets in your room it should be 'off limits' to pets.

You are responsible for your own room - keeping it clean and tidy. Clean bedding should be made available each week and you are expected to change your bed yourself.

Do not store or leave dirty dishes in your room because of ants or worse. Your homestay parents may ask you not to eat food in your room, if they are concerned about mice. Tension can arise between different expectations and definitions of clean and tidy. You must make an effort to fit into the expectations of your homestay.

Staying in your room

Your room is comfortable, it's a little piece of home in a strange land, it can be easy to stay there and not spend time with your host family. However, while you are in your room, reading, doing homework or talking with your friends you are not using English. Being in a homestay means getting out and staying out of your room!

Join your host family in the evenings for watching TV, games and conversation. If you can achieve a balance between time on your own and time with the family, this will help your English and still allow for privacy and your friends. Some students decide to pay the extra cost of putting a phone line into their room. Although this is convenient and makes internet access easy, it has the disadvantage of encouraging you to stay in your room.

Friends in the Homestay

Usually you will be encouraged to invite friends to visit your homestay. You will be expected to limit your socialising in the evening to Friday or Saturday nights. It is up to your host parents to invite your friends to stay for a meal. You could discuss it with them before your friends visit. Make sure you do this infrequently as it involves your homestay in extra cost.

Friends of the opposite sex should not go into your bedroom and keep the door shut. Nor should they visit when your host parents are not home.

Sleep and other habits

You may be used to staying up much later than New Zealand teenagers and adults. You can be tired the next day and have difficulty getting out of bed and off to school. If this sounds like you, you need to decide how to manage your time in New Zealand.

When you stay up late, after 10pm, you must be quiet and not disturb the rest of your family. You will have been told what time is too late to make or receive phone calls. Make sure your friends respect this time. Use headphones for your sound system.

If you don't have an alarm clock, get one and use it! It is your responsibility to get to school on time and to be alert enough to learn when you get there.

Adjusting to the cold

Some of you will find Zealand cold. You may be used to warmer houses and be surprised at the lack of both central heating or air conditioning.

A room heater is very expensive on electricity, so put on extra clothes before you switch on the heater. If you are cold at night ask for an electric blanket, a 'hottie' or extra bedding. There is very little air pollution in New Zealand and many New Zealanders sleep with a window open even in winter. The air is 'fresh' and the room smells better, not stuffy. If the window does not 'lock' open securely ask for a lock to be fixed, if you are worried. TURN OFF your heater and electric blanket before you go to sleep.

Bathing

Your host parents will discuss bathing arrangements with you. It is usual to have a daily bath or shower in New Zealand.

You will need to know the following:

- Where to put your used towel.
- Where to get a clean towel.
- The best time to use the bathroom.
- How long you can take in the bathroom.
- How long you may stay in the shower.
- How to dispose of tampons or sanitary pads.

EXPECTATIONS OF NEW ZEALAND FAMILIES

Chores

Living in a New Zealand family can be a culture shock. If you see helping with chores as an opportunity to learn English, a chance to interact with your homestay family and a small thank you for the work they do for you, then chores will be a pleasure. If, however, you resent the time away from your friends or your homework and don't see why you should help since you are already paying to stay, then of course chores will be just that, a chore. How you react is your choice.

Firstly, you need to understand that it is normal for New Zealand children to help around the house, so as a member of the family you will be asked to share some household duties. At the very least, you are expected to pick up after yourself, keep your room clean and tidy, do your own dishes after a snack or having friends 'round'.

You may also be asked to set the table, help with cooking or the dishes. These are great opportunities to talk with your host family about your day. If you make an effort to help and fit in with your homestay, you will find they make an effort to do things for you.

Washing

If your homestay parents offer to do the washing, make sure you leave dirty washing where they can find it. Let them know if you need something for a special day. You'll soon work out who will fold or iron your clothes. If this is all done for you, perhaps you can help by bringing the washing in off the line, especially if it looks like rain and nobody else is home.

You may prefer to wash your own clothes. Your host parents will show you how to use the washing machine and what to do about wet washing. It is not appropriate to dry clothes, even underwear, in your room. If you don't like the idea of hanging your clothes on the clothes line, then ask to use a drier if one is available. As the air is clean, using a clothes line is a safe way to dry clothes.

Keep in touch

The school has a responsibility to know where you are all the time. What this means is that when you are not at school or at home, you must let your homestay family know where you are and what time you will be home. This can be a simple phone call leaving a message. It is polite anyway, to notify your family if you are not going to be home for a meal.

Your homestay family will tell you what time they would like you home by after school and if you will be later than that you are expected to ring.

SPECIFIC HOMESTAY RESPONSIBILITIES

Your health

If you are ill and unable to attend school, the homestay parent must notify the school in the morning. If you need a doctor, your homestay parents, Ms Davison or Mrs Shepard will take you.

Medical emergencies

In the case of a medical emergency the homestay parent should obtain medical assistance immediately. They will then contact Ms Davison and she will contact your parents to inform them of the emergency and to get their permission or direction.

To notify the emergency services in New Zealand. **Dial 111**.

Communication

Your homestay family is not responsible for ongoing contact with your parents. This is a school responsibility and they will have an agreed way of contacting your parents at short notice. The school also has a responsibility to report to your parents on the success of the homestay and how you are settling in to it and the New Zealand environment.

When your school holds parent interviews you may want to attend with your homestay parents or, if you are older, by yourself.

If your homestay parents know anything that may affect your learning or safety they have an obligation to tell the school. Remember, they have a contract with the school and more important the school has a contract with your parents.

PART SIX

LIVING AND STUDYING IN NEW ZEALAND

ENGLISH SPEAKING/SPEAKING ENGLISH

You're here to learn English, but everybody talks so fast - what can you do?

- talk English as much as possible – to other students and to your host family. Ask to play word games like I spy while doing the dishes
- watch TV, movies or videos
- listen to the radio or English music recordings
- read newspapers or magazines – especially a subject of interest to you
- read English books – both school and for pleasure. We have a great selection of easy readers to start with – just ask our Librarian Mrs Gleeson
- the more you use English – the easier it will be to understand.

ADJUSTING TO NEW ZEALAND

Feeling Homesick?

When you first arrive you are likely to think everything in New Zealand, in Wellington, your home and the school is wonderful. Later when you start to miss your parents, friends and usual food, you may decide everything is awful. What you are feeling is natural and is called 'culture shock'.

This comes from the effort of adjusting every day to all the small differences in your life. With support from your homestay parents, the school and your new friends (both Kiwi and your own culture), this stage will pass too.

It is important to remember that these stages are normal and are the result of adjusting to new circumstances.

Stages of Culture Shock

- Everything is wonderful
- Everything is awful
- Most things are all right and you are coping
- You start to thrive.

It might not be your Mum and Dad that you miss the most. It could be your brothers or sisters, your pet, your friends or even the large numbers of people and the noise of traffic and of course the smell and taste of your favourite foods and the music and language of your country. There are many things to miss. Many things in New Zealand are 'strange' and at times few things seem familiar. So, apart from feeling sad and sorry for yourself, which is normal, what are you going to do about it?

You will find the best way for you to deal with feeling homesick but other students have found the following to help.

- Save ringing home for when you must hear a familiar voice in a familiar language or arrange with your parents that they will ring you regularly so that you know you will hear from them soon. Another option is to ring once a week but keep the call short. That way you get to talk but it is not too expensive.
- Email and the internet are less expensive. The internet has newspapers and sites in your language too.
- Make sure your room is comfortable and has something of 'home' in it. Have photos of your family or familiar places. Perhaps you brought a small decoration from home and if not, your family could send you something for your room.
- Learn to cook a favourite dish and make that for your 'new' family.
- Get together with friends from your country. This is a great way to feel 'at home' and means you can relax with people who understand you without you having to explain yourself all the time. You know that if you are always with your friends you will not make Kiwi friends. It can be difficult leaving the 'comfort zone' of friends of your own culture, so a balance of time with them and time on your own or with New Zealanders is important.
- Talk to someone about how you are feeling. When your host mum or dad asks you how you are, don't just say fine and go to your room. Say you're feeling sad today. They will talk with you.
- Talk to Ms Davison or Mrs Shepard any time – we are here to help! ☺
- Do something else. Sometimes just getting out and doing something helps get your mind off how you are feeling. Play a game, go for a walk, even watch television or listen to music. Some people like to paint or draw, write poetry or a diary to express how they are feeling.

MAKING FRIENDS

There are probably other students from your country at school so you'll want to spend some time with them. You need to find a balance between speaking your native language and speaking English. You need to make New Zealand friends to speak English with.

How do you do this? Most New Zealanders are friendly, welcoming people who are usually curious about other countries. Some are shy, and some are more outgoing – just like some international students - but, if you are always in a large group laughing and talking in a language the New Zealand students cannot understand, they are unlikely to approach you.

Make time to be on your own and speak one-to-one with New Zealand students. In class is a good time because you have a ready excuse. You want help to understand what the teacher said. Go from there. Everybody likes talking about themselves so ask the student what they like to do, what music do they listen to, what are they doing at the weekend? You'll think of lots of things to talk about. After all you've already travelled half way around the world and settled into a strange school. How hard can talking to another teenager be?

Join a club, school activity or a sports team. Sometimes it is difficult to hear when meetings are being held, so ask Ms Davison, Mrs Shepard or our International Prefect to tell you something you are interested in is being organised.

RACISM

New Zealand is considered safe and racially tolerant and hopefully you will be treated kindly by everybody you meet. However, unfortunately you may be exposed to racist taunts or worse. Your homestay parents and Ms Davison will regularly check out how you are being treated at school and whether you feel safe going to and from school and in town.

Racism (or bullying) is unacceptable in any form and any incidences should be reported to your homestay who should inform the school and possibly the police. If people at school are unkind to you or make comments about your country, customs or culture that is racism too. You may prefer to ignore it and hope they ignore you too. If they do but if you are upset by their behaviour, please do something about it. Perhaps talk to other international students about how they have coped with such unkindness. You can talk with a teacher you respect, Ms Davison or Mrs Shepard or your homestay parents.

The more you can make Kiwi friends and not always be with other international students, the easier your acceptance by New Zealand students will be.

TRANSPORT

You may be used to using a much better public transport system than is available in most New Zealand towns and cities. Your host family will need to decide what transport they are able or prepared to provide. They are unlikely to be prepared to be a taxi service, taking you to town, the movies, your friends and back again. You may be dropped off and you make your own 'safe' arrangements home. It may not be safe to wander around the streets late at night. Check this out with your host parents or the school. If you will be coming home after dark, you should arrange safe transport home before you go out.

It is illegal to be transported in a car driven by someone without a full licence. The excuse that you did not know this law is not acceptable.

Remember that in New Zealand vehicles drive on the left-hand side of the road, not the right. You may find you look the 'wrong' way when you go to cross the road and give yourself and the driver a fright!

Make sure you have the name, address and telephone number of your homestay in case you get lost.

HOLIDAYS AND HOLY DAYS

Even if you are Christian you will find some differences in the holidays in New Zealand from your home country. Your log book will outline the days off school. You can ask your homestay parents for an explanation of the various holidays and in return you might like to explain which events are special in your own country and how you and your family celebrate them.

In the bigger centres there are often celebrations of the major events, for example Chinese New Year. If you cannot attend some of these, you may like to offer to cook a special dish or similar. Hopefully such celebration will help with any sense of missing out by being away from home on important occasions.

Birthdays

How do you usually celebrate your birthday? Discuss with your homestay what you would like to happen. Other students have enjoyed cooking a special meal for their new family and friends or going out to a restaurant. You need to work out who will pay for what so that nobody is upset. Your host parents may be happy to pay for you as well as themselves but may not be able to pay for a group of your friends. These things are best sorted out first. Whatever arrangements are made or gifts received, accept graciously.

What you want to do about birthdays for your host family will depend to some extent on how close you feel to them and how much you can afford. Some acknowledgment is an expected courtesy. A card, maybe a small gift e.g. chocolates will be appreciated. Anything more than that is up to you. Likewise for Mother's and Father's days. Of course your host parents are not your 'real' parents but some acknowledgment of their care for you will be appreciated. Again a card and maybe offering to cook or make a cup of tea will be enough. You will know what is the right thing to do for 'your' family. You will not be expected to contribute anything to any other family members except the family; parents and any host brothers or sisters that you actually live with. Again you will choose what is appropriate for your family. For instance if you have a lot of contact with grandparents, a card would be nice.

FOOD

Although you may already like fast food, you may not know much more about western food. Bread and potatoes are likely to be eaten every day, whereas if you're from Asia, you may be used to eating rice three times a day. Rice from different Asian countries is different as well. Your homestay may serve unfamiliar rice thinking they are doing you a favour.

Go shopping with your host family and show them which foods you like. This is especially important for snacks, fruit and vegetables as these may be different from what you are used to. Adding chilli or soy sauce to the family's food may help it taste more familiar to you.

You may be used to eating faster than your host family do. In New Zealand meals are often occasions for conversation or leisure. Many New Zealand families are busy too and you may have some of your meals in front of TV. If you can cook a simple dish or two from your country, offer to cook a meal for your host family.

Your host parents may say to you, "help yourself". This means you do not need to wait to be offered food but can 'help yourself' when you are hungry. This may seem strange, if you are used to guests being looked after. But remember you are not a guest in your homestay, you are a member of the family and also 'helping yourself' is a New Zealand way of doing things. Your host family is saying you are one of them and will be treated as such. Of course, you need to be sure what foods you can help yourself to, so check first if you are unsure. Also, if the time is just before the main meal, do not help yourself to a large snack. This may mean you are not hungry and do not eat the meal your family has prepared.

Whenever you get yourself a snack, have breakfast or lunch, make sure you clean up after yourself. Watch where things go or ask for help. Your host family will appreciate a clean and tidy kitchen, not a messy one with food and dirty dishes left out.

There will be many new foods, some you will like and some you won't. When first confronted by something new, just try a little bit. Your host parents will appreciate your effort but if you don't like it, just say so and eat something else. If this means you are still hungry after the family meal, ask if you can cook yourself some rice or something healthy.

Some Chinese students are lactose intolerant and cannot digest milk or milk products, you'll need to see after you arrive as you may not be aware not having been exposed before. 'Chinese Takeaways' are not the same as the food you are used to and are best used for occasional meals rather than a regular diet.

Weight gain

It is common to put on several kilos in the first year, probably because of eating more animal fats and the complex carbohydrates in bread, pasta and potatoes, not to mention chocolate and desserts! Weight gain can, however, be distressing. You may need to limit junk food and sweets to occasional treats. If the weight gain is limited to a few kilos, it is usually lost after a few months at home on your usual diet. It is a good idea to exercise or play sport as this will limit your weight gain. After the first year, students usually do not continue to put on weight.

PART SEVEN

CULTURAL DIFFERENCES

Cultural differences account for many difficulties experienced by homestay students and their hosts. You can help by seeing differences as something interesting rather than that you are right and your host family wrong.

Koha

Gift giving is an important aspect of most cultures. It is usual for New Zealanders of both Maori or European descent to take a small gift or koha, eg food or drink when visiting. This is unlikely to be wrapped and there is little ceremony in its delivery or acceptance in contrast with gift-giving customs in many Asian countries. If you visit a friend in a New Zealand home for a meal, it would be nice to take a little something eg biscuits or Coke but it is not expected. When you visit another home with your homestay family you are not expected to take a gift.

When New Zealanders give or receive wrapped gifts they will open them immediately and it is considered polite to show appreciation for the gift, often with a smile and thank you but depending on the relationship often with a kiss or hug as well. This may seem strange to you if you are not used to seeing gifts opened or emotions displayed. It is just a difference. You are not expected to do the same but if you receive a gift it is customary to thank the giver, whether you open the gift now or not.

Handkerchiefs

Many Asian people don't use handkerchiefs or tissues in public. The resultant sniffing is as offensive to most Westerners as our use of handkerchiefs is to you. This is a case where sensitivity on both sides is called for. Your homestay may ask you to stop sniffing by offering tissues.

Shoes

Many Asian customs are similar to Maori. It is customary to remove your shoes before entering a Maori meeting house (Wharenui) and many New Zealand homes. If your homestay family don't remove their shoes, you can still remove yours so that you feel comfortable. You may find you would not consider eating a meal while sitting on the floor or even have difficulty with clean washing being placed on the floor for folding. How you handle these cultural differences is up to you. There is no right or wrong way, just different customs.

Touching

Like personal space the cultural mores for touching vary from culture to culture. For instance you may not be used to touching on meeting a stranger, even shaking hands. In contrast, students from South America, parts of Europe and Turkey can find Kiwis very undemonstrative and you will appreciate a hug or 'face kiss' on greeting. Because touching is such a personal thing, you need to be in control of what is acceptable to you. Touching between host father and daughter is inappropriate in all circumstances.

TALKING PAST EACH OTHER

Saying Yes and meaning No

It may be difficult for you to say no you do not like or want to do something. This can upset your host family because they do not understand how to tell if you like something or not. If you are very uncomfortable saying no, think about how you can convey this message politely to your host parents. Remember New Zealanders are more direct than what you might be used to. You are unlikely to offend them if you say no thank you with a smile, especially if you can make a suggestion that is acceptable for you.

For example, if you are asked if you want to go to town and you don't want to say no, you could reply. "I still have some homework to do, I'd like to go tomorrow if that's ok." There will be times when both of you make mistakes and misunderstandings occur. If you can, be relaxed about it.

Saying No and meaning Yes

When first offered something you may say no, not really meaning it but not wanting to appear too forward. You expect to be offered a couple more times before saying yes please. A New Zealander is likely to take the first no as no and may not offer again. Needless to say this can cause confusion between cultures. If this happens repeatedly, you might like to qualify your no by saying, "No, not now thank you, perhaps later?" Again New Zealanders prefer a direct answer and will not think you are forward if you can say yes straight away.

New Zealander's use of the double negative, *you understand what I mean don't you,?* can be very confusing to non-English speakers., You're not sure if the correct response is Yes, I don't understand or No, I don't understand. Similarly the simple negative question often asked in New Zealand, "You don't like Marmite, do you?" will be answered logically with, "Yes", meaning yes, I don't. But New Zealanders expect a negative response, "No, I don't like Marmite."

The easiest response is to give a full reply, not just the yes or no, that way both you and the questioner understand.

GOOD MANNERS

Learning when to say; *excuse me, please and thank you* and saying them at the appropriate time will earn you more smiles than almost anything else. You may not be used to using such phrases in your own language but most English speaking cultures expect them and can be offended if they're not used. Please remember to thank your home stay parents when they do something for you. Even if it is something they do every day, like cook your tea, or take you to school. Listen to how New Zealander's use these phrases and try and copy them.

Facial expression

You may be used to hiding your feelings and not displaying emotion – it would be impolite to do so. New Zealanders are different! And they will want to know how you are feeling, so that they are happy because you are happy. If you do not smile, they may be worried that you are upset or sad.

There is no right or wrong way to deal with this, you are not a New Zealander and no one expects you to behave in a way that is uncomfortable for you. On the other hand you will need to reassure your host family that you're ok if they ask you. It might be best to explain your problem to Ms Davison or Mrs Shepard, so that they can explain your feelings to your homestay.

Talking quietly

Perhaps because of the population density you may not be used to hearing voices raised. Listening to your homestay family calling from one end of the house to the other may make you feel very uncomfortable.

Your homestay family may find it difficult to hear you, if you speak more softly than they are used to. You'll probably find over time you can speak up more, but you're unlikely to shout if you're not already used to doing so! You'll need to speak up in a New Zealand classroom or you'll never be heard!

Gender Differences

You may find that gender roles are more clearly defined in your own country. In many Asian countries women are less likely to work outside the home (although this is changing) and their attitude can be quiet compared to the more equal status of women in New Zealand.

- Some Japanese students may be unused to seeing much of their fathers and they may find relating to their 'Kiwi' father difficult.
- Neither culture nor way of living is 'correct' but they are different. You may be expected to do things in New Zealand that would be considered inappropriate in your own country because of your gender. If you can, see this as an opportunity to try a different role for a time. Of course, if you are asked to do something you are really uncomfortable with, you should discuss this with someone who can help e.g. Ms Davison or Mrs Shepard.

PART EIGHT

WHEN THINGS GO WRONG

HOMESTAY CHANGES AND TRANSFERS

If relationships breakdown, or there is a change of circumstance there may be a change of homestay. The homestay coordinator will only do this if they cannot sort out the problem between student and homestay.

If a student requests a change in homestay, there is usually a two week notice period which gives the school a chance to organise a new homestay. There may be a charge of two weeks homestay board paid to the 'old' homestay instead of notice.

If a homestay requests a change, then any board already paid is refunded. There will be a limit to the number of homestay changes in one year. Your obligation is to try and make a homestay work by being a member of the home.

ALCOHOL

The policy of Queen Margaret College (and New Zealand law for under 18 year olds) is that a student cannot consume alcohol even with the permission of the homestay family.

As stated below if you break New Zealand law with regard to alcohol (or drugs), you are likely to be sent back to your home.

SMOKING

Students are expected to be non-smoking in New Zealand. If you find you develop a smoking habit in New Zealand our school will direct you to a cessation programme.

BREAKING THE LAW IN NEW ZEALAND

If an international student who is under 16 years of age is arrested or charged with a crime, then the youth justice provisions of the Children Young Persons and their Families Act come into play. There are a number of things that could happen depending on how bad/serious the crime is. If the crime is very serious, then it may be necessary to be taken into custody. The Police are obviously very careful when arresting a minor (a young person), but legal advice (i.e. a lawyer) should be taken. The school will arrange this when they are notified. Breaking the law in New Zealand may result in you being sent home. Students need to understand that there will be consequences for their behaviour.

DRIVING

If you are to drive a car, a current New Zealand licence and/or international licence are acceptable. The minimum age for rental car hiring is 21 years. Most New Zealand highways are of a high standard and most main roads are sealed. Those not sealed are generally well graded and maintained.

School Policy

The driver must fill out a “*Driving to School Request Form*” which will be submitted to the DP Administration; attached will be a “*Passengers in Cars Driven by Students*” form.

Notes:

- Parents/Guardian signatures must be on forms, giving permission both as a driver and/or passenger.
- Vehicle must have a current Warrant of Fitness and be registered.
- Student/Driver must have a Full Licence if she is carrying passengers. This licence must be shown to DP Pastoral Welfare.
- The Driver may only carry the pupils stipulated on her permit slip.
- The Driver must carry “*Car Permit Slip*” with details of car driven (and passengers if applicable), at all times and produce this on request.
- Parents/Guardian must warrant that the car is insured for third party property damage while under the student’s control.
- Parents/Guardian will indemnify the school against any liability arising out of the student’s driving.
- The Driver must adhere to all road/driving rules and to parking restrictions of the Thorndon/inner city area.
- The Driver may only use the car to go to and from school.
- Failure to adhere to any of these procedures will lead to withdrawal of permission to drive to school.

Road Rules – A Short Guide

A copy of the New Zealand Road Code available from service (petrol) stations or the AA (Automobile Association) is recommended if you will be driving in New Zealand. The following is a summary, but is not intended to fully prepare you for New Zealand driving conditions.

- **Keep Left** -In New Zealand, traffic travels on the left hand side of the road.
- **Intersections** - Slow down and look all ways, be ready to stop. If you are turning, give way to all traffic not turning right and all right turning traffic coming from your right. Always obey the traffic lights or signs and the directions shown by words or arrows marked on the road.
- If you need to change lanes, see that it is safe to move, signal for three seconds or more before you change lanes. Only change when you can do so safely.

- **When turning left**, give way to traffic travelling straight through and to traffic turning right into the road you wish to take.
- **Speed Limits** -Whatever speed you travel, always leave enough room between you and the vehicle in front, so that you can stop safely, (follow the three second rule). Speed limits are in kilometres not miles. Around town the speed limit is 50kph and on the open road 100kph. There are restrictions governing road works, corners and built up areas.
- **Road Signs** -New Zealand uses international signs.
- **Seat Belts** -Are compulsory for driver and passengers in the front and back.
- **Bike Helmets** -Are compulsory in New Zealand and people may get an instant fine if riding without one.

BOYFRIENDS AND GIRLFRIENDS

It is normal and important to have friends as a teenager. However, because you are away from home, it is difficult for your parents to keep an eye on you and make sure you are safe. Some students get into trouble with the increased freedom in New Zealand. To make sure this does not happen to you, your school will want to inform your parents of any 'romantic' friendships that you form. They will want your parents to give written permission for any romantic relationships.

If you need information about contraception, safe sex or generally looking after yourself in a dating environment Ms Davison or Mrs Dagger the school nurse is available. There is also a Family Planning Clinic in Wellington which offers help. Socialising in a group, especially if it includes Kiwi and international students of many cultures may help prevent any loneliness and ensure you remain safe.

PORNOGRAPHY

If you are caught accessing pornography (off the internet or elsewhere), this will be reported to the school and they will discuss this with you. Accessing porn sites at school is against school rules and at the very least will result in you being banned from using the internet.

CODE OF PRACTICE

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational 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 under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

QUEEN MARGARET COLLEGE

WHO TO CONTACT

Telephone: 473 7160

Fascimile: (04) 471 2773

Email: administration@qmc.school.nz

Director of International Students

Ms. L Davison 473 7160 Home: 473 9395
Cell phone: 027 273 9395

Homestay Co ordinator

Ms. D. Shepard 473 7160 Home:499 6930
Cell phone: 021 188 4804

Enrolments Registrar

Ms J. Trollope 473 7160 Home: 499 1949
Cell phone: 021 840 080

Deputy Principal Pastoral

Miss M. Pivac 473 7160 Home: 386 3520

Absence: Ring between 7:15 and 9:00am 495 9182

IEAA

The International Education Appeal Authority
C/- Ministry of Education
PO Box 1666
Wellington
New Zealand