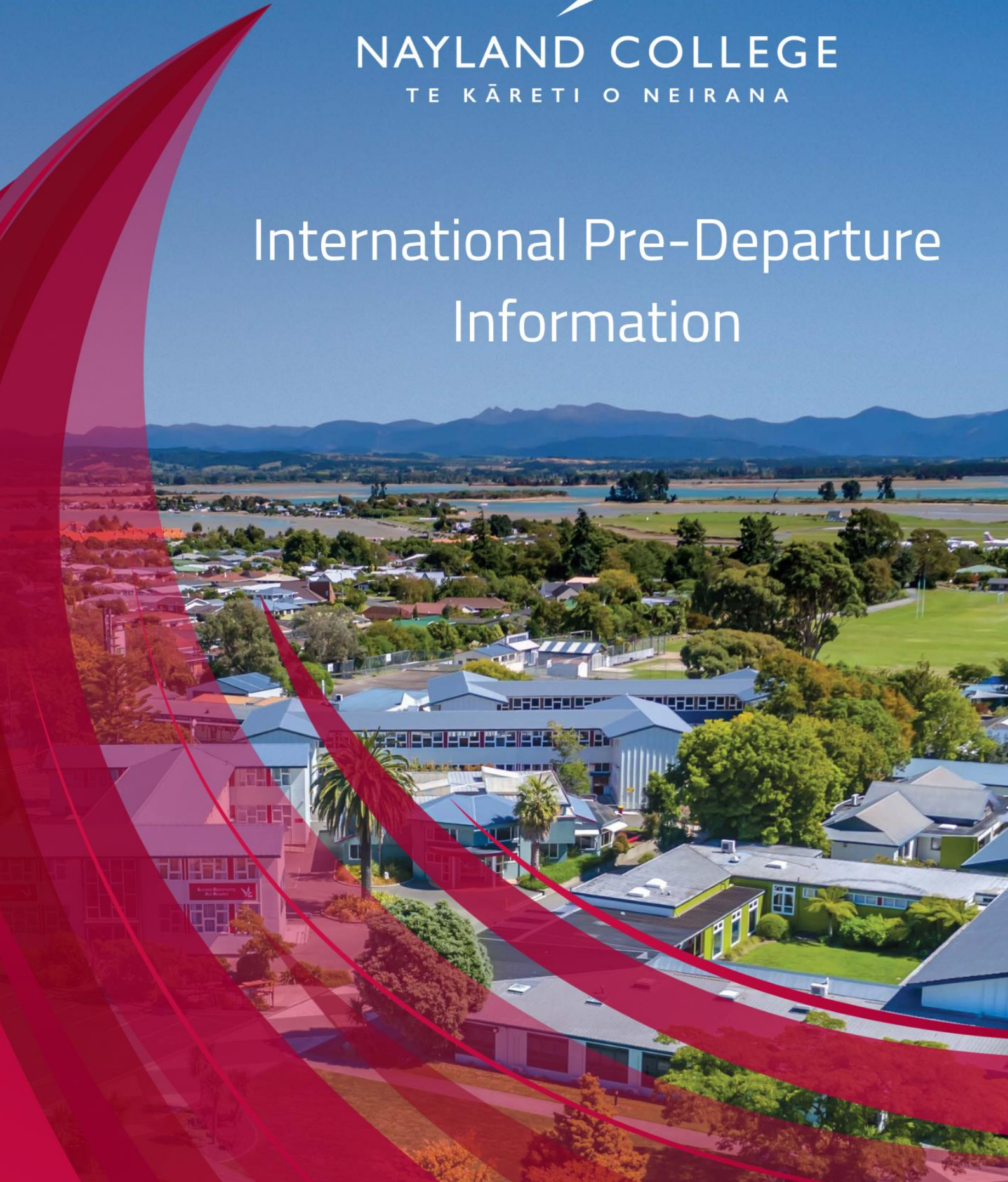




NAYLAND COLLEGE
TE KĀRETI O NEIRANA

International Pre-Departure Information



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1. Why New Zealand?



New Zealand is a very popular destination with international students. We have an excellent educational system in our schools, universities, and polytechnics and they are internationally recognised around the world.

New Zealand is an ideal place to study and travel. We have sophisticated cities, beautiful beaches, rugged coastlines and snow-capped mountains. The country offers opportunities to try many different activities like bungy jumping, sky diving, skiing in both the North and South Island as well as many more.

2. NauMai NZ

[NauMai NZ](https://www.naumainz.studyinnewzealand.govt.nz)

Before you arrive in New Zealand please have a look at this website, it is provided by our Government to support students prior to their arrival and during their stay here in New Zealand. You can sign up to this website and it will send you updates. Please take the time to have a look:

www.naumainz.studyinnewzealand.govt.nz

3. Arrival Card or New Zealand Traveller Declaration?

Customs New Zealand | Te Mana Ārai o Aotearoa has announced that Passenger Arrival Cards will be phased out, to be replaced by New Zealand Traveller Declaration | Whakapuakanga Tangata Haere ki Aotearoa cards by early 2024. There will be a transition period between 1 December 2023

and 31 March 2024, during which both Passenger Arrival Cards and New Zealand Traveller Declaration (NZTD) cards will be accepted. However, after 31 March 2024, only NZTD cards will be in circulation. These will be available through the NZTD mobile app or website. Paper forms will continue to be available for travellers who cannot complete the form online and will be accepted as a paper-based version of the digital NZTD at the air border. Passengers travelling by sea are not currently required to complete a digital declaration.

For more information on the traveller declaration process, please visit this page here - [About | New Zealand Traveller Declaration](#).

4. Climate

New Zealand boasts temperatures in summer of up to 27 degrees Celsius and in winter around 7 degrees Celsius. The coldest and wettest months are June to August and the warmest months are December to March.

Nelson has one of the highest sunshine hours in New Zealand and has a good reputation for its soothing Mediterranean climate. It is protected from the country's prevailing winds by the surrounding mountain ranges. There are four distinct seasons: a hot, dry summer peaking in February, a cooler autumn, a clear and crisp winter and then a milder, moist spring.

New Zealand homes have fires, heaters and electric blankets to make winter a pleasant time. Even in winter, Nelson skies are blue and the warm clothes you put on in the morning will often be too hot by lunchtime. The sun is very strong in New Zealand, and you will need to use a sunscreen to protect your skin, especially during spring and summer. For more information on New Zealand climate and weather [click here](#).

While these temperatures are the norm, the weather in New Zealand can change unexpectedly as cold fronts or tropical cyclones quickly blow in. Because of this, you should be prepared for sudden changes in weather and temperature, particularly if you're going hiking or doing other outdoor activities during the holidays.

5. Nelson

The Nelson region is famous for its year-round sunshine, long golden beaches, national parks, locally grown products, freshly caught seafood and a large creative community of working artists. Nelson is known for its vibrant music, arts and cultural calendar with a multitude of annual events and festivals.

The City of Nelson is the geographical centre of New Zealand and large enough to offer all the services and amenities of a large city yet is small enough to be intimate, welcoming and friendly. Nelson has a population of approximately 60,000 people. It is New Zealand's largest fishing port and the gateway to a major forestry and horticulture industry. Add to

this the attraction of fine foods, superb wines, an innovative craft industry, spectacular scenery and traditional Kiwi hospitality and you can understand why Nelson is a place to which holiday makers flock all year round.

The journey from the city of Nelson into the western region of Golden Bay and the Abel Tasman National Park is truly spectacular. Here the beautiful coastline is famous for clear blue waters and pristine golden sand beaches. The Abel Tasman National Park can be explored by guided walks, sea kayak, cruise boat, water taxi or freedom walking – experience penguins, seals, dolphins and native birds all set in lush native forest and beautiful beaches.

Inland Nelson is a wonderland of water adventure, including kayaking, rafting, boating and for those



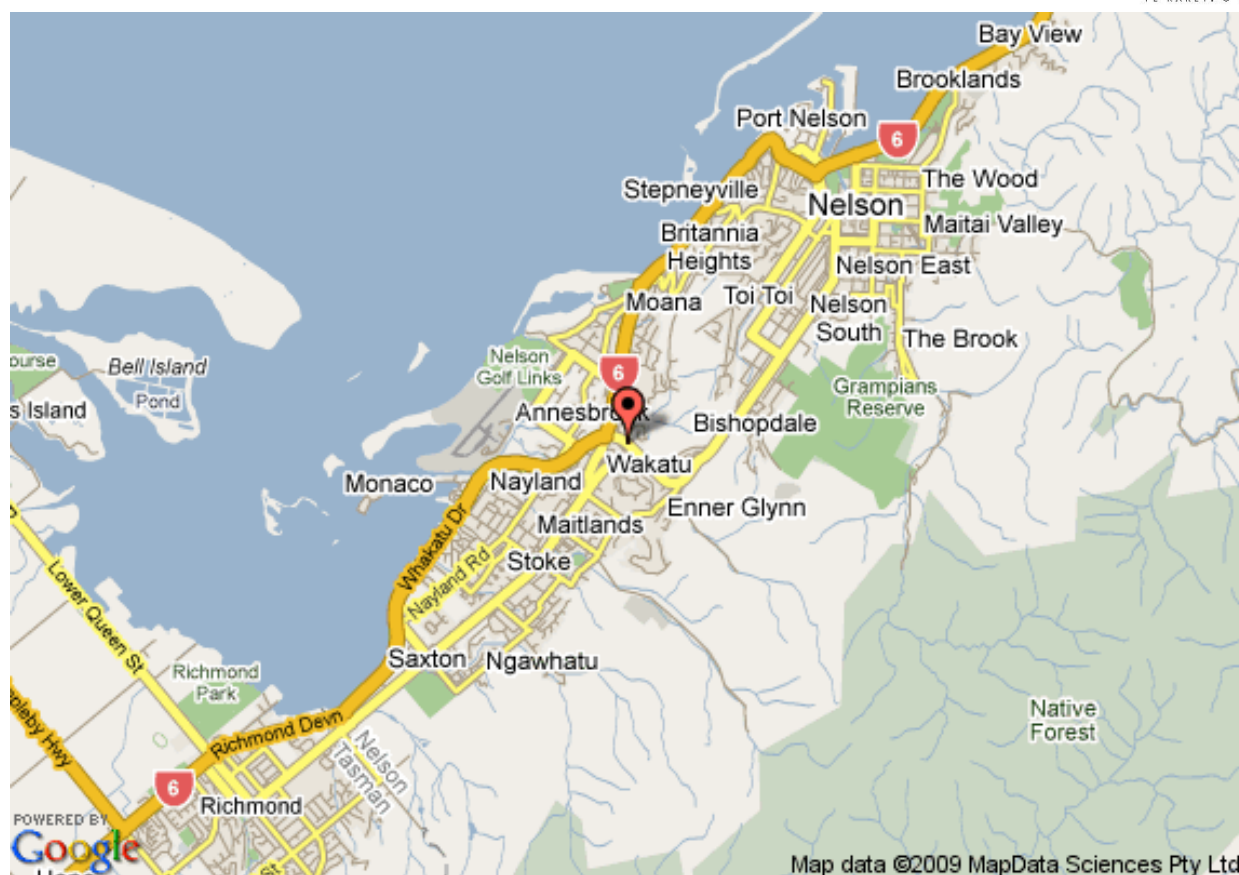
who prefer fishing, the Nelson Lakes area provides some of the best trout fishing in the world.

[Click here to see a video of our beautiful region!](#)

Find out more from:

- www.nelsontasman.nz
- <https://itson.co.nz/>

[Click here](#) or on the map to take you to an interactive Google map



6. Getting Places

In NZ, you will not have a driver to drive you places. You will need to be very independent in getting yourself to and from events, sports practice, shops etc. We expect your host parents to treat you just the same as their own family. Sometimes you will get picked up and other times you will need to catch buses, walk or bike. Your Host family will usually live within walking or biking distance of school.

We drive on the left side of the road, so you need to be very careful when crossing the road – make sure you look both ways! Remember look right first, then left, then right again, then cross the road. Each year in NZ there are accidents with international students who are knocked over on the roads by cars. This is potentially the most dangerous thing you will do whilst in NZ. Please be VERY careful.

You will be issued with a student ID card after you start school. This will get you cheaper bus fares and cheaper entry into places around Nelson and NZ. Your host family will make sure you can get to school on your first day. At orientation, you will receive the local bus timetable – remember to keep it!

7. What to take to New Zealand?

Below are items we suggest you bring to New Zealand. Depending on the time of year you are coming, will depend on what you bring. Here are some suggestions:

Spring/Summer (Oct-April)	Autumn/Winter (May-Sept)
<ul style="list-style-type: none"> • Swimwear • Sunhat • Sunglasses • Sunscreen • Shorts • Skirts • T-Shirts • Jumper/Sweat-shirt • Light Raincoat (something that will keep you dry) • Good walking shoes 	<ul style="list-style-type: none"> • Warm water-proof jacket • Sweater/Jumper • Long Trousers/Jeans • Long Sleeve Shirts • Scarf • Hat • Gloves • Good walking Shoes

For formal wear (e.g. School ball usually in June/July), we suggest the following:

Girls: Dress, Trousers/Skirt, Blouse, Dress Shoes

Boys: Long Trousers/Pants, Shirt, Tie, Dress Shoes, Socks

Miscellaneous Items

We suggest the following on top of the items listed below:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Camera • Medication • Umbrella • Toiletries • Towel | <ul style="list-style-type: none"> • Photos of Friends and Family from back home • A few personal belongings to help your room feel like home |
|---|---|

Please note that if you are bringing anything valuable (i.e. camera, phone, laptop etc.), you **MUST** have copies of the purchase price (i.e. proof of purchase or receipt) as you will not be able to claim for insurance if you don't have these.

If you have a current medical condition, we **MUST** know about this not only for insurance purposes but so we can assist you if you become unexpectedly ill.

8. Pocket Money & General Living Costs

Pocket money is a personal decision to make. Most NZ school students get less than \$50 per week to spend on going out. We suggest for an international student, around \$80 – 100 per week is a good estimate.

Make sure your parents are aware there are extra school costs such as uniform, books, Outdoor Education, field trips, sports fees so you do not pay for them out of your pocket money.

9. Travel and Medical Insurance

It is compulsory for all International Students who study at Nayland College to have Travel and Medical insurance. This means that every time you go to the doctors you can claim back the costs of your appointment and medication costs, or if you are travelling around NZ and lose something (i.e. your camera) then you can claim that back too. Please remember to keep your proof of purchase for electronic goods (e.g. laptop, camera, iPod etc.) in case you need to claim for anything.

If you have not purchased our insurance ([Unicare](#)) then you will be asked to provide a copy of your insurance at our orientation (1st day of school). If you have forgotten to ask us to organise your insurance, please contact Sophia (E-Mail: sophia.morris@nayland.school.nz) and she will send your parents or your agent an invoice – it's never too late!

10. Visas

It is compulsory for ALL International students to have a visa whilst studying at a secondary school in New Zealand. Students studying for more than one term have to apply for a Student Visa. On the student visa, it must state Nayland College. If it has another institution, you will need to change the status of your current visa. This can be done with a Variation of Conditions. Student visas can be applied for in New Zealand, online at a cost of \$340. All visa information is available on the following website: <http://www.immigration.govt.nz>



11. When to arrive in New Zealand

We recommend you arrive just a couple of days before school starts as it can get a little lonely waiting without knowing anyone and your host parents are probably at work (most parents in NZ work). We do not want you to arrive late, as the first days with our orientation are vital for you to fit into school life.

12. Passports and Passenger Arrival

When you arrive in New Zealand, you'll need to be carrying a passport that is valid for at least six months beyond your intended departure date.

Everyone travelling to New Zealand by air must complete an arrival and declaration card. This is usually issued onboard your plane. During 2024 New Zealand will return to an online declaration, once complete you will receive a Traveller Pass, before the travel. This includes New Zealand citizens and

residents, children and infants. Please check the status of the online declaration prior to travel and complete if required: <https://www.travellerdeclaration.govt.nz/>

Because New Zealand is an island it is very strict on what is brought into the country to protect its plants, animals & agriculture. It is important to be familiar with this. Items needing to be declared include hiking boots, most outdoor gear and anything that has recently come into contact with live-stock.

If in doubt, ask customs and declare any animal or plant products.

After you've cleared Customs Passport Control, you should collect your baggage and walk through either the green or red exit. Choose the green exit if you have nothing to declare; choose the red exit if you have goods or cash (over \$10,000NZD) that need to be declared.

Do not bring any food into NZ (unless you declare it) or you will be charged a fine on arrival. Fines start from \$200NZD!

13. Arrival in Auckland

Make sure you send your flight details to us as soon as you have booked your flights! We would hate for you to arrive and us not being there to pick you up. Look closely at your tickets as it is often an entire day ahead as NZ is the first place in the world to see each new day!

Auckland airport is very small in comparison to other airports around the world, so you shouldn't get lost. Once you have cleared security walk out the arrivals door and keep to your right. You will need to make your way to the domestic terminal to catch your next flight to Nelson. As you exit the International Terminal there is a free bus that will take you to the Domestic Terminal. It leaves every 15 minutes from just outside the main building. Alternatively, you can walk to the domestic terminal. This will take you about 10-15 minutes and you just follow the green line painted on the footpath. [We can contract our partners \(OK Welcome\) www.oknz.co.nz](http://www.oknz.co.nz) to pick you up and help you with the transfer if you wish. Once you have arrived at the Domestic terminal you may have to check in for your next flight at the self-help kiosk or if your flights are on one ticket you can just drop off your bags at the counter. When flying into Nelson, there will not be security controls before your flight, as New Zealand only has security controls on international and major domestic flights.

When you arrive at Nelson airport you will be met by our homestay co-ordinator and your host family.

14. Changing Money

If you have some money to change into New Zealand dollars, it is easiest to do it at the airport. \$200 - \$300 NZ is plenty to see you through the first few days. **The airport is the only place you will be able to exchange money.** You may want to buy a mobile phone or a New Zealand Sim card to use to let your parents know you got here safely. The international office will provide you with a New Zealand sim card and there is free Wifi at Auckland Airport. It is best to ask your homestay if you can call them to let them know you have arrived and safe in your new host family.

15. Bank Accounts

It is advisable to open a New Zealand bank account, if you are here for a year or longer. It doesn't cost anything to do and it makes things a lot easier when you are in New Zealand. We do not recommend that you keep large sums of money around your house/room/school or carry it around the streets on an everyday basis. In New Zealand, most people use EFTPOS bank/debit card and we encourage you to do the same. This is both the most convenient and the safest way. You must ensure you close the account before you leave.

16. Working in New Zealand

If you are in Y12 or 13 and if you have a Student Visa, you may be able to work part-time, up to 20 hours per week, and full-time during scheduled holidays. If you are interested in this possibility, please read more about it here:

<http://nzstudywork.immigration.govt.nz/work-rules-for-students/working-on-a-student-visa/>

You will need to submit a Variation of Conditions form which is available in the international office along with a letter from your parents giving you permission to work and a letter from Nayland College giving the same permission. The fee to apply for this Variation of Conditions is \$210. If you apply for the work visa the same time as applying for your student visa it is cheaper. Nayland College does have the right to have your work visa terminated if we think it is affecting your schoolwork.

17. Can I Drive Whilst in New Zealand

International students are **not allowed to drive at all** while studying at Nayland College unless you live with your own parents. However, you can sit the tests as it is may be much cheaper than in your home country, but you first **MUST** get approval from the International Director, before doing this.

18. Smoking and Vaping in New Zealand

New Zealand is aiming to be a smoke free country by 2025. In NZ, there are very strict rules about not smoking and vaping. You are not allowed to smoke or vape in buildings, workplaces or public sport fields etc. The smoking age in NZ is 18yrs or over. If you smoke or vape and would like help to stop, please talk to us about this.



19. Homestay Families

We try to carefully match you and your host family, so the more information you can tell us about what you are hoping for and what your interests are, the better we can match you. We get applications from host families from our local community. If we think they are suitable, we then visit the home and interview the family. If we are happy with them, we then get everyone over 18 in that house Police Vetted by the NZ Police Department to make sure they are suitable to host.

Every host family is different. There are single parents, older or younger couples as well as families with or without children. Sometimes families also host other international students. Most of our parents' work (both mother and father).

You will always have your own room. It is common for the children/students in the house to share the bathrooms. Always pick up your towel and put it on the towel rail.

When you arrive talk to your host family about what to do with your dirty clothes, so they get washed. Most families have a washing basket and you will just need to put your dirty clothes in the basket, so they get washed.

Students may be expected to help with some household duties. There will also be house rules to follow for example, there may be limits on telephone use, computer use and length of time in the shower or watching television. These house rules may vary between families.

If you are unhappy with your homestay placement when you get to NZ, we will ask you to try to work things out. If this still doesn't work, we will do our best to move you to another suitable family. There are sometimes personality clashes, and we understand this. We want you to feel as happy as you can in NZ, and this is a major part of your experience. We do require one to two weeks' notice if you or the host family decide to make a change.

If you damage any property in your homestay, please be honest and tell your homestay so you can work out a way to fix anything. Please leave your room and the rest of the house clean and tidy when you move out otherwise you may be charged a fee for having your room cleaned.

20. A Typical Day

The day in New Zealand generally starts at about 7am when most people get out of bed. The weekend is Saturday and Sunday, and often people will wake up later on these days. It is most usual to have a shower first thing in the morning and then have breakfast. Breakfast usually consists of toast, porridge, cereal or eggs.

During the weekdays, work and school start at about 8.30am and end at about 5pm (school for children ends at about 3pm). Lunch is usually half an hour, taken some time between 1pm and 2pm. It is a light meal, often just a sandwich and some fruit. Many food outlets and cafés sell hot food during lunch time but it is rare for people to return home for a large meal.

People generally come home in the late afternoon or early evening (about 6pm) and families are likely to have dinner together sometime between 6pm and 8pm. It is common for New Zealanders to spend time together in the evening, talking or watching TV. Usually, people go to bed sometime between 9pm and 11pm. In the country districts, it may be earlier. In the weekends, many people go out to visit friends, cafés, movies, bars or restaurants. It is usually only on weekends that people stay up late unless there is a special reason.

21. Food

Your host family will feed you 7 days per week (3 meals per day). In NZ, we tend to eat sandwiches for lunch and a hot cooked meal in the evenings. You might find this hard to get used to if you normally have a cooked meal in the middle of the day. You should always make your own lunch. You will need to ask your homestay/caregiver what is available for lunches. Try to avoid eating unhealthy snacks and takeaways during the day and remember that you will be having a cooked meal in the evening.

It is also a nice idea to help around the house at dinner time – perhaps ask if you can help by setting the table, helping to cook dinner every now and then. Why don't you bring a recipe from home and cook it for your new family? Mealtimes are a great way to practise your English. Your family can teach you a lot about New Zealand so ask lots of questions. Just remember, food in New Zealand may be different to what you are used to – always try it first, then if you don't like it, you may say so.

22. Can I have friends around to my house?

Your host family will treat you like a family member. So of course, you are allowed friends around to visit. Make sure you ask your host parents before you have your friends around. When they leave, please ensure you have not made a mess and if so, get your friends to help clean up! "More hands make light work". If you wish to have friends stay the night, it is entirely up to the host parents. If they say no, please respect their decision.

23. Curfews in New Zealand

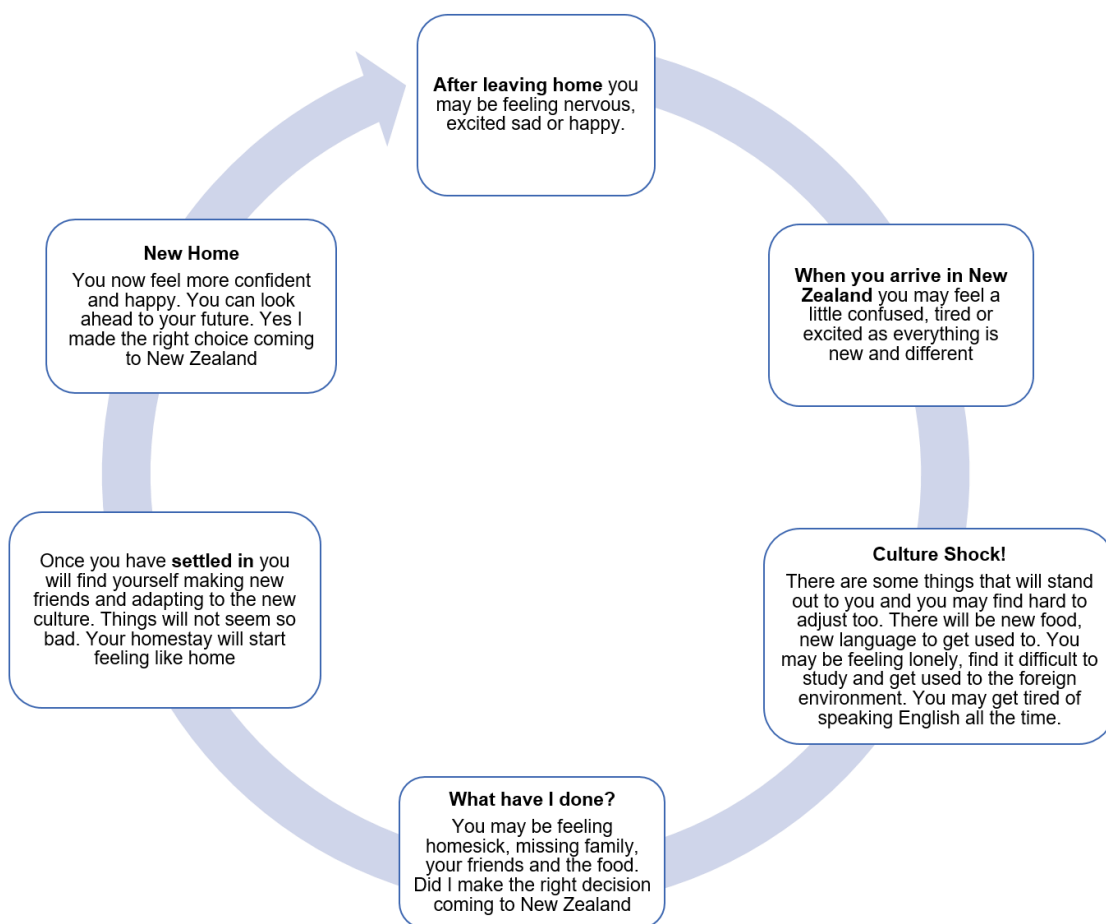
Most of our homestay families have or have had children so can relate to going out and wanting to get involved. Curfews can be tricky. The older you are, the later families will allow you to stay out at

night, but what you must realise is that New Zealanders go to bed quite early by international standards and there is not a vibrant nightlife for those under 18. Photo ID is required for 18-year-olds to go to licensed premises.

Discussion and communication are the key to curfews working well with you and your host family. The most important thing is to inform your host family of your location – especially if you are going to be home late, not home for dinner, staying at a friend's house etc. This is common courtesy and for your own safety

Possible curfew times in New Zealand (varies from house to house)

Age	Sunday - Thursday	Friday and Saturday
13 years old	6:00PM - 6.30PM	8.00PM - 8.30PM
14 years old	6:00PM - 6.30PM	8.30 - 9.00PM
15 years old	6:00PM - 6.30PM	9.00 - 9.30PM
16 years old	6:00PM - 6.30PM	10.30 - 11.00PM
17 years old	6:00PM - 6.30PM	11.30 - 12.00PM
18 years and up	6:00PM - 6.30PM	12.30AM - 1.00AM



24. Culture Shock – Arriving

Some good ways to successfully minimize and overcome culture shock are to read about the place where you will be staying and the things

you will be doing, also, if possible, speak with someone already living in the new environ-

ment. It's always a good idea to get into contact with your host family before leaving your home country, so they can give you a first impression of what to expect in New Zealand.

Once you are there, keep in mind that people and customs may be very different from what you are used to. Having realistic expectations and realizing that difficulties and misunderstandings may occur will help you keep a cool head when they do and keeping an open mind will allow you to find solutions to those problems that may arise.

When possible, interact with the local population. Don't succumb to the temptation to isolate yourself, even if it is within a group of compatriots. Locals will generally be pleased to introduce you to their culture and willing to answer questions. Don't be afraid of making mistakes. When you are eager to learn, people are usually more than willing to meet you half-way and learn from you in turn. Trying to keep expectations low will help you with staying open to new things.

Find ways to keep in touch with family and friends at home. Sometimes you just need to talk with someone who fully understands who you are and feels that your way of being is not strange, or rude. Keeping in touch also makes the homecoming process much easier.

25. Internet and Telephone Use

Most of you will have cell phones. We will provide you with a SIM card if you need one. Make sure you exchange numbers with all members in your homestay family, so you can phone or message them when necessary.

Please ask your host family before using the internet. They may have a limit on their internet usage so do not download a lot of information – i.e. music or movies! We recommend you bring your own laptop to NZ. Computers are available to use in the school during lunchtimes, before and after school until 4 pm. Free Wi-Fi exists throughout the school for you to use.

26. Bus Schedules

Please visit this website for a comprehensive list of bus times in Nelson

<http://www.nelson.govt.nz/services/transport/nbus/routes-and-timetables/>

27. Travelling Around New Zealand

You can travel around New Zealand if you are with a tour company or have special permission from the International Office at Nayland College. All travel MUST be approved so please make sure you get used to talking to us before you go anywhere outside of Nelson.

We want you to see as much as you can in New Zealand and there is always more than one way of getting to see places. Our office has many trips available throughout the holidays ranging in price from \$220 for a weekend trip to Golden Bay to \$3000 for a full South or North Island trip for 15 days.

If you want to have a look on their websites, these are the tour operators that we support, some of which may not be operating at present:

- New Zealand Educational Tours: <https://www.nzet.com/>
- NZ direct: <http://studenttours.co.nz/>

EXPEDNZ HOLIDAY PROGRAMMES www.expednz.com

ExpedNZ Programmes offer international students the opportunity to discover inspiring New Zealand landscapes, learn from a rich local culture and take their learning beyond the classroom walls. These 10-day outdoor experiential education programmes are specifically designed for international students to enhance their learning opportunities while in New Zealand. The programmes are run by instructors from Whenua Iti Outdoors, an organisation based in Nelson with 35yrs of experience in delivering impactful outdoor programmes to young people.

► [Watch programme video](#) (60 sec)

Sep/Oct Holidays Nelson Lakes Sea Kayak
& Hike Expedition

Ages: 15 - 18 yrs

Duration: 5 days / 4 night

Cost: \$950pp

Website: <https://www.whenuaiti.org.nz/programmes/aotearoa-adventure/>

Aotearoa Orientation

Experience and learn about Aotearoa, New Zealand through this cultural orientation program designed to provide students with an authentic insight into Te Ao Māori and the connection between indigenous people of Aotearoa to Te Taiao (the environment).

Ages: 14 – 18yrs

Duration: 5 days / 4 nights

Cost: \$1250pp

Website: <https://www.whenuaiti.org.nz/programmes/aotearoa-orientation/>

November Programmes

Still to be developed.

Dates: 13 – 17 November, 20 – 24 November

Duration: 5 days

Cost: TBC

Don't be afraid to ask for help when looking for places to go. The rules we have regarding travel are for your own safety.

28. Holidays

Travel back to your home country is normally only permitted in the mid-year holidays (after

term 2 - July) and after the school year finishes in December. We strongly advise you to only go home in these holidays and at Christmas time if you need to go home. We will allow you to travel home at other times only for special circumstances, but we need a letter from your parents explaining why you need to go.

All travel within the year MUST be carried out during school holiday time, i.e. after the last day of term and before the start of the next term. Any days off school will result in an absence being marked on the school computer system.

Your attendance MUST be 100% to enable you to pass your school academic study, and/or if you are wanting to apply for a new visa for further study in New Zealand.

29. Culture Shock – Going Home

It is often difficult to readjust to the old way of life. While reuniting with friends and family is always a pleasant experience, you may miss the routines and habits acquired while in New Zealand. This can be frustrating and dismaying when you envision homecoming as a wonderful moment where the world goes back to feeling "normal" again.

The truth is though, that like you missed the habits and customs that made home "home" you will also yearn for those habits and manners that you became accustomed to during your absence. Also, after an absence of several years it is likely that things have changed somewhat from your idealized memories. Similarly, to culture shock, the feeling eventually passes as you re-acclimatize and settle into your old surrounding.

30. Calendar



NAYLAND COLLEGE
TE KARETI O NEIRANA

2024 Calendar

Start up for Students

- 26 Jan: New enrolment interviews and senior course confirmation Y9, Y13 & new Y10-13 students
- 1 Feb: All years attend—school for all
- 2 Feb: All years attend—school for all

2024 Term Dates

Term 1: 1 February - 12 April
Term 2: 29 April - 5 July
Term 3: 22 July - 27 September
Term 4: 14 October - 13 December

- New Staff Orientation: 25-26 Jan
- Staff Only Days: 30-31 Jan, 6 Sep*
- Kahui Ako Staff Only Day: TBC
- NCEA Review Staff Only Days: 4 Jun, 11 Nov

* School open for instruction

Holidays

Nelson Anniversary Day: Mon 29 January
Waitangi Day: Tue 6 February
Good Friday: Fri 29 March
Easter Mon/Tue: Mon 1/Tue 2 April
ANZAC Day: Thu 25 April
King's Birthday: Mon 3 June
Matariki: Fri 28 June
Labour Day: Mon 28 October

January

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

31. Do I have to wear a uniform at Nayland College?

Nayland College students in years 9-12 are required to wear a uniform.

For **international** students studying in years 9 and 10 (junior students) it is *compulsory* to wear uniform.

For **international** students in year 11 and 12 it is *recommended* they wear uniform, as this helps with integration. However, for international students it is *optional* to wear uniform. If students choose not to wear a uniform, they will be required to follow the [dress code for year 13](#) students.

No uniform is required for Year 13 students. However, there is a [dress code for year 13](#).

Students representing the school at certain events may be required to wear uniform.

The approximate cost of a new uniform is **NZ\$200-400**. Click [here](#) to visit the uniform page. Students may bring with them any plain black shoes.



Nayland College uniform can be purchased from the NZ Uniforms shop.

For more information regarding shop location and opening hours, visit our uniform page on our website: www.nayland.school.nz/high-school-life/uniform/

If you play sport at Nayland College, you may be required to purchase a Nayland College sports uniform for that particular sport. Many sports team loan out the uniform and you must return it at the end of the season.

32. Attendance at School

You are required to attend school every day as part of your VISA requirements. If you can't be at school, your host family must call the Student Centre. If you arrive late or become unwell you need to report to the Student Centre. You must always stay on school grounds.

33. What sports or cultural clubs can I join in New Zealand?

There are many clubs and activities to join in with at Nayland College. The more you get involved the more friends you will make. Nayland College has "Daily Notices" which are emailed and posted on the portal every day. These notices inform students regarding what is on in and around school – i.e. where to sign up for sports teams, music groups etc. Make sure you read them every day!

Sports are seasonal (summer and winter sports) so it is essential to check if the one you are interested in is in fact on while you are here. Make sure you let us know if you are interested in any activities, so we can let the teachers in charge know you are coming, especially if you are in the top teams/groups in your school/province!

Please be aware that there may be additional costs if you join a sports team.

Sports include:

Term 1 and Term 4 have summer sports activities including: Touch Rugby, Volleyball, Cricket, Tennis and Softball.

Students can also join local sports clubs to do: Athletics, Cycling, Mountain Biking, Archery, Badminton, Squash, Bowls, Boxing, Canoeing, Climbing, Croquet, Dance Sport, Golf, Swimming, Multi-Sports, Orienteering, Rowing, Sailing, and more.

Terms 2 and 3 have similar sports, including: Netball, Basketball, Hockey, Rugby and Football (Soccer).

Students can also join local clubs for sports such as: Skiing/Snowboarding, Cycling, Mountain Biking, Bowls, Boxing, Climbing, Dance Sport, Golf, and more.

Sports available in Nelson include:

Please note that although students can play these sports, Nayland College does not provide coaching for all sports. Many of the sports are facilitated by the community and students will join local clubs.

For more information contact the sports office at Nayland College email:

sport@nayland.school.nz or visit our sport website: www.sporty.co.nz/naylandcollege

Please also see the Tasman Sports Directory for a list of all sports offered in the region and contact details for each one:

<http://www.sporttasman.org.nz/College-Sport/College-Sport>

Archery	All year
Athletics	Terms 1 & 4
Badminton	Terms 2 & 3 mostly
Basketball	Terms 2 & 3 (trials in term 1)
Beach Volleyball	Competitions in Term 1
Canoe Polo	Term 2
Cricket	Terms 1 & 4
Cross Country running/Harriers	All year
Cycling	Road all year
Equestrian	All year round
Football	Terms 2 & 3 (trials in term 1)
Golf	All year round
Gymnastics	Competitive gymnastic operates for most of the year as a club sport
Judo	All year
Karate	All year
Lawn Bowls	All year
Mountain Biking	All year
Netball	Terms 2 & 3 (trials in Term 1)
Orienteering	Terms 1 & 4
Petanque	All year
Rock Climbing	Terms 1, 2 & 3
Rugby	Terms 2 & 3 (trials in term 1)
Snow Boarding	August/September
Snow skiing	August/September
Softball	Terms 4 & 1
Squash	All year
Kite Surfing	Terms 1 & 4
Surf Lifesaving	Term 1
Swimming	All year
Table Tennis	All year
Taekwondo	All year
Tennis	Terms 1 & 4
Touch Rugby	Terms 1 & 4
Tramping	All year
Triathlon/Multisport	Terms 1 & 4 mostly

Ultimate Frisbee	All year
Volleyball	Terms 1 and 4
Waka Ama	All year round
Water polo	Terms 1 & 4
Weightlifting	All year
Windsurfing	All year
Yachting	Terms 1 & 4

If you are not interested in sports, you have the possibility to join several cultural groups. See the list below for some of the opportunities available.

New Zealand/Kiwi students can be quite reserved, so you will need to be bold and make the effort to make friends. The international students that get involved in the different sports and cultural groups make the most Kiwi friends and have a better experience in New Zealand.



Adventure Racing	Mr Crichton
Athletics	Mr Crichton
augMENTed (Boys Choir)	Mrs Ferguson Brill
Badminton	Mr Crichton
Basketball	Mr Crichton
Chamber Music Groups	Miss Mackenzie
Chess	Ms Vedder
Christian Group	TBC
Concert Band	Miss Mackenzie
Cricket	Mr Crichton
Cross-Country	Mr Crichton
Cycling	Mr Crichton
Dance Company	Ms Polglase
Debating	Mrs Bloomfield
Drama Company	Mrs Ferguson Brill
Football	Mr Crichton
Golf	Mr Crichton
Hockey	Mr Crichton
Jazz Band	Mr Walker
Journalism Club	Ms Prestidge
Kapa Haka (Pūaha Te Tai)	Ms Ngaruhe
Mixed Choir (NayCol Chorale)	Mrs Ferguson Brill
Mountain Biking	Mr Crichton
Multisport	Mr Patel

Musical Production	Mr Gerritsen
Netball	Mr Crichton
Orchestra	Mrs Ferguson Brill
Orienteering	Mr Crichton
Pasifika Neirana	Mr Watkins
PRIDE	Mr A Crichton
Rockquest	Miss Mackenzie
Rugby	Mr Crichton
Sailing	Mr Maitland
Shakespeare	Mrs Ferguson Brill
Snow Sports	Mr Crichton
Softball	Mr Crichton
Sotto Voce (Girls Choir)	Ms Dee
String Ensemble	Mrs Ferguson Brill
Tennis	Mr Crichton
Theatre Sports	Mrs Ferguson Brill
Touch Rugby	Mr Crichton
Triathlon	Mr Crichton
Tautīnei (Environmental Sustainability Team)	Mrs Swainston/Ms Ferguson
Ultimate Frisbee	Mr Cubanski
Volleyball	Mr Crichton
Waka Ama	Ms de Jong

Adventure Racing	Mr Crichton	Musical Production	Mr Gerritsen
Athletics	Mr Crichton	Netball	Mr Crichton
augMENTed (Boys Choir)	Mrs Ferguson Brill	Orchestra	Mrs Ferguson Brill
Badminton	Mr Crichton	Orienteering	Mr Crichton
Basketball	Mr Crichton	Pasifika Neirana	Mr Watkins
Chamber Music Groups	Miss Mackenzie	PRIDE	Mr A Crichton
Chess	Ms Vedder	Rockquest	Miss Mackenzie
Christian Group	TBC	Rugby	Mr Crichton
Concert Band	Miss Mackenzie	Sailing	Mr Maitland
Cricket	Mr Crichton	Shakespeare	Mrs Ferguson Brill
Cross-Country	Mr Crichton	Snow Sports	Mr Crichton
Cycling	Mr Crichton	Softball	Mr Crichton
Dance Company	Ms Polglase	Sotto Voce (Girls Choir)	Ms Dee
Debating	Mrs Bloomfield	String Ensemble	Mrs Ferguson Brill
Drama Company	Mrs Ferguson Brill	Tennis	Mr Crichton
Football	Mr Crichton	Theatre Sports	Mrs Ferguson Brill
Golf	Mr Crichton	Touch Rugby	Mr Crichton
Hockey	Mr Crichton	Triathlon	Mr Crichton
Jazz Band	Mr Walker	Tautinei (Environmental Sustainability Team)	Mrs Swainston/Ms Ferguson
Journalism Club	Ms Prestidge		
Kapa Haka (Pūaha Te Tai)	Ms Ngaruhe	Ultimate Frisbee	Mr Cubanski
Mixed Choir (NayCol Chorale)	Mrs Ferguson Brill	Volleyball	Mr Crichton
Mountain Biking	Mr Crichton	Waka Ama	Ms de Jong
Multisport	Mr Patel		

MUSIC LESSONS

Itinerant music teachers give lessons during school hours. These lessons rotate so that students do not always miss the same class. Some instruments may be available for hire from the College. Further information can be obtained from our website: <https://nayland.school.nz/curriculum/music/> Alternatively you can contact Head of Music Kay Mackenzie kay.mackenzie@nayland.school.nz or Performing Arts Administrator Jules Ferguson Brill jules.ferguson@nayland.school.nz Expressions of interest for itinerant music lessons close on 10 February. Online application forms are available via the [SchoolBridge app](#).

34. Food at School

At Nayland College we have one cafeteria for the students. You can buy snack food at morning tea (interval) and at lunchtime. There is a range of hot and cold food available to purchase. New Zealand schools do not have sit down cafeteria like in most other countries. We recommend bringing your own lunch to school, as most students do – Your host family will provide you with this.

35. Bring your own device

It is required that all students bring a device to school to use the internet and assist with their learning. For further information check out our website:

<https://nayland.school.nz/curriculum/byod/>

36. SchoolBridge

We strongly recommend you download the [SchoolBridge app](#). It will allow you to track your progress at school and provide you with a student ID.

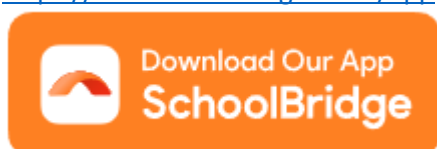
The app can be downloaded from your app store or by clicking the links below:

[Android App](#)

[iOS App](#)

Scan this QR code or access the URL to install:

<https://www.inboxdesign.co.nz/app>



37. NCEA

NCEA (National Certificate of Education Achievement) is New Zealand's national assessment system run by NZQA (New Zealand

Qualification's Authority). The system allows for internal (in the classroom) and external (end of year examination) assessment and is very flexible allowing students lots of choice of subjects and choice of how they present their work. You can find out more about the system here

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

Each subject is divided into a number of standards, each of which has a number of credits given to it. As each standard is achieved the student gains the credits. Standards can also be passed at merit and excellence, showing a higher level of understanding, but this does not give more credits.

At Level 1:

To achieve a Level 1 Certificate, 80 credits are needed at Level 1 or above. These can be from any subject area but 10 credits need to be identified as coming from Literacy standards and 10 as from Numeracy. These standards are from a range of subject areas.

At Level 2:

To achieve a Level 2 Certificate, 80 credits are needed – at least 60 from Level 2 or above. The other 20 could come from Level 1. The level 1 literacy and numeracy requirements must also be met.

At Level 3:


To achieve a Level 3 Certificate, 80 credits are needed – at least 60 from Level 3 or above. The other 20 could come from Level 2. The level 1 literacy and numeracy requirements must also be met.

38. External Examination Fees

At Nayland College some of our international senior students (that is Year 11, 12 and 13) sit NCEA exams which are recognised throughout the world at many universities and high schools. The cost to sit these exams is \$383.30. Please let us know as soon as possible if you wish to sit these exams. For more information about these exams, please go to:

<http://www.nzqa.govt.nz/qualifications-standards/qualifications/ncea/>

39. Timetable

 NAYLAND COLLEGE TE KĀRETI O NEIRANA					
2024 Timetable					
Monday Staff Briefing 8:25am	Tuesday	Wednesday	Thursday Staff PLD 8:25-9:20am	Friday Staff Briefing 8:25am	B Timetable
Period 1 8:50 - 9:50	Period 1 8:50 - 9:50	Period 1 8:50 - 9:50		Period 1 8:50 - 9:50	Period 1 8:50 - 9:45
Period 2 9:50 - 10:50	Period 2 9:50 - 10:50	Period 2 9:50 - 10:50	Junior Puna Ako (Senior non-contact) 9:25 - 10:10	Period 2 9:50 - 10:50	Period 2 9:45 - 10:40
Tutor/Waiora Assembly 10:50 - 11:10	Tutor/Omaio Assembly 10:50 - 11:10	Tutor/Ngā Whatu Assembly 10:50 - 11:10	Period 2 10:10 - 11:10	Tutor/Manukau Assembly 10:50 - 11:10	Extended Tutor Time (Junior & Senior) 10:40 - 11:10
Interval 11:10 - 11:35	Interval 11:10 - 11:35	Interval 11:10 - 11:35	Interval 11:10 - 11:35	Interval 11:10 - 11:35	Interval 11:10 - 11:35
Period 3 11:35 - 12:35	Period 3 11:35 - 12:35	Period 3 11:35 - 12:35	Period 3 11:35 - 12:35	Period 3 11:35 - 12:35	Period 3 11:35 - 12:35
Period 4 12:35 - 1:35	Period 4 12:35 - 1:35	Period 4 12:35 - 1:35	Period 4 12:35 - 1:35	Period 4 12:35 - 1:35	Period 4 12:35 - 1:35
Lunch 1:35 - 2:15	Lunch 1:35 - 2:15	Lunch 1:35 - 2:15	Lunch 1:35 - 2:15	Lunch 1:35 - 2:15	Lunch 1:35 - 2:15
Period 5 2:15 - 3:15	Period 5 2:15 - 3:15	Period 5 2:15 - 3:15	Period 5 2:15 - 3:15	Period 5 2:15 - 3:15	Period 5 2:15 - 3:15

HOW TO READ YOUR TIMETABLE

16217		Year 9		GPL		9C		PEGASUS	
Time		Teacher		Classroom		Teacher		Classroom	
		Wednesday		Thursday		Friday			
Interval		GPL 1.18		GPL 1.18		GPL 1.18		GPL 1.18	
		FORM		FORM		FORM		FORM	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
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		HCN 33		HCN 33		HCN 33		HCN 33	
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		HCN 33		HCN 33		HCN 33		HCN 33	
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		HCN 33		HCN 33		HCN 33		HCN 33	
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		HCN 33		HCN 33		HCN 33		HCN 33	
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		HCN 33		HCN 33		HCN 33		HCN 33	
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		9SOC		9SOC		9SOC		9SOC	
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		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		ATN 25		ATN 25		ATN 25	
		9SOC		9SOC		9SOC		9SOC	
		HCN 33		HCN 33		HCN 33		HCN 33	
		9ENG		9ENG		9ENG		9ENG	
		ATN 25		AT					

40. Subject Selection

Depending on your year level, you are able to choose a set number of option subjects, in addition to any compulsory subjects. In Year 13, there are no compulsory subjects.

We will work hard to provide you with the subjects that you request. However, please be aware that you might not get your preferred options as classes may be full. Entry to some subjects is subject to availability and students starting in terms 2, 3 and 4 may have limited choice due to classes being full.

We may offer some Outdoor Education classes specifically for international students.

Students in **Years 9 and 10** study six compulsory full-year core subjects and they may choose up to six option modules. These will be made up of six half-year modules or a combination of full-year and half-year modules.

Students in **Year 11** must do **6 subjects**, three of which are compulsory.

Students in **Year 12** must do **6 subjects** and there are no compulsory subjects.

Students in **Year 13** must do at least **5 subjects** and there are no compulsory subjects.



Please visit our website for more information:

www.nayland.school.nz/curriculum/subject-selection/

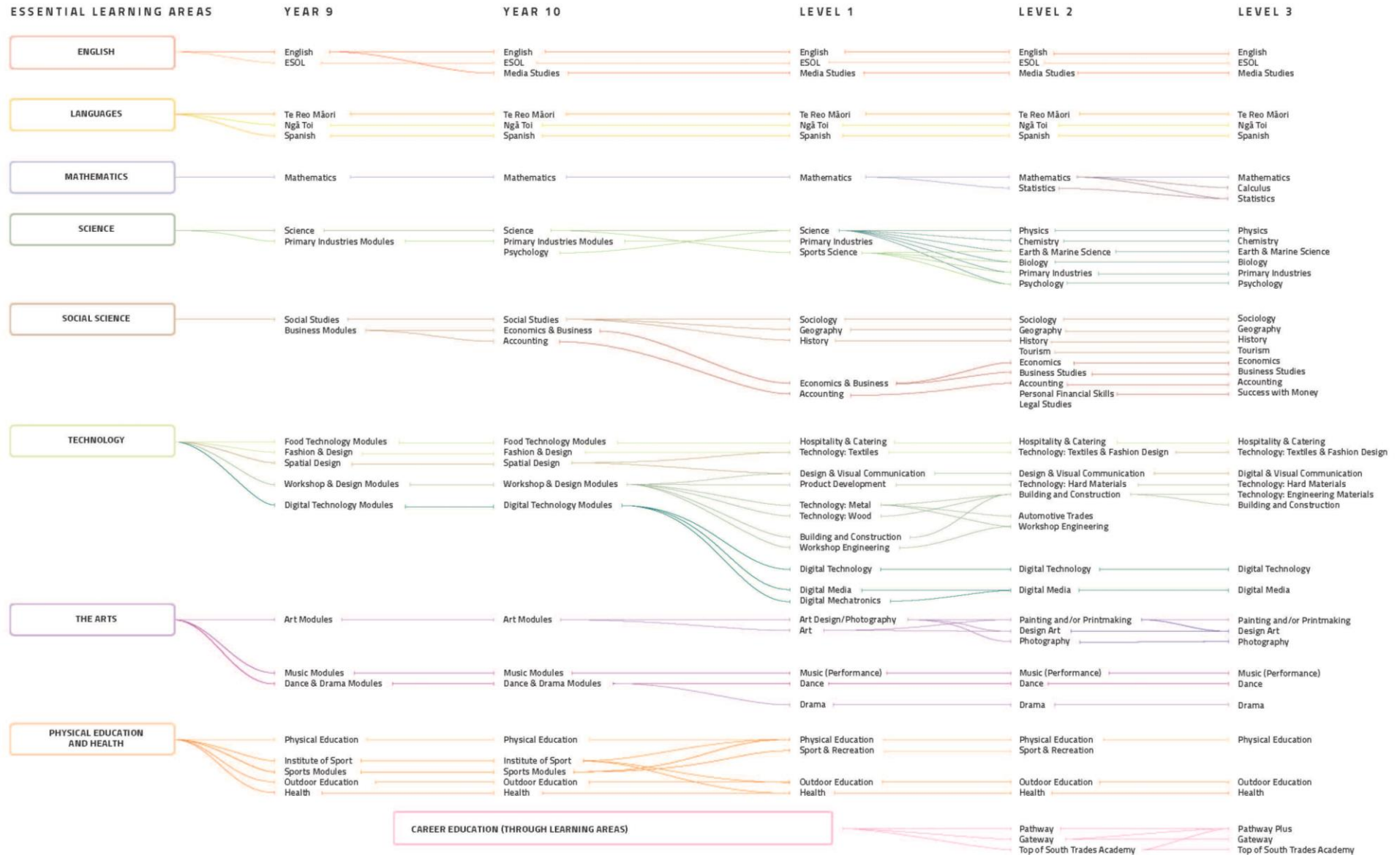
To view all courses available at Nayland College visit: www.nayland.schoolpoint.co.nz/courses

We also advise you to download the [SchoolBridge app](#)

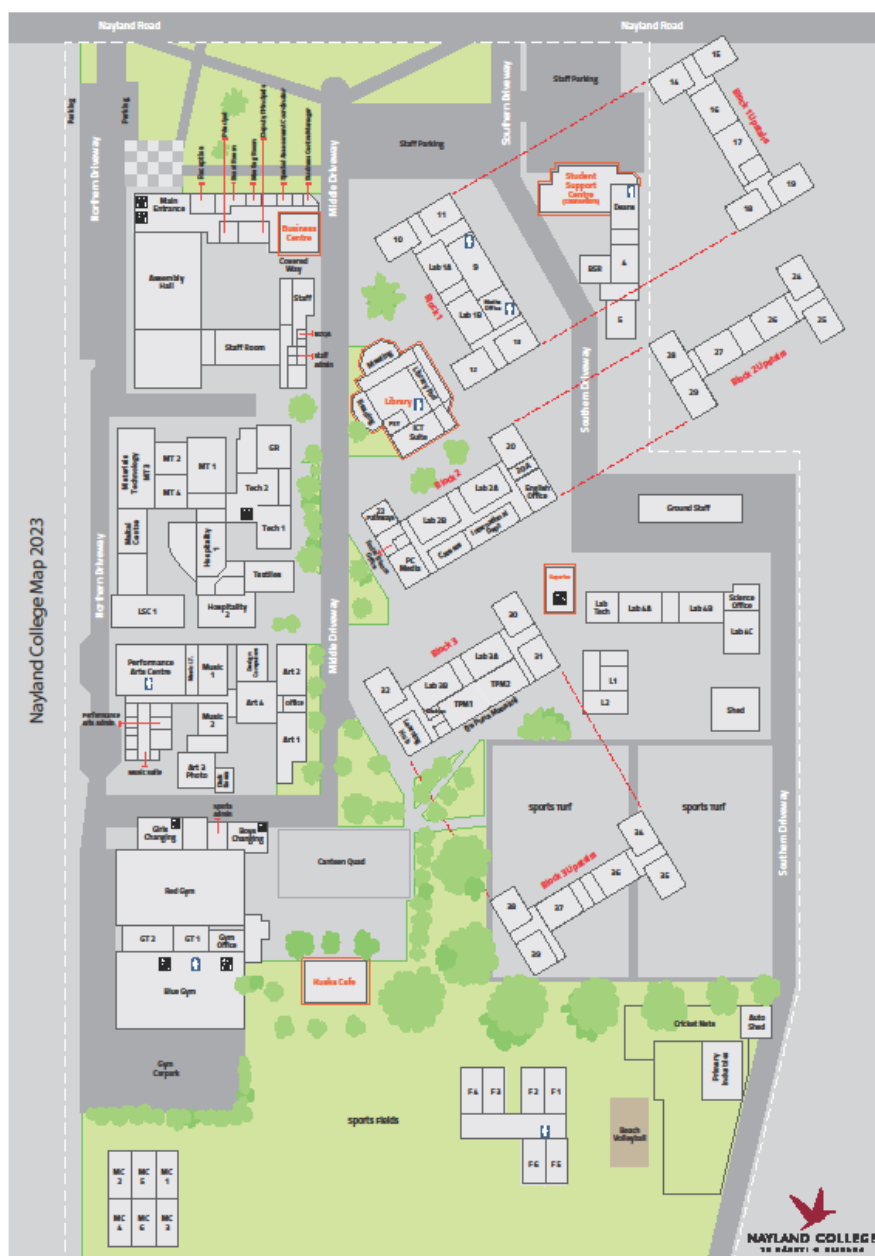


41. Subject Pathways

SUBJECT PATHWAYS INDICATIVE AND SUBJECT TO CHANGE



42. School Map



43. The International Department Staff



Gavin Millar

International Student Director

Office: 03 547 9769 Ext 893

Cell Phone: 021 0279 6403

E-Mail: gavin.millar@nayland.school.nz

Please remember that Nayland College provides 24 hour emergency care and Mr Millar can be contacted on his cell-phone +64 21 0279 6403



Sophia Morris

Homestay Coordinator

Cell Phone: 027 8105 772

E-Mail: sophia.morris@nayland.school.nz



Jessica Olander

International Office Administrator

Email: jessica.olander@nayland.school.nz

Attendance

Phone: 547 9769 Option 1

E-Mail: away@nayland.school.nz

44. Policies and Procedures

Fee Protection Policy For International Students

PURPOSE:

This fees protection policy makes clear factors that will be considered to ensure that international student fees paid in advance are protected and can be made available in accordance with the school's refund policy. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016.

FEES PROTECTION:

The school will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

1. The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
2. The school will ensure that generally accepted accounting procedures are applied to international student fees paid in advance
3. The school will ensure that only those staff with appropriate authority will have access to international student funds paid in advance
4. The school will ensure that all international fees paid in advance shall be paid into the school's operating account or other account authorized by the Principal
5. The school will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student
6. The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
7. The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures.

REVIEW:

The school will review procedures relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

REPORTING:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's fees protection policy.

International Students Refunds Policy

Request for a refund of international student fees

The school will consider all requests for a refund of international student fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund, including address of bank and swift code where relevant
- Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

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

- a) **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
- b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for the student before the refund request, cannot be refunded.
- d) **Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- e) **Portion of Unused Tuition Fees:** The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.

Request for a refund prior to enrolment

- a) If the student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided, less any Administration Fee that has been paid.
- b) If the student withdraws before the start of their enrolment, owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal before enrolment

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

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

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

Requests for a refund for enrolment of one term or less

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

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

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

- a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- b) Transfer the amount of any eligible refund to another provider or
- c) Make other arrangements agreed to by the student or their family and the school.

Requests for a refund where the Student's enrolment is ended by the School

In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:

- a) Any non-refundable fees set out in this policy
- b) Ten weeks tuition fees from the date of termination
- c) Any other reasonable costs that the school has incurred in ending the student's enrolment

Requests for a refund where the Student changes to a domestic student during the period of enrolment

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

Requests for a refund where a student voluntarily requests to transfer to another signatory

If the Student requests to transfer to another signatory after they arrive in New Zealand, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

Request for a refund of homestay fees

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

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

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

Except by written request from the Student or their parent or legal guardian, prepaid fees

unused at the end of enrolment amounting to less than NZD\$500 will be refunded in cash. Sums of NZD\$500 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees owed to the School

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

Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

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

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

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

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

Procedure For Student Extension At Nayland College

Rationale:

To ensure that a student's extension of their contracted time at Nayland College is approved by the school and the necessary costs are covered.

Procedure:

1. Student to make an enquiry to the International Office;
2. Student to write a letter to the International Director expressing 'why' they wish to extend their stay at Nayland College;
3. Written permission from their natural parents /guardian approving the wish of the student to extend their stay will be sent to the international office (and agent if appropriate);
4. When the letter and permission is received the School will:
 - i. Ask for teacher and tutor teacher feedback in the form of a report
 - ii. Check the pastoral entries in KAMAR

- iii. Check attendance to ensure it is above 90%
 - iv. Check lateness statistics to ensure there is no more than 10 lates/term
 - v. Investigate the behaviour and options for extension with the current homestay
5. The School will then use the above information to approve or decline the application to extend
6. If the application to extend is approved and the students is currently with an agent, then:
 - i. The student and/or natural parents/guardian will contact the agent and express their interest in extending;
 - ii. The agent is to contact the Nayland College and request a provisional offer and invoice;
 - iii. Once all fees are paid an offer will be issued and support provided for the visa application, as appropriate.
7. If the application to extend is approved and the students is not currently with an agent, then:
 - i. The provisional offer and invoice will be issued directly to the natural parents or guardian
 - ii. Once all fees are paid an offer will be issued and support provided for the visa application, as appropriate.

Complaints Procedure

Nayland College has established guidelines for students who have a complaint or grievance against the school. The procedure for dealing with such an issue is:

- 1) International students who consider that they have a concern, complaint or grievance with Nayland College should in the first instance discuss the concern with the International Student Director.
- 2) If the matter is not resolved to the satisfaction of the student, the student or their authorised agent/representative should then take up the matter with the Principal.
- 3) If the matter is still not resolved satisfactorily, the student should put their concern in writing to the Board of Trustees of Nayland College. The Board will then consider the matter and come to a decision.
- 4) If after doing all these things, you still feel that your problem has not been solved you can contact **iStudent Complaints** in a few ways:
 - a) **Website:** www.istudent.org.nz
 - b) **Email:** complaints@istudent.org.nz
 - c) **International phone:** 64 4 918 4975
 - d) **Freephone** (within New Zealand) 0800 00 66 75
 - e) **Fax** 64 4 918 4901
 - f) **On social media:** Facebook: www.facebook.com/istudent.complaints
 - g) **WeChat** (search for 'NZ iStudent Complaints' Chinese language only)
 - h) **Post:** iStudent Complaints, P.O. Box 2272, Wellington 6014, New Zealand

New Zealand's quality standards

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

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

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

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

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

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

["The Education \(Pastoral Care of International Students\) Code of Practice 2016"](#) (The Code of Practice).

is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website www.nzqa.govt.nz

About NZQA

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