

CONNECTING FAMILIES

SHARING CULTURES

IMPROVING LEARNING

**WAIHĪ**  
COLLEGE

# INTERNATIONAL STUDENT ORIENTATION HANDBOOK

**2025**





# Contents

Welcome	2	School Lunches	12
Staff and Contact Information	4	Sport	13
Code of Practice	4	Library	13
Emergency Telephone Numbers	5	Driving	13
Attendance	6	Culture Shock	14
Timetable	6	COVID 19	15
Terms Date	6	Health and Wellbeing	15
NCEA and Subjects	7	Houses	15
Super Tuesday	7	Social Media/Parent Portal	15
Homestay	8	Pōwhiri	15
Uniform	9	More Great Tips	16
Orientation	9	Important Numbers:	17
Course Fees	9	Travel Procedure	18
Stationary	9	International Student Travel Request Form	19
Code of Conduct and Policies	9	Got A Problem? Let's Get It Sorted	20
Health and Safety	10	What to do if you have a complaint	21
Complaints	11	Sports, Clubs and Activities	22
Transport	11	Refund Policy	25
Travel	12	Investigation Policy	28
Leaving the School Grounds	12	Student Code Of Conduct	30
Mobile and Telephones	12	Waihi College School Map	32
Internet	12	Emergency Procedures	33



NAU MAI, HAERE MAI,

# Welcome

Welcome to Waihi College and thank you for choosing to spend part of your international education with us.

We hope that your stay here is rewarding and is a time you will always remember. While you are here, there are many exciting challenges and experiences ahead of you. All will help you to not only learn about New Zealanders and New Zealand culture but will help you to learn more about yourself.

Many students say that the hardest part of their stay here is leaving and saying goodbye to the friends they have made. Whether you are here for one term or four, we know you will quickly come to feel like one of us.

We hope this information booklet is helpful to you and please ask as many questions as you like. The international room is on the corner of **C Block** so please come and see us anytime if you need help with anything or just a chat.

Once again welcome. We are so excited to have you here.

Ka kite and best regards,

**Alistair Cochrane**

Waihi College International Director

School Address: 105 Kensington Road, Waihi 3610



# Waihi College International Staff Contact Information



**Alistair Cochrane**  
International Director  
[alistair@Waihicol.school.nz](mailto:alistair@Waihicol.school.nz)  
+64 21 405 747  
07 863 8349 Extension 710



**Magdeleen Green**  
Homestay Co-ordinator  
[magdeleeng@Waihicol.school.nz](mailto:magdeleeng@Waihicol.school.nz)  
+64 21 0277 8120  
07 863 8349 Extension 710

## Waihi College Staff

Waihi College has a staff of approximately 80 people – 50 teachers, 30 support staff.

You will receive a list of teacher’s names at orientation. Waihi College leadership team is:



**Briar Carden-Scott**  
Principal



**Jo Howell**  
Deputy Principal  
Learning Design



**Amanda Cook**  
Deputy Principal  
Learning Relationships



**Ariana Te Wake**  
Deputy Principal  
Learning Enabler

You will also be introduced at orientation to our:

- School Nurse
- Career Advisor
- School Counsellor
- Student Services

## The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Waihi College is a signatory to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers. For more information about the Code please see [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](http://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/)  
([www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/](http://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/))

# Emergency Telephone Numbers

You need to carry with you always your:

- Host Family’s Mobile Number
- Waihi Colleges Emergency Number
- Alistair’s Mobile Phone Number

Below are the Emergency numbers to contact:

Fire - Ambulance - Police Call:

111

Waihi College  
Emergency Number:

021 405 747

Alistair Cochrane:

021 405 747



## Attendance

International students are required to be at school **by 8.35am** each school day. If you will be absent from school, your host family must let our school know by phone 07 863 8349 or text 021 830 055 to our Student Centre, **prior to 8.35am**.

A doctor's certificate is required if you are going to be absent for longer than 3 days due to illness. International students must ask permission from the International Director if you are going to be absent for any reason other than illness. Unaccounted absenteeism may result in termination of enrolment. School **starts at 8.45am and finishes at 3.10pm**.

Acceptable reasons for being absent are:

- Sickness
- Injury
- Family death
- Dental or medical appointment
- Emergencies

## Timetable

On your arrival at school, you will be given your personal timetable, once you have completed your subject selection.

## Terms Dates

There are four terms in the school year. Terms dates for 2025 are:

### 2025

<b>Term 1</b>	3rd February	11th April
<b>Term 2</b>	28th April	27th June
<b>Term 3</b>	14th July	19th September
<b>Term 4</b>	6th October	11th December

For information on New Zealand Public Holidays for 2025 visit [Public Holidays 2025](https://www.education.govt.nz/school/school-terms-and-holiday-dates/).

([www.education.govt.nz/school/school-terms-and-holiday-dates/](https://www.education.govt.nz/school/school-terms-and-holiday-dates/))



## NCEA and Subjects

NCEA (National Certificate of Educational Achievement) is the New Zealand qualification system for high school students in years 11-13 (Levels 1-3) and is recognised throughout the world at many high schools and universities. You may wish to enter for NCEA (if you are studying at Waihi College for longer than 2 terms). It costs \$333.30 for international students. Many international students choose not to enter for NCEA. However, during your time at Waihi College you will do NCEA internal assessments. You are expected to complete these assessments if they are part of your class work. See our International Department staff or [visit the NCEA website for more information](#).

([www.nzqa.govt.nz/ncea](http://www.nzqa.govt.nz/ncea))

## Super Tuesday

Super Tuesday is an experience-based course that allows students to experience something new. It may stem from an interest that you haven't tried before, a skill that you see as valuable for your future career or develop a skill set that prepares you for the work force. It is also an opportunity for you to work in a multilevel class with students having a range of ages and abilities. These courses are completed over 3 periods on a Tuesday and are experience based. The intention is to develop skills and values that are not always assessed in the classroom but are valuable in society and the workforce.

**Examples of courses available are:**

- |                          |                       |
|--------------------------|-----------------------|
| • Environmental Projects | • Kapahaka            |
| • Evelocity              | • Dungeon and Dragons |
| • Go Girl!               | • Clueless Cooking    |
| • Artistry Unveiled      | • Sherlock Holmes     |
| • Shark Tank For Good    | • Let Sparks Fly      |
| • Sporty Self Care       |                       |

Subjects will be chosen at orientation. (courses are subject to availability)



## Homestay

Your homestay family is a very important part of your stay in New Zealand. Below is some information, tips, and advice:

- Your new host family is expected to provide care for you and provide a warm, comfortable home and room with study facilities. Also, to provide you with three meals a day plus snacks.
- For your safety, everyone 18 years old and over in your homestay needs to be police checked.
- Host families will discuss rules, household chores and curfews with you during the first week of your arrival. You are expected to obey the rules of your host family. It's best to know what is expected right from the start.
- Magdeleen will meet with you at least once a term to talk to about your homestay. Magdeleen will also visit your home family whilst you are staying with them.
- If you have any worries or concerns about your homestay, please tell the international department.
- Sometimes students are unhappy in their homestays and want to move. You need to talk about this with either Alistair or Magdeleen, if we are unable to resolve any concerns or issues and you wish to be transferred to another homestay, you will need to fill out a **Request to Move Homestay Form**. You are expected to give two weeks' notice if you want to move unless it is an emergency.
- We encourage you to participate in family activities, holidays, sports, family pictures. Please refrain from consistently sitting in your room.
- You must negotiate with and keep your host family informed when planning overnight stays and events with friends and gain permission from your natural family, host family and Alistair before travelling outside of the Waihi region or for any overnight stays outside of the host family home.

A **Request to Travel Form** must be filled out and handed to Alistair to approve **4 days prior** to any travel can commence.

- You must pay for any international phone calls you make from your homestay.
- Speak to Alistair or Magdeleen first before contacting your natural parents or agent if you have any concerns or worries.
- Expect to pay for your personal expenses. Your host family is not responsible for paying for your shampoo, toothpaste, or clothes (unless they choose to buy these things for you if they wish).
- Your host family are not responsible for your entertainment costs.
- Remember to say 'please' and 'thank you', this shows you are respectful and grateful to the host family you are staying with.

We hope you enjoy your New Zealand home and host family, however, bear in mind your host family is not your 'real' family, and you will find that many things are different to your own home. Try to join in on your host family activities. Your participation in tramping, visiting relatives, helping to prepare a meal, shows your host family that you want to be a real member of their family. Remember it is up to the international student to adapt to the host family lifestyle that already exists in the home, not the other way around. In time you will understand your new host family and environment, it will take time to adjust so be patient with your host family and yourself.

## Uniform

Waihi College has an onsite school uniform shop. Your school uniform will be fitted and ordered at orientation. You can pay for this via your refundable student account. Students in Years 7 – 12 wear uniform. Year 13 students are allowed to wear Mufti (Mufti - means own clothes rather than school uniform).

- Year 13 mufti dress code at Waihi College is smart and tidy but not necessarily formal.
- Clothing should be clean and in good condition.
- Tops must be long enough to cover the top of shorts/pants/skirts.
- Low riding shorts, trousers, skirts, and low-cut tops are not acceptable.
- Caps should not be worn inside the classroom.
- Subtle make up is acceptable.
- No facial piercing or visible tattoos.
- No offensive or violent logos to be worn.

For students wearing uniform - please see the link below to [view examples of acceptable footwear](#). We suggest you purchase your school shoes before coming to New Zealand.

([waihicol.ibcdn.nz/media/2019\\_04\\_08\\_shoe-examples.pdf](http://waihicol.ibcdn.nz/media/2019_04_08_shoe-examples.pdf))

## Orientation

Once you arrive at Waihi College, we will start your school journey off with an orientation. Orientation normally is around 2-3 days. Its time dedicated to you as our new international students. Orientation will include things like selecting your subjects, a tour of the school, getting to meet the teachers, and exploring parts of Waihi. Orientation will start at 8.45am on 7th February to the 9th February.

## Course Fees

Your international fees cover most course costs. Your refundable student account can be used to purchase items like your school uniform, stationery, and some resource-rich courses such as Food Technology and any other school related expenses or experiences you sign up for. Any monies remaining at the end of your enrolment will be refunded.

## Stationery

After you have chosen your subjects, you will be given a stationery list. Stationery can be purchased through school using your refundable student account. You may like to bring some basic stationery items with you such as pens/pencils. If you are taking math it would be a good idea to bring a scientific calculator with you from home.

## Code of Conduct and Policies (Important)

The following Code of Conduct and Policies, which you 'signed' on your enrolment application, can be found at the back of this booklet to refer to and follow. International Students are expected to abide by the rules, regulations and policies of Waihi College, if not followed, this will be considered a breach of your 'signed' contract resulting in termination of your contract at Waihi College.

- Refund Policy.
- Investigation Policy.
- Student Code of Conduct – applies to both school and homestay.



## Health and Safety

It's important to keep yourself as safe as possible. Always tell your host family where you are going and always carry your emergency contact numbers with you. Some guidelines are:

- Don't carry a lot of money on you. Leave money secured at home unless you need it.
- Cover up in the Sun!
  - New Zealand sun is very harsh, and you will burn badly if you do not apply sunscreen or cover up. Wear a hat, long sleeves and bring sunglasses.
- Do not share drinks, drink bottles or food. Dangerous diseases are easily passed on this way.
- Never accept a drink, vape, cigarette or tablet from another person.
- Ensure you swim between the surf lifesaving flags and only swim when surf lifesavers are on duty.
- Keep your valuables safe and secure. Do not leave valuables in visible sight in a car. Lost or stolen cell phones is common for international students and can be easily avoided with care and attention to personal belongings.
- Do not accept rides from anyone you do not know.
- Look carefully when crossing roads.
- If you are riding a bike, you must observe the road rules and wear a helmet. You are not allowed to ride on the footpaths – you will need permission to ride a bike to school.
- You can leave your passport with the international department if you wish to for safety purposes.

Your insurance policy is there to cover medical care, travel, and loss expenses. Please ensure you have appropriate insurance coverage. Please contact your agent if you are unsure of what insurance is required before you travel. If you need to use your insurance policy while in New Zealand, see Alistair or Magdeleen to help you.

## Complaints

If you have any complaints or problems, please tell Alistair or Magdeleen. We want you to be as happy as possible, we will try to help you as much as we can.

- If you have a complaint regarding the International Department, please make an appointment at the front office to see the Principal – Mrs Carden-Scott.
- If you have a complaint regarding your host family, please see Magdeleen in the international office. If you are not happy with the outcome, see Alistair the International Director in the international office.
- More information on the complaints procedure can be found at the back of the book.
- Please note you are very welcome to bring a support person with you like a friend if you have a complaint.
- If the dispute is a very serious one and you are not happy with Waihi College's solutions, you can contact:
  - New Zealand Qualifications Authority (NZQA) for concerns and complaints about Waihi College breaching the Code, or
  - Student Complaints for concerns and complaints about money or contracts.

**NZQA** is a New Zealand government organisation and is responsible for administering the Code. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. For information on how to make a complaint, see the NZQA website or you can email or call them.

**Website** [www.nzqa.govt.nz](http://www.nzqa.govt.nz)  
**Call** 0800 697 296  
**Email** [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

**iStudent** Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free. The iStudent Complaints contact information is:

**Website** [www.istudent.org.nz](http://www.istudent.org.nz)  
**Call** 0800 006 675  
**Email** [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

## Transport

- There are free school buses operating before and after school daily – bus timetables will be handed out at orientation.
- A taxi service operates (at a cost) during evenings and weekends. This can be a good option if there are a number of students wanting to use the service together and share the cost. You can find a taxi number at the back of the book.
- Our host families are also able to provide a reasonable amount of transport to support you in your extra-curricular and social activities.
- The three options above are the only means of transport within and around Waihi/Waihi Beach/Athenree.
- Intercity Buses offer services from Waihi to various destinations including Tauranga, Hamilton and Auckland. [For more information see Intercity.](#)

([www.intercity.co.nz/](http://www.intercity.co.nz/))



## Travel

You are not allowed to travel personally during school time. You are allowed to travel around New Zealand if you are with a tour company or if you wish to travel at the weekend or during school holidays without your host family, however, you must complete an **International Student Travel Request Form**. The form must be submitted at least **four days prior** to travel to Alistair or Magdeleen for approval. The international department sometimes arranges trips away. All travel **MUST** be approved, so please make sure you get used to talking to us before you go anywhere outside of Waihi. You can find an example of the **International Student Travel Request Form** at the back of this book.

## Leaving The School Grounds

Year 7-12 students are not allowed to leave the school grounds during the school day. Please see Alistair or Magdeleen if you want to go home for lunch. They will organise a Lunch Pass to go home if your home is in within walking distance or permission has been granted. Year 13 students can leave the grounds at short and long breaks. If you need to leave school for an appointment you must go to the school office and sign out. If you are sick and need to go home, you must also go to the school office and sign out – please advise Alistair or Magdeleen you are leaving the school grounds for safety purposes.

## Mobile Phones and Telephone

The telephone is free to call when you call within Waihi. Outside of Waihi or New Zealand, your call will cost. To make calls outside of Waihi you can use your mobile phone, apps like Whatsapp or Messenger or purchase an international phonecard. You **MUST** bring or purchase your own cell phone. A NZ sim card will be provided to you at orientation. Your cell phone needs to be always charged and have credit. **Personal cell phones are not permitted during school hours.** Your phone needs to be in your bag turned off. It will be taken off you if you use it within school hours.

## Internet

You will be provided with a username and password to use the Wi-Fi and internet at school, you will use devices regularly as part of your studies. This is free. Please use it carefully. You will lose your internet access if you misuse the internet/visit unauthorised websites. Most host families have Wi-Fi or the internet at home. Before you use the internet at your host family's home, please talk to them. We encourage you to bring your own laptop to New Zealand.

## School Lunches

Waihi College is very excited to be part of the [Ka Ora, Ka Ako \(Healthy School Lunches Programme\)](#) where every student at Waihi College receives a free lunch, every school day. If you have special dietary requirements, please let Alistair or Magdeleen know. If you do arrange special dietary requirements, please ensure you eat what you have ordered as a lot of time has gone into preparing special lunches for you. You can pick your lunch up from the school canteen, which you will be shown at orientation. New Zealand schools do not have sit down cafeterias like most other countries.

([www.education.govt.nz/our-work/overall-strategies-and-policies/wellbeing-in-education/free-and-healthy-school-lunches/](http://www.education.govt.nz/our-work/overall-strategies-and-policies/wellbeing-in-education/free-and-healthy-school-lunches/))

## Sport

There is a wide variety of sports and outdoor education within the school available. Jess O'Brien is our Sports Co-ordinator. We will introduce you to Jess at orientation. Jess can help you with sports information. There is also a list of school and community sports at the back of the book. Jess is located in **A block**. The more you get involved the more friends you will make. Waihi College has daily notices for students, which informs all students what is on in and around the school, i.e. where to sign up for sports teams, sports events, music groups, cultural groups etc.

Make sure you read them every day so you don't miss out, hard copies can be found in the international office. Sports are seasonal so it is essential to check if the one you are interested in is on while you are at Waihi College. The schedule of when term sports is on is in our prospectus on our website and at the back of this book.

## Library

The school library is open during the day from 8.30am until 3.30pm. It's a great place to study. Michelle is our Librarian, and she will introduce you to the school library and system at orientation.

## Driving

International students are **not permitted to drive a motor vehicle or ride a motorbike.** You are not permitted to ride in a car if the driver does not have a full driver's licence or is under the age of 20 years old.

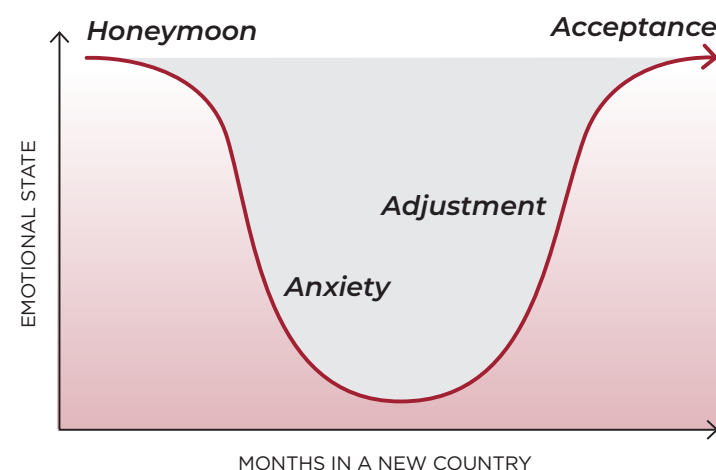




## Culture Shock

At some stage you may experience something we refer to as culture shock. You are living in a new country, New Zealand, which is very different to your home country and culture, and it may take time to adjust. The way it happens, how long it takes, or lasts will be different for everyone.

### Stages of culture shock



For some people the first few weeks will be exciting, for others it will be different from what you expected for example, the weather, the food, people, and the kiwi way of doing things. You may experience feeling sad, lonely, or homesick. Culture shock is normal, but we can help if you share with us what you are feeling.

You can help yourself by:

- Trying new things.
- Keeping an open mind.
- Doing some sport to meet other people.
- Trying to find out about New Zealand culture.
- Showing an interest in things and people around you.

Be patient with yourself, even if it feels like it's taking a long time. We want you to have fabulous time at Waihi College and in New Zealand. Make friends with the country and all of the opportunities that are offered to you.

## COVID-19

You can find up-to-date information relating to COVID-19 in New Zealand on the [Unite Against COVID](https://www.covid19.govt.nz/) – website COVID-19 A lot of the information is available in a range of languages.

([www.covid19.govt.nz/](https://www.covid19.govt.nz/))

## Health and Wellbeing

If you are not feeling well, please tell us. The school sick bay is located in the Student Centre. Waihi College has a school nurse – Margie Goldsworthy, and we also have a school doctor onsite every Wednesday from 9am-12pm. The international department can help you with other medical appointments like dental. We also have a school Guidance Counsellor – Helen Shaw, we can help you make an appointment to see Helen, or you can make one yourself either in person or via email – [helens@waihicol.school.nz](mailto:helens@waihicol.school.nz).

Counselling is confidential. Helen and Margie are located in the Admin block.

## Houses

At Waihi College we have our whanau houses for events, sports, and competitions. You will be assigned to a house at orientation. Students wear their house colours for major school events such as athletics and swimming sports. Your house t-shirt will also be assigned to you at orientation. Our houses are:



**Empire**



**Royal**



**Amaranth**



**Dominion**

## Social Media/ Parent Portal

We have Waihi International Facebook and Instagram pages – feel free to check them out. Parents will be provided a login and password to access student information, via the parent portal you have arrived.



**Waihi International Facebook**

[www.facebook.com/waihicollgeinternational](https://www.facebook.com/waihicollgeinternational)



**Waihi International Instagram**

[www.instagram.com/waihi\\_internationalnz](https://www.instagram.com/waihi_internationalnz)



## Pōwhiri (Welcome Ceremony) and Waiata (Song)

As part of your welcome to Waihi College, you will be welcomed into our school with a traditional Māori welcome (Pōwhiri) at orientation. We also have our school song (Waiata) which you will learn at orientation.



## More Great Tips

- If you have a problem with your finances, please let the international department know and we will be able to help you. Please do not borrow or ask to borrow money from your host family.
- Talk with your host family first if there are concerns and then if you need help, please talk with Alistair before calling your parents or agent. In most cases problems can be solved easily and this saves your parents and agent unnecessary worry.
- Make an effort to talk to your new teachers. They will appreciate you informing them of what you have covered in your home school and what you are able to do here. Don't be afraid to ask for help or to tell your teacher that you are finding the work too easy or too difficult.
- Try to mix with as many other students as possible. Remember that you are here in New Zealand to improve your English and to experience a different lifestyle. The more kiwi friends you can make, the more real your experience will be.
- If you hear a loud siren within the Waihi community do not panic – a lot of our emergency services are volunteer based, the siren alerts volunteers to proceed to their stations.
- Take heaps of photos. And then take some more! They will be a good reminder of the time you spent in New Zealand and are a good way of telling your family and friends back home how you are getting on.

## Important Contact Information

**Waihi College International 24/7 Emergency Number: 021 0274 0945**

### Alistair Cochrane

International Director

**Phone:** 07 863 8349 Extension 710

**Mobile:** 021 405 747

**Email:** [alistair@Waihicol.school.nz](mailto:alistair@Waihicol.school.nz)

### Magdeleen Green

Homestay Co-ordinator

**Phone:** 07 863 8349 Extension 710

**Mobile:** 021 0277 8120

**Email:** [magdeleeng@Waihicol.school.nz](mailto:magdeleeng@Waihicol.school.nz)

### Briar Carden Scott

Principal

**Phone:** 07 863 8349 Extension 702

**Mobile:** 021 806 189

**Email:** [principal@Waihicol.school.nz](mailto:principal@Waihicol.school.nz)

### Sue Gread

Reception

**Phone:** 07 863 8349 Extension 700

**Email:** [sueg@Waihicol.school.nz](mailto:sueg@Waihicol.school.nz)

### Debbie Christian

Accounts Officer

**Phone:** 07 863 8349 Extension 722

**Email:** [accounts@Waihicol.school.nz](mailto:accounts@Waihicol.school.nz)

### Chris Astwood

Bus Coordinator

**Phone:** 07 863 8349

**Email:** [chrisa@Waihicol.school.nz](mailto:chrisa@Waihicol.school.nz)

### Waihi College Website:

<http://www.Waihicol.school.nz>

### Waihi College International Facebook:

[Waihi College International](#)

## Student Centre

**Susan Todd - Monday to Thursday**

**Marnie Burg - Friday**

**Phone:** 07 863 8349 Extension 703

**Email:** [susant@Waihicol.school.nz](mailto:susant@Waihicol.school.nz)  
[marnieb@Waihicol.school.nz](mailto:marnieb@Waihicol.school.nz)

**Attendance Mobile:** 021 830 055

## Medical

### Margie Goldsworthy

School Nurse

Monday - Thursday 9am – 4pm

**Phone:** 07 863 8349 Extension 720

**Email:** [Margie.goldsworthy@pinnaclehealth.nz](mailto:Margie.goldsworthy@pinnaclehealth.nz)

### Suzanne Greaves

School Doctor

Wednesday – 9am – 11am

## Medical Centres

### Waihi Medical Centre

07 863 8195

### Waihi Family Doctors

07 863 2112

### Waihi Beach Medical Centre

07 863 5757

## Accident and Emergency

### Thames Hospital

07 868 0040

### Waikato Hospital

07 839 8899

### Tauranga Hospital

07 579 8000





# Travel Procedure

Waihi College international students must obtain written approval from the International Director four days prior to any travel in New Zealand without their host family.

Approval may be granted when written permission is received from the natural parents and when all travel plans and accommodation have been confirmed. The ‘Student Travel Request Form’ can be found on the Waihi College Web Page: [Student Travel Request Form](#).

([www.waihicol.school.nz/wp-content/uploads/2023/11/Travel-Request-Form.pdf](http://www.waihicol.school.nz/wp-content/uploads/2023/11/Travel-Request-Form.pdf))

Alternatively, you can pick-up a form from the international office.



## International Student Travel Request Form

Must be submitted at least **four days** prior to travel.

Travelling **without** your host family? Please fill in this form and return to Alistair or Magdeleen in the International Office.

Student Name:

Destination (where am I going):

Reason (for travel):

Travel Dates:  
(Leaving Waihi)

Travel Dates:  
(Returning to Waihi)

People I am travelling with:

Method of transport (please circle)

☐ Bus

☐ Plane

☐ Car

If by car, please give name  
and contact details of driver:

Flight or Bus Booking Details:

### Details of where I am going to stay:

Name:

Address:

Telephone Number/s:

**AUTHORISATION:** I have told my Parents/Legal Guardians about my plans and they have given me permission to travel out of Waihi and/or stay with the people named above. Natural Parent signature or their written permission is required - an email is acceptable to: [alistair@Waihicol.school.nz](mailto:alistair@Waihicol.school.nz) The International Director must provide final approval.

Signed: (student)	Date:
Signed: (Homestay Parent)	Date:
Signed: (Natural Parent)	Date:
Signed: (International Director)	Date:



# Got a Problem? Let's Get It Sorted

If something is making you unhappy talk to someone to help solve the problem. You can ask a friend or another person to support you.

## Problems with your homestay or caregiver?

**Magdeleen Green**  
Homestay Manager  
021 0277 8120



**Find me in:**  
C Block

## Problems with your schoolwork, teachers, assessments?

**Jo Howell**  
Deputy Principal  
027 642 0842



**Find me in:**  
C Block

## Problems with other students?

**Helen Shaw**  
School Counsellor  
021 130 3688



**Find me in:**  
Admin Block

## Problems with fees, refunds, insurance, enrolment?

**Alistair Cochrane**  
International Director  
021 405 747



**Find me in:**  
C Block

# What to do if you have a complaint?

**Problems with:**  
Other Students? Host Family?  
Teachers? Other Staff?

Have you seen your Learning Advisory Teacher?  
Homestay/Student Manager?

**See the International Director**  
Alistair Cochrane  
International Director



**No Resolution?  
Talk to the Principal**  
Mrs Carden-Scott



**Not happy with the outcome?**  
Ask a trusted staff member to help you approach the Principal or Board of Trustees.



**Mrs Carden-Scott**  
Principal  
021 806 189

If you think the school has not found a satisfactory solution and is in breach of the Code contact NZQA:  
**0800 697 296**

Submit a complaint query on the NZQA website or via email:  
**www.nzqa.govt.nz** or **risk@nzqa.govt.nz**

If your complaint is about fees, contact iStudent Complaints:  
**www.istudent.org.nz**

## School not helping?

Contact NZQA:

[risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)  
0800 697 296

If your complaint is about contracts, or money contact:

[www.istudent.org.nz](http://www.istudent.org.nz)  
0800 00 66 75



# Sports, Clubs and Activities

**PLEASE NOTE:** Due to the nature of team sports, trial dates and training schedules, it may not be possible to join a team sport part-way through the season. Please see the Sports Co-ordinator on arrival to confirm what sports are available, based on the term you are arriving in.

Term 1	Details	School	Community
Swimming	School Championships	✓	
	Regional Championships Thames Valley, Waikato	✓	
	<b>Waihi Swimming Club</b> Contact: Alison Howell   021 223 5844 <a href="http://www.sporty.co.nz/waihiswim">www.sporty.co.nz/waihiswim</a>		✓
Surf Club	<b>Waihi Beach Surf Club</b> Contact: 07 863 5108		✓
Tennis	<b>Waihi Tennis Club</b> Baker Street, Waihi Contact: Sue O'Brien   027 311 2508		✓
	<b>Waihi Beach Tennis Club</b> 8 Seaview Road, Waihi Beach Contact: Kevin McLoughlin   027 273 5565		✓
	<b>Core Tennis</b> <b>Waihi Tennis Club &amp; Waihi Beach Tennis Club</b> Coaching, Competition, Private Lessons Contact: Sven   020 42 42 411	✓	
	School Championships	✓	
	Regional Championships Thames Valley, Waikato	✓	
Athletics	School Championships	✓	
	Regional Championships Thames Valley, Waikato	✓	
Triathlon	School Championships	✓	
	Regional Championships Thames Valley, Waikato	✓	
	NZ and Community Events		✓
Touch Rugby	Thames Valley Champs - School Teams	✓	
Basketball	School Trials	✓	
	Representative Trials	✓	
Rugby	School Trials	✓	
Netball	School Trials	✓	
Football	School Trials	✓	

Term 2	Details	School	Community
Basketball	Wednesday nights in Tauranga	✓	
Rugby	Home and away games	✓	
Netball	Tuesday nights at Waihi Courts	✓	✓
	Home and away games	✓	
Football	<b>Waihi AFC</b> <a href="http://www.facebook.com/waihiafc">www.facebook.com/waihiafc</a>		✓
Badminton	<b>Waihi Badminton Club</b> Waihi Events Centre Haszard Street, Waihi Contact: 027 311 2508		✓

Term 3	Details	School	Community
Basketball	Wednesday nights in Tauranga	✓	
	Zone 1 & 2 Preliminaries (regionals)	✓	
	National Championships	✓	
Rugby	Home and away games	✓	
Netball	Tuesday nights at Waihi Courts	✓	
Football	Home and away games	✓	
Badminton	<b>Waihi Badminton Club</b> Waihi Events Centre Haszard Street, Waihi Contact: 027 311 2508		✓
	School Championships	✓	
	Nationals	✓	

Term 4	Details	School	Community
Basketball	<b>Waihi Summer League</b> Thursday nights event centre	✓	✓
Swimming	<b>Waihi Swimming Club</b> Contact: Alison Howe   021 233 5844 <a href="http://www.sporty.co.nz/waihiswim">www.sporty.co.nz/waihiswim</a>		✓
Surf Club	<b>Waihi Beach Surf Club</b> Contact: 07 863 5108		✓
Tennis	<b>Waihi Tennis Club</b> Baker Street, Waihi Contact: Sue O'Brien   027 311 2508		✓
	<b>Waihi Beach Tennis Club</b> 8 Seaview Road, Waihi Beach Contact: Kevin McLoughlin   027 273 5565		✓



All Year	Details	School	Community
<b>Squash</b>	<b>Waihi Squash Club</b> Baker Street, Waihi Contact: 022 340 1139		✓
<b>Horse Riding</b>	Lessons/after school riding classes available Contact: Bethany Sharfe   022 037 4106		✓
<b>Ballet, Jazz, Tap, Contemp.</b>	<a href="http://www.precisiondance.co.nz/">www.precisiondance.co.nz/</a> Contact: 022 506 0068		✓
<b>Marital Arts</b>	<b>Waihi Judo</b> Contact: Leander & Jen Huirangi   021 110 1867		✓
	<b>Waihi Community Martial Arts Taekwondo</b> Tues & Thurs Waihi Memorial Hall 76 Moresby Avenue Contact: Paul Hicks   028 400 7550 <a href="http://dojos.co.nz/NorthwindTKDWaihi/">dojos.co.nz/NorthwindTKDWaihi/</a>		✓
<b>Running / Walking</b>	<b>Run Waihi</b> 8am start every Saturday morning at the Pumphouse (Opposite the Gold Discovery Ctr & Visitor Ctr).  Seddon Street, Waihi 5km run or walk options - all fitness levels welcome. <a href="http://www.facebook.com/groups/RunWaihi/">www.facebook.com/groups/RunWaihi/</a>		✓
<b>Scouts and Venturers</b>	<b>1st Waihi Scout Group</b> <b>Baker Street, Waihi</b> Scouts – 11-14 years Contact: Paul Boggiss   027 463 8878		✓

## Refund Policy

### Requests 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. All refunds will be settled under the terms of this policy unless otherwise agreed by the School.
- 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 bank address and swift code where relevant; and
  - 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:
  - 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.
  - Insurance: Once insurance is purchased, the School is unable to refund insurance premiums paid on behalf of a student. Students and Parents may apply directly to an insurance company for a refund of premiums paid.

- 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 prior to the refund request cannot be refunded.
- 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.
- 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.

### Requests for a refund for failure to obtain a study visa

- If the Student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

### Requests for a refund for enrolment of one term or less:

- Where the Student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
- Where the School terminates the enrolment of a Student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.



### Requests for a refund for voluntary withdrawal from enrolment of more than one term:

7. If the Student voluntarily withdraws 21 days or more before the start date of enrolment, a refund will be provided less any non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
8. If the Student voluntarily withdraws less than 21 days before the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of 10 weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
9. If a Student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the School receives written notice of the Student's intention to withdraw from enrolment and the student may continue to attend school during the notice period.

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

10. 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.

11. For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

### Other circumstances where a refund request may be considered:

#### Where a student's enrolment is ended by the School

12. In the event the Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, then the School will consider a request for a refund less:
  - a. Any non-refundable fees set out in this policy;
  - b. A minimum of ten weeks tuition fees from the date of termination; and
  - c. Any other reasonable costs that the School has incurred in ending the Student's enrolment.

#### Where a Student changes to a domestic student during the period of enrolment

13. If a Student changes to a domestic student after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the School receives written notice that the Student has obtained a visa permitting them to change to domestic-student status.

#### Where a Student voluntarily requests to transfer to another signatory

14. If a Student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory.

### Refund of other fees

#### Requests for a refund of Homestay fees

15. If for any reason, the Student withdraws after their stay in a School Homestay, any unused Homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
16. Where the 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

17. Except by written request from a Student or their Parent, prepaid fees unused at the end of enrolment amounting to less than NZD\$100 will be refunded to the Student in cash. Sums greater than NZD\$100 will be refunded into a nominated bank account.

#### Outstanding activity fees or other fees

18. 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

19. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 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

20. A decision by the School relating to a request for a refund of fees will be provided to the student or Parent in writing and will set out the following information:
  - a. Factors considered when making the refund decision;
  - b. The total amount to be refunded; and
  - c. Details of non-refundable fees.

21. In the event the Student or the Parent is dissatisfied with a refund decision made by the School or is 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.



# Investigation Policy

(Schedule Two)

1. The following is the school's current policy for dealing with Disciplinary Actions and Welfare Issues. This is not intended to restrict the school's general powers relating to discipline and this policy may be changed from time to time at the discretion of the School.
2. This policy does not limit the School's power to take appropriate action urgently and without following the Investigation Process if this is necessary having regard to the seriousness of the Situation. Such a determination may be made at any point during the Investigation Process.
3. This policy also does not limit the School's power to suspend the student for the duration of the Investigation Process where suspension is considered necessary for the safety or education of any person.

## Overview

2. Except in serious situations where immediate termination of the Agreement is necessary, or where the breach does not warrant any formal response other than a warning, the School will endeavour, where appropriate, to follow a two-stage investigation process (the Investigation Process).
3. In Stage One, the School will investigate and determine the facts of the situation being considered (the Situation) and will reach a conclusion on what happened and whether there is a Welfare Issue or an incident that requires Disciplinary Action or the termination of the Agreement.
4. During Stage One of the Investigation Process, the Student will have an opportunity to provide a response to any subject matter being investigated or to any allegation made concerning the Situation.
5. In Stage Two, if the School has determined some response is required, the School will consider the appropriate outcome for the Situation, up to and including termination of the Agreement.
6. During Stage Two of the Investigation Process, the Student will have an opportunity to provide a response to the Situation and any proposed outcome that the School is considering taking (the Proposed Action).

## General Policy

9. When the School is conducting an investigation involving the Student it will endeavour to provide the Student with the following:
  - a. a written summary of the Situation (as it understands it) or the Proposed Action;
  - b. an opportunity to respond to the Situation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
  - c. an opportunity to consider the Situation or the Proposed Action for a reasonable period of time (having regard to the seriousness of the Situation or the Proposed Action) before giving a response;
  - d. an opportunity to contact his or her Parent before giving a response, unless the delay caused by contacting that person is unreasonable having regard to the seriousness of the Situation or Proposed Action;
  - e. an opportunity to have an independent support person of his or her choice present at any meeting relating to the Investigation Process;

- f. an opportunity to meet with that support person in private at any stage during the Investigation Process;
- g. an opportunity to have a translator present (or otherwise facilitate the student participating in the Investigation Process in his or her own language) during any meeting or process if the School or the Student considers that a language barrier means that a translator is required; and
- h. a copy of this policy setting out the rights which the Student has when engaging in the Investigation Process.
14. Where appropriate, having regard to the seriousness of the Situation, the Student and parent will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the action to be taken.
15. When the School makes a decision about the action that it will take in response to the Situation it will advise the Student and Parents of its decision, in writing if possible. The action will not take effect, and no actions will be taken to put it into place, until the Student and Parents have been advised of the decision.

## Stage One: Incident Investigation

10. When the School learns of any incident or any other thing that may be a breach of the Agreement or might otherwise warrant a Disciplinary Action or which may constitute a Welfare Issue, the School will notify the Student of the Situation and will provide the Student with an opportunity to give a response.
11. Where appropriate, having regard to the seriousness of the Situation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Situation.
12. When the School makes a decision about the Situation it will advise the Student and Parent, in writing if possible, about its conclusion as to what happened and whether it considers that it requires some kind of formal response – whether Disciplinary Action, Termination or other intervention.

## Stage Two: Outcome Discussion

13. If the School determines that a formal response is required, it will advise the Student and Parent of the possible actions that it will consider taking in response to the Situation and will provide the Student and Parents with an opportunity to give a response.





# Student Code of Conduct:

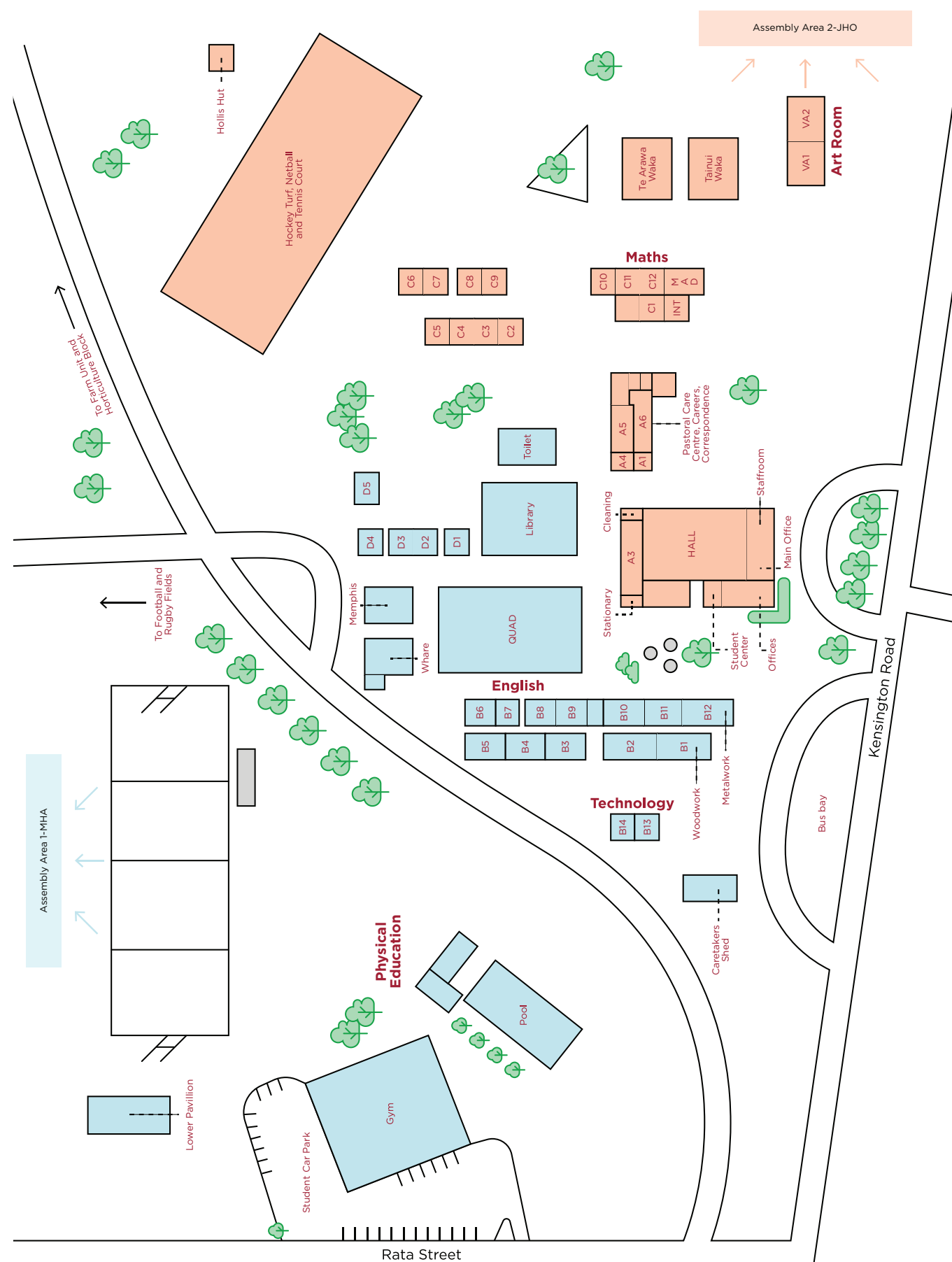
Applies to both School and Homestay - Minor and Major Definitions

Minor	Major	Crisis
<b>Out of Bounds</b> within the school grounds. Will return to appropriate areas when asked to by staff.	<b>Out of bounds</b> outside the school grounds. <b>Breaks Homestay Curfew.</b>	
<b>Inappropriate Language</b> (conversational swearing) with peers. Not intentional swearing at an individual.	<b>Intentionally swears</b> at a student, member of staff or host family member.	<b>A tirade of verbal abuse</b> directed at either a student, staff member or host family.
<b>Disruptive Behaviour</b> (Calling out, wandering around class).		
<b>Attendance</b> – occasional lateness to school or class, one off <b>Truancy</b> .	<b>On-going lateness</b> to school or class. <b>Continual Truancy.</b>	
<b>Uniform</b> – wearing incorrect uniform but removes item on request.	<b>On-going incorrect uniform.</b> <b>Gang Paraphernalia.</b>	
<b>Lack of equipment</b> for class.		
<b>One off Incident of Minor Bullying</b> e.g. calls someone a name on one occasion.	<b>Repeated behaviour</b> with the <b>intention of hurting anyone</b> physically, mentally or emotionally.	<b>Continual repeated behaviour with the intention of hurting someone</b> physically, mentally or emotionally.  Have failed to stop the behaviour despite interventions being put in place.
<b>Threats and or intimidation</b> of anyone.	<b>Threats and or intimidation</b> of anyone.	<b>Threats or intimidation overt</b> and clearly articulated.
<b>Physical Contact</b> – a push, shove or other physical contact that is deemed to be without serious malice.	<b>Intentionally hurting</b> another person or continued, unwanted physical contact, physically, mentally or emotionally.	<b>Assault</b> on anyone.  An <b>aggressive stranger</b> in the school grounds.  An <b>irate parent</b> who is finding it difficult to control their anger.  A visitor in gang paraphernalia.

Minor	Major	Crisis
<b>Property Damage</b> (accidental, book tagging, mess in classroom). Damage to homestay.	<b>Unresolved property damage</b> e.g. failure to replace something that became damaged.	<b>Causing significant damage</b> to school or other's or homestay property.
	Intentional damage e.g. graffiti on school property, breaking equipment or property. Includes homestay.	
<b>Theft/Dishonesty</b> e.g. taking pencil etc.	<b>Unresolved theft. Dishonesty and cheating in assessments.</b>  <b>Significant theft.</b>  <b>Cheating NCEA.</b>	
<b>Defiance</b> – does not do what is requested of him/her on the first occasion.	<b>Non-compliance</b> , on-going refusal to follow requests or directions from staff or host parents.	<b>Not complying</b> with requests and by doing so puts <b>someone else seriously at risk.</b>
<b>ICT:</b> Wifi, Phones, iPods, Computers – Does not initially follow the rules or requests of staff members or host parent.	<b>Ongoing use of equipment without permission.</b>  <b>Accessing inappropriate material.</b>  <b>Misuse of equipment.</b>	<b>Ongoing serious breaches of ICT and putting other students or host family safety at risk.</b>
<b>PDA (public display of affection)</b> , but complies with teacher/host parent requests to stop behaviour.	<b>Repeated PDA</b> and does not heed requests already made. PDA that are considered to be of an inappropriate nature.	
<b>Sexualised behaviour</b> – making unwanted comments or actions that cause distress to another person.	<b>Sexualised behaviour</b> - making unwanted comments or actions that cause distress to another person.	
	Student who have in <b>their possession items</b> that could harm another individual.	Students who have in <b>their possession an item</b> with which they intend to harm another. <b>Mass fight or riot.</b>
<b>Self-Harm</b> – of any nature. Or talking of suicide.	<b>Self-Harm</b> – of any nature. Or talking of suicide.	<b>Self-harm or intentions of suicide.</b>
	<b>Smoking tobacco.</b> <b>Vaping.</b> <b>Possession of drugs.</b> <b>Possession of alcohol.</b> <b>Under the influence of drugs/ alcohol.</b>	<b>Under the influence of drugs/ alcohol and causing serious concern</b> for either their safety or that of others.
	<b>Fire issues</b> – Playing with fire.	<b>Arson</b> – intentionally lighting fires.



# Waihi College School Map



# Emergency Procedures

## Emergency Assembly Areas

1. Gym, B Block, D Block and the Library assemble on bank of the lower field facing the school (furthest from the school buildings).
2. Admin, A Block, C Block, Tainui and Te Arawa Waka and Visual Arts to assemble on Junior Soccer field.

**In Classes:** Students to line up in classes that there were in for that period-if during break time then students to gather in Year Groups.

**NB:** Teachers stand on the bank so your class can see you. Do not allow students to move away from your class (sit the students down).

**STAFF** to settle students and wait for further instructions.

**Teacher Aides and class visitors** stay with their assigned class until you reach the evacuation area.

**Fire Wardens** to report that their area of responsibility is clear to the SLT member assigned to the assembly area.

**SLT Member** to report all blocks clear to Chief Fire Warden (ATE).

**No one is to leave the assembly area until the 'All Clear' is given.**

Staff to follow the routes and procedures unless it is deemed to be unsafe.

## Fire

In case of a fire, which is not easily extinguished, sound the fire alarm and send a message to the Student Centre. Teachers should immediately evacuate students from rooms adjacent to the fire.

Your nearest fire alarm.

The authority to ring the Fire Brigade will be given by Senior Management.

## Evacuation

### Signal: Evacuation Alarm

Leave the building in an orderly manner by the shortest and safest route; move as a class to the lower field.

Proceed to the emergency assembly area.

If possible all doors and windows should be closed as rooms are evacuated and all the electricity and gas supplies turned off.

Teachers must check all offices, storerooms and toilets as they leave buildings.

Student centre staff should, if possible, print absences as of 9:30 collect them and take to the emergency assembly area.

## Earthquake

In case of an earthquake students should remain inside until the shaking has stopped and/or the 'All Clear' is given by the teacher.

Students should take cover under a desk or a table and hold on to its legs. If no desk or table is available, students should drop to their knees (away from windows); bury their faces in their arms, protecting their heads; close their eyes tightly; and stay in position until it is safe to move. If students cannot move away from windows, they should turn away from the glass to minimise injuries from broken glass.

## Non Evacuation

### Signal: Continuous Bell

In crisis situations requiring students to remain in class out of sight, a continuous bell will ring. Endeavour to lock the classroom door from the outside.

Students to follow the same procedure as for Earthquake. The all clear will be notified personally.



**WAIHĪ**  
COLLEGE



KEI KONEI TĀTOU E TŪ ANA  
HERE WE STAND

Find out more at  
[www.waihicol.school.nz/international](http://www.waihicol.school.nz/international)  
or [international@waihicol.school.nz](mailto:international@waihicol.school.nz)