



Pukekohe High School

Pre-departure handbook for
international students



Kia ora and Congratulations!



You've chosen a great high school in beautiful Pukekohe, Auckland at [Pukekohe High School](#)

Before you leave home or arrive here, there are a few things we need to advise you about so you know what's expected of you and also what you can expect from us as well.

Have a wonderful journey here and we look forward to seeing you soon!

Keep in touch with us as we share stories and updates on
Pukekohe High School



www.facebook.com/InternationalPHS



www.instagram.com/internationalphs



www.twitter.com/IntPHS

Code of Practice 2016

Pukekohe High School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016. Please visit this website to read/download a copy:

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

**Things to Do
before you
leave Home
and arrive in
Auckland**

1. Please email your flight details to International@pukekohehigh.school.nz so we can confirm pickup for you
2. Introduce yourself to your Host Family
3. Bring important documents with you such as school records, prescriptions for medicine, photos of home and family, for example
4. Your travel and medical insurance certificate and policy (if you have brought your own and not purchased this through the School)
5. You are encouraged to bring your own device such as a laptop that you can use in class
6. You may need to buy an adaptor to plug in your devices. The NZ power system is 240 volts, 50 Hertz
7. A mobile phone so you can use an NZ sim card
8. Bring a small amount of NZ cash with you
9. Your passport containing your student visa for Pukekohe High School.

10. When travelling to NZ, its important to know what you're allowed to bring into the country and what is not allowed. Please check the website <https://www.govt.nz/browse/immigration-and-visas/bringing-things-into-new-zealand/what-you-can-and-cant-bring-with-you-into-new-zealand/>
11. Bring your own school uniform if you're at Pukekohe High School for less than 1 term
12. Make sure you have your family and friends contact details including phone numbers
13. Bring clothes, swimwear and personal effects for activities and when you're relaxing at home or out with your friends
14. Bring Yourself, we can't wait to meet you!



**Things to Do
before you
leave Home
and arrive in
Auckland**

Customs and Arrival

You will receive this card on the plane or when you reach the international arrivals area. You must fill this in to declare any items that is in your suitcase or hand luggage. If you don't, you might receive an instant fine of up to NZ\$300 so please make sure you declare anything you're unsure of.

NEW ZEALAND PASSENGER ARRIVAL CARD

Information collected on this form and during the arrival process is sought to administer Customs, Immigration, Biosecurity, Border Security, Health, Wildlife, Police, Fine Enforcement, Justice, Benefits, Social Service, Electoral, Inland Revenue, and Currency laws. The information is authorised by legislation and will be disclosed to agencies administering and entitled to receive it under New Zealand law. This includes for purposes of data matching between those agencies. Once collected, information may be used for statistical purposes by Statistics New Zealand.

- This Arrival Card is a legal document – false declarations can lead to penalties including confiscation of goods, fines, prosecution, imprisonment, and deportation from New Zealand.
- A separate Arrival Card must be completed for each passenger, including children.
- Please answer in English and fill in BOTH sides.
- Print in capital letters like this: NEW ZEALAND or mark answers like this:

1 Flight number/name of ship _____ Aircraft seat number _____

Overseas port where you boarded THIS aircraft/ship _____

Passport number _____

Nationality as shown on passport _____

Family name _____

Given or first names _____

Date of birth day _____ month _____ year _____

Country of birth _____

Occupation or job _____

Full contact or residential address in New Zealand _____

Email _____

Mobile/phone number _____

2a Answer this section if you live in New Zealand. Otherwise go to 2b.

How long have you been away from New Zealand? _____ years _____ months _____ days

Which country did you spend most time in while overseas? _____

What was the MAIN reason for your trip? business education other

Which country will you mostly live in for the next 12 months? New Zealand other

2b Answer this section if you DO NOT live in New Zealand.

How long do you intend to stay in New Zealand? Permanently or _____ years _____ months _____ days

If you are not staying permanently what is your MAIN reason for coming to New Zealand?

visiting friends/relatives business holiday/vacation

conference/convention education other

In which country did you last live for 12 months or more? _____

State, province or prefecture _____ Zip or postal code _____

Please turn over for more questions and to sign

3 List the countries you have been in during the past 30 days: _____

4 Do you know the contents of your baggage? Yes No

5 **WARNING: false declaration can incur \$400 INSTANT FINE**

Are you bringing into New Zealand:

- Any food:** cooked, uncooked, fresh, preserved, packaged or dried? Yes No
- Animals or animal products:** including meat, dairy products, fish, honey, bee products, eggs, feathers, shells, raw wool, skins, bones or insects? Yes No
- Plants or plant products:** fruit, flowers, seeds, bulbs, wood, bark, leaves, nuts, vegetables, parts of plants, fungi, cane, bamboo or straw, including for religious offerings or medicinal use? Yes No

Other biosecurity risk items, including:

- Animal medicines, biological cultures, organisms, soil or water? Yes No
- Equipment used with animals, plants or water, including for gardening, beekeeping, fishing, water sport or diving activities? Yes No
- Items that have been used for outdoor activities, including any footwear, tents, camping, hunting, hiking, golf or sports equipment? Yes No

In the past 30 days (while outside New Zealand) have you visited any wilderness areas, had contact with animals (except domestic cats and dogs) or visited properties that farm or process animals or plants? Yes No

6 **Are you bringing into New Zealand:**

- Medicine:** over 3 months' supply, or medicine not prescribed to you? Yes No
- Restricted or prohibited goods:** for example, weapons, indecent publications, endangered plants or wildlife, illegal or controlled drugs? Yes No
- Alcohol:** more than 3 bottles of spirits (not exceeding 1.125 litres each) and 4.5 litres of wine or beer? Yes No
- Tobacco:** more than 50 cigarettes or 50 grams of tobacco products (including a mixture of cigarettes and other tobacco products)? Yes No
- Goods obtained overseas and/or purchased duty-free in New Zealand:** with a total value of more than NZ\$700 (including gifts)? Yes No
- Goods carried for business or commercial use?** Yes No
- Goods carried on behalf of another person?** Yes No
- Cash:** NZ\$10,000 or more (or foreign equivalent), including travellers cheques, bank drafts, money orders, etc? Yes No

7 Do you hold a current New Zealand passport, a residence class visa or a returning resident's visa? – If yes go to **10** Yes No

Are you a New Zealand citizen using a foreign passport? – If yes go to **10** Yes No

Do you hold an Australian passport, Australian Permanent Residence Visa or Australian Resident Return Visa? – If yes go to **9** Yes No

8 **All others.**

You must leave New Zealand before expiry of your visa or face deportation.

Are you coming to New Zealand for medical treatment or consultation or to give birth? Yes No

Select one I hold a temporary entry class visa (Tick yes if you currently hold a visa, even if it is not attached as a label to your passport). Yes

or I do not hold a visa and am applying for a visitor visa on arrival. Yes

9 Have you ever been sentenced to 12 months or more in prison, or been deported, removed or excluded from any country at any time? Yes No

10 **I declare that the information I have given is true, correct, and complete.**

Signature _____ Date _____

(parent or guardian must sign for children under the age of 18)

The Privacy Act 1993 provides rights of access to, and correction of, personal information. If you wish to exercise these rights please contact the New Zealand Customs Service on 0600 428 796 or Email: feedback@customs.govt.nz and/or Immigration New Zealand at PO Box 1473, Wellington.

Please check the **Customs** website for information about what you're allowed (and not allowed) to bring into NZ

www.customs.govt.nz

Clothes to Bring with You

In Auckland, we have typical weather but it could be 4 seasons in one day so we can go from wind to sun to rain to cold. Generally speaking, our weather is

Summer is December—February (14-23 degrees Celsius)



Autumn is March—May (12-21 degrees Celsius)



Winter is June—August (2—14 degrees Celsius)



Spring is September—November (9—19 degrees Celsius)



Bring warm clothing including trainers/sneakers, a jacket, raincoat, jumpers for the cooler months. For summer, bring light clothing including swimming gear as well. If you are only here for a short time (less than a term), you are expected to wear your own uniform, otherwise you will need to purchase uniform once your school term starts.

New Zealand can have high levels of ultraviolet light (UV) rays. During September – April you will need to protect yourself with sunscreen/hats and sunglasses to help prevent sun damage.

There are a range of great shops and department stores where all clothes and shoes can be brought while you're here in New Zealand.

Once you advise us of your flight arrival details, **you will be collected** by either your Homestay family, your Agent or a Pukekohe High School staff member.

They will be waiting in the public arrival area (**turn left** and you'll see a Pick up area just before McDonalds). Please look for the card with your name on it. If you get lost please wait in the McDonald's restaurant area and we can find you. If you're not sure about your collection, you can call or text the International Office mobile **+64 (0)21 668 716** and we will advise you.



Arriving at Auckland International Airport



Transport in Auckland

Trains run to Pukekohe Station daily and Pukekohe High School is a 5 minute walk from the train station.

Transport including buses, trains and ferry's can be found on the Auckland Transport website [here](#)

Auckland Rail Network



Homestay Family

Have you contacted your homestay family? They'd love to hear from you!

The homestay families that we use are all approved by Pukekohe High School and we keep in touch with both you and the family to make sure you're all okay and can help out if need be.



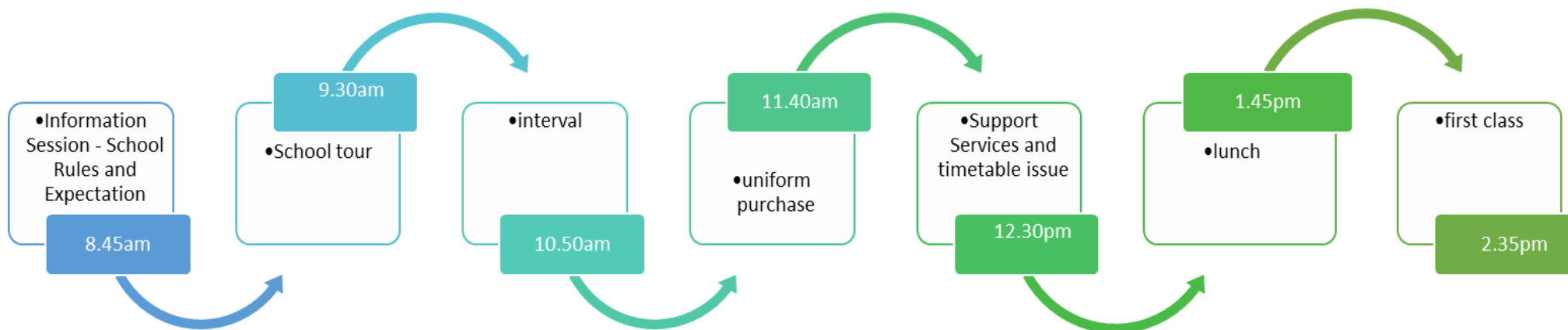
1. Please follow the rules of the house—they're in place for all family members
2. You will have your own bedroom with a bed, desk + chair, wardrobe and possibly other furniture. Its up to you to keep your room clean and tidy
3. You can do your own laundry
4. You might like to cook something for your family that you love eating at home!
5. You can do your own laundry
6. In NZ, we usually have 3 meals a day—breakfast, lunch and dinner but if you feel hungry, please tell your family and they'll make sure you have enough to eat
7. Help out around the house like doing the dishes, taking out the rubbish—little things like that. Your family will love you for doing this before they ask you too!
8. If you're an animal lover, there will be some families that have pets
9. You will likely walk to school but if your homestay is a bit far to walk, your family will organise pickup and drop off for you.
10. Please read the "Student Accommodation Information 2020" booklet for more information.



**Most of all, be
part of the
family!**

**The more you join in, the
more you'll get out of this
great NZ experience!**

Second Day *Orientation*, Pukekohe High School



- Checklist for Orientation**
- ◆ Bring your **insurance** details with you (if you purchased these independently of the School)
 - ◆ Bring your **Passport** with you
 - ◆ **Wear your Pukekohe High School uniform** (if you are at school for less than 1 term, you can wear your own uniform)
 - ◆ Bring cash with you if you are purchasing a uniform on your first day

Important School Information

School Uniform

Your **School Uniform MUST** be worn at all times (examples below). This can be your own uniform from your school at home if you are here for less than 1 term. We have uniforms that can be hired if needed at approximately \$150 per term. **No extra jackets, jerseys/jumpers or track pants to be worn under or over the uniform.**



Student ID Card

Please keep this with you as your School identification showing your name, photo and date of birth. You can use these in school for photocopying and printing. It can also be used outside of School to get student discounts such as bus and train tickets, movie tickets and in stores that allow student discounts.

School Hours

	Monday	Tuesday	Wednesday	Thursday	Friday
Period 1	8.40am – 9.45am	8.40am – 9.45am	8.40am – 9.45am	8.40am – 9.45am	8.40am – 9.45am
Vertical Form	9.50am – 10.05am	9.50am – 10.05am	9.50am – 10.05am	9.50am – 10.05am	9.50am – 10.05am
Period 2	10.10am – 11.10am	10.10am – 11.10am	10.10am – 11.10am	10.10am – 11.10am	10.10am – 11.10am
Interval	11.10am – 11.35am	11.10am – 11.35am	11.10am – 11.35am	11.10am – 11.35am	11.10am – 11.35am
Period 3	11.40am – 12.40pm	11.40am – 12.40pm	11.40am – 12.40pm	11.40am – 12.40pm	11.40am – 12.40pm
Period 4	12.45pm – 1.45pm	12.45pm – 1.45pm	12.45pm – 1.50pm	12.45pm – 1.45pm	12.45pm – 1.45pm
Lunch	1.45pm – 2.25pm	1.45pm – 2.25pm	School Ends	1.45pm – 2.25pm	1.45pm – 2.25pm
Period 5 (school ends 3.25pm)	2.35pm – 3.25pm	2.35pm – 3.25pm		2.35pm – 3.25pm	2.35pm – 3.25pm

School Attendance

Attendance at School is compulsory. Your student visa states that attendance at School is necessary to keep your student visa valid. If you are absent without advising the School, this may be reported to Immigration New Zealand who will take action. If you are unwell, or will be away from School, you need to advise the School and your homestay family so that you are marked “absent with explanation” once approved. If your absence is not justified, you will be asked to meet the International Director to discuss this. Please make sure you are attending classes, thank you!

NZ Curriculum

The national qualification in the senior school is **NCEA** and information on this is here <http://www.nzqa.govt.nz/about/index.html>.

Academic Progress

If you have any queries about your academic progress, please contact the International Director either in person or by email to international@pukekohehigh.school.nz

•You will be issued with a **username and password** for the school WIFI and Intranet during **Orientation**

•Smoking is **not permitted** at any time at Pukekohe High School or to buy cigarettes or vape

Internet

Smoking

•such as a laptop to use in class

BYOD (Bring your own device)

Lunch

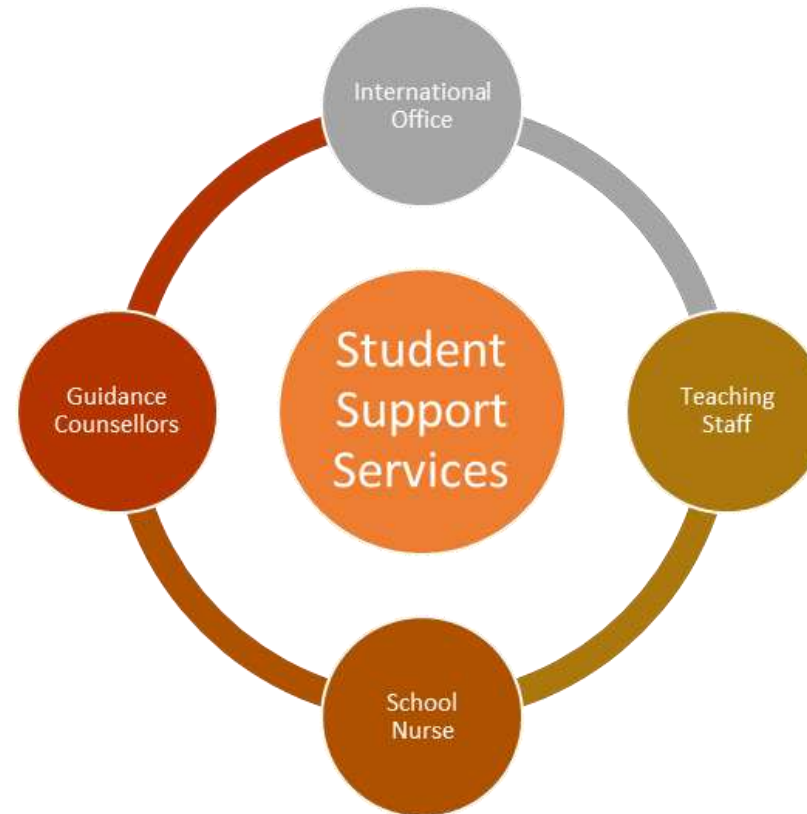
•Your homestay family will provide you with or there is a school canteen where you buy sandwiches, cakes and drinks for example

Exams

All International students are expected to do the internal exams even if they are not doing NCEA. This helps their teacher monitor and report on their academic progress. The internal exams are held in September for about 6 days. All senior students (yr 11, 12 and 13) will be on Study leave during that time and are only required to attend when they have an exam. Any senior student who is not doing NCEA exams in November/December will be expected to attend our End of Year Activities unless prior approval is given to return home.

Student Support for You

Pukekohe High School offers a range of support services from the International Office to Teachers to medical staff. At any point that you need help, please ask! We are here to help you to have a successful and happy time while you're at school.



Sports and Activities Outside the Classroom

There are a range of things to do with friends after school or in the weekends such as playing sport to school events to enjoying activities across Auckland city. Ask us if you have any queries about what's happening or if there is a particular sport you want to try out.

International Student Travel Policy



As an international student, you may wish to take advantage of travel around NZ while you're here. You can **BUT** you must have approval to do this before you plan and book your trip. The school takes its responsibility for students seriously so we have put in place very tight and secure travel guidelines. Your safety is our utmost concern and we want to make sure you are being taken care of while you're on a trip.

Under the provisions of the **Education (Pastoral Care of International Students) Code of Practice 2016** the school has an obligation to ensure that leave is only granted where it can be assured that the student will be supervised by approved adults and will be living in accommodation that meets the appropriate standard. All leave must be applied for at least two weeks in advance and must include signed permission from parents/caregivers and a completed request to travel form. Leave will not be granted where the agent of a student who is acting as a guardian denies permission. All travel must be through an approved organization or with a homestay family. **If leave is taken without approval or when approval has been denied by the school, this will be regarded as a serious breach of discipline and could involve disciplinary procedures.**

GRIEVANCE PROCEDURES Reviewed JULY 2018

If you have a problem or an issue that you're not sure how to resolve, you may find that one of the following processes will help put things back on track for you. It is always best to seek help when you have a minor problem, rather than waiting until you have a major problem. The staff at Pukekohe High School are available to listen and assist you at any stage you feel you have a problem or an issue. We hope you enjoy your time at Pukekohe High School. You can bring a support person with you such as a friend or family member or your homestay (residential or designated caregiver) at any stage during the complaint process. Students also have the right to an advocate during grievances.

Problems with subjects or teachers

You can ask the Director of International Students for advice or the career counsellor in student support building, but your Dean will have overall say in how your problem is resolved

See your Dean and talk to them about the problem or issue you have. Your Dean will help you to work out the best solution for you

If you have seen your Dean and the Director of International Students but still feel as though you have an issue, the Leadership Team or School Principal, will work through your issue with you

Problems with school friends

See Guidance Counsellors in the guidance rooms- at the front of student support building. Can also talk with Esol staff or vertical form teacher.

You may take a friend with you if it would make you more comfortable and to help you explain your problem. The counsellor can also arrange for an interpreter if you wish

If you still feel as though your issue is not resolved and that you are not satisfied, you or your parents are welcome to write to the Leadership Team or School Principal. Pukekohe High school have a complaints process in place for you to go through and it will be discussed how to do this.

Homestay Problems

You could try and talk to your homestay parents/caregiver about any issues you have

If this is not successful or you do not feel comfortable talking to your homestay parents, please see the Homestay Co-ordinator or International Director in the dean's area to try and resolve your issue

If you feel that Pukekohe High School has not resolved your complaint, and you still wish to have it resolved – Contact NZQA or the Dispute Resolution Scheme (DRS), if your dispute is financial NZQA is a government organisation and they can provide an independent assessment of your complaint.

Raising a complaint with NZQA will not adversely affect your immigration status.

Download the Complaint form from the NZQA website.

Send your completed Complaint form, along with any supporting evidence, to

The Complaints Officer, Quality Assurance Division, PO BOX 160, Wellington 6140

If you need more information on the complaints process, contact NZQA on 0800697296

If it is financial or contractual dispute, you can contact FairWay Resolution by phone on 0800774422. More information is available on the FairWay Resolution website: www.fairwayresolution.com/istudent-complaints. You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

Other Information

Banking

New Zealand has an efficient banking system where most transactions are done on a daily basis and is the safest, most convenient way to manage money. The five major banks are ANZ, ASB, BNZ, Westpac and Kiwibank. Their opening hours are 9-4.30 pm, Monday – Friday, and sometimes over the weekend. When you have opened your account you will be given an account number. With this account number you are able to make deposits (including international payments) and withdrawals. You will either be sent or given an ATM/eftpos (Automatic Teller Machine) card. ATMs, also known as cashpoint machines, money machines or 'holes in the wall', allow you to withdraw money 24 hours a day, 7 days a week and are widely available throughout New Zealand. Almost all shops and restaurants will take an EFTPOS card therefore keeping cash on hand is almost not necessary. We will assist you with opening a bank account when you arrive if needed.

Traffic Smarts

Cars

In New Zealand, we drive on the left-hand side of the road so when you're crossing the road, look Right-Left-Right

Always use pedestrian crossings when available

Additionally, as an international student, you are **not allowed to own or drive a car** while you're enrolled at Pukekohe High School. You must only travel in another car with an approved driver who has a full license.

Helmets

If you're using a bicycle, you must wear a helmet. This is compulsory under NZ transport law.



Medical and Health Services

Appropriate medical and travel insurance is compulsory. Most international students are not entitled to publicly funded health services while in New Zealand (see www.moh.govt.nz). If you receive medical treatment during your visit you may be liable for the full costs of that treatment.

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand but you may still be liable for all other medical and related costs. www.acc.co.nz

If you visit the doctor please always pay the account as you leave and keep your receipt. Your receipt needs to show the reason you went to the doctor and the cost you paid. Please bring all receipts to the International Office if you had your Insurance arranged by us or send to your Agent to arrange a refund for you.


Water Safety

As an island nation, we're surrounded by beautiful coast-line beaches and natural waterways in our forests and human-made lakes. Therefore, being **Water Safe** is really important!

Swim only at lifeguard patrolled beaches and always swim between the red and yellow flags. Lifeguards are trained to assess the safest areas for swimming and they mark those areas with red and yellow flags. Follow the advice of safety signs. For more information on surf beaches visit www.lifesaving.org.nz



Other Information



**We look forward to seeing
you at Pukekohe High
School!**

Please email us on

international@pukekohehigh.school.nz

if you have any queries or contact us on one
of our social media channels



www.facebook.com/InternationalPHS



www.instagram.com/internationalphs



www.twitter.com/IntPHS