

ATEA COLLEGE

Away From Home Guide



for ...

Students
Parents
Caregivers
Homestay Providers
Pastoral Care Providers



about ...

International Students
Homestays
Living Away from Home



2020

January



WELCOME!

ATEA College welcomes International Students and others living away from home. Normally students must be enrolled in Junior or Senior College, but in special circumstances we may accept students in Primary classes if they are living with at least one parent.

When we enrol students who are not living at home with their parents, we undertake to

- Teach the courses in which they are enrolled
- Monitor caregiving and homestay provisions to ensure students are safe and well cared-for
- Liaise with caregivers and pastoral caregivers regularly
- Provide support and guidance for students
- Arrange health and travel insurance

The appointment of caregivers and homestay providers is the responsibility of parents. ATEA College does not help arrange those services, but we do check on them.

We will give you a number of booklets that will help explain how things at ATEA College work. Among those are:

- The ATEA College *Prospectus* (this includes our *Contract* with you and our *Refunds Policy*)
- Our *Parents Handbook*
- The ATEA College *Secondary Students Guide*
- This *Away From Home Guide*
- The *ATEA College Student Welfare Policy Statement*
- A booklet called *Cambridge International Examinations at ATEA College*

When you start at ATEA College we will introduce you to your International Student staff and other pupils, and will help you learn about the school and how your course will be taught. We will go through our policies and explain them to you—you are encouraged to ask for help or advice at any time.



HOW TO CONTACT US

You can talk to staff briefly before and after school. If you need to talk about anything in detail please make an appointment.

Parents, Caregivers and Homestay Providers can write a note to us in the student's **Course Record**.

You can phone the school **09-570-5873** and leave a message any time (we do not normally answer the telephone so please do leave a message). We reply to messages between 4:00 pm and 5:30 pm daily.

You can email us at **admin@ateacollege.com** or from the contacts page on our website at www.ateacollege.com

In an **Emergency during the school day** you can phone the school on **027-414-3221**

In an **Emergency outside of school hours** you can phone Mrs Hall on **027-414-3221**

You can post letters to us at **21 Domain Road, Panmure, Auckland 1072**

Staff who can help you are:

Mrs Hall for class, examinations and course matters

Subject Teachers for help with particular courses

Mrs Hall and **Mr Stewart** for personal matters



DEFINITIONS

A Parent is a child's natural mother or father, or someone who has legally adopted the child. Homestay "parents" and caregivers are not parents and must not sign documents where a parent's signature is required.

A Guardian is a person who usually provides for the care of the student in the student's home country **AND**

- has been appointed guardian in a will or testament of a parent who has died,
- **OR** has been made guardian or given custody of the child by a Court (such as the District Court, Family Court, etc)
- **OR** has an overseas custody order that has been registered by a District Court in New Zealand
- **OR** has been advised by a New Zealand solicitor that he is a legal guardian.

People often talk about homestay "parents" being the child's guardian, *but this is wrong in most cases*. If you sign forms where the signature of a "Parent or Legal Guardian" is required when you are not the legal guardian you may be committing an offence and be liable to prosecution and a fine.

Caregiver is a relative or close family friend known to the child appointed by a child's parents as the person responsible for the care of the child while in New Zealand. That care includes supervision of the child's place of living, schooling, health and welfare. The Caregiver may also be the Homestay Provider or may arrange for someone else to provide the Homestay. A person not a relative or close family friend cannot be a caregiver.

Homestay Provider is a person who has a student living with them in their home. They are responsible for the accommodation, feeding and daily welfare of the pupil. A Homestay Provider may also be the Caregiver. By law we must approve Homestay Providers and the accommodation provided before a child can be enrolled in ATEA College.

Pastoral Care Provider is

- an elder or other officer of a Church recognised by us as holding to the same Christian faith and practice as ATEA College
- not the Caregiver or Homestay Provider
- willing to cooperate with us in providing spiritual and pastoral oversight of the student.



APPROVAL REQUIRED

Arrangements made by parents must be approved by us

- *before* the student begins at ATEA College
- *before* any changes are made to a Caregiver or Homestay
- *before* anyone else aged 18 or over comes to stay in the same homestay
- *before* placing the child in the care of others for a holiday or while Caregivers or Homestay providers go a way
- *before* changing your address
- *before* changing your phone number or contact details

Students who are already in homestays when they apply for enrolment will not be permitted to begin classes until their homestays and pastoral care have been approved.

What happens when changes are made to caregivers, homestay or pastoral care without first gaining our approval?

- If we are told straight away, the student will be excluded from classes until approval has been given
- If we are *not told* straight away, the student can expect to be expelled – in such circumstances the New Zealand Immigration Service is advised and the student's visa is likely to be revoked. If an emergency arises therefore it is very important that students immediately contact us and talk about the situation so that safe and sensible arrangements can be made.



HOW TO GET APPROVAL

You must use the ATEA College Application Form. Parts of this form must be filled in by:

- Parents
- Caregivers
- Homestay Providers
- The Student

When you have completed all sections of this form, send it to ATEA College with the Registration Fee. If the form is not complete your application will be declined. A new International Student Application Fee will have to be paid for any corrected or new application. If forms are not complete your application will not be processed.

When we have processed your forms, we will arrange an interview at school with each of the following:

- The Caregiver and the student
- The Homestay provider
- The Pastoral Caregiver

Caregivers and Homestay Providers will then be given a form for a Police Vet (this is a check made by the New Zealand Police to ensure people who will be caring for and in contact with the student do not have any convictions that would endanger the student). Caregivers, Homestay Providers, and anyone in the Homestay 18 years of age or older must have a Police Vet.

Our Homestay Liaison Officer will arrange a visit to inspect the Homestay and check that everything in the home is suitable for the student.

When all checks are complete and satisfactory, approval for the Homestay and pastoral care conditions will be given.



IMPORTANT THINGS TO NOTE

International Students enrolling in ATEA College must

- Have a student visa to study in New Zealand
- Be linked with a local Christian Church that cooperates with ATEA College
- If ten years old or younger be staying in New Zealand with a parent
- If over ten years of age be in the care of a parent, or a relative or close family friend appointed by parents as Caregiver (even if living in a Homestay)
- Be able to study at an appropriate level in English or be enrolled in an approved ESOL class
- Pay the International Student Fees as scheduled.

Full details are on our website: <http://www.ateacollege.com/enrolling/>

Code: ATEA College is a signatory to the 2016 *Code of Practice for the Pastoral Care of International Students* published by the NZ Qualifications Authority. Copies of the Code are available on request from this College or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz>

Health and Travel Insurance: Most international students are not entitled to publicly funded health services while in New Zealand unless they are a resident or citizen of Australia; a national of the United Kingdom in New Zealand; or the holder of a temporary permit that is valid for two years or more. If you do not belong to one of these special categories and you receive medical treatment during your visit you will be liable for the full costs of that treatment. We provide free *Travel and Medical* insurance for international students.

Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>. Information about life and work in New Zealand can be found at www.studyinnewzealand.govt.nz/live-work. There is information about the costs of living in New Zealand on the webpage: www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs.

International Student Fees & Refunds: All fees for the full year must be paid before beginning their course. A portion of prepaid Tuition Fees will be refunded if an International Student withdraws before starting at ATEA College. No other refunds will be made. For details see our website.

English Language Requirement: International Students enrolling in courses leading to external qualifications must have passed a ATEA College (or equivalent) examination in English to a satisfactory standard.



CODE OF CONDUCT

It is important that all members of the College community are engaged in respectful learning relationships that support differing points of view or perspectives. Students, staff, parents and volunteers are integral parts of the College community. It is important to demonstrate respectful behaviour towards each other at all times, so that the individual and collective mana of all members of the College community is upheld in all circumstances.

Respectful behaviour can include the following:

- Adhering to the standards and protocols the College has established to ensure individual and collective mana is maintained.
- Listening attentively and carefully to others with an open mind.
- Asking questions in order to clarify and better understand other perspectives.
- Suspending judgement and providing the other party the chance to explain.
- Working towards resolution in a mutually co-operative manner.
- Using a neutral tone of voice when communicating with the other party.
- Demonstrating respectful and appropriate body language and being aware of the impact of your own and the other party's body language.
- Maintaining personal space.
- Being aware of how we talk about and with others within the College community.
- Acknowledging the cultural perspective of all involved.
- Being open and honest about any concerns or issues.
- Respecting and following the protocols of the College and shared facilities.
- Respecting diversity within the College community.



CHURCH PASTORAL CARE REQUIREMENTS

ATEA College is a signatory to the *Code of Practice for the Pastoral Care of International Students* which is a mandatory code established by the Government. As part of that code we must ensure students are receiving appropriate pastoral care. International Students (and other students not living at home with their parents) are enrolled on condition that a church recognised by the school as generally upholding the Christian faith of the school will agree to provide pastoral over-sight of the pupil.

An officer of the church must meet with the school (in school hours) at least once a term to discuss the general pastoral oversight of the pupil. The church must:

- provide appropriate orientation in cultural and social adjustment
- provide continuing assistance in adapting to the cultural environment
- confirm the student is attending the church regularly (at least weekly in ordinary circumstances)
- visit the home regularly
- take appropriate steps to satisfy itself that the pupil is properly cared for
- ensure that the pupil has satisfactory communication with parents.

Appropriate pastoral care will include

- provision of biblical nurture and guidance
- ensuring the student knows and has access to a suitable counsellor and knows when to approach that person
- establishing effective, sensitive communication with the student, the student's parents, the caregivers and the school
- regular informal contact with the student that will include active assessment of the student's emotional, spiritual and social adjustment



WHERE TO GET MORE INFORMATION

For details of enrolling in ATEA College go

<http://www.ateacollege.com/enrolling/>

The official government site for advice on studying abroad in New Zealand is

<https://www.studyinnewzealand.govt.nz/>

NauMai NZ provides reliable up-to-date information about life and study. See:

https://naumainz.studyinnewzealand.govt.nz/?_ga=2.215283415.1750364516.1560211960-1050787011.1560211960

For the Code of Practice for the Pastoral Care of International Students, and

translations of it, go to: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>

For information about Unicare Insurance go to: <https://www.uni-care.org/our-policies/nz-student-plan.aspx>. You can find translations of rates and policy

details at https://www.uni-care.org/Libraries/Policy_Wordings/NZ_Student_From_1_Jan_2016.sflb.ashx and claim forms in English and other languages at

<https://www.uni-care.org/documents/claim-forms.aspx>

For information about Immigration requirements go to:

<http://www.immigration.govt.nz>

The **NZQA website** [<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-toolbox/outcome-7/>]

has useful sources of information about the following:

- What to expect in New Zealand
- Education (Pastoral Care of International Students) Code of Practice
- Accommodation in New Zealand
- New Zealand law and your rights
- Health and well-being
- Community information



GRIEVANCES or COMPLAINTS

This is a small school and all students have direct access to the Principal and other staff members. We have a detailed policy about complaints which will be given to pupils or parents on request; the main points are:

Parents and pupils are advised that

- The classroom teacher is the best person to talk to about lessons, course content or class management.
- Senior staff are the right people with whom to discuss school policies.
- The Principal may be approached at any time about any school matters.
- In particular, the senior lady member of staff is a person female students may approach about any issue.
- If for any reason they wish to approach another staff member they may do so at any time.
- All staff will facilitate the resolution of problems.
- Any student who is not satisfied that a grievance has been resolved by discussion may give a written statement of grievance to the Principal who will investigate the grievance (including meeting with the student and any other parties) as soon as is practicable. If on investigation the grievance cannot be resolved, the Principal, the student and his parents or welfare service provider should meet to attempt to resolve the issue. Following such consultation, the Principal shall issue a final declaration that shall be determinative.
- It should be noted that should a student or any other body believe there has been a breach of any statutory code an appeal may be possible to a relevant appeal authority.

If this does not resolve your complaint relating to the Code of Practice 2016, you can contact the [New Zealand Qualifications Authority](http://www.nzqa.govt.nz) (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz. Or, if it is a financial or contractual dispute, you can contact [iStudent Complaints](http://www.istudent.org.nz) by phone on 0800 66 75 or their website: <https://www.istudent.org.nz>.

