

A person wearing a traditional Scottish kilt with a green, red, and white plaid pattern. They are also wearing a white sporran with black and white tassels. The person is playing a large drum, and their legs are visible in white socks and black shoes. The background is blurred, showing other people in similar attire.

# 2024 International Students Handbook



SAINT KENTIGERN



# *Principal's* **Welcome**

Welcome to Saint Kentigern College's vibrant and inclusive community! As you begin this exciting chapter of your educational journey, we're honoured to welcome you into our family. We've built a legacy of over 70 years, rooted in our rich multicultural ethos, which ensures every student thrives both academically and personally.

Our Presbyterian foundation and Christian principles are defined by our Mission Statement: 'Provide education which inspires students to strive for excellence in all areas of life for the glory of God and the service of others'. This mission is woven into the fabric of our community through the values of respect, integrity, service, excellence, and love. These values translate into everyday actions—respect for oneself and others, unwavering standards, helping those in need,

seeking to be the best at getting better, and a commitment to kindness, understanding, and service.

At Saint Kentigern College, we believe that education transcends textbooks and exams. It's shaped by the experiences we encounter, the friendships we nurture, and the wisdom we gather. To ensure your journey with us is both fulfilling and memorable, we offer an exceptional Pastoral Care system that includes our 6 Houses, dedicated counsellors, peer support programs, and specialized support for international students.

Outside the classroom, our co-curricular programs offer diverse opportunities for personal and professional growth. Whether you're on stage, debating, playing sports, or



volunteering, these experiences build character strengths like resilience, determination, and collaboration – attributes sought after by universities and employers alike.

Our commitment to academic excellence is unwavering. Saint Kentigern College consistently outperforms many New Zealand schools, thanks to our innovative pedagogy and dedicated teachers. However, our vision for our graduates goes beyond academics. We strive for our students to be outstanding leaders who serve and lead with distinction.

Your unique background and perspectives will undeniably enrich our community. We celebrate the power of diverse voices and believe in the strength of collaboration between students, families, and staff.

On behalf of our community, we warmly welcome you to Saint Kentigern College. May your time here be marked by curiosity, joy, and growth. Here's to forging connections and building a brighter future together.

Fides servanda est – The faith must be kept.

**Damon Emtage**

PRINCIPAL

It can be a challenging experience, especially when making arrangements to leave your country and adjusting to a new way of life and studying when you arrive. This handbook covers a wide range of information that will guide you through some of these challenges.

When you applied for and were accepted to Saint Kentigern College, you entered into an agreement. You have agreed to

work hard in the classroom, participate fully in co-curricular activities, maintain a high standard of behaviour, and wear your uniform with pride. The College has agreed to ensure that you have every opportunity to do your best, both inside and outside the classroom and to keep you safe.

## College Map



# Culture Shock



When you leave your own culture and go to another, you will experience a wide range of feelings and reactions. It is common for International Students to experience feelings of excitement and enthusiasm on arriving in New Zealand.

After you have settled into your studies, you may experience feelings of loneliness, sadness, homesickness, isolation and possibly frustration and anger, or you may doubt your decision to come to New Zealand.

Experiencing some or all these feelings is known as culture shock. Don't worry, this is normal, and you are not alone. Every student is affected by this in one way or another.

## **Some of the differences between life in your home country and life in New Zealand may be:**

- Language
- Food
- Climate
- Social life
- Religious beliefs
- Education system
- Family life
- Occupations

## **Other differences that you may experience include:**

- How other students relate to their teachers
- How people spend their leisure time
- How people resolve conflicts and disputes

- The laws and regulations governing the people
- How people make decisions
- How people express feelings and emotions and the meanings of hand, face and body movements

## **Due to these feelings, you may be asking yourself questions such as:**

- Am I speaking properly?
- Do people understand me?
- Will I be successful in my studies?
- Will I find friends here?
- Should I discuss my personal problems with anyone?

Your body and your mind may react in unusual ways to the stress and confusion of living in a new culture. Some of the reactions you experience may be:

- Feeling isolated or alone
- Feeling confused
- Missing your family and friends back at home
- Sleeping too much or tiring easily
- Skin rashes
- Suffering body pains, especially in the head, neck, back and stomach
- Wanting to return home
- Feeling angry towards local people
- Depending on other people from your home country
- Feeling nervous
- Finding it difficult to express yourself in English

### **How you can adjust to a new culture**

Understand that there will continue to be uncertainties and confusion. Imagine how a local resident might react to living in your own country. Observe how people in your new environment act in certain situations that are confusing to you. Try to understand why they behave as they do. Avoid judging things as either right or wrong; regard them as being different.

Recognise the advantages of living in a new culture and share your experiences with different people. Avoid having friends only from your country, learn to mix with domestic students and share each other's cultures. Join a club or a sport group or a performing arts group.

Throughout the period of cultural adaptation, take good care of yourself. Read a book or watch a movie in your home language or take a short break, if possible, exercise and get plenty of rest, email, skype or telephone home, eat good food, and do things you enjoy with friends. Take special notice of things you enjoy about living in the new culture. Although it can be a little scary, the 'shock' will gradually go away as you begin to understand the new culture.

If you are feeling a little sad, please come and talk to your Tutor Teacher, Head of International Students, Head of House or the Counselling team. We all come from different countries, and we really do understand what it feels like to be away from our home country. Remember sometimes sharing your feelings help.

### **Saint Kentigern Co-Curricular Programme**

The College co-curricular programme helps with the transition to kiwi culture. Co-curricular activity is integral to the pursuit of a well-rounded, balanced education for our young adults. We provide a wide range of opportunities for students to discover their potential, explore their interests and strive for excellence in their activity of choice.

It is expected that students will participate in a co-curricular programme and it would be a good idea to look at what is offered on the school website. During your orientation programme Mr Aldiss will provide any additional help.

# *Support* and Advice



*Mr Edmund Aldiss, Head of International Students*

The Head of International Students supported by the Admissions Office provides support and advice to all International Students and helps you have a happy and successful time at Saint Kentigern.

## **Saint Kentigern offers International Students:**

- Orientation Programme
- On-call emergency assistance 24/7 for International students, parents and caregivers. This number is for real EMERGENCIES ONLY: 027 550-4405. (Mr Aldiss)
- Pastoral Care support – social, personal and cultural issues
- Academic Support
- Student insurance policies

The Head of International Students will provide you with ongoing academic support and pastoral care.

Discipline issues are handled by the Head of International Students, in conjunction with Head of House and Senior Leadership Team.

# *Who to go to* **when you have a problem?**

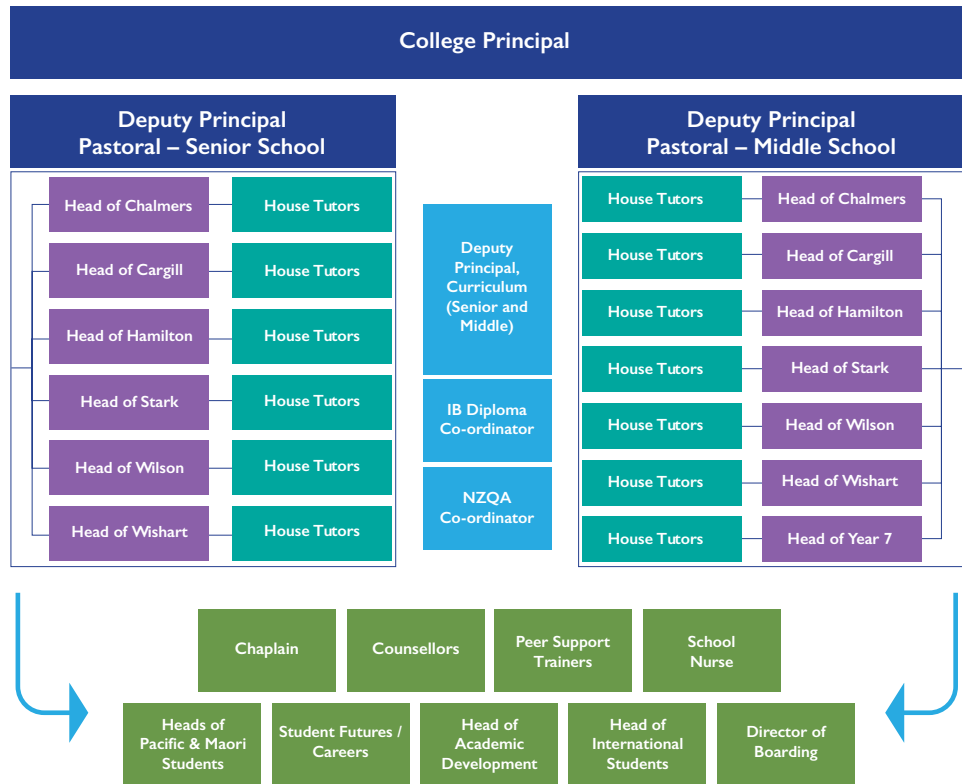


Saint Kentigern has a house system that ensures that every student feels connected and involved with the life of the College. Every student is placed in a House (there are six of them) and inside that House there will be a number of Tutor Groups. One of these will be yours. Attached to that Tutor Group will be a teacher and you will see him or her every day. This is an ideal person for you to talk to. If your Tutor Teacher cannot help you then he or she will direct you to a number of people who can. They are: The Head of International Students, the Head of House, the College Counsellors and the College Chaplain.

All of these people will be keen to listen to your problem and try and help you solve it. There is no shame in asking for help. It is the sensible thing to do.

You meet with your Tutor Teacher together with the other students in your Tutor Group at 8:40 am in your Tutor Group rooms.

- At this time the roll is marked, notices shared and uniform checked
- At 12:30 pm Extended Tutor Time you will attend Assembly, Chapel, House Meetings or Tutor Group meetings.



# *Student* **Conduct and Procedures**



## **Attendance**

- Regular and punctual attendance is required for success in schoolwork
- Parents/caregivers must phone or email before 8.30am on the morning of an unexpected absence or seek prior approval from the Deputy Principal for a planned absence at least a week before
- Consent must be obtained before leaving the College grounds during school hours
- Sign in/out at a Student Reception
- Know your timetable – be where you should be at the right time
- Be prompt to Tutor Group, classes, practices, Assemblies, House Meetings and Chapel

## **Dress**

- A high standard of dress, haircut and cleanliness is expected at all times
- Wear the correct uniform with pride, both at and away from the College

## **Respect**

- Stand when staff or guests enter the classroom
- All students and staff have the right to be treated with respect, courtesy and consideration
- Each student has the right to learn in a safe environment
- No fighting, intimidation or bullying in any form will be tolerated
- Use of offensive language is not acceptable

- Respect the property of others
- Defacing and wilful damage to College property, clothing, books and stationery is unacceptable
- Respect the environment and do not litter

## **Responsibilities**

- Carry your College ID Card with you
- Keep left and walk quietly in the corridors and through doorways
- Keep access ways clear of bags
- Name all stationery, clothing and personal articles
- Personal computers must be treated with care, stored securely and never left unattended
- Audio, computer and photographic equipment brought into the College is at the owner's own risk
- International Students are permitted to bring their cell phones to school, but cell phones cannot be used during the hours of 8:40am to 3:30pm. For urgent, or essential international calls, these can be made at Bruce House
- Bringing dangerous and forbidden items (e.g. knives, lighters, fireworks, water bombs, chemicals, masks, air pistols or any item with which you could threaten the safety or security of others) to the College is not allowed
- Bringing or consuming drugs and alcohol to/at the College is not allowed
- Only with staff permission may a student eat or drink in class
- When a student requires medical attention, they should inform a teacher and report to the Medical Centre in the Macfarlan Centre

- Support and participate in House activities
- Report all accidents, hazards, thefts and breakages immediately to your Head of House or Student Reception
- Play games on the fields at interval and lunchtime, not in corridors or quads
- No throwing of balls in quads or indoors
- Elliot Hall foyer is out of bounds except for Assemblies
- Know the Fire Drill and Evacuation Procedures
- Follow the principles of fair play in all sports
- Once a student commits to a sport, they are expected to play for the whole of the season

## Absence from the College

### 1. Sickness (see OLE College page for information).

Please advise SKC Absences whenever your child is going to be offsite or absent from any classes.

Please note that any absences must be reported by parents to the school as confirmation of students' absence or sign in/out times. Students are required to always sign in/out at Student Reception using their Student ID cards when they come and go from the school during school hours. The school needs to know that the students' absence times match what their parents advise. Below are the contact details for reporting student absences:

College email: [skc\\_absence@saintkentigern.com](mailto:skc_absence@saintkentigern.com)  
Text only: absence number 021 172 6464

When reporting an absence, please be sure to mention:

- Student Name (first and last name)
- Tutor Group or Year Level
- Date(s) of absence
- Absent time (e.g. all day or from 10:30am to 12:30pm or signing out at 1:00pm)
- Reason for Absence (e.g. sick or appointment (doctor, dentist etc.) or late or holiday etc or government mandated isolation).

Please update [skc\\_absence@saintkentigern.com](mailto:skc_absence@saintkentigern.com) if the circumstances change for any reason.

### 2. Absence from College with prior permission (see OLE College page for information).

If parents/caregivers are wanting a student to be absent from the College for any non-medical leave of more than two days this needs to be approved by your child's Head of House. In these cases please complete a College Student Leave Application online form by clicking on the College OLE page. This will be assessed before permission may be granted for leave. Applications should be submitted well in advance of leave period.

This will apply to situations such as early departure at the end of a term.

### 3. Application for an Extension NZQA Years 11 – 13

You will be eligible to apply for an extension under the following circumstances:

- You will be away representing the College at a sanctioned sporting or cultural event
- You have been selected to represent New Zealand by a registered national body
- You have been ill or severely injured and have a medical certificate for the dates that the assessment has occurred
- Bereavement

For further guidance or clarification please see Mr Aldiss, Head of International Students.

## Late to College

Students must arrive at College in time for Tutor Group meetings at 8:40am. If late, the student should first report to Student Reception to sign in.

## Activities outside of College

The student is a representative of the College both inside and outside the College campus, and behaviour should be above reproach at all times (See International Enrolment Agreement).

## Transport on College Buses

Every student using College transport has the right to travel to and from the College in a safe, comfortable and orderly manner. All students must respect these rights.

A Code of Conduct spells out what is expected if students wish to travel by College bus and is strictly enforced. Acceptance of this Code of Conduct is a condition of travel in a College bus.

# Course Selections

## Boarders, Caregivers and Homestays



Saint Kentigern College provides two qualifications, The National Certificate Educational Achievement (NCEA) and the International Baccalaureate Diploma (IB Diploma). Most of you will have chosen your courses. The College reserves the right to have the final decision on what students choose to study. This is because the College has a responsibility to EVERY student at the College and to ensure that there is an acceptable academic standard in every class.

If you do have course problems you should see the following people: The Head of Department for that subject, the Head of International Students and the Deputy Principal – Curriculum.

### Boarders

If you are a boarder, then you will follow the rules at Bruce House. You will all have been given a copy of these rules. Please read them carefully and if you have any questions then please ask the Head of Bruce House or the Head of International Students. You should also talk to these people if you have any problems at Bruce House. If you wish to have leave from Bruce House then your caregiver needs to give permission in writing, with all the relevant information i.e. where you will be going, who will pick you up and deliver you back, times, address and contact telephone number etc., at least 48 hours before the date. No student may leave the property without permission.

### Caregivers

Every student at Saint Kentigern College must have a Caregiver. This person has been carefully chosen by your parents. If there is a problem this is the person that the school will contact. They have a very responsible job, and the school will be expecting them to do it well. If you are unhappy with your Caregiver and wish to change them, you must first of all contact your parents. Your parents and ONLY YOUR PARENTS can find you another one. Your parents, your new Caregiver and the Head of International Students will need to meet. If you have a problem with your Caregiver, you should tell the Head of International Students immediately so that they can try and help you sort it out. Also, if your Caregiver has any concerns then he or she should contact the Head of International Students straight away.

### Homestays

Saint Kentigern College does not allow International Students to live in homestay accommodation. Our students will live in Bruce House or with their New Zealand-based parents.

# Enrolment



You have been enrolled at Saint Kentigern College for one year only. At the end of the year your position will be reviewed. In most cases you will be offered the chance to continue with your studies should you so wish. However, repeated cases of discipline problems, poor attendance, failure to do homework, disruption in the classroom, failure to reach academic potential, may result in the offer of a place for the next year being withdrawn. At the end of each year every effort will be made to ensure that you have the course you desire for further study. However, as has already been explained, poor performance, difficulty in English, may mean this is not possible.

## **The Education (Pastoral Care of International Students) Code of Practice 2019**

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. New Zealand education providers like Saint Kentigern College have an important responsibility for International Students' welfare. The Code is a document that provides a framework for service delivery by education providers and their agents to International Students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider. The Code does not apply to concerns about academic standards. (This was revised in July 2019)

## **The Code sets standards for education providers to ensure that**

- High professional standards are maintained
- The recruitment of International Students is undertaken in an ethical and responsible manner
- Information supplied to International Students is comprehensive, accurate and up-to-date
- International Students are provided with information prior to entering into any commitments
- Contractual dealings with International Students are conducted in an ethical and responsible manner
- The particular needs of International Students are recognised
- International Students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of International Student grievances.

## **How can you get a copy of the Code?**

You can get a copy of the Code from the Admissions Office and it is on the OLE. The Code is also available online from: <https://www.nzqa.govt.nz/international/study-nz-quals/international-student-care/>

## **Complaints**

In the first instance, the complaint should be directed to the appropriate person and, where possible, resolved co-operatively

*(continued over)*

and at an early stage. The Head of International Students will try to help you. If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to the Head of House. Please follow the International Student complaints flowchart below. At this stage all complaints must be in writing and signed by the complainant. If a complaint is of a very serious nature, staff will immediately inform the Principal about the nature of the complaint.

## **Complaints Procedure for International Students at Saint Kentigern College**

### **A minor complaint**

Talk to your Teacher ► Talk to your Tutor ► Talk to the Head of International Students ► Talk to your Head of House

### **A Serious Complaint**

#### **Prepare a complaint in writing.**

1. Your or your parents present your complaint in writing to the Head of House. You can have a support person with you. The Head of House will investigate the complaint and respond after the investigation is complete.

2. If you are unsatisfied, you may take your complaint to the Head of International Students. You can have a support person with you.

3. If you are unsatisfied you can take your complaint to the Principal. You can have a support person with you.

If you have completed 1-3 with an unsatisfactory result, you can contact the Dispute Resolution Scheme (DRS), via [www.istudent.org.nz](http://www.istudent.org.nz).

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualifications Authority (NZQA), who will process your complaint.

NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the Code.

NZQA also has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect your immigration status. You can download the Complaint Form.

Completed complaint forms, along with supporting evidence, can be sent to:

The Complaints Officer New Zealand Qualifications Authority  
PO Box 160 Wellington 6140

Or email/scan the completed form along with scans of any supporting evidence to [schoolcode.enquiries@nzqa.govt.nz](mailto:schoolcode.enquiries@nzqa.govt.nz).

For more information on the complaint process, students can contact NZQA on 0800 697 296.

## **Immigration**

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

## **Eligibility for Health Services**

Most International Students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at [www.moh.govt.nz](http://www.moh.govt.nz).

## **Accident Insurance**

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. Further information can be viewed on the ACC website at [www.acc.co.nz](http://www.acc.co.nz).

## **Compulsory Insurance**

It is compulsory for you to have current medical and travel insurance for the duration of your programme of study in New Zealand. This is a condition of your study visa and the insurance must cover you from the date you leave your country to the expiry date of your visa, plus one week. This has been arranged by the College and is part of your fees. If you are not sure what your insurance covers then please see the Finance Office. If you do not have valid insurance, then you will not be allowed to attend your classes.

# Notice of Leaving and Visa Status



## Notice of Leaving

The College has accepted you in good faith for one full year. It is expected that you will fulfil your obligation by attending regularly for that year. If, however, you do wish to leave then a notice of one term must be given in writing. The Head of International Students will then contact Immigration in writing informing them that you will no longer be a student at the College from this date and that the College will take no further responsibility for your welfare from this time and that the Student Visa issued to Saint Kentigern will no longer be valid. The College refund policy is set out in the International Enrolment Agreement (see the Admissions Office). It allows for partial refunds only.

## Visa Status

You have been accepted for one year on the grounds that you are an overseas student. If during the year of study you or your family acquire Permanent Residency status or obtain a work visa no refund will be made on your overseas student fees for that term.

## EMERGENCY CONTACT

### Parents or International Students

In the event of an emergency please contact **Mr Edmund Aldiss**, Head of International Students

Mobile: **027 232 8155** (Calls from overseas **+64 27 2328155**)

For all other matters, Mr Aldiss may be contacted during the school day through the College Office **(09) 577 0749**

*Integrity Faith  
Trust Service  
Leadership Challenge  
Excellence Hope  
Compassion Inspiration  
Integrity Faith  
Respect*

Saint Kentigern College

130 Pakuranga Rd, Pakuranga, Auckland 2010, New Zealand

Phone: +64 (9) 577 0749

[www.saintkentigern.com](http://www.saintkentigern.com)



SAINT KENTIGERN