



CARMEL COLLEGE

PRE-DEPARTURE INFORMATION



Aerial View of Carmel College beside Lake Pupuke. Rangitoto Island in the background



INFORMATION FOR PARENTS

Dear Parents

Welcome to the Carmel College Community! We are sure your daughter will enjoy her time both at school and in Auckland. We hope that the following information will help you to prepare your daughter for her arrival in Auckland and answer some of your questions about our school and life in New Zealand. A more detailed handbook will be given to your daughter when she arrives.

Our parents are valued members of our school community. With your daughters studying a long way from their families, we have special responsibilities for them and we will do our best to keep you as fully informed as possible about your daughter. To do this we ask that we are always told of any change to your address, phone and fax number and email address. Emails are the quickest way of contact.

We will send three reports throughout the course of the year, outlining your daughter's academic progress throughout the year. The reports are available on the Parent Portal on our website. Instructions will be emailed to you on how to access this information.

Carmel College is responsible for all emergency procedures during school hours and outside school hours while the student is in a homestay. In the event of an accident or emergency appropriate action will be taken and you will be contacted as soon as possible by the school principal, Ms Sarah Kemble, your student's agent, or your insurance company, on the emergency contact number you provided on your daughter's application for enrolment form.

If your daughter has an accident while you are outside of New Zealand, Carmel College or the homestay parents may need to consent to urgent medical procedures on your behalf, including blood transfusions if necessary. Please contact me if you have any queries about our emergency procedures. If you have any concerns or issues you would like to discuss about your daughter, please don't hesitate to contact me. We would encourage you to take the opportunity to visit your daughter while they are enrolled at Carmel College, and we would be very happy to meet with you and show you around the school.

IMPORTANT: *If you are purchasing a return ticket for your daughter to New Zealand, please make sure that this is a flexible ticket where the departure dates can be changed, in case of unforeseen circumstances out of your/our control.*

We encourage all our new students and parents to Carmel College to register and join NauMai NZ. This is a government run service which provides you with information and suggestions to help you find your way, connect and explore your new country:

www.naumainz.studyinnewzealand.govt.nz

We look forward to welcoming your daughter to Carmel College.

ACCOMMODATION

Students at Carmel College may live with their parents, a Designated Caregiver or in a Carmel College homestay.

If your daughter is living with a Designated Caregiver or with one of our homestay families, we will assess the suitability of the Carmel College homestay or the Designated Caregiver's accommodation by:

- Visiting the home
- Interviewing the caregiver
- Carrying out Police vetting for all persons in the house 18 years of age and over in the Carmel homestay or in the Designated Caregiver's home to ensure that we are satisfied that the homestay will provide safe and suitable accommodation for an international student.



Please note that if your daughter is under 18 years old, they will not be allowed to stay with their sister or brother who is in New Zealand on Student Visas. Students are not permitted to live alone or in a flatting situation with other students, regardless of their age.

Agents may not act as a designated caregiver for your daughter while she is studying at Carmel College.

If your daughter is living with you while studying in New Zealand, we will need a copy of your passport and appropriate visa. Parents may not leave their daughter unsupervised overnight or for any length of time. If a student is unsupervised, we will need to inform Immigration New Zealand.

HOMESTAY ARRANGEMENT THROUGH CARMEL COLLEGE

The school makes all the arrangements for payments to the homestay family, and will organise for your daughter and her belongings to be transported to the homestay.

Please note that homestay fees are paid throughout the year and will stop when your daughter leaves for the Christmas holidays, but you will have to pay a room holding fee to keep her belongings at the accommodation and to guarantee her place at that particular homestay the following year.

If a student needs to move out of a homestay all arrangements will be carried out by the Director of International Students and she will contact you to explain the change.

If you, as the legal parents, want the change yourselves, you must write to the Director of International Students giving **valid** reasons for changing homestay. The Director of International Students will give two weeks notice to the homestay from the time a decision is made to move.

THE CODE OF PRACTICE

Carmel College has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by the Ministry of Education and administered by NZQA. Copies of the Code of Practice 2021 are available from the NZQA website at: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

If there are concerns about a student's treatment then, under the terms of the Code, the International Student Director should be contacted in the first instance so that the school's internal grievance procedures can be implemented. If you feel your problem is not being solved by the school, you can contact the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz Phone 0800 697-296 or Email risk@nzqa.govt.nz

If it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 00 66 75. More information is available on the Fairway Resolution website: <https://www.fairwayresolution.com/help-for-you/education>. 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.

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>.

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 <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 still may be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

NOTIFICATION OF CHANGE OF ADDRESS

Parents must notify Carmel College of any:

- Change of Address
- Change of accommodation type
- Change of contact details for parents or Designated Caregivers.

A change of accommodation should be discussed with the Director of International Students a month before the student intends to leave so that appropriate checks and Police Vetting can be conducted.

HOUSING INFORMATION FOR PARENTS MOVING TO NZ

Properties for rent or purchase can be found in several ways. The Real Estate Institute website has a search engine to find houses for sale/rent online at: <https://www.realestate.co.nz/>

Many Real Estate companies have a division who look after rental properties. There are several Real Estate companies in Milford:

Barfoot & Thompson: <https://www.barfoot.co.nz/branches/milford>

Prestige Real Estate: <http://www.prestigerealty.co.nz/>

Harcourts Cooper & Co: <https://www.cooperandco.co.nz/harcourts-milford-real-estate/>

Houses for sale or rent can also be found on Trademe: <https://www.trademe.co.nz/property>.

Please also see the Useful Links at the Back of this Booklet for further information on moving to Auckland.

MOTELS

There are several Motels in close proximity to Carmel College while you are looking for accommodation. These are listed below in the order of distance from our school:

Quest Serviced Apartments

215 Shakespeare Road, Milford

<https://www.questapartments.co.nz/properties/north-island/auckland/quest-takapuna>

City of Sails Motel (3 star)

219 Shakespeare Road, Milford

<http://www.cityofsailsmotel.co.nz/>

Takapuna International Motor Lodge (3 star)

1B Lake Pupuke Drive, Takapuna

<http://www.takapunainternational.co.nz/>

Anzac Court Motel (3-star)

43 Anzac St, Takapuna

<http://www.anzac-court.co.nz/>

Spencer on Byron (4 star)

9-17 Byron Ave, Takapuna

<http://www.spencerhotel.co.nz/>

INFORMATION FOR STUDENTS

CARMEL COLLEGE HOMESTAY

You will probably find living in a homestay different from living in your home – different ways of doing things, different food, having to look after yourself. You will learn a lot from living in a homestay, but it will take some time to adjust.

Please join in family conversations and activities. You will also be expected to assist with the day-to-day activities in the home as much as the children of the homestay family do. Try the different food offered. If you don't like it, then it is okay not to eat it again.



Our homestay families have looked forward to your arrival and have often moved furniture, and in some cases, even family members to accommodate you. If you have a problem you should always **ASK** for advice. If you are very worried, there are people to see, either at home or at school.

PERSONAL DIRECTORY

Write all the names, addresses, phone numbers and email addresses of all the people you might need to contact while you are at Carmel College in your phone and in a small book (in case your phone battery is flat). This includes:

- Your family, friends, guardian and agent
- Your homestay's names, address, phone number(s) – essential in an emergency
- Carmel College: phone 486 1132 Extension 709 (for the International Office)
- People you or your parents know in Auckland
- New Zealand Emergency number – Fire – Ambulance – Police – 111
- Carmel College Emergency phone – Access number for New Zealand from the country you are in (00 in some countries) then +64 27 225 6651. In New Zealand 027 225 6651.

AT THE AIRPORT

You will fill in an arrival card while on the plane. This card will ask you about any items you are bringing into the country.

Please write down any food items and show these to customs officials at the airport. They will let you know if you can bring this into the country. You will be fined if you are found to have items that you have not declared.



VERY IMPORTANT: Please be aware that there are very strict regulations with what you can bring into the country. These are the prohibited items, so please don't bring these with you:

- any fruit or vegetables (dried or fresh)
- honey
- eggs
- dairy products
- seeds
- fish or meat (dried or fresh)



Please see this video link and select your language, to understand what you must declare – this is available in several languages:

<https://www.biosecurity.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/resources/#pawder>

If you need to change money to cover you for the first few days while in New Zealand, it would be a good idea to do this at the airport, as you may not have time in the first few days to visit your bank, around \$150-200 will be enough. Please do not bring large amounts of cash into the country.

UNIFORM



School uniforms can be purchased from 19A Douglas Alexander Parade, Albany.

Please allow approximately \$500.00 to cover the cost of a new uniform, this can be bought when you arrive with the help from your host family or on-line before you arrive in New Zealand.

If you prefer to buy on-line before your arrival please ask for this to be delivered to your homestay or c/o Carmel College International Department. The website is: www.nzuniforms.com

You will need plain BLACK, LEATHER, LACE-UP shoes – this is a sample of what they can look like. Please do not have any other colours on your shoe.

These can be bought in New Zealand but if you already have these in your home country, we would suggest you bring them here.

STATIONERY

You will be provided with textbooks and written workbooks, but there are some stationery items that will need to be purchased. You will receive a list of these when you start school. However, if you have the following items, it is recommended that you bring these with you as it can be expensive to purchase in New Zealand.

- a 512mb USB memory stick
- Casio Graphics Calculator - FX9750GII (not required for Year 9)
- Laptop or tablet – please see the following link for device specifications:



www.carmel.school.nz/images/stories/enrolment/BYODDevicespecifications_5.pdf

YEAR 12 CAMP

For those students in Year 12, a camp is held in March. Most of the items required for the tramp will be provided by the school. However, students will require good walking shoes for the Tongariro Crossing, and it may be advisable to bring these from home.

ORIENTATION

On your first day we will go over lots of important information. This will include your timetable, testing English, homestay information, getting to know your Dean and Atawhai class.

If you arrive during the year there will be a shorter orientation programme on your first day.

On your first day of school you should come to the main office at 8.35am. You need to bring your laptop, mobile phone and ear buds/headphones. You will also need a pen, paper and a packed lunch.

ATAWHAI CLASS



Your Atawhai Class (or form class) is like your 'family'. This is the class that you meet every day at Atawhai Class period, and your Atawhai Class will remain the same throughout your time at Carmel College.

Your Atawhai Class will be connected to one of our six houses:

Alexandra, **Cecilia Maher**, **Justine**, **Kelly**, **Mcauley** and **Pompallier**.

COURSES

You will be placed in your subject classes and given a timetable showing you which classroom to go to and who your teachers are. In New Zealand students go to a different room for each subject.

It may take 2 or 3 weeks before you and your teachers are sure you are in the right classes. You need to give yourself time to settle in. **Ask your teacher or the international office if you need help.** Your teachers will monitor your progress and move you to another class if necessary.

Junior forms

(Years 7 & 8) will have most classes together.

(Years 9 and 10) have some classes together e.g. Social Studies, Religious Studies and Physical Education. You have other subjects with other students of your year level so you will be able to meet other students and extend your group of friends.

Senior students (Years 11-13). You will be on an individual programme based on subject selection. When planning your courses, you need to make sure that your subjects will provide a full course in the following years and lead to the career you want.

TRANSPORT IN AUCKLAND



Many of the students at Carmel College take the bus to school, or walk.

Remember that in New Zealand, cars drive on the left-hand side of the road, so you must be very careful when crossing roads. Make sure you look right, then left, then right again before you cross.

If you are taking the bus to school, your host family will show you where to catch the bus. We suggest that you purchase an **AT HOP CARD** which will give student discount on public buses.

If you are travelling by bus, it is a good idea to purchase a Hop Card. Your card will need to be registered either online at <https://at.govt.nz/bus-train-ferry/at-hop-card/> or at Smales Farm bus terminal.

WHAT'S LIFE LIKE IN NEW ZEALAND?

New Zealand is a great place to live and we are sure you will agree. New Zealanders like to call themselves Kiwi's (after the bird not the Kiwi fruit!) and they are very passionate about the outdoors and all sports, and in particular rugby. The All Blacks are a well-known icon, but New Zealand also has a vibrant cafe society and cultural activities.



New Zealand has a temperate climate, stunning scenery and friendly locals. It is a rich multicultural society and this is reflected in the variety of ethnic foods available in restaurants and cafes.

There are just over 4.5 million people living in New Zealand, and there is something for everyone here: peaceful countryside, buzzing cities and plenty of fun and adventures.

REMEMBER: Please register and join NauMai NZ. This is a government run service which provides you with more information and suggestions to help you find your way, connect and explore your new country: www.naumainz.studyinnewzealand.govt.nz

AUCKLAND CITY



Although Wellington is the capital of New Zealand, Auckland is the largest city. It is a vibrant city with many activities available.

There are islands in the Hauraki Gulf to explore, and plenty of parks and beaches for walking and swimming.

Carmel College is located in Auckland's North Shore – just 10 minutes from the Auckland City centre. Carmel is within easy walking distance to the Milford Shopping Centre, Milford Beach, and is on a good transport route.

RECOMMENDED CLOTHING

We suggest that you bring the following items to cover the various seasons:

- swimwear, sunhat, sunglasses
- shorts, t-shirts, skirts
- raincoat
- warm waterproof jacket
- sweatshirt/jumper
- jeans/long pants
- long sleeve shirts



You should also remember your camera, adaptors, toiletries, any medication, and photographs.

MEDICAL & TRAVEL INSURANCE

It is a requirement of the New Zealand Government that all International students have Insurance to cover your health for the entire time you are here in New Zealand, and Carmel College can organise this for you. The New Zealand Government does not cover health care.

You will have to pay for all your medical bills while you are in New Zealand. Your Health Insurance Policy will be copied and kept on file and the International office can assist you in making any claims.

If Carmel College is organising your insurance, please let us know your intended departure date so that we can book appropriate insurance cover from the time you leave home. If Carmel is not organising your insurance, please make sure we have a copy of appropriate insurance (NZ based insurer) three weeks before your intended departure date.

WEATHER IN NEW ZEALAND



New Zealand's warmest months are December, January and February, while the coldest are in June, July and August, however winters tend to be short and generally fairly mild.

In summer, the average maximum temperature ranges between 20-28°C and in winter between 10-15°C. However, the weather in New Zealand can change unexpectedly, so be prepared for sudden changes in weather and temperature.

BANKING

Banks are open from 9.00am to 4.30pm Monday to Friday. Automated Teller Machines (ATM's) are widely available at banks, along main shopping streets and in malls.

International credit cards and ATM cards will work as long as they have a four-digit PIN encoded. Check with your bank before leaving home. We can also help you to open up a bank account in New Zealand.

DRIVING IN NZ

While enrolled at our school, International Students may NOT purchase, own or drive a motor vehicle while attending Carmel College. If a student is found to be driving in breach of this policy, it may be grounds for termination of their enrolment.

ELECTRICITY

Electricity is supplied throughout New Zealand at 230/240 volts, 50 hertz. You will probably need an adapter/converter unless the item has a multi-voltage option.

Please note that power outlets only accept angled two or three pin Type I plugs (as also used in Australia) depending on whether an earth connection is fitted. Please discuss this with your homestay.



SENDING GOODS TO NEW ZEALAND

- Please be aware that only items for your personal use should be sent to you at your homestay of New Zealand address.
- We do not allow you to receive goods for other people or sell items that have been delivered to you while in New Zealand.

- Please visit the New Zealand Customs web page for information on customs duty and GST: www.customs.govt.nz

KIWI CULTURE

- Although this is not a rule, many New Zealanders prefer to walk on the left- hand side of the pavement to avoid collisions with other pedestrians. Some footpaths also have separate walking/cycle lanes.
- New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if they see people behave in these ways.
- New Zealanders are very passionate about the outdoors. Much of their entertainment is done outdoors. New Zealanders also love sport. Popular sports include rugby, cricket and netball.
- When shopping, going to the post office or visiting any other place where others are doing similar things to you, a queuing (or lining up) system is used. This means that whoever comes first will be served first (“first come, first served”). It is considered bad manners to go ahead of someone else, who was already there when you arrived.
- New Zealand has no snakes or dangerous wild animals so it is very safe.
- New Zealand cities and towns have excellent water supplies and in all cases tap water is fresh and safe to drink.
- Watch what others do to learn what is acceptable in New Zealand customs. Burping, eating with your mouth open and slurping your food in considered rude.
- Please use ‘please’ and ‘thank you’ often – it is considered good manners.

ARRIVAL AT SCHOOL

We look forward to seeing you on your first day at school. You will probably be nervous and hopefully excited about this adventure.

- Give yourself time to settle in at school and make friends.
- You will have a Kiwi Sister, usually someone from your Atawhai class, to help you find your way around.
- Enjoy learning a new culture and new language.
- Be proud of yourself – it is very brave to come to another country, and another home.
- Always ask questions if you don’t understand. We all want to help you.
- AND SMILE - we know you will enjoy your time here.



NEW ZEALAND SLANG

The following is a list of some New Zealand slang expressions and their meanings.

Awesome	Great, excellent
Bach	A holiday home
Barbie	Barbecue (also written as BBQ) – food cooked outside over a charcoal or gas fire
Bright spark	Intelligent
Bring a plate	Everyone brings food to share. Don't bring an empty plate!
Cheers	Thanks
Cool	Good, acceptable
Drive round the bend	Annoy someone
Gumboots	Waterproof rubber boots
Heart of gold	Describing a person who is very kind
Jandals	Rubber sandals or thongs
Jersey	Sweater or warm top
Lolly	The usual word for sweets or candy
No worries	No problem, it's alright
Once in a blue moon	Very rarely, seldom, almost never
Pop on over/pop in	Come and visit me at my house
She'll be right	Everything is going to be OK
Swat	Study hard, especially before an exam
Ta	Thanks
Togs	Swimsuit/bathing costume
Under the weather	Feeling unwell or tired
Uni	University
Veggies	Vegetables

PASTORAL SUPPORT CONTACTS

CARMEL COLLEGE EMERGENCY PHONE: +64 27 225 6651

Director of International Students

Mrs Trudy Freeman

international@carmel.school.nz

Mobile: +64 27 225 6651

Phone: +64 9 486 1132 Extn: 709

International Student Administrator

Mrs Helena de Ruiter

international@carmel.school.nz

Mobile: +64 21 255 2822

Phone: +64 9 486 1132 Extn: 709

Student Counsellors

Fleur Knowles

fkowles@carmel.school.nz

Jacqui Ivankovich

jivankovich@carmel.school.nz

Career Advisor

Mrs Lois Bruce

lbruce@carmel.school.nz

House Deans

Mrs Kelly Watts (Justine)

kwatts@carmel.school.nz

Mrs Fiona Sahinkaya (McCauley)

fsahinkaya@carmel.school.nz

Mrs Rosie Banfield (Pompallier)

rbanfield@carmel.school.nz

Ms Kathy Giles (Alexandra)

kgiles@carmel.school.nz

Ms Sarah Menzies (Cecilia Maher)

smenzies@carmel.school.nz

Mrs Liz Walker (Kelly)

lwalker@carmel.school.nz

USEFUL LINKS

Auckland & Living in New Zealand

Living in New Zealand www.newzealandnow.govt.nz

Tourism New Zealand www.tourismnewzealand.com

About Auckland www.newzealandnow.govt.nz/regions-nz/auckland

Living in Auckland www.aucklandnz.com/study-work-and-live/live/moving-here

Education

Study in New Zealand www.studyinnewzealand.govt.nz

NZQA's Studying in New Zealand www.nzqa.govt.nz/studying-in-new-zealand/

Legislation

[education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/](https://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/)

Study Information sorted.org.nz/guides/studying-immigration.govt.nz/new-zealand-visas/options/study

Understanding the New Zealand School System
www.newzealandnow.govt.nz/living-in-nz/education/school-system

Other

Access Help and Support www.newzealandnow.govt.nz/move-to-nz/getting-help-support

Drive Safe www.drivesafe.org.nz

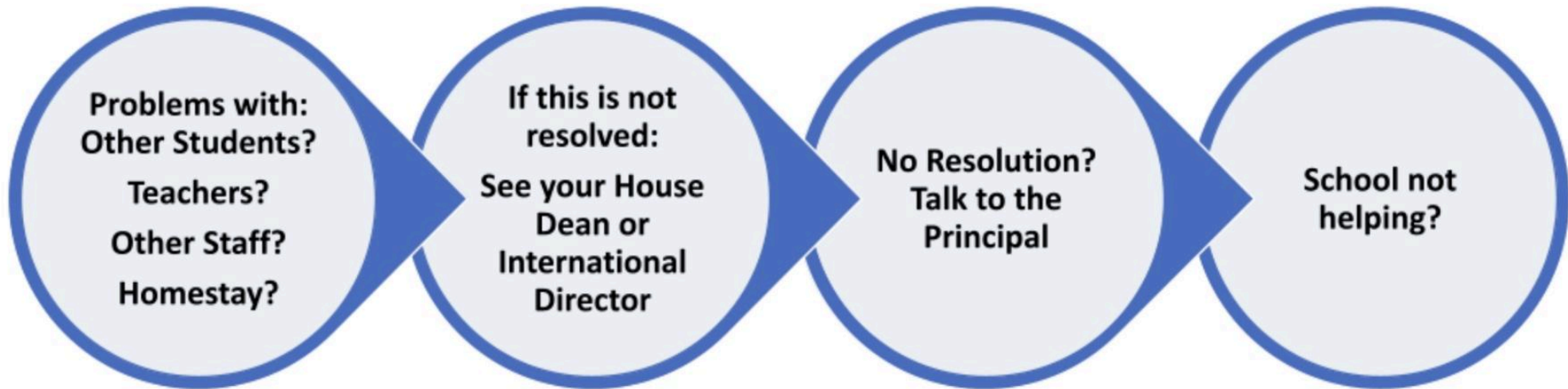
Cost of living www.expatistan.com/cost-of-living/auckland

InfoNOW (various languages) www.infonow.nz/

Ezispak (Government telephone interpreting service) www.ezispak.nz

NZ Transport Authority www.nzta.govt.nz/safety/driving-safely/visiting-drivers

What to do if you have a **complaint?**



- Have you seen your Atawhai Teacher?
- If it is a problem with your Homestay, have you talked to the international office?

- Your House Deans:
 - **Kelly House** - Mrs Walker
 - **Pompallier** - Mrs Banfield
 - **Justine** - Mrs Watts
 - **Cecilia** - Ms Menzies
 - **McAuley** - Mrs Sahinkaya
 - **Alexandra** - Ms Giles
- Director of International Students *Mrs Freeman*



- Contact the Principal
- *Mrs Kemble*



- Contact NZQA:
risk@nzqa.govt.nz
or call them on:
0800 697 296
- If your complaint is about fees, contact Study Complaints:
www.studycomplaints.org.nz
or call them on:
0800 00 66 75