



# Macleans College



## International Students

---

### **Guide Book**

Updated | 08/2021



---

# CONTENTS

---

<b>Who to go to if you have questions</b>	<b>2</b>
<b>Welcome message from the Director of International Students</b>	<b>3</b>
<b>Administrative/daily matter</b>	<b>4 - 6</b>
<ul style="list-style-type: none"><li>• Public Transportation</li><li>• Change of Contact</li><li>• Insurance Claim</li><li>• Overnight, Weekend and Holiday Travel Plans</li></ul>	
<b>Homestay matters</b>	<b>7 - 9</b>
<ul style="list-style-type: none"><li>• Homestay family – expectation from them</li><li>• Computer and internet use</li><li>• Food</li><li>• Hygiene – using of the bathroom</li><li>• Laundry – washing of clothes</li><li>• Cleanliness – Bedroom</li><li>• Additional needs</li><li>• Moving homestay</li><li>• Curfew times in homestays</li><li>• Homestay payments during school breaks</li></ul>	
<b>Health</b>	<b>10</b>
<ul style="list-style-type: none"><li>• What to do when you are unwell</li><li>• Who to contact if unable to attend school</li></ul>	
<b>Keeping safe in New Zealand</b>	<b>11 - 12</b>
<ul style="list-style-type: none"><li>• Personal security when out and about</li><li>• Using automatic teller machines</li><li>• Using public toilets</li><li>• Calling the police</li><li>• Examples for dialling 111</li></ul>	
<b>Student Advisory Services</b>	<b>13 - 14</b>
<b>Grievance procedures</b>	<b>15</b>
<b>Complaints</b>	<b>16</b>
<b>Information</b>	<b>17 - 18</b>

---

# WHO TO GO TO IF YOU HAVE QUESTIONS

---



<b>Careers/ university pathway</b>	Career Counsellors located in Student Advisory Services (SAS) building
<b>Co-curricular</b>	You can go to your form teacher or house leader. Alternatively, sports director if it is sports related; Art department if it is art related; and Music department if it is music related.
<b>Coping in life</b>	Guidance Counsellor located in international department and SAS building
<b>ESOL</b>	ESOL teachers
<b>Homestay</b>	Homestay co-ordinators
<b>Insurance</b>	International department
<b>Language translation</b>	Come to the international department and we will help you out as much as we could.
<b>NCEA/ CAIE</b>	Career Counsellors Director of International Students
<b>Subjects/ timetable</b>	Director of International Students
<b>Travel</b>	International department

The above is a general guide who you can go to for help. We encourage you to go to the International department if you are unsure who to approach.



---

## WELCOME MESSAGE

---



### ***Welcome message from the Director of International Students***

Welcome to Macleans College, a school reputed for high performance in both academic achievement and co-curricular activities.

International students from all over Asia, Europe and South America come to New Zealand and Macleans College in particular, with different goals. Some students come for only a short time – to learn, travel and experience a new culture. Many are here long term to learn and achieve qualifications for tertiary opportunities.

You are an important and integral part of our school. You bring with you vibrancy and global perspectives. You help make our school community much more diverse. Living overseas gives you a wider world view and helps prepare you for future success.

We have a wonderful team of staff in the international department who are dedicated to the care and support of every international student. It is a rewarding journey we share with you.

Congratulations on the bold decision you have taken to study abroad. You will be a much better person for it.

***Ko te angitu tētahi haerenga, kāore i te wāhi mutunga***

Life is a journey, not a destination.

Tina Mair



## ***Public Transportation***

Auckland, New Zealand public transportation service is run by Auckland Transport (AT). You can buy the AT HOP card from online, train stations and the nearest Paper Plus shops around your area. The card can be used for bus, train, and ferry in Auckland. Below are some useful links.



AT HOP CARD

### **AT Mobile app**

<https://at.govt.nz/bus-train-ferry/more-services/mobile-services/>



APPLE IOS APP



ANDROID APP



### **Child & student discount information**

[https://at.govt.nz/bus-train-ferry/at-hop-card/  
card-concessions-discount-fares/child-student-discount/](https://at.govt.nz/bus-train-ferry/at-hop-card/card-concessions-discount-fares/child-student-discount/)



### **Buy AT Hop card**

[https://at.govt.nz/bus-train-ferry/at-hop-card/  
buy-at-hop-card/](https://at.govt.nz/bus-train-ferry/at-hop-card/buy-at-hop-card/)



School buses are operated by Gobus, telephone no 09 257 7690.  
Students are responsible for paying their own bus fares.

### **School bus (Macleans College) timetable**

[https://at.govt.nz/bus-train-ferry/timetables/  
school-timetables/macleans-college/](https://at.govt.nz/bus-train-ferry/timetables/school-timetables/macleans-college/)



---

## ***Change of Contact***

If you or parents have a change of address and contact details, please tell the International Student Co-ordinator or reception as soon as possible.

1. Street address
2. Phone number
3. Mobile number
4. Email address
5. Parents and your details

## ***Insurance Claim***

If you have bought insurance from the school the International Department can help you claim for medical expenses and some other expenses covered in your insurance policy.

Bring the receipt and provide your bank account number to the International Department.

## ***Overnight, Weekend and Holiday Travel Plans***

If you are going away for the weekend or overnight, you **must apply for permission ten school days before**. See the International Department.

We encourage you enjoy and explore New Zealand when you are here. It is also our responsibility to ensure you do this in a safe manner. The International department has a lot of approved tour agencies (for high school students) and also flyers for weekend trips. Come check it out with your friends.

You will need to fill out a travel application form to get permission to travel.

**DO NOT book any flight/ ticket before school gives you permission.**



---

# HOMESTAY ARRANGEMENT

---

## **Homestay Family** – expectation from them

Homestay is living with New Zealanders as a member of their family. Homestay accommodation is NOT the same as staying in a hotel or Air BnB. You will be welcomed as a member of the family and as such you have responsibilities to make the experience as pleasurable as possible for all. This involves following household routines and rules and communicating with your host family.

You may need some time to adjust to a new culture, so give yourself 4-6 weeks to settle. You are welcome to the International department to ask for help to settle.

## **Computer and internet use**

Homestay caregivers are required to provide basic internet access as a minimum. This is for students to do their homework and contact their parents overseas. Most homes have unlimited wireless internet which is more cost effective in a busy household. Students must not use their Homestay families' internet to access inappropriate or offensive websites or for downloading copyright /file sharing material for example movies or music.

## **Food**

Homestay caregivers are to provide nutritious meals for breakfast, lunch and dinner. It is expected you will join the family at meal times to eat. It is likely that the family diet might be different to what you are used to. Although the homestay family is not expected to cook specialty foods, it is expected that students and caregivers are to be reasonably accommodating where ever possible.

If for any reason you are going to be late for a meal, you must advise your homestay parents in advance. Permission is to be obtained from your homestay parent if you are going to be away for a meal. Always offer to help to do clean dishes or any other assistance your homestay parent would like during meal time.

## **Hygiene** – use of bathroom

Students are expected to maintain a good standard of personal hygiene in school and homestay. Please limit shower times to conserve water and follow guidelines for bathroom hygiene provided by your homestay. It is common in NZ for many households to have a limited supply of hot water and students may need to be mindful of this. Always leave the bathroom clean and tidy after use.

## **Laundry** – washing of clothes

Homestay caregivers may require you to wash your own clothing or offer to do it for you. Your homestay will advise expectations in their home on arrival. It is a school expectation that you will present in an appropriate manner to meet the high standards of Macleans College.



## Cleanliness

It is your responsibility to keep your bedroom clean and tidy. Please respect and care for your homestay home and belongings. Your homestay carer will regularly check your bedroom is kept to a reasonable standard.

## Additional needs

- a) Keeping warm – homestay will provide adequate bedding and heating to ensure you are comfortable. Bring extra layers of clothing for the winter months.
- b) Purchasing of fan and heater – you are not permitted to purchase/use your own fan, heater or any other appliance. Should you require heating or cooling in your bedroom, please advise your homestay parent.

## Moving homestay

Students who want to move to a new homestay must see the Homestay Co-ordinators at the International department who will assist you with the correct process. **No student is permitted to move without prior permission from the school. This is applicable to both school accredited homestay or your self-arranged homestay.**

## Curfew times in homestay

You are expected to communicate and ask permission from your homestay parent if you are going out or will be home late. Your homestay parent must know where you are at all times. Give your homestay parents your mobile number and have theirs in your phone so you can communicate at all times.

Age	Sunday-Thursday	Friday	Saturday
Under 14 years	6.00 pm	Under supervision	Under supervision
14-16 years	6.00 pm	10.00 pm	11.00 pm
16-18 years	6.00 pm	12.00 midnight	12.00 midnight
Over 18 years	Negotiable	Negotiable - To be agreed by caregiver	Negotiable - To be agreed by caregiver



## **Motor vehicles**

Macleans College does not allow International students to own or drive a car regardless of age while they are enrolled at the College. Year 13 students may apply to the International Department for permission to learn to drive with a NZTA certified driving instructor. You are still not allowed to drive after you have your licence while enrolled at Macleans College. This is to prepare you for when you are in tertiary education.

## **Dealing with problems**

Please discuss any problems you may encounter in your homestay with one of the Homestay co-ordinators or email us at [homestay@macleans.school.nz](mailto:homestay@macleans.school.nz). Often problems arise with homestay families because they don't understand how you feel about certain things, so please talk about these.

## **Homestay payments during school breaks**

Homestay payments will continue to be paid at the normal rate during the holidays at the end of Terms 1, 2 and 3 and students may keep their belongings in their room.

During Term 4, the Homestay Office will send out a letter to students and homestay caregivers outlining the options available for the long summer holidays. Students are expected to go back home at the end of the year. Students, who will be returning to the same homestay will be asked to pay a retainer to the family of \$350. This payment will be made via the school account. Their belongings will then be stored by the homestay caregiver.

Students who take approved extended leave during the year, and will be returning to the same homestay, would need to negotiate whether they pay the normal rate to keep their belongings in the room or if they pay the retainer fee to have their belongings stored.

---

# HEALTH

---



## **What to do when you are unwell**

Macleans College has a health centre which is located next to the international department. If you are unwell during school hours, you can visit the health centre and our nurses will give you the help you need at that time.

The nurse will decide if you just need a rest or go to a GP (family doctor), accident & emergency centre (A & E), or go home.

- If you are going home, you need to be picked up from the health centre by an adult. You cannot walk home or take the bus
- You must seek permission before going home.

## **Who to contact if unable to attend school?**

If you are unwell and not able to attend school, you need to inform your homestay caregiver who will have to report your absence by phoning 09-535 2620 or email [absence@macleans.school.nz](mailto:absence@macleans.school.nz) on the day you are absent. You will also need to bring a signed note from the caregiver when you return to school.



---

## KEEPING SAFE IN NEW ZEALAND

---

Whilst you're studying in Macleans College, we want to ensure you are safe at all times. You need to:

- Get permission from your homestay caregiver before you make a trip. If you are late in going home, inform your caregiver and stay in touch.
- Get permission from school if you are travelling outside Auckland or stay away from your homestay. See the International Department 10 school days before your intended travel.

New Zealand is generally a safe country, but it is sensible to observe some basic security precautions to enhance safety and protection.

### **Personal security when out and about**

- Ensure you know the name, address of where you live. If you are living with a homestay, make sure you also have the homestay caregivers name and telephone numbers. It is also good to store the school emergency number (027 420 3917) in your phone so you can contact the school should there be an emergency.
- Be aware and take notice of what's around you when out walking. Stick to areas that have other people around, and avoid isolated areas at night.
- Do not carry around large amounts of cash or valuables. Sign up with a bank and get an eftpos card (the eftpos card is widely use, be it for buying food in the tuck shop, and almost all shops in town)
- Carry your cell phone (turn it off or put on silent mode when in school) with you so you can contact your homestay caregiver and friends.
- When out in town, carry your handbag tightly under an arm, in front, or away from passing traffic so that it cannot be snatched.

### **Using automatic teller machines**

- Don't approach any machine at a time or location that makes you feel uncomfortable, especially if you see anyone loitering nearby.



---

## Using public toilets

- a) Don't approach any public toilet at a time or location that makes you feel uncomfortable. Before entering check that there are no persons loitering nearby who might follow you inside.
- b) If you see someone who makes you feel uncomfortable, leave immediately and go to a place where you feel safe.
- c) Going to public toilets in a group is preferable

## Calling the police

- a) Should you be in an unfortunate position where you require to contact the police, the number to call is 111.
- b) Police stations are located in all major centres. Not all have public counters open 24 hours, but Police will respond to any urgent call, anytime.
- c) If you are out and about and need to find a Police Station to report a matter, a local shopkeeper should be able to assist you with directions.

## Examples for dialling 111

- a) The emergency number to call the Police anytime is 111.
- b) This number should only be called if the situation is urgent. Examples of this are:
  - A person being assaulted, and/or the suspect is running away
  - An imminent or immediate threat to people's safety,
  - A person carrying a weapon.
  - A theft where the suspect(s) has been detained, or is being watched or where the offender is just running away.
  - Complaint: This response varies and will be determined by the nature of the complaint and the availability of Police at the time.



---

# STUDENT ADVISORY SERVICES (SAS)

---

## Careers

The Careers Department is part of the Student Advisory Services (SAS) and has information on Polytechnic and University courses and other work and training in New Zealand, plus brochures and leaflets about applications, decision making, CVs etc. Two full time Career Counsellors and a Gateway/STAR Career Advisor are available to assist students with their career planning.

- Career counsellors help students to consider their career ideas, to plan their subjects at school and to explore and plan their next steps after leaving school.
- Year 12 and 13 students each have an individual career interview during the year.
- Junior students can seek assistance with subject choice by going to the SAS at interval or lunchtime to ask questions.

We have a lot of information available on the school website and a Facebook page.



### Careers

[www.macleans.school.nz/guidance/careers/index.htm](http://www.macleans.school.nz/guidance/careers/index.htm)



### Facebook

[www.facebook.com/MacleansCareers/](http://www.facebook.com/MacleansCareers/)



---

## **Guidance**

The guidance counselling department is part of the Student Advisory Services (SAS). They are a team of trained and registered counsellors in New Zealand and provide a caring and private service to you.

There is a dedicated counsellor, specifically for international student. His/her office is at the International department.

### **Students are normally seen when they need additional support in:**

1. Stress related issue (exam, study, school, family, friendship, personal growth and identity)
2. Homesickness (thinking about home country, family, friends, and/ or the differences in culture that make you want to go back)
3. Depression (feeling sad or down) and/ or anxiety (worrying about things)
4. Decision making, time management or emotion management ideas

So, no matter how big or small you think your concern is, feel free to speak to the international guidance counsellor.



---

## GRIEVANCE PROCEDURES

---

1. Problems with subject or teachers: Make an appointment to see the Director of International students.
2. Problems with school friends: You could discuss this with your Form Teacher, Deputy House Leader or House Leader. You can also see the International Student Counsellor.
3. Homestay Problems: See the Homestay Co-ordinators.
4. Co-Curricular problems: See your Form Teacher or House Leader and if you do not get a satisfactory answer, enquire at the international department.
5. Complaints: Please refer to the Complaint chart for procedure you can follow.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough, you can always bring a friend who has better English.

---

# COMPLAINTS

---



## What to do if you have a complaint



If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough, you can always bring a friend who has better English.



---

## INFORMATION

---

### ***Follow these links for more information***

**The Whānau House System:**

<https://www.macleans.school.nz/student/whanau-houses>



WHĀNAU HOUSESVIDEO

---

**Guidance Counselling:**

<https://www.macleans.school.nz/student/student-support/guidance-counselling>



GUIDANCE COUNSELLING VIDEO

---

**Careers Counselling:**

<https://www.macleans.school.nz/student/student-support/careers-department>



CAREERS COUNSELLING VIDEO

---

**Library:**

<https://www.macleans.school.nz/student/facilities/library>



LIBRARY VIDEO

---

**Health Centre:**

<https://www.macleans.school.nz/student/facilities/health-centre>



HEALTH CENTRE VIDEO

---

**School uniform shop:**

<https://www.macleans.school.nz/student/facilities/uniform-shop>



SCHOOL UNIFORM VIDEO

---



---

## ***Academic related links and QR codes***

### **Academic Info**

**<https://www.macleans.school.nz/student/academic-information>**

Key principles, qualifications and courses, and details of the Faculty Heads and Heads of Department.



ACADEMIC INFO VIDEO

---

### **Senior Course Guide**

**<http://courseguide.macleans.school.nz/index.cshtml>**

Course outlines and requirements for Years 11-13.



SENIOR COURSE GUIDE VIDEO

---

### **Junior Course Guide**

**<https://www.macleans.school.nz/student/academic-information/course-guides>**

Course outlines and requirements for Years 9-10.



JUNIOR COURSE GUIDE VIDEO

---

### **Extra-Curricular**

**<https://www.macleans.school.nz/student/extra-curricular>**

Information on the importance of extra-curricular activities, with details of the activities offered.



EXTRA CURRICULUM VIDEO

---

**New Zealand Qualifications Authority**  
**[www.nzqa.govt.nz](http://www.nzqa.govt.nz)**

**University of Cambridge International Examinations**  
**[www.cie.org.uk](http://www.cie.org.uk)**  
**[www.acsnz.org.nz](http://www.acsnz.org.nz)**

---

**We hope your  
stay here will be  
a happy one.**

---



## Macleans College

**Principal** Steven Hargreaves BMS (Hons) Dip Tchg  
Private Bag 94 201, Howick, Auckland 2145, New Zealand  
2 Macleans Road, Bucklands Beach, Auckland 2012  
Telephone **+64 9 535 2620** | Facsimile **+64 9 535 2621**  
Email **office@macleans.school.nz** | **www.macleans.school.nz**  
Emergency phone number of International Student **027 420 3917**