

International Student Handbook



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Principals Welcome

It is my pleasure to welcome you to Greenpark School. My staff and I are very privileged to work in one of Tauranga's leading schools that offer its students a challenging and exciting range of learning experiences.

Our dedicated staff provide students with learning experiences that encourage personal excellence and a feeling of success in a caring environment showing an understanding and acceptance of gender and cultural differences.

Our warm, friendly and supportive school environment is conductive to quality learning and ensures that Greenpark School continues its fine tradition of one of our cities leading educational facilities and creating "Learners for Life".

Gareth Scholes

Principal



Introducing Greenpark School Staff

Management Team:

Gareth Scholes
Principal

Christina Leef
Deputy Principal

Sarah Stock
Deputy Principal

International Team:

Lynne Mossop
International Manager

We also have a team of 40 teaching staff and 15 support staff all of whom are friendly and welcoming and are here to help all international students have a successful and enjoyable stay.

The International Team are able to help with:

- Applications
- Making arrangements for accommodation
- Student visa and insurance requirements
- Airport Transfers
- Orientation programmes to help you and your family settle in

*If you (or your family) require any help or assistance during your time at **Greenpark School**, 24-hour care, please contact:*

Lynne Mossop

International Manager

+64 7 541 0606 or 027 229 3842



Greenpark School

Your place to study

Greenpark School is committed to providing the very best education through a range of opportunities that broaden horizons and empower students to be dedicated learners for life.

With us you will receive:

- Experienced International Manager and a supportive international department.
- Specialist ESOL writing programme.
- Accelerated learning programmes.
- Mandarin classes.
- Senior school outdoor education camp.
- Senior school musical production.
- Whole school art exhibition.
- Full size Gymnasium/Hall/Stage
- 1 full size astro tennis courts / hockey court
- Grass rugby and football fields
- Adventure playground
- Library
- Technology Suite.
- Art Studio with a specialist art teacher.
- Music Suite with a specialist music teacher.
- Dance Suite with a specialist dance teacher.
- 33 Classrooms with modern collaborative learning centres, computers and data projector in each classroom.
- School curriculum which has pedagogical integrity and research based on best practice.
- Golf Simulator

Subjects and Classroom Programmes

Greenpark School is a public or state school. It offers programmes in all areas of the New Zealand curriculum . Details of the national curriculum can be found on the Ministry of Education's website www.minedu.govt.nz

This includes:

- English – oral, written, reading, visual & listening
- Mathematics
- Science
- Social Studies
- Health
- Languages – Te Reo Maori & Mandarin
- Music
- Visual Arts
- Physical Education
- Technology – Electronics, Food Tech, Science

The Classroom programmes include:

- English
- Science
- Health/Physical Education
- Library Information Skills
- Specialist Arts Programme – Music, Visual Art & Dance
- Technology Programme – Soft Materials, Food Technology, Science, Electronics Technology.
- Mathematics
- Social Studies
- Information & Communication Technology

English Studies for Speakers of other Languages (ESOL)

Students at Greenpark School will also be offered a special ESOL programme to improve their English. Students are withdrawn from their normal teaching classes to take part in these ESOL lessons.

Greenpark School has Korean and Chinese staff available within the school who can speak to the students or parents in their native language during orientation and throughout their stay at Greenpark School.

We can also provide first language support to other international students as required.

Learning Opportunities

Greenpark School offers a new range of learning opportunities to meet the broadening interest and developmental requirements of all students:

Sports Programmes

- Lunchtime Sports
- Saturday Sports Competition (Hockey, Netball, Rugby, Cricket, Softball)
- Inter-School Sports Events
- Sports Exchanges
- Festivals in Swimming, Athletics, Cross Country
- Multi Sport
- Cross Country
- Tennis
- Basketball
- Volleyball
- Water Polo
- Golf Academy
- Orienteering
- Gymnastic
- Trampolining

Cultural Programmes

- Instrumental Tuition
- Choir
- Orchestra
- Jazz / Concert / String / Drumming / Keyboard
- Arts Festival / School Production
- Festivals in Dance, Speech, Drama
- Variety Concert
- Wearable Art Show
- International Exchange Programme
- Kapa Haka

Children with Special Abilities

- Regional Mathematics/General Knowledge
- Competitions
- Learning support in Numeracy and Literacy
- Student Leadership

Learning Support Programmes

- Small Group 1:1 Tuition (when required)
- Teacher Aides (working alongside students in classrooms/learning centres)
- Learning support in literacy and numeracy

Student Code of Conduct

Students Behaviour Rules at Greenpark School:

- To be courteous, considerate and respectful
- To be on time to class and have all the right equipment
- To wear school uniform tidily
- To respect and protect the property of other people
- To show pride in yourself, your class and your school

Leaving School Grounds During the Day

Once students have arrived at school they are not permitted to leave the school grounds until the end of the school day unless they are signed out by a parent or caregiver.

Items Not Permitted at School

- Knives, Scissors (other than blunt-nosed scissors) or any sharp objects.
- Fireworks or similar
- Cigarettes & alcohol
- Drugs other than prescribed medication
- Lighters, matches or inflammable chemicals
- Electronic devices with inappropriate materials or breach of copyright (refer to AUP)

Bicycles are permitted, at the owner's risk. They are to be walked into and out of the school grounds and must be stored in the bicycles/scooter stand with a lock.

Student's Rights and Responsibilities

- Attend a school that is held in high regard by the community
- Be treated with courtesy, consideration and respect
- Be protected from dangerous situations within the school, during school hours
- Be safe from harassment and violence
- Enjoy a clean, litter free environment
- Know that their belongings are secure
- Try a wide range of co-curricular activities
- Be in classes that are free from distraction
- Be assisted in making wise choices to maintain well-being

Mobile Phones

Students are permitted to carry mobile phones with them during the day. The school accepts no responsibility for mobile phones that are carried around school or left in bags and desks. Teachers will lock student's mobile phones in a secure cupboard or filing cabinet if requested.

School Day Times

	Start	Finish	Period
Class	9:00am	10:45am	1:45 hour
Interval	10:45am	11:15am	30 minutes
Class	11:15am	12:45pm	1:45 hour
Lunch	12:45pm	1:30pm	45 minutes
Class	1:30pm	3:00pm	1:45 hour

After School

After school students wait for parents or homestay family. While waiting to be picked up by parents at the back of the school, children must wait within the school grounds. After 3:15pm parents will need to collect students from the school office.

Students using buses:

- While waiting for a school bus the students are to wait in bus lines until they are taken by the Duty Teacher to catch their bus.
- Bus students will not enter any bus until directed to do so by the Duty Teacher.
- Students must look after younger children on the bus and ensure that they can get off the bus quickly and safely.

School Uniform

A high standard of school uniform is important. Students are expected to wear the correct uniform when attending school. The uniform consists of black fleece, polo shirt, with boys wearing shorts and girls skirt (skirt/shorts). A school hat must be worn in summer months. Footwear must be appropriate. It is not uncommon for Kiwi kids to run around during school time in bare feet. A physical education. Uniform will be worn during sports time and when representing the school.

The Greenpark School Uniform



General Information

Code of Practice for the Pastoral care of International Students

Greenpark School has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Copies of the Code are available from the New Zealand Qualification Authority /Code of Practice website, which can be viewed at <http://www.nzqa.govt.nz/studying-in-new-zealand/code-of-practice-for-the-pastoral-care-of-international-students/>

Accommodation

Greenpark School requires that all international students live with their parents / legal guardians unless they are an 'international group student'.

An 'international group student' is a student aged 10 and over, entering New Zealand as part of an organized group and enrolling in Greenpark School for 12 weeks or less.

International group students will be placed in homestay accommodation. All host families are carefully chosen, interviewed and monitored by Greenpark School's International Manager and vetted by the New Zealand Police, with the student's safety and welfare being of paramount importance.

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance for the duration of their planned period of study and this can be arranged by Greenpark School.

All international students (including group students) must show evidence of Medical and Travel insurance at enrolment.

The insurance must cover full length of time spent in New Zealand.

New Zealand insurance cover is preferred, however where overseas policies are used, a copy must be provided in English to enable Greenpark School to determine whether the policy is appropriate.

The school will keep a record of the Insurance Policy number and the type of cover provided.

NZ Health Services

A family Doctor or General Practitioner (G.P) is a part of the health sector and looks after the health of the family.

There are range of services a family doctor can provide: doctor and nurse consultations, illness management, prescriptions, medical certificates, minor surgery, sexual health and contraception, travel advice and immunisations, injury management e.g. ACC, injury assessments and treatment – information about services for people with disabilities, migrants, refugees and Asian communities.

Students should see their G.P first. Hospital emergency care is for emergencies.

Where a student can find a G.P and other medical services:

1. Search the Health Point website to find a G.P close where they live www.healthpoint.co.nz
2. Phone the local Citizens Advice Bureau (CAB) near where they live, study or work.
3. Ask friends or family or ethnic association for help.
4. If a student is unsure about their health or their family's health or where to go, they can call the Healthline number 0800 611 116 or International Manager for advice.
5. Oral health – to find a private dentist, search www.dentalcouncil.org.nz
6. Students should know their rights. Students have to be treated with respect by health and disability providers. If they have any concerns or wish to complain, they should contact the organisation that provided the care for the Health and Disability Commission: www.hdc.org.nz/complaints phone 0800 112 233 and www.hdc.org.nz/the-act-code/the-code-of-rights

The parent can mention their language if they need language support e.g. Korean, and a free interpreter can be arranged. Students will need to pay the cost of a G.P visit (even though they may be eligible for cheaper fees) and other private services. Each private clinic charges differently.

Eligibility for Health Service

For International students, the cost of most services will be covered by their medical insurance. However, some services may not be covered. The student will need to check with their insurer first before they use the service. Once the student visits the service they will be charged and will be asked to pay for their visit – which they can then claim back from your insurer.

In New Zealand, the number to call in an emergency is 111 for Ambulance, Fire and Police. If the student needs language support, they can receive free access to trained interpreters when they visit the family doctor, public hospital or other public health services. If they become ill, but it is not urgent or not so serious, they should visit their regular family doctor first.

If the family doctor is closed during the weekend or after-hours (at night and early morning, or weekends), the student can go to a private after-hours urgent care clinic. If the clinic is unable to treat the illness or injury, they will refer the student to a hospital emergency department.

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all NZ Citizens,

Resident and Temporary Visitors to NZ, 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.



Withdrawal and Refunds

Individual Students

If a student wishes to withdraw from Greenpark School, their parent must make a request for withdrawal to the International Manager.

The parent must specify whether they are seeking a refund and write their reasons for seeking a refund.

Refunds will be issued according to Greenpark School's Refund Policy. This policy is listed below:

If your application is made after the start of a term, your fees will be refunded less:

- An administration charge of \$350.00.
- Costs to the school already incurred for tuition.
- Appropriate proportions of salaries of teachers and support staff.
- Costs already incurred for the use of facilities and resources.
- The proportion of the Government Levy the school is required to pay.
- Any other costs already incurred.

Group Students

Fees and charges related to group students must be paid in advance of the visit taking place.

A non-refundable payment of 10% of the total fees payable is required by telegraphic transfer no later than 2 months prior to the commencement of the programme.

The balance of the fees is to be paid at least 3 weeks prior to start of the programme.

No refunds will be provided to groups after the commencement of the group student visit at Greenpark School.

Fee Protection

Greenpark School's Board of Trustees guarantee that there are sound procedures in place to protect student's investment to study. All international student fees are deposited into a separate bank account and are spent in arrears.

What to do if you have a grievance

We want you to be happy at Greenpark School. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas as to what you can do about any issues that arise:

Problems with a teacher

Make time to talk to the classroom teacher/international liaison person about your concern. If your concern is with the classroom teacher, make time to talk to the International Manager Lynne Mossop. Lynne is available every day in the International Managers Office. After a few days if you do not think the problem has been solved by your classroom teacher or International Manager, then you can talk with one of the Deputy Principal's Mr Mischewski or Mrs Leef. If after a few days the problem has not been resolved you can talk to the Principal Mr Scholes.

Problems with school friends

Take the time to talk to your teacher about your concern. You can also talk to the International Liaison Alice Kim or the International Manager Lynne Mossop. They are very helpful especially in resolving broken friendships.

Problems with your homestay/designated caregiver

Make time to talk to the International Manager Lynne Mossop.

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 under the DRS operator.

NZQA 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 from www.nzqa.govt.nz Completed complaint forms, along with supporting evidence, can be sent to:

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

Should a contractual or financial dispute arise between an international students and school, NZQA will refer it to the dispute resolution scheme operator, Fairway Resolution Limited, who have been appointed this role by the Ministry of Education. Information about the dispute resolution scheme operator can be found at their website www.fairwayresolution.com/istudent-complaints

Adapting to a new culture

Your body and mind may react in unusual ways to the stress and confusion of living in a new culture.

Some of the reactions you may experience are:

- Feeling isolated or alone.
- Feeling confused.
- Missing your family and friends back at home.
- Sleeping too much or tiring easily.
- Suffering body pains, especially in the head, back and stomach.
- Wanting to return home.
- Feeling angry towards local people.
- Depending on 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 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 the way 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 only having friends from your country, learn to mix with domestic students and share each other's culture. Join a club or a sports group or a youth group.

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

Settling into your Homestay

Most students settle quickly into homestay. In the first few days, you may experience jet lag (tiredness from the long flight to New Zealand and the change in time zone), culture, shock or homesickness. Don't worry too much because it should pass quickly. You will soon make new friends and begin to feel comfortable with your new lifestyle.

If you are having problems, please talk to someone about it. You can talk to your host family, your teacher or the International Department.

You may like to show your host family photos from home as this will help them get to know you better. Try and find out more about your family and join in as part of the family where you feel comfortable.

Food

Your host family will provide breakfast, a packed lunch, an evening meal and snacks each day. Your host family may make meals for you or ask you to do this. Make sure you tell them politely if there are any foods that you dislike.

At breakfast time most busy families help themselves to breakfast, but check with your host family as they may prefer a sit down meal. Dinner is often a time to socialise and most families will sit around the table for this meal.

In New Zealand we generally say "Thank You" to the cook if we enjoy a meal.

The food in your family may be quite different to what you are used to. You came to New Zealand and chose to live in a host family to practice your English and learn more about the culture, so please keep an open mind. If there is something you would like, please discuss it with your family.

Cooking and Chores

Most New Zealanders eat three meals each day:

- Breakfast (around 7:00am to 8:00am)
- Lunch (around 12:00 noon to 2:00pm)
- Evening Meal, dinner or tea (from 6:00pm to 8:00pm)

New Zealanders usually eat with a knife, fork and spoon. If you are not sure which one to use, ask your hosts. If your hosts ask if you would like a "second helping", the host is asking if you would like more food.

If you have medical, dietary or religious restrictions on certain foods, it is good to tell your host before you join them for a meal.

Most Kiwi families will share the work around the house (called chores) so you may be asked to help out with washing and drying dishes.

Laundry and Bathroom

Your family will wash your clothes. If you wash your own clothes, please tell your homestay parents you want to do so. All washing must be done using the washing machine. Please do not wash your clothes in the bath or shower or hang wet clothes in your bedroom.

Showers should be limited to 5-8 minutes to conserve water. Please keep the bathroom tidy and clean up after you have used it.

Your Room

Do not spend too much time in your room alone. Join in with the family. Please also keep your room tidy and any rubbish needs to be removed and disposed of in the proper rubbish bins, and also any rooms in the house that you use at all times. Please respect the home you are living in and leave any room in the same tidy condition that you found it in.

Telephoning

It is very expensive to call overseas from New Zealand, so the best thing to do is buy an international phone card or use Skype or similar tools. These make calling home cheaper and easier. Calling mobile phones is also quite expensive so please ask permission from your family first or use your own mobile phone.

Home Internet Use

Some host families will provide internet use, but we have a limit to time you can be on devices. Please ask your family first whether you can use this service.

Safety Tips

Tauranga is a safe city, but like all cities, common sense and care are needed.

Please take care of your belongings at all times, particularly cameras, MP3 players, laptops and mobile phones. Also take care of your money, and don't carry too much cash with you. Most of your money should be kept safely in the bank or with your homestay.

Reminders:

- Don't walk alone especially in dark places or parks.
- Always be with a member of your group or homestay family when out and about.
- If there is an emergency, 111 is the direct number for the fire brigade, ambulance or police.



Pedestrian Safety

As a pedestrian, it's important that you follow the road rules and guidelines shown below. They will help ensure your safety when you're walking near or crossing the road.

Footpaths provide a safe place for you to walk. When a foot path is provided, use it. Where there is no footpath walk on the side road of the oncoming traffic (except on curves, where it is best to walk on the outside edge of the curve) if possible, walk off the road, or as close as possible to the edge of the road at night, wear light coloured or reflective clothing, or carry a torch so you can be seen.

When using a shared path, you must be careful and considerate. A shared path may be a cycle path, footpath or some kind of path shared with pedestrians, cyclists, riders of mobility devices and riders of wheeled recreational vehicles at the same time. There will be a sign telling you it's a shared path.

Be careful when crossing driveways, particularly when your visibility is restricted by buildings or fences. Remember if a driver is coming out of a driveway, their vision may be restricted and they may not see you.

Cross the road only when it's safe to do so. Always check all nearby roads for vehicles before you cross and quickly walk straight across the road.

Remember it takes for a vehicle to stop. Be sensible and wait for a gap in traffic before crossing the road.

When crossing the road at an intersection, remember to look behind and in front for turning vehicles.

When crossing the road at night, cross near a street light if you can.

If you need to cross the road when you get off a bus, wait until the bus has moved away before checking moving vehicles.

If you have to cross the road between parked vehicles, move out as far as the headlight of a parked car nearest the traffic then check for moving vehicles and wait for a gap before crossing the road.

Pedestrian Crossings

you are within 20 metres of a pedestrian crossing or traffic signals you must use the crossing, footbridge, underpass or traffic signals to cross the road. Don't dawdle on a pedestrian crossing, don't step out suddenly on a pedestrian crossing if any vehicles are so close they are unable to stop.

Courtesy Crossings

Courtesy crossings are not official pedestrian crossings. They provide a place where drivers can stop safely to allow pedestrians to cross. However, drivers are not obliged to stop at courtesy crossings so use them with care.

Information about New Zealand

The ethnic make-up of New Zealand's population is very diverse; it is mainly comprised of a mix of Maori, European (Pakeha), Asian, Middle Eastern and Pasifika people (people from the Pacific Islands). People of Maori and European ethnicity make up about 15% and 70% of the population respectively.

Most New Zealanders are very friendly and are interested in learning about other people's culture and society. You will find that they ask general questions about you, and that they are happy for you to ask questions about them and about New Zealand in general.

New Zealanders are generally friendly. They like to joke and smile but are slow to make friends with others. It is important to meet and get to know New Zealanders. Try to get out and meet lots of people, once you have formed a friendship it will be easier to make others. It doesn't matter if you make mistakes with your English. Making mistakes and learning from them will help improve your communication.

Thank you

Thank you is a phrase often used in New Zealand – even for small favours it is polite to say "Thank You".

Religion

According to the 2006 Census information, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic, Presbyterian are the main denominations) and nearly 1.3 million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism. There are many religious groups and organisations throughout the country. The best way to find contact information for them is to look in the phone book under the 'Churches and Religious Organisations' section of the Yellow Pages or under the name of the religious group or denomination in the White Pages.

For the Yellow Pages: www.yellowpages.co.nz

For the White Pages: www.whitepages.co.nz

Discrimination

New Zealanders should not discriminate – it is against our law. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person came from or their religion or if they have a disability – they should all be treated as equal and you should treat them as equal too. If you think you have experienced discrimination contact the international department or another senior staff member. Your complaint will be taken seriously.

Tipping

Tipping is not expected. People occasionally tip the waiter/waitress in an expensive restaurant. Tips are not given in cafeterias or fast food restaurants.

Toilets

Public toilets in New Zealand are generally free to use and are usually segregated into males and females. They are non-squatting, European style toilets. Water basins are available for washing hands and usually have two taps – one for hot and one for cold water.

Punctuality

If you are meeting someone or attending classes, it is important to be on time. When meeting friends or family however it can be acceptable to be about 10-15 minutes late. If you are going to be late it is courteous to call and let the person know when you expect to arrive.

Dealing with the opposite sex

New Zealand is a very open society. On the whole men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and socialise together. You will probably have both male and female teachers and support staff. Men and women are treated the same way in society. In New Zealand women are often in positions of authority such as business leaders and politicians and the role of wife/mother in a New Zealand family may be slightly different to what you are used to.

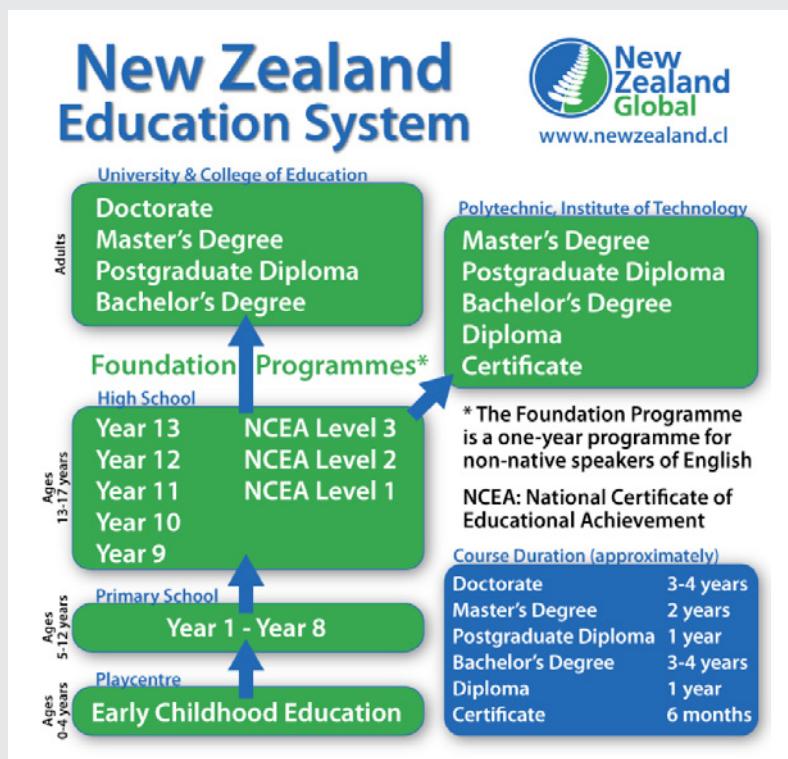
Clothing

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts and women wearing sleeveless tops and short skirts or shorts during the summer.

Manners

When shopping, going to the bank or visiting any other place where others are doing similar things to you, a queuing or line up system is used. This means 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 Zealanders find spitting and littering offensive. Some New Zealanders will get upset if they see people behave in these ways.



DIRECTORY

EMERGENCIES	
Fire, Police, Ambulance	Dial 111
HEALTH	
Accident & Healthcare	24 Hour Accident & Medical Centre 19 Second Avenue Tauranga Ph: 577 0010
COUNSELLING SERVICES	
Lifeline New Zealand	0800 543 354 www.lifeline.co.nz A free confidential and non-judgemental telephone counselling service. Operates 24 hours a day, 7 days a week, 365 days of the year.
Youthline	0800 376 633 Text 'SUPPORT' to 234 Email: talk@youthline.co.nz www.youthline.co.nz/home Youthline offer a range of services for young people and their families across New Zealand and is available 24 hours a day.

COUNSELLING SERVICES

Chinese Lifeline	0800 888 880 Provides a confidential and free telephone counselling and support service for Cantonese and Mandarin speakers. Operating hours are Mon-Sun 10am-2pm, Mon-Fri 7pm-10pm.
Citizens Advice Bureau	0800 FOR CAB (0800 367 222) www.cab.org.nz The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

BANKS & POST OFFICES

Bank of New Zealand (BNZ)	639 Cameron Road, Greerton 0800 275 269
Australia New Zealand Bank (ANZ)	The Crossing, 2 Taurikura Drive, The Lakes 0800 269 296
KiwiBank & New Zealand Post Office	202 Chadwick Road, Greerton 0800 113 355 (Kiwibank) 0800 501 501 (NZ Post)

GOVERNMENT AGENCIES	
New Zealand Customs	www.customs.govt.nz
Ministry of Health	www.moh.govt.nz
Immigration New Zealand	<p>www.immigration.govt.nz</p> <p><i>Information to assist you settling into New Zealand:</i> www.immigration.co.nz/migrant/stream/study/imaccepted/tellmemore/informationforyourfirstfewdays</p> <p><i>Information for your first few days in New Zealand:</i> www.immigration.co.nz/migrant/stream/study/imaccepted/tellmemore/settlingin</p>
Accident Compensation Corporation (ACC)	www.acc.co.nz
Ministry of Education	<p>www.minedu.govt.nz/goto/international</p> <p><i>A guide to living and studying in New Zealand:</i> www.minedu.govt.nz/~/media/minedu/files/educationsectors/internationaleducation/forinternationalstudentsandparents/livingguideenglishversionPDF</p> <p><i>Resources for Chinese Students:</i> www.minedu.govt.nz/~/media/minedu/files/educationsectors/internationaleducation/forinternationalstudentsandparents/livingandstudyingnz/yourcultureandcommunity/chinaresources</p> <p><i>Resources for Korean Students:</i> www.minedu.govt.nz/~/media/minedu/files/educationsectors/internationaleducation/forinternationalstudentsandparents/livingandstudyingnz/yourcultureandcommunity/korearesources</p>

GOVERNMENT AGENCIES

Language Line	www.ethnicaffairs.govt.nz
Kiwi Careers / Career Services	www.kiwicareers.govt.nz or www.careers.co.nz
New Zealand Transport Authority Pedestrian Safety	www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians

GETTING AROUND TAURANGA

Go Bus Tauranga Transport	www.gobus.co.nz
Find out more information about Tauranga	www.bayofplentynz.com

NEWS AND CURRENT EVENTS

Television New Zealand	www.tvnz.co.nz
New Zealand Herald	www.nzherald.co.nz
Bay of Plenty Times	www.boptimes.co.nz

Frequently Asked Questions

1. What time does Greenpark School open and close?

Classes open every morning during Term time, Monday to Friday at 8:30am. Lessons start at 9.00 am and school closes for the day at 3:00pm.

The school term dates are available on the Greenpark School's website and on the Ministry of Education website

<https://www.education.govt.nz/term-dates-and-holidays>

2. What do I need for the classes?

Make sure that you always have basic stationery with you every day. Greenpark School will give you exercise books you need for your class.

3. What should I do if I am sick or cannot come to school?

Your parents (or International Manager or Group leader if you are a Group student) must contact the school to inform Greenpark School that you will be absent.

If you feel sick at school or if you hurt yourself at school, you should go to the Sick bay and tell the school nurse who will look after you and contact the International Manager immediately.

If you have an appointment during the school day and have to leave the school during the day, or you miss a day as a result of the appointment, your parent/guardian must let the school/International Manager know in advance with a written note, email or phone call. You must enter or leave the school by signing in / out at the school office.

4. What should I do if my parent/legal guardian's phone number or address changes?

If your address or phone number changes, your parents must inform the school.

5. When are the breaks and meals?

There is a break in the morning from 10:45 to 11:15 and a break for lunch from 12:45 to 1:30pm. Greenpark School does not provide school lunches to students. Most students bring their lunch from home. School lunches can be purchased by ordering and paying for a selection of lunch options in the morning at the school office and it will be delivered to the school office at 12:45pm.

6. What do I do with Rubbish?

Greenpark School aims to be a clean, green school. Students must put their rubbish in their lunch boxes and take it home with them. DO NOT DROP RUBBISH ON THE GROUND.

7. What do I do if I am not happy at Greenpark School?

If you have any problems at school, coming to school, or going home from school, you must tell one of these people:

- The International Manager
- Your Group Leader (if you are here as part of a group)
- Your classroom teacher
- Any classroom teacher
- School Office

The school wants you to feel safe and happy, and will do everything to help you.

8. May I use the Internet at school?

Many Internet sites are blocked at school and students cannot access sites they may be able to get at home (Facebook, Twitter, Trade-me and others). Computers can only be used during classroom instruction at the teacher's discretion.

9. May I use my I-pad/ laptop/Smart phone/I-pod/MP3/camera and other devices at school?

Students may bring a SMART electronic device to school but they must have permission from their teacher first/parent. It is the students responsibility to make sure that all material on their hardware is legal under New Zealand's copyright laws.

The school takes no responsibility for personal property brought to school.

If students need to contact home during school hours they must ask their teacher and use their classroom phone/International Managers phone or school office phone. Images taken of other students may not be uploaded to the internet without the other student's permission.

10. Do students need permission to attend trips out of school?

Permission is required for students to attend activities outside of the school. Parents must sign and ensure the permission slip is returned to the correct teacher by the due date or students will be ineligible to attend trips. Group students must have confirmation of parental approval for all activities outside the classroom before the group visit commences.



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