



**St Margaret's
College**

Balanced
foundations,
bright futures.

International

Year 0 – 13, 2022





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Section One: Welcome to St Margaret's College

Welcome to our school community, our city of Christchurch, and New Zealand. Thank you for choosing to join us here at St Margaret's College. We look forward to enabling you to achieve and enjoy success as well as fun and happiness here at our school. This handbook has been

prepared for international students to help you adapt to this culture in which you now find yourself. I look forward to working with you in your journey with St Margaret's College over the next year.

Deanne Gath,
International Student Manager



Graduate profile

In order for each girl to have a deep sense of wellbeing and happiness – hauora/eudaimonia, we must support her to be:



Term dates 2022

- Term 1**
Friday 28 January – Friday 8 April
- Term 2**
Monday 2 May – Friday 8 July
- Term 3**
Monday 25 July – Friday 23 September
- Term 4**
Monday 17 October – Thursday 1 December

Weekly routine

	MONDAY	TUESDAY		WEDNESDAY		THURSDAY	FRIDAY
8:25am	Tutor Time	Tutor Time		Tutor Time		Tutor Time	Tutor Time
8:30am Period 1			8:30am Period 1		8:30am Period 1		
9:20am Period 2			9:20am Period 2		9:20am Period 2		
10:10am	Tutor Time	Chapel	10:10am	Interval	10:10am	Assembly	Tutor Time
10:35am	Interval	Interval			10:35am	Interval	Interval
11:00am Period 3			10:35am Period 3		11:00am Period 3		
11:50am Period 4			11:25am Period 4		11:50am Period 4		
12:40pm Period 5			12:15pm Period 5		12:40pm Period 5		
1:30pm	Break	Break	No Break	No Break	1:30pm	Break	Break
1:50pm Period 6			1:00pm Period 6		1:50pm Period 6		
2:40pm Period 7			1:45pm Period 7		2:40pm Period 7		
3:30pm	End of Day	End of Day	2:30pm	End of Day	3:30pm	End of Day	End of Day

Key staff



Mrs Diana Patchett
Executive Principal



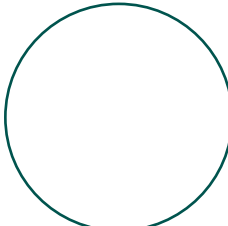
Mrs Jennie Nairn
Associate Principal



Mrs Deanne Gath
International
Student Manager



Rev. Stephanie Clay
Chaplain



TBC
Head of
Boarding



Ms Sian Evans
Head of
Senior School



Ms Kathryn Gray
Head of
Middle School



**Mrs Bridget
Compton-Moen**
Head of Junior School



Mr Grant Belcher
Deputy Head
of Senior School
(Academic)



Mr James Evans
Deputy Head
of Senior School
(Student Care
and Experience)



Ms Lisa Williams
Deputy Head
of Middle School

Deans

- | | | | |
|-----------------------|-----------------|----------------|-----------------|
| Year 7 & 8 | Nicole Lloyd | Year 11 | Helen MacDonald |
| Year 9 | Sarah Hickford | Year 12 | Caroline Price |
| Year 10 | Sarena Harrison | Year 13 | Paula Vesty |

Uniform



Formal uniform
Junior and
Middle School



Formal uniform
Senior School



Long-sleeved
blouse with tie



Short-sleeved
blouse with tie



Cardigan



Gym dress



Tailored shorts
with short-sleeved
T Shirt



Skirt (Y9 upwards)
with long-sleeved
T Shirt



Tailored navy trousers



Jacket



Junior hat



Red blazer
(awarded)

Section Two: Living and studying in New Zealand





Wellbeing and support for International Students

St Margaret's College is a school community which works hard to ensure our international students feel welcomed, comfortable, safe, heard, and supported throughout their time at our school.

International Department

International Student Manager
ELL Teacher
Pre-arrival pack
Orientation Programme on arrival
International Club

Boarding

Director of Boarding
House Managers
Homework Tutors
Head of Boarding
Fellow Boarders

School

Tutor
Year level Dean
Head of School
Counsellor
Chaplain

Wider Community

Designated caregiver
Sports and cultural clubs
Rite Journey – Year 10

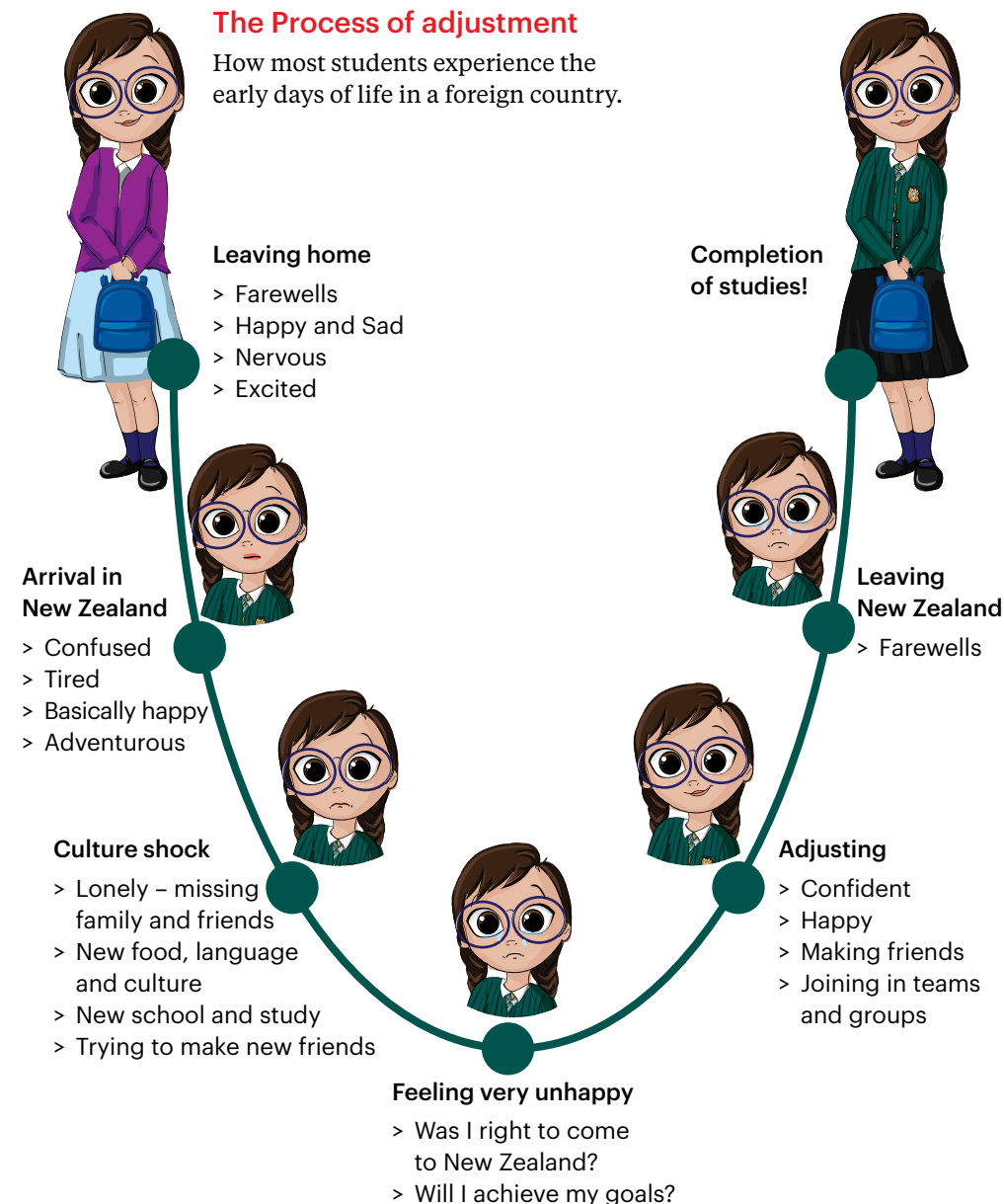
24/7 Emergency Contact:

Deanne Gath
027 215 5366

Culture shock / Cultural differences

The Process of adjustment

How most students experience the early days of life in a foreign country.





Participation

Participating in co-curricular activities is a great way to make friends,

integrate and become a part of our St Margaret's College community.

THE ARTS

DANCE

- > Middle School Dance Company
- > Pop Company
- > Senior Dance Company
- > Senior Development Dance Company
- > Highland Dance
- > Jazz Dance
- > Hip Hop Dance
- > Junior School Dance

DRAMA

- > University of Otago Sheilah Winn Shakespeare Festival
- > Theatresports
- > Middle School Drama

- > Speech and Drama tuition

MUSIC

- > Private music lessons
- > Pops Choir
- > Chamber Choir
- > Fun Choir
- > A Cappella
- > Barbershop Quartets
- > Middle School Choir
- > Year 13 Choir
- > Junior Choirs
- > Year 1-6 Choir
- > SMC Orchestra
- > SMC String Orchestra
- > Combined Orchestra with Christ's College
- > Ukulele Orchestra

- > Flute Choir

- > Jazz Band

- > Rock Bands

- > Chamber Music

VISUAL ARTS

- > Exhibitions
- > Art Club
- > Photography Club
- > Art Extension

WORDSMITHS

- > Debating
- > Tea & Philosophy
- > Creative Writing

INNOVATION

- > Technical Team
- > Robotics Group
- > Coding Group

Sport

SUMMER

- > Archery
- > Athletics
- > Climbing
- > Cricket
- > Croquet
- > Cycling
- > Dragon Boating
- > Equestrian
- > Golf
- > Indoor Football
- > Indoor Netball
- > Lawn Bowls
- > Multi-Sport

- > Polo
- > Royal Life Saving
- > Rowing
- > Summer Hockey
- > Surfing
- > Swimming
- > Sailing
- > Tennis
- > Touch
- > Triathlon
- > Volleyball
- > Waka Ama
- > Water Polo

WINTER

- > Badminton
- > Basketball
- > Cross Country
- > Football (Soccer)
- > Gymnastics
- > Hockey
- > Lifesaving
- > Netball
- > Rugby
- > Rugby Sevens
- > Squash
- > Skiing / Snowboarding
- > Table Tennis

**Striving for
Excellence**



Boarding

Boarding staff in residence

Executive Principal
Mrs Diana Patchett

**Director of Boarding and
Senior School Boarding Manager**
TBC

Middle School Boarding Manager
Ms Jean Thomson

Y13 Supervisor

Weekend Supervisors

Contact details

Julius House

Phone: 03 353 2562
Duty cell phone: 027 828 8712
E: julius@stmargarets.school.nz

Kilburn House

Phone: 03 353 2561
Duty cell phone: 027 828 8716
E: kilburn@stmargarets.school.nz

CRANMER HOUSE

Phone: 03 353 2561
Duty cell phone: 027 828 8716
E: cranmer@stmargarets.school.nz

Catering Manager

Paula Moore
Phone: 03 353 2568

Boarding House hours

Julius House is closed on weekdays from 8.25am until 3.30pm (2.30pm on Wednesdays) while the girls are at school. Kilburn House remains open during the day. All houses close for notified long weekends and during the holidays. Answerphone messages and emails are checked frequently and duty staff will endeavour to reply in a timely fashion. If you have an urgent matter when the boarding houses are closed, the School Office will be able to assist and will contact the appropriate House Manager.

Boarders' mail

Letters should be addressed to:

St Margaret's College
c/- (enter house name) House
PO Box 25 094, City East
Christchurch 8141

Parcels and couriers deliveries should be addressed to:

St Margaret's College
c/- (enter house name) House
12 Winchester Street
Christchurch 8014

NB – Please clearly write boarder's name and house on mail/deliveries.

Other deliveries:

If parents wish to drop off items for boarders during the school day, they can be left at the School Office or Kilburn House.

Communication

The relationship between girls, parents and boarding staff is vital to the success of the boarding community. The House Manager is the first point of contact for all boarding matters.

The House Manager will be in contact with parents regularly, in particular to clarify any issues related to Duty of Care. Parents are welcome and encouraged to contact the House Manager at any time to clarify arrangements, ask about progress or any matter concerning their daughter’s welfare. Formal reports are sent home twice each year and a preliminary report for all new Boarders mid-way through Term 1.

The Term Calendar, College Newsletter and St Margaret’s College website are all valuable sources of information about what is happening in and around the College and help boarding families stay informed and connected.

Girls are required to check the Boarders’ email and whiteboards regularly for any messages or information.

A cell phone (charged and with credit) is strongly recommended to ensure girls can stay in contact and are contactable by the Boarding staff

while away on any leave from the Boarding House.

All Houses have access to wireless internet that enables the girls to access the school network. Communication with home is encouraged. Girls have access to Skype and can make and receive phone calls outside of prep times. Letters and emails can be sent home at any time.

The staff member on duty can be contacted urgently on the duty cell phone. It is advised that all parents, guardians and girls have the House cell phone numbers programmed into their own phone.

Boarding House routines

Daily Routines – Weekdays

7:00am	Wake up call, shower and dress (Julius)
7:20am	Wake up call, shower and dress (Kilburn)
7:00–8:00am	Breakfast
8:20am	Leave Boarding House for the school day
8:25am	Tutor Time
3:30pm	Return to Boarding House – afternoon tea available on arrival
3:30–5:45pm	Leave available as per year group guidelines
6:00pm	Dinner in Dining Room
6:30pm	Free time

6:45pm	Prep time (Homework)
8:00pm	Free time
8:35pm	Bedtime routines begin as per year group guidelines

Lights out

Year 7 & 8	8:45pm
Year 9	9:15pm
Year 10	9:30pm
Year 11	9:45pm
Year 12	10:00pm
Year 13	10:30pm

Weekly routines

Girls to apply to House Manager or Year-group/House supervisor for Weekend Leave by 8:30pm Wednesday. Weekend Leave approved by parents with House Manager or Year-group/House Supervisor by 9:00pm Thursday.

Start and end of Term

The Boarding Houses open at 1:00pm the day before school starts for the term and close at 5:00pm on the last day of term.

The night before the last day of term is reserved for Boarders to pack their belongings, for a well-organised and swift departure the next day.

Meals and Dining Room

Meal times

Monday – Friday	
Breakfast	7:00 – 8:00am
Lunch	Varied

Dinner	6:00 – 6:30pm
Saturday	
Breakfast	8:00–9:00am
Lunch	Packed at Breakfast
Dinner	6:00pm

Sunday	
Breakfast	9:00–10:00am
Lunch	12:30pm
Dinner	6:00pm

Breakfast is provided in the Dining Room. A hot breakfast option is available every morning.

On weekdays Boarders have a daily allowance at the Dining Room/School Cafeteria. Boarders can choose from a vast array of healthy options on the subsidised items menu at morning break and during their lunch period. Boarders can pre order their lunch everyday via email to the catering department. If you wish to take your lunch to school you can get this from the cafe after 8am weekday mornings. Hot options for lunch need to be collected at lunch time. There are two lines at lunch and morning tea, one for Boarders and one for day students.

Non-subsidised items are charged to accounts. We recommend that parents discuss the consumption of non-subsidised items with their daughter and clearly stipulate guidelines.

Afternoon tea is provided in the Houses after school.

Dinner is at 6:00pm every night. It is expected that all Boarders will attend the evening meal in the Dining Room unless advising staff beforehand if

they won't be there and the reason.

Fruit, milk, bread, cheese, and spreads are always available for snacks and supper. Every Wednesday evening a sweet item is provided for supper.

Dining Room Code of Conduct

Please care for the Dining Room:

- › Tables wiped, dishes put away, spills addressed promptly.
- › Cutlery and crockery is to stay in the Dining Room.
- › The Dining Room and Boarding Houses have a system to recycle waste. Use the recycling system correctly.

As meals are a formal occasion please:

- › Stand and be quiet during grace.
- › Ensure cell phones are out of sight and silent at every meal. This includes weekends.
- › Limit each table to eight girls.
- › Excuse yourself with staff if you have to leave.
- › Wear tidy mufti or correct school uniform – no pyjamas.

You are remembered for your manners – please show respect for each other and all Staff.

For your Safety:

- › Shoes are to be worn at all times.
- › Walk and take care.

In-house duties

Year 9:

- › Breakfast clean up in the Dining Room
- › Clearing away after breakfast on weekdays and weekends.

Year 10:

- › In-house Kitchen (Julius)
- › Doing dishes and cleaning the Julius House kitchen. Putting rubbish and recycling out.

Year 11:

- › In-house Kitchen (Kilburn)
- › Doing dishes and cleaning the Kilburn House kitchen. Putting rubbish and recycling out.

All year groups may also be required to assist with other House duties when requested.

Behaviour and conduct expectations

Unacceptable behaviour is managed with clear communication from staff as to what the expectations are and consequences are tailored to ensure lessons are learnt quickly. These may include loss of leave (Gating), loss of technology privileges (cell phones, laptops) for a specified period and/or extra house duties. If a girl is finding it difficult to follow the expectations

of her year group, she may be placed on the restrictions of a younger year group.

In the event of serious misconduct or ongoing minor offences, parents will be contacted. A nominated family friend or Christchurch-based guardian is necessary if immediate removal (suspension or expulsion) from the Boarding House is required. Alcohol, vaping and illegal drug possession or use, theft, violence or harassment of others are all considered serious misconduct.

Positive behaviour is encouraged in our Boarding community. Staff and girls are expected to embrace the core values of:

Community

Heart

Attitude

Respect/Responsibility

Manners

Members of the Boarding community should be easily recognisable by regularly demonstrating their CHARM in the following ways:

Community

- › All members of the community are encouraged to develop an awareness of how their actions and behaviours affect those around them.
- › Attending community events, such as the shared evening meal, House

meetings and Boarders chapel.

- › Investing in relationships across the age ranges.

Heart

- › Kindness, compassion and friendliness towards each other helps create a feeling of belonging and connect us together.
- › Being inclusive in your friendships.
- › Joining in with others.
- › Helping out when needed.

Attitude

- › Listening to instructions and responding positively to requests.
- › Being open to trying new experiences and meeting new people.
- › Treating others as you would like to be treated yourself.

Respect

- › Knocking and waiting to be invited in to others' bedrooms.
- › Asking before borrowing items.
- › Being quiet after lights out and letting others go to sleep.
- › Looking after the house.
- › Keeping personal belongings tidy and organised.
- › Cleaning up after yourself and reporting accidental damage.
- › High standards of grooming when in uniform and own clothing.

- › Formal occasions such as grace acknowledged with silence.

Responsibility

- › Adhering to house guidelines.
- › Completing allocated duties.
- › Completing own prep and allowing others to do the same.
- › Having room ready for morning room inspection.
- › Protecting valuable items by locking them away.
- › Making healthy choices with regular healthy meals and personal hygiene.

Boarders' Programme

Each term a range of activities are offered to the Boarders as part of the Boarders' Programme. These activities range from the Big Weekend In and themed dinners to year group options like the Year 12 and 13 Community Care Projects, Year 11 cooking classes. Weekend activities and outings help keep the girls suitably occupied.

Some of our events are combined with Christ's College to provide appropriate, well-supervised opportunities for co-ed socialisation. We are mindful of extra costs when we

plan the programme and have tried to provide a range of activities that are of no charge. Others are charged to accounts on a user pays basis.

Examples of year group activities available are:

Year 7 & 8	Activities with Selwyn House and Medbury School.
Year 9	Dinner and quiz night with Christ's College.
Year 10	Dinner and quiz night with Christ's College.
Year 11	Cooking with Christ's College and own organised activities.
Year 12	Barista course and own organised activities.
Year 13	Christ's College Valentine's Day breakfast and SMC end of year breakfast. Own organised activities.

Visitors

Visitors must sign the visitors' book on their arrival and departure. It is the responsibility of the Boarder to introduce their visitor to Duty staff. Girls and their visitors must stay within the area surrounding the Boarding Houses unless they obtain permission from duty staff to do otherwise. With the exception of parents, no visitors may go to the girl's bedrooms/dormitories or sit with them in cars.

Visiting times:

Weekdays	3:45pm – 5:45pm
Weekends	10:30am – 5:45pm



Homestay

You will be living in a New Zealand home as part of a family. You may be the only international student or there may be others. You may be the only student, or there may be children from the host parents' family. There will probably be two parents but may be only one.

It is important to remember that your homestay parent is NOT the same as your parents at home. The school rather than the homestay parent is responsible for you and your safety. As you are not at school all the time, the school arranges for your care out of school hours.

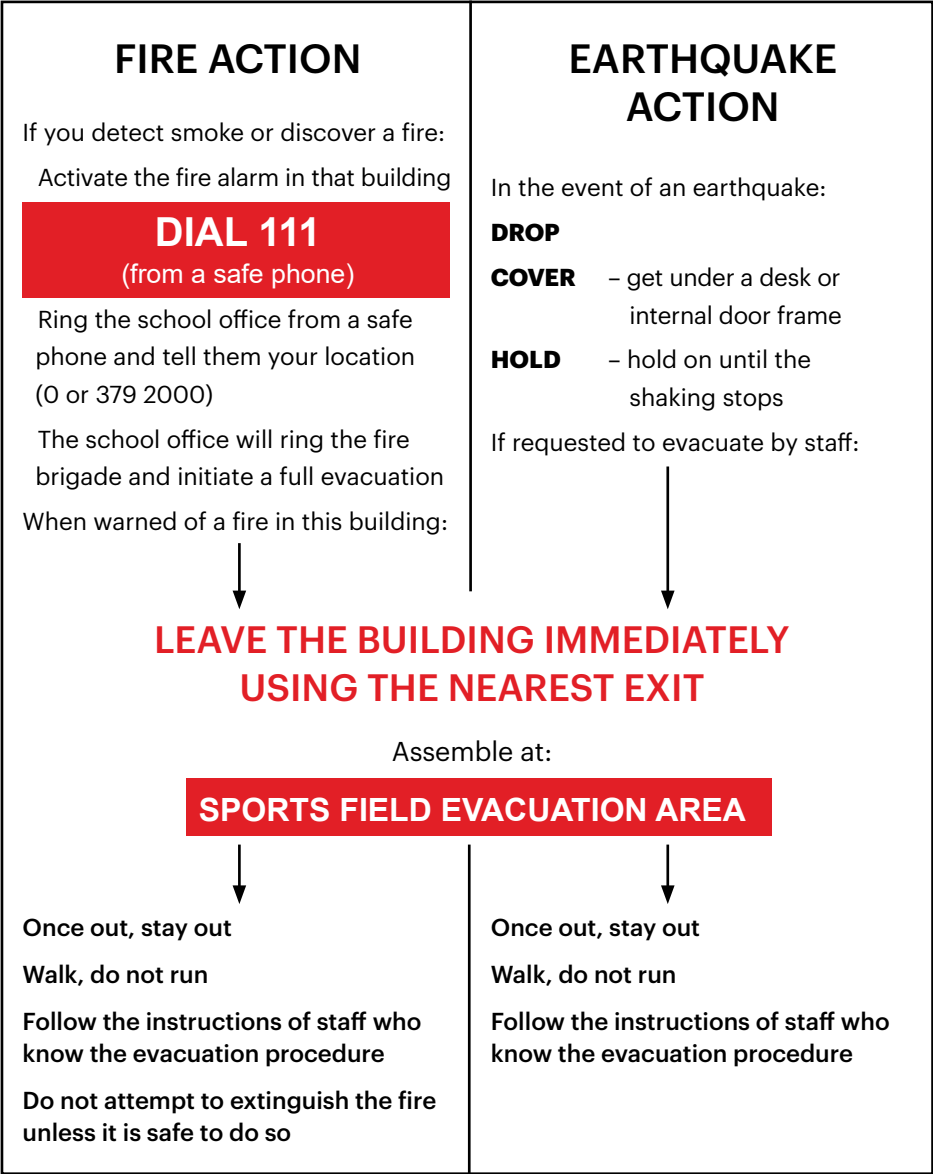
Thus your homestay parents have day-to-day responsibility for you. Perhaps the best 'rule' is to say that their role is to guide rather than rule.

Your host family will have other expectations or 'rules' that apply to you as well as their family. It helps to discuss these with the school if you think they are unreasonable.

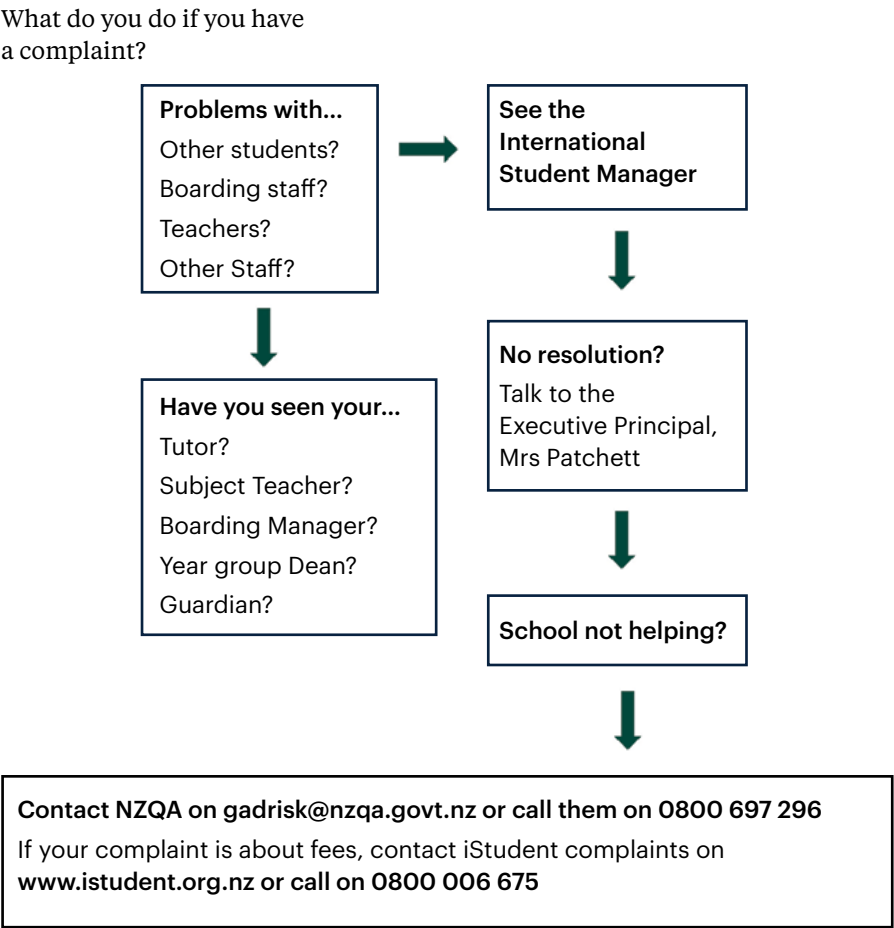
The same laws apply to you as for New Zealanders and if you are under 14 years, you cannot be left at home on your own. Remember it is the school which has responsibility for you, and will communicate with your parents or agent if necessary.

You can help the school by making sure you fulfill your obligations, e.g. getting to school, wearing correct uniform, doing homework. Your homestay family may contact the school if there are problems and the school may contact your homestay as well as or instead of your parents.

Section Three: Keeping You Safe



Grievances and Complaints Process



For a full explanation of the St Margaret’s College refund policy, please go to: stmargarets.school.nz/wp-content/uploads/2019/11/International-Refunds-Policy.pdf

CODE OF PRACTICE 2016



THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016

Important information for international students and their families

This pamphlet summarises the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code). It provides information for students and their parents on what to do if they have a complaint about their treatment by a New Zealand education provider or agent of an education provider.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability

- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website
www.istudent.org.nz

Email
complaints@istudent.org.nz

International phone number
64 4 918 4975

Freephone
(within New Zealand)
0800 00 66 75

Fax
64 4 918 4901

On social media:

Facebook
www.facebook.com/istudent.complaints

WeChat
(search for 'NZ iStudent Complaints' Chinese language only)

Post:

iStudent Complaints
P.O. Box 2272
Wellington 6014
New Zealand

Image courtesy of Brand Lab.



St Margaret's College

Balanced
foundations,
bright futures.

12 Winchester Street
Merivale, Christchurch 8014

03 379 2000

stmargarets.school.nz

