



PĀPĀMOA
PRIMARY SCHOOL
TE KURA MĀTUA Ā PĀPĀMOA



INTERNATIONAL STUDENT HANDBOOK

Welcome to Pāpāmoa Primary School



Welcome to Pāpāmoa Primary School! Pāpāmoa Primary School is a vibrant and inclusive school community located in the beautiful Bay of Plenty region of New Zealand, a stones throw from the beach and the Pāpāmoa hills - Te Rae o Pāpāmoa.

At Pāpāmoa Primary School, we take pride in our beautiful grounds and learning environments. Our classrooms are bright and spacious, with modern facilities that support engaging teaching and learning practices. Our school provides a safe, supportive, and inclusive environment that caters to the diverse needs of all our tamariki.

Our School values of Care - Manaakitanga, Commitment - Kia Manawanui, Courage - Kia Maia, and Connectedness - Whanaungatanga are reflected in everything we do. We believe education is a partnership between parents, teachers, and students, and we work collaboratively to foster a love of learning and empower our students to reach their full potential.

We are proud of our school and the achievements of our students, and we look forward to sharing our learning journey with you.

As the Principal of this vibrant school, it gives me great pleasure to welcome you to our community.

At Pāpāmoa Primary School, we believe that every child has the potential to succeed and thrive, and we are committed to providing an education that caters to the needs and interests of each individual learner. Our highly skilled and dedicated team work tirelessly to create engaging and challenging learning experiences that inspire our students to become curious and confident lifelong learners.

We look forward to welcoming and sharing our school with you and your children should you choose our school for your New Zealand Education Experience.



Pāpāmoa Primary School

History



Pāpāmoa Primary School was founded in 1904. The original location for the school was set back closer to the Pāpāmoa hills - Te Rae o Pāpāmoa.

The school moved to its current location next to the coast on Dickson Road in 1977. When the school was moved, harakeke from the original site was also bought down and still sits along the back fence of the school to this day.

Pāpāmoa Primary School - Te Kura Mātua ā Pāpāmoa is the first school that was built in Pāpāmoa.





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Conditions of Acceptance

It is Pāpāmoa Primary School's policy that it will only enrol long term International Students who reside with their parents or a legal guardian. All students must have the appropriate medical insurance and student visa before enrolment can commence.

APPLICATION REQUIREMENTS

Enrolment Eligibility

Pāpāmoa Primary School is able to offer placements for several international students. Each enrolment application will be considered on an individual basis, taking into account the school's existing student demand, class sizes and available resources.



Student Visa

All International Students, whether previously enrolled at another school or not, must obtain a student visa to attend Pāpāmoa Primary School. A student visa is particular to that student and that school. Pāpāmoa Primary School must be named on the student visa.

Students from visa wavier countries are eligible for a short-term visitors visa and may study for up to three months under this visa. However, for longer periods of tuition, they must obtain a student visa before the expiry of their visitor visa. To see if you are eligible for a short-term visitor visa please visit

<http://glossary.immigration.govt.nz/VisaFreeCountries.htm>

Passports of students and parents will be checked for immigration status and must be provided to Pāpāmoa Primary School as required. (A photocopy of the passport and visa will also be taken prior to the commencement of any tuition.)



Student Details and Accommodation

International Student enrolment is subject to the parent living, and continuing to live, with the student in New Zealand. Pāpāmoa Primary School must be provided with the personal details, full name, current address and telephone number, and accommodation situation of the student. Should a student be found not living with a parent, the school is required to notify the Immigration Service and the student visa may be revoked.

Pāpāmoa Primary School must also be provided with emergency contact details of a family member from their country of origin. Any changes in personal details, either in New Zealand or overseas, must be communicated to the school as soon as possible.

Homestay accommodation may also be organised by Pāpāmoa Primary School for short term group students. Group students aged 10 years and above may reside in such organised accommodation arrangements. Group students under the age of 10 years must reside with a legal or biological parent within the same homestay residence.



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PRIMARY SCHOOL
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Insurance

All International Students must have appropriate travel and medical insurance. Insurance cover must be translated in English for the school and must meet the minimal cover standards as outlined by the Code of Practice for the Pastoral Care of International Students. The guidelines for 'appropriate insurance' can be accessed on <http://www.nzqa.govt.nz/assets/Providers-and-partners/Guidelines-for-insurance-NZQA-2013.pdf>

Insurance in New Zealand may be terminated due to non-disclosure of personal details. Should, for any reason, the International Student have insurance terminated, the student will be required to be absent from school until appropriate replacement insurance is obtained. International Students without insurance are unable to be enrolled at Pāpāmoa Primary School.

TERMINATION OF AGREEMENT

- The school's responsibility for the student ends on their last day of enrolment.
- Either party may terminate this agreement at any time upon 2 weeks' written notice being given to the other party. If the agreement is terminated, the Fee Protection and Refund Policy will apply.

COST OF TUITION

The current International Student School Fee for the school year will be NZ \$12,500 (including GST) per annum to be paid in advance of commencing tuition. Where the period of tuition is for less than one term, a higher weekly fee may be charged. This fee is inclusive of English tuition, stationery and any incidental costs associated with the school programmes. This fee does not cover the cost of the camp (Years 5 and 6 students), school uniform, sports teams, photos and other non-educational school based activities.

An enrolment fee of \$500 (including GST) is charged to each student to assist with the initial enrolment process. A non-refundable deposit of \$1,000 (including GST) and the enrolment fee of \$500 is payable to secure a place at Pāpāmoa Primary School.

REFUND CONDITIONS

Fee refunds

If a student withdraws from their course of study before the completion date, they may be eligible for a refund of tuition fees. The school will always investigate requests for a refund and act fairly. Refer to the Fee Protection and Refund Policy.

FEE PROTECTION

Fees paid by International Students are secure and protected against the possibility of an interruption to the course. Our school's internal procedures to monitor income and expenditure ensure that money is controlled appropriately.

The conditions of the Fee Protection and Refund Policy must be accepted and signed before enrolment begins. The School holds sufficient reserves to be able to refund the Student's fees if the school is unable to provide, or continue, the course of tuition.

The Code of Practice for the Pastoral Care of International Students



When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for. New Zealand educational providers have an important responsibility for International Students' welfare.

The Code of Practice is a document providing a framework for service delivery by educational providers and their agents to International Students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to International Students. The Code applies to pastoral care and provision of information only, and not to academic standards.

The Code applies to all education providers in New Zealand with students enrolled on an international study visa. The Code is mandatory to these providers and must be signed by them. You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from <http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/#education>

The Code sets standards for educational providers to ensure that:

- High professional standards are maintained
- The recruitment of International Students is undertaken in an ethical and responsible manner
- Information supplied to International Students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with International Students are conducted in an ethical and responsible manner
- The particular needs of the International Students are recognised
- International Students under the age of 18 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of International Student grievances

How do I know if an educational provider has signed the Code?



The New Zealand Ministry of Education will maintain a registrar of all signatories to the Code. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a student visa from the New Zealand Immigration Service and you will not be able to study at that institution.

INTERNATIONAL STUDENTS

What to do if you have a problem?

Problems with school	
Talk to your classroom teacher	
Talk to Director of International Students	international@papamoa.school.nz
Talk to Principal	Matt Simeon m.simeon@papamoa.school.nz
Talk to Agent	
Problems with enrolment	
Talk to Director of International Students	international@papamoa.school.nz
Talk to Agent	
New Zealand Immigration Service	Phone 0508 855 8855 www.immigration.govt.nz/contact
Problems with health	
Talk to Director of International Students	international@papamoa.school.nz
Talk to Agent	
See the public health nurse	Ask at the office for an appointment
Problems with homestay – Group Students	
Talk to Director of International Students	international@papamoa.school.nz
Talk to Principal	Matt Simeon m.simeon@papamoa.school.nz



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COMPLAINTS

If you have a complaint that can't be resolved at school, the school can help you to contact NZQA about your problem. See your NZQA "How to make a complaint" brochure, and talk to the International Student Director.

If you have a complaint about Pāpāmoa Primary School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Pāpāmoa Primary School's formal complaint process first. If this does not resolve your complaint, you can contact the New Zealand Qualification Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22.

More information is available on the FairWay Resolution website:

<https://www.fairwayresolution.com/got-a-dispute/istudent-complaints>



How do I contact the New Zealand Qualification Authority?

NZQA Call Centre is open Monday - Friday, 8:00 am – 5:00 pm
Free phone in NZ: 0800 697 296

A copy of the International Student Contract Dispute Resolution Scheme may be accessed at:

<http://www.education.govt.nz/assets/Documents/Ministry/consultations/Draft-International-Student-Contract-Dispute-Resolution.pdf>

QUALITY ASSURANCE

The school is signatory to the Education (Pastoral Care of International Students) Code of Practice 2022 (the code) established under section 238F of the Education Act 1989. The school has attested that it complies with all aspects of the code.

The school has comprehensive systems and processes to support the wellbeing and learning of International Students. Students' cultures are valued through the inclusive learning environments. Induction and orientation for students and parents is well considered to promote their positive involvement in school activities. There are effective systems for identifying and responding to individual learning needs, including regular access to English language learning programmes.





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General Information

NZ SCHOOL SYSTEM

Schooling Level	Years/Grades	Age
Early Childhood	Pre-school	Birth-5 years
Primary school	Years 1-8	5-13
Intermediate school	Years 7-8	11-13
Secondary school	Years 7-13	11-17 or 18
Tertiary	University or Similar	17 onwards

EARLY CHILDHOOD

Early childhood education provides education and care for children before they are old enough to go to school. New Zealand has more than 4000 licensed early childhood education services available, including kindergartens, childcare centres, play centres, home-based care and playgroups.

PRIMARY SCHOOLS

Primary school students study subjects guided by New Zealand National Curriculum: English, the arts, health and physical education, languages, mathematics and statistics, science, social sciences and technology. Students' abilities in reading, writing and maths are regularly assessed against expectations for their age level, as set out in the New Zealand Curriculum.

INTERMEDIATE SCHOOLS

Intermediate schools are a bridge between primary school and secondary school. Primary education starts at Year 1 and continues through to Year 8. Years 7 and 8 are offered either at a primary school or at a separate intermediate school.

SECONDARY SCHOOLS

New Zealand has three types of secondary schools:

- state schools, where 85% of Kiwi children go
- state-integrated schools, which may be run by a religious faith or use specialist teaching methods
- private schools.

Students at secondary schools - also known as high schools or colleges - work towards the National Certificate of Educational Achievement (NCEA). Secondary schools also offer some vocational subjects, such as tourism and computing.



TERTIARY EDUCATION

New Zealand has eight state-funded universities, 16 Institutes of Technology and Polytechnics (ITPs) and approximately 550 Private Training Establishments (PTEs), which include English language schools.

Universities offer higher degree-level education. Programmes are research-led and generally academic rather than vocational. In the 2015/16 QS World University Rankings, all eight of New Zealand's universities were in the top 100 in at least one subject.

ITPs and a few larger PTEs offer vocational degree-level education.

PTEs tend to offer specific vocational programmes, mainly at certificate and diploma level.

Visit this website for more information.

<https://www.studyinnewzealand.govt.nz/why-nz/education-system>

ESOL LESSONS – ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

All International Students are provided additional ESOL tuition, which focuses on accelerating their English language acquisition. The children will be regularly withdrawn, in small groups, from their classes for English lessons. Our ESOL tutors are experienced NZ English Language teachers.





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TE KURA MĀTUA Ā PĀPĀMOA

Emergency Contacts

In NZ dial 111 for any emergency service such as police, ambulance or fire engine.

We ask that in the event of an emergency that families also let the International Student Director know, so that the school is able to support families as required.

POLICE

Tauranga Central Police Station
Monmouth Street, Tauranga
Phone: 07 577 4300

PĀPĀMOA COMMUNITY POLICING

530 Pāpāmoa Beach Road, Pāpāmoa Beach, Pāpāmoa 3118
Phone: 07 572 2440

TAURANGA HOSPITAL

829 Cameron Road, Tauranga
Phone: 07 579 8000
Tauranga Hospital has a 24 hour Accident and Emergency department.
Please note that waiting times are very long in the A&E department.

TARA ROAD MEDICAL CENTRE

1 Tara Road, Pāpāmoa Beach, Pāpāmoa 3187
Phone: 07 542 2277

