

Tahatai Coast School



International Families Handbook 2026.



Explore - Excite - Empower
Together we inspire each other to be the best we can be.



Welcome, Kia Ora!

Tahatai Coast School is a primary school (Years 1-6) with approximately 800 - 850 students.

We have diversity of cultures within in our school, represented by many ethnicities. Our School welcomes International students to our community, allowing our domestic students to experience other cultures, promoting an awareness of cultural diversity and acceptance in our global world.

International students are placed in mainstream classes across Years 1 to 6 appropriate to their current learning level and will learn alongside New Zealand students of similar age. We provide English as a Second Language (ESOL) teaching, either individually or in small groups during class time if required.

Contacts for International Students

Rowan Barton

International Student Manager

Mobile: 027 650 6085

Email: rowanb@tahatai.school.nz

Tahatai Coast School

Phone: (07) 572 4600

Fax: (07) 572 5050

School

Address: 45 Evans Road Papamoa 3118

Website: www.tahatai.school.nz

Enrolment Process

For a child entering New Zealand for the first time

- 1) To apply for a place at Tahatai Coast School please submit;
 - an Application Form & Contract of Enrolment Form (which includes any relevant health or behavioural information about the student)
 - a photocopy of the student's passport
- 2) If Tahatai Coast School has a place for your child we will send you a letter of **Provisional Offer of Place** to attend Tahatai Coast School and an **invoice** for payment of tuition fees.
- 3) When offered a provisional place at Tahatai Coast School you need to:
 - Pay International Student fees in full, as per the provisional offer and invoice. These must be paid in full before your child arrives in New Zealand.
 - Organise comprehensive medical and travel insurance for your child and the rest of the family. It is the responsibility of the student and/or their caregivers to ensure this insurance is in place and to provide the school with a copy of the current policy.
- 4) Once we have received International Student fees, we will send you a **Confirmed Offer of Place** and a **receipt**. This means that your child has been accepted into Tahatai Coast School. These are the official documents you require to process your child's visa application.
- 5) Once the student permit has been issued with the relevant details, students may commence enrolment at Tahatai Coast School.

Conditions of Acceptance

Tahatai Coast School is able to offer placements for a number of 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.

- Year 1–6 students must live with at least one parent during the entire enrolment period.
- Students must be the appropriate age for the school.
- Students must have Travel and Medical Insurance.
- No specified level of English applies.
- An enrolment form must be completed for every student, and signed by a parent.
- Students will only be accepted if there is deemed to be space at the year level concerned and at the discretion of the Principal.
- Tahatai Coast School may choose not to enrol an international student who has additional needs if they are unable to provide the support that is deemed necessary for the student by health professionals such as physical or

psychological clinicians. This will come down to a decision from Principal and the Board of Trustees.

- If a parent wants Tahatai Coast School to enrol their student as an International student with special needs but they do not meet the ASH requirements and are therefore not eligible for ORRS funding then Tahatai Coast School will seek their own professional advice and where necessary refer to the Human Rights Commission to consider.

Student placement

On acceptance, students are placed in an appropriate year level and classroom. This placement is determined by the student's birth date, English capability and academic ability.

New Zealand Immigration Requirements

Prospective international students must meet the requirements of Immigration New Zealand.

Tahatai Coast School does not employ the services of an immigration advisor to deal with immigration related enquiries. If a prospective international student does not hold authority from Immigration New Zealand to study, or Tahatai Coast School is unable to determine whether a prospective international student holds the necessary authority, Tahatai Coast School will either:

- Obtain advice from Immigration New Zealand, or
- Advise the international student to seek advice from:
 - (i) Immigration New Zealand, or
 - (ii) an immigration adviser licensed under the Immigration Advisers Licensing Act 2007, or
 - (iii) a person that is exempt from being licensed under the Immigration Advisers Licensing Act 2007 and ensure the prospective international

student holds authority from Immigration New Zealand to study before allowing that person to undertake any course of study. A register of licensed immigration advisers is available from the Immigration Advisers Authority website at www.iaa.govt.nz.

International Student Visa

All students who study for longer than 3 months, are required to have a current student visa to be enrolled at Tahatai Coast School.

- a) All International Students (studying for longer than 3 months) must hold a student permit to attend Tahatai Coast School. A student permit is particular to that student and that school.
- b) Each International Student needs to apply for a specific permit to be educated at Tahatai Coast School. Tahatai Coast School must be named on the student permit.

- c) Each International Student must inform Tahatai Coast School of any changes relating to their immigration status.

We advise you to check with Immigration New Zealand for the full details of visa and permit requirements and advice on rights to employment in New Zealand while studying. The website address is: <http://www.immigration.govt.nz>.

Health, Travel and Accident Insurance

Medical and Travel Insurance

International students must have comprehensive current medical and travel insurance while studying in New Zealand. Medical and Travel Insurance is compulsory for all International Students studying in New Zealand from the time of their enrolment at a school in New Zealand until their student visa expires (or they depart from New Zealand).

Proof of adequate insurance cover is required before Tahatai Coast School will confirm the students enrolment. We recommend Orbit Protect as international student insurance providers. <http://orbitprotect.com>

Eligibility for Health Services

International students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

Orientation

Initial orientation will happen prior to the student starting school. The student and family will meet with International Student Manager Rowan Barton and be given a general briefing about school and class organisation & routines with a short tour of the school. Students and family members MAY meet the Principal, Senior staff and the class teacher if they are available. Once the students starts school, the class teacher will allocate a buddy.

Orientation to aspects of New Zealand life and culture will be ongoing throughout the student's time at Tahatai Coast School, and will not be limited to one single event. Children will be withdrawn from their class at times for this orientation by our ESOL teacher, Angela Guernier.

The Orientation Programme **could** include information about the following:

- The physical environment such as where toilets and other facilities within the school can be found. Also things such as appropriate play areas.
- Library rules & procedures.
- Road safety including using our patrolled Kea crossings.
- Social Expectations such as behavioural expectations.
- Whare groups (house groups across the school).
- Whanau organisation (classrooms within a team).
- The surrounding rural and urban environments.
- Cultural, recreational, and sporting activities.
- Transport arrangements.
- How to access support when it is needed.
- Culturally appropriate behaviour in New Zealand.
- Health and medical treatment.
- 24-hour contact name and number for use in case of emergency.
- Management of emergency situations, including emergency numbers

Tahatai Coast School Curriculum

The following curriculum is taught:

- English (Literacy): Oral Language – Listening and Speaking
Written Language – Reading and Writing
Visual Language – Viewing and Presenting
- Mathematics (Numeracy)
- Health, Physical Education
- Information Communications Technology
- Social Science (including NZ History)
- The Arts (visual & performing)
- Te Reo Maori

All programmes follow the National Curriculum Guidelines and National Educational goals. The Education Review Office (ERO) is an independent body contracted by the Ministry of Education to evaluate and report on the performance of all schools. The latest Education Review Office Report on Tahatai Coast School is available at www.ero.govt.nz

ESOL

Students will have their English assessed using a variety of methods within the first 4 weeks of their enrolment at Tahatai Coast School. Their needs will be identified and students will be grouped accordingly. Most students will visit Angela (our ESOL teacher) and as their speaking, listening, reading and writing in English improves their ESOL lessons may be reduced.

Pupil Progress & Reporting to Parents

The school endeavours to keep parents informed of the progress being made by their children.

Parents are offered an opportunity to meet teachers the day before the school year begins. Learning Conferences are then held twice a year (usually in Term 1 and Term 3). This involves you, your child and your child's teacher, meeting to discuss learning progress and goals.

Written reports will be sent home at the end of Term Two and Term Four. You will have the opportunity to discuss this report with our International Student Manager and a translator for your support.

The School expects all International Students to make good academic progress and try their best. The International Student Manager will monitor and review academic progress of all Students.

Tuition & Other Fees 2026

(inclusive of English tuition and school programmes such as Beach Education, Life Education and swimming).

Fee Structure 2026

Tuition Fee (1 year)	\$14,000.00
Tuition Fee (3 Terms)	\$11,000.00
Tuition Fee (2 Terms)	\$8,000.00
Tuition Fee (1 Term)	\$5,000.00
Tuition periods of less than 6 weeks	\$135.00 - \$150.00 per day
Tuition periods of 6 weeks or more but less than one term	\$700.00 per week
Registration Fee (charged once only)	\$350.00
Administration Fee (charged yearly for document renewal)	\$350.00
Retrieval and re-printing of previous issued documents such as academic reports	\$50.00 per document

Compulsory Costs

There are other additional compulsory costs to cover activities such as uniform, personal stationery, book-bags, outdoor education programmes and school camps. These costs will vary according to the year group the student is in. All additional compulsory costs need to be paid prior to commencement of the school activity.

School Uniform

School uniform is a compulsory requirement for attendance at Tahatai Coast School. Non-uniform items of clothing are NOT to be worn to school. Other items such as jewellery (except 2 plain studded earrings), nail polish or make-up are not allowed.

Polo Shirt	\$35.00	Shorts/skort	\$35.00
Polar fleece	\$50.00	Sun hat (wide brim)	\$20.00
Sun hat (bucket)	\$20.00		

Plain navy blue track-pants may be purchased outside of school and worn in Terms 2 & 3.

Stationery & Book Bags

Stationery is included in tuition fees. Book bags can be purchased from the school office for \$5.00.

Student Fee Protection Policy

A fee protection policy is in place should Tahatai Coast School be unable to offer or continue the agreed course, guaranteeing a refund to International Students. Please refer to the Tahatai Coast School International Student Fee Protection Policy.

Termination

In the case of gross misconduct and / or serious disobedience by a student, the New Zealand Ministry of Education Stand-Down, Suspension, Exclusion and Expulsion Rules 1999 will be followed. These rules can be found on the Ministry of Education website at www.minedu.govt.nz

A student's tuition may be terminated at the Board of Trustees discretion when:

- A student has breached the terms of their contract with the school.
- A student is required to leave the school for a breach of rules and conditions of enrolment at the school or has broken a New Zealand law.
- A student returns home for any reason other than serious illness, accident or death of a close family member.
- The enrolment application is found to be inaccurate in any way.

Tahatai Coast School reserves the right to terminate the enrolment of any International Student on the basis of continued and unexplained non-attendance.

If an International Student's tuition has been terminated, the New Zealand Immigration Service will be notified.

Withdrawals

Should an International Student choose to withdraw from Tahatai Coast School adequate advance notification of intent to withdraw must be given in writing. Tahatai Coast School's Refund Policy (see below) will apply and the New Zealand Immigration Service will be notified that the student has withdrawn.

Refunds

The school will consider all requests for a refund of international student fees. Requests should be made **in writing** to the school as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund, including bank address and swift code where relevant
- Any relevant supporting documentation such as receipts or invoices

Non-Refundable Fees

The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur because of receiving an application for enrolment and cannot be refunded:

- Registration and Administration Fee: Registration and administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
- Insurance: Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- Homestay Placement Fee: Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students before the refund request cannot be refunded.
- Used Homestay Fees: Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- Portion of Unused Tuition Fees: The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.

Requests for a refund for failure to obtain a study visa

If an international student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for enrolment of one term or less

Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.

Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund for voluntary withdrawal (Enrolments of more than one term)

If an international student voluntarily withdraws, whether before or after the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks tuition fees and other any relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund where the school fails to provide a course, ceases as a signatory, or ceases to be a provider

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
- Transfer the amount of any eligible refund to another provider, or
- Make other arrangements agreed to by the student or their family and the school.

Other circumstances where a refund request may be considered

Where a student's enrolment is ended by the school

In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- A minimum of ten weeks tuition fees from the date of termination
- Any other reasonable costs that the school has incurred in ending the student's enrolment

Where a student changes to a domestic student during the period of enrolment

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. A refund will be provided less a minimum of ten weeks tuition fee and other any

relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status. As a domestic student, the student will be required to live within the school's zone.

Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

Refund of other fees

Requests for a refund of homestay fees

If for any reason, an international student withdraws after their stay in a school homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Requests for a refund of fees unused at the end of enrolment

Except by written request from the student or their parent, prepaid fees unused at the end of enrolment, amounting to less than NZD\$20.00 will be refunded to the student in cash. Sums greater than NZD\$20.00 will be refunded into a nominated bank account.

Outstanding activity fees or other fees

Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made

A decision by the school relating to a request for a refund of international student fees will be provided to the student or family in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

In the event the student or their parent is dissatisfied with a refund decision made by the School or is dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by

the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

Information and School Rules

Leaving the School Grounds

Students are **not** permitted to leave the school during lesson time except for a doctors or dentists appointment. If you need to leave school for an appointment you need to bring a letter to your teacher explaining this and parents need to pick up and drop their student back to their classrooms.

School Hours

Arrival at school:	8.10am
School starts:	8.40am
Morning Tea:	10.00am - 10.30am
Lunch:	12.00pm - 12.55pm
Finish of School Day:	2.30pm

The School Office is open between 8.10am and 3pm.

Lunches

Students need to have food for morning tea (10.00am) and lunch (12.00pm). Children will eat together as a classroom or whanau before being allowed to play.

Subway is available for purchase and delivery on **Thursday**.

The PTA (Parent & Teacher Association) have a pizza lunch every **Friday**.

Orders are completed and paid for via an app called KINDO.

Students are **not** allowed to eat in lesson time.

Students are **not** allowed chewing gum, sweets or candy at school.

Punctuality

All students must come to school on time. If you are late, you must go to the Office first before going to your classroom and sign your name in the late register. If a student does not sign in at the office, parents will be informed that their child is absent via text message.

Homework

Daily reading and writing at home is an expectation at all levels. You get children will have assigned texts to read daily while older students should choose texts that are of interest to them. Basic facts knowledge should be refined and practiced so students are able to recall these at speed.

Pastoral Care of International Families

Tahatai Coast School is a signatory and 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 Qualifications Authority (NZQA) at:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers. It sets out the requirements that education providers must meet for the wellbeing and safety of their learners.

How can I get a copy of the Code?

The Code of Practice is available, and can be downloaded as a pdf, on the New Zealand Qualifications Authority website: <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

The 2021 Code of Practice is also available in other languages along with a pamphlet that provides a summary of important information for international students and their families.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution.

If you have a contractual and/or financial dispute with Tahatai Coast School you should first try to resolve this by speaking with International Student Manager (Rowan Barton) or Principal (Matt Skilton).

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

The Tahatai Coast Board of Trustees will follow the guidelines and procedures listed in the **Grievance Policy**.

If your complaint is not resolved then you should contact **iStudent Complaints**. This is a government organisation that can provide an independent assessment of your complaint. For more information on this process go to this link: <https://www.istudent.org.nz/>

Quality Assurance

From the school's most recent ERO Report:

“Tahatai Coast School is achieving equitable and excellent outcomes for children. The school has effective strategic planning and many acceleration strategies that are reducing identified disparities.

.....The school has very good processes and practices that enable the achievement of equity and excellence.

.....Children benefit from a school wide and connected curriculum. They enjoy innovative, challenging, and fun learning opportunities that are engaging, and contribute to good levels of achievement. There is a continued focus on increasing children's understanding and ownership of their own learning.”

You can find the full report at:

<https://ero.govt.nz/institution/6742/tahatai-coast-school>

Additional Information

Climate

Situated in the Southern Hemisphere, New Zealand's seasons are the reverse of those in the Northern Hemisphere. The climate is temperate with mild, wet winters and warm, dry summers.

Summer: December – February

Autumn: March – May

Winter: June – August

Spring: September – November

Banks

All cities and towns have banks. Trading banks are open 9.00am – 4.30pm Monday to Friday.

Clothing

Depending on the timing and duration of your study, the clothes you bring will vary. In summer time, casual wear is sufficient. However, in winter, warm clothing such as woollen sweaters, waterproof coats and warm jackets are recommended. In keeping with New Zealand's relaxed lifestyle, dress is informal on most occasions. International students are also encouraged to bring their national costume to share with the school community at Tahatai Coast School.

Shopping

Stores and shops usually open from 8.30am to 6.00pm, Monday to Thursday and until 9pm on Friday nights. There are an increasing number of shopping centres opening until 9pm on Thursdays as well. Many shopping centres open all day Saturday and Sunday in major cities and tourist areas. New Zealand shops offer a

wide variety of products including fashion clothes, outdoor clothing and equipment, crafts and international food halls.

Food

New Zealand has a wide range of indigenous and imported food. We are a major producer of pasture-fed lamb, venison and beef and dairy products are abundant and inexpensive. Almost all types of fruit are available in the shops. New Zealanders generally have a balanced diet of vegetables with either meat or fish as their main meal. Dinner is usually considered to be the main meal.

There are many types of restaurants, coffee shops, take-away and fast food outlets. They range from very exclusive and expensive evening restaurants to casual dining. As well as New Zealand-style food, students will also find every sort of international and ethnic cuisine.

New Zealand cities and towns have excellent public water supplies; in all cases tap water is fresh and safe to drink.

New Zealand's most famous foods are lamb, kiwifruit and dairy products like milk, cheese, butter and ice-cream. These are exported all over the world. Food in New Zealand is plentiful and delicious.

Breakfast may be cereal, toast, fruit juice and tea or coffee. Some people have a cooked breakfast like bacon and eggs, or sausages and tomatoes. A home-made lunch usually includes sandwiches and fruit. Bread in New Zealand is delicious, and also healthy.

The traditional idea of a main meal is meat and three vegetables, all serviced together on the same large flat plate. However, in the cities, old habits have changed. Now you can buy Asian foods, and there are many ethnic restaurants. Meat now has less fat than before.

For big meetings or parties, Maori people often cook a hangi. At a hangi, fish, chicken, meat and vegetables may be all cooked in a big hole in the ground, with hot stones and wet cloths. If you are invited to a hangi, you will enjoy this unusual experience.

If someone invites you to "tea", they probably mean dinner, in the evening. This is the main meal, which may be based on meat, fish, pasta, or rice. Often the main dish is put in the centre of the table. From this dish, people serve food to themselves and to one another. After the main course you may be offered ice-cream and fruit, or cake, or cheese and biscuits – or just a cup of tea or coffee. Sharing a meal is a social occasion, for conversation as well as food. People often talk a lot while they are eating a meal.

In many homes, men, women and children take turns to cook and wash the dishes.

Good Manners

Every country has different ways of being polite. This section has some useful advice. However, don't worry if you get some things wrong, because New Zealanders are usually very tolerant. Just do your best.

When walking with other people, please don't push in front of anyone: that is a simple and important rule. Especially, don't push in front of older people or

women. In earlier times, one rule was “ladies first”. People thought that women were beautiful but weak. So, women were always served first at the table, and men always let women walk ahead of them. Today, some people still follow the “ladies first” rule.

When you meet people for the first time, please look at their eyes, and speak to them. New Zealanders think that eye contact shows you are honest and friendly. Some people may want to shake your hand. If they put out their hand, shake it firmly.

It's polite to smile and say “Good morning!” every morning. You may smile and say “Hello!” when you see someone you know.

Notice how other people behave, especially those people who seem friendly and polite. Always follow the school rules, of course.

In New Zealand it's sometimes OK to cross your legs and wave your arms around. It's not OK to stand or sit too close to people, because New Zealanders are used to having a large space around themselves.

The way you walk is important. When you walk around town, know exactly where you're going. Walk straight towards your goal. Walk quite fast and confidently. Keep your head high and your eyes up, and look happy. Smile! (Please don't carry a lot of money, or walk alone in rough or lonely places.)

Some New Zealanders may touch you when you don't expect it. A quick hug can be nice if the person is your friend. Arms should go around the shoulders, not the waist. Never do anything that feels wrong for you – but be ready for happy new experiences with your friends.

When you are offered food or drink, it is polite to accept immediately, if you want it. If you refuse, the host may not offer it again. In New Zealand, “yes” usually means “yes”, and “no” means “no”. So if you really want that food, you should say “yes, please” the first time it is offered.

If you have any worries about what is OK and what is not OK, simply ask your teacher. Your teacher is a friend whom you can trust.

Support Services

Moving to a new country can be difficult. Luckily, here in New Zealand we have many support services available to help you adjust to your new life. Rowan Barton can point you in the right direction but we have a list of external services you can try if you need help.

New Zealand Immigration:

Immigration queries can be made through the New Zealand Immigration helpline on free phone 0508 558 855

Student Support Services:

Advice on Family and Student support
www.familyservices.govt

Asian Health Support:

Telephone (09) 442 3219

Chinese Lifeline:

Telephone (09) 522 2088 or 0800 888 880

Ethnic Affairs Language Line:

Provides access to Government Services. Telephone 0800 656 656

No Bully:

This is a helpline to assist and advise students who are being bullied, victimised or discriminated against.

Telephone 0800 662 855 (24 hours)

What's Up:

Advice for kids on anything. Telephone 0800 942 8787

Multi Cultural Society of Tauranga:

This society is a charitable trust made up of volunteers who protect and promote the various multi-cultural groups within New Zealand. They offer a 24/7 translation service in many different languages.

Phone: (07) 571 6419

Building 4, Main Street

Historic Village on 17th Avenue

PO Box 447, Tauranga

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

Health & Safety Procedures

Display of Evacuation Notices

Evacuation notices are displayed in a prominent place in all classrooms, the staffroom, the school hall and in Administration areas.

Evacuation Drills

There will be several evacuation drill practices during the year. The school fire alarm will sound – please follow instructions and all students must move to the back field. These practices are very important and ensure that everyone knows the correct and safe procedure in the event of a real fire or emergency.

Emergency and First Aid

Tahatai Coast School is responsible for all emergency procedures during school hours. In the event of an accident or emergency appropriate action will be taken and you will be contacted as soon as possible by Mr Matt Skilton (Principal) or Rowan Barton (International Student Manager). It is possible that you might also be contacted by the Insurance Company who issued your child's Medical and Travel Policy.

In the event of sickness or injury a staff member will render First Aid and every effort will be made to contact you. Please keep us up to date with any change of telephone numbers (home, work and mobile), and alternative emergency contact numbers.

Prescribed medication must be handed into the office with full instructions of dosage etc. An authorisation form must be signed allowing school staff to administer medication. If your child has an allergy (eg bee sting, nut) please tell us about the medication / action required, especially if it needs to be given at school. The school holds any medication required (medicines, pills, asthma inhalers etc) in the Medical Room - labelled with the name of the child concerned and directions for use.

EMERGENCY PROCEDURES

GENERAL EMERGENCY IMPLEMENTATION PROCEDURES

1. No student will be dismissed from school unless a parent or individual designated by a parent, comes for him/her.
2. No child will be allowed to leave with another person, even a relative or babysitter, unless we have written permission to that effect or that particular person is listed on the student's emergency information in our files. With this in mind, we ask parents to contact the office if their child's information is not up to date. Parents/caregivers and whanau will be reminded twice each year to update their contact details and those of two nominated adults who may collect their child(ren) in the event of an emergency.
3. All parents, or designated persons who come for students, must have them signed out at the office or at the temporary Student Release Station. Signs will be posted if this alternate location is required.
4. We are prepared to care for our students in times of critical situations. If parents are unable to reach the school, we will care for their child here. We have people with first aid certificates, and we will be in communication with various local emergency services. We do ask for parents' help in the following areas:

- Please do not telephone the school - we must have the lines open for emergency calls;
- Following an earthquake or other emergency, do not immediately drive to the school - streets and access to our school may be cluttered with debris. The school access route and street entrance area must remain clear for emergency vehicles.
- Do turn your radio to 2ZB (1035 mh). Information and directions about the extent of the emergency will be given over the radio.

EMERGENCY DRILL PROCEDURES:

Below are procedures for the unlikely event of a/an:

- **Earthquake** - **Tsunami**
- **Fire** - **Flood**
- **Lockdown** - **Chemical Spill**
- **Missing Student** - **Bomb Threat**
- **Gas Leak** - **Volcanic eruption and ash fall**

Outcome in the unlikely event of a natural disaster: All pupils and staff will know what to do in case of an emergency such as fire, flood, volcanic eruption/ash fall, earthquake and/or tsunami.

Earthquake Emergency Procedures:

1. In the event of an earthquake, students and staff to take up earthquake positions on the signal 'drop' (ie. get under tables and hold on to table legs). If no furniture is available, get into the turtle position with neck protected by hands. Keep away from shelves containing heavy objects, large items of furniture and windows (or at the very least facing away from the windows).
2. If outside and it is possible, move away from all buildings, electrical lines, trees and other structures before getting into the turtle position (ie. position oneself in the middle of a sports court).

3. Wait for the 'all clear' before evacuating the buildings. This will be signalled by the ceasing of the earthquake shaking and continuous ringing of electric bell or handbell (or continuous blast of a whistle).
4. Teacher to take classroom emergency bags, located on a hook by the classroom door. Whanau Leaders (or a designated teacher if the Whanau Leader is not present) to check the toilets and break-out/shared spaces closest to their classroom before leaving.
5. Walk calmly out to the evacuation point using the route displayed on the map in each room. Sit on the first soccer field facing the school in class lines behind the cone with the respective room number. Staff do not need to close windows and doors in an earthquake evacuation. If outside, move directly to the evacuation point. Do not return to the buildings.
6. At the assembly area, classroom teacher to call roll and notify evacuation officer (office manager) of who is and/or is not accounted for. The office manager will record this information on a 'Tahatai Coast School Evacuation Report Form' and notify the Leadership Team member in charge of any persons unaccounted for.
7. Leadership Team member in charge (most senior available), will check all building structures, consult and then make the decision to either return to class or action the 'Tsunami Evacuation' procedures after checking for possible alerts.

Tsunami Evacuation Procedure

An immediate tsunami evacuation will be actioned if:

- An earthquake is longer than 1 minute and/or strong enough that it is hard to stand up;
- A tsunami alert/warning has been received advising higher ground is to be sought.

Evacuation to the two-storey main block (new build) will only occur if the warnings provided is less than 25 minutes.

1. Continuous ringing of the electric bell and/or hand bell will activate the evacuation procedures.
2. Teachers to take classroom emergency bags, located on a hook by the classroom door. Whanau Leaders (or a designated teacher if the Whanau Leader is not present), to check the toilets and break-out/shared spaces closest to their classroom before leaving.
3. There is no need to lock doors or to close windows. Take shoes if easily available.
4. Walk calmly out to the evacuation point on the first soccer field where a staff member will advise if you are to immediately take your class to the 'Tahatai Coast School Tsunami Evacuation Point at the State Highway 2 Berm' or to evacuate to the two-storey main block (Pictured below).
5. Evacuation Officer to record the classes and student groups leaving for the Tsunami Evacuation point (to account for those who have left the school grounds).
6. Office staff will put a sign on the front door to say we have evacuated to the 'Tahatai Coast School Tsunami Evacuation Point at the 'State Highway 2 Berm' (Pictured below).
7. If more than 25 minutes notice is given of tsunami threat, all persons who are able will walk approximately 1km to the 'State Highway 2 Berm' (Pictured below). Any students or staff unable to walk will remain in the top storey of the new building (in Rooms 22-30). If less than 25 minutes notice is given of tsunami threat, all persons will evacuate to the top storey of the new building.
8. Once at the tsunami evacuation point, students will be seated in class lines and a roll will be taken. The office manager will then be notified of who is and is not accounted for. The office manager will record this information on a 'Tahatai Coast School Evacuation Report Form' and notify the Leadership

Team member in charge of any persons unaccounted for.

9. All staff and students will remain at the State Highway 2 Berm until the 'Official All Clear' is written on the Tsunami signs at the State Highway 2 Berm.
10. Once everyone is accounted for and the 'Official All Clear' is given, a decision will be made by the Leadership Team whether to return to the school or remain at the evacuation point.

NOTE: If returning to school, staff and students will meet at the evacuation point on the first soccer field facing the school and classroom teachers will redo the roll.

Tsunami Evacuation Point at 'State Highway 2 Berm'



Fire Emergency Procedures:

On discovery of a fire, ring the fire alarm and call 111. Extinguish the fire if it is safe to do so.

Fire Signal: Continuous ringing of electric bell or handbell (or continuous blasts on a whistle).

1. On hearing the alarm, teacher to take classroom emergency bag, located on a hook by the classroom door. Whanau Leaders (or a designated

teacher if the whanau leader is not present), to check the toilets and break-out/shared spaces closest to their classroom before leaving.

2. Walk calmly out to the evacuation point using the route displayed on the map in each room. Sit on the first soccer field facing the school in class lines behind the cone with the respective room number. If possible, staff should close windows and doors. If outside, move directly to the evacuation point. Do not return to the buildings.

If before school or during a break time, students and staff will be directed to walk calmly to the evacuation point on the field. Continue with step 3.

3. At the assembly area, classroom teacher to call roll and notify evacuation officer (office manager) of who is and/or is not accounted for. The office manager will record this information on a 'Tahatai Coast School Evacuation Report Form' and notify the Leadership Team member in charge of any persons unaccounted for.
4. Leadership Team member in charge will then make the decision to return to class after all necessary checks have been made and/or the decision has been made by the NZ Fire Service that the school is safe.
5. Parents/Caregivers will be notified of the evacuation through ETaP and if they are required to collect their child/ren.

Flood Evacuation Procedure:

Flooding signal: this will be announced over the intercom or message taken directly to classes.

1. Teachers in flooded areas will take classroom emergency bags, located on a hook by the classroom door. Whanau Leaders (or a designated teacher if the whanau leader is not present), to check the toilets and break-out/shared spaces closest to their classroom before leaving.

2. Walk calmly to the designated evacuation point (See list below). Evacuated classrooms will be directed to the the closest two-storey block:
 - Rooms 1-8 will evacuate upstairs to rooms 9-12;
 - Rooms 13-21 will evacuate upstairs to rooms 22-30;
 - Kahu, admin and library will evacuate upstairs to Rooms 22-30.
3. If flood is due to burst pipes etc, turn off the water at the mains if possible.
4. Leadership Team member in charge will then make the decision if parents/ caregivers need to be contacted to collect their child/ren.
5. All children to be signed out using the class roll and emergency contact list located in the class's emergency bag. No child is allowed to leave with another person, even a relative or babysitter, unless we have written permission to that effect or that particular person is listed on the student's emergency information in our files.

Lock down Procedures:

Guidelines:

- In the event of a critical incident requiring 'Lock down', the person witnessing the incident will notify the school office to raise the alarm.
- The office staff member receiving the incident call will notify the Leadership Team member in charge.
- The school electric bell will be switched to manual and sound with intermittent 5 second (on/off) bursts for a continuous one minute period. At the same time, the following message will be announced over the school intercom, "This is a lock down. Everyone will stay in the room, remaining seated on the floor, staying calm and quiet."
- Staff and children will remain in their room. Staff will make safe efforts to close and lock the classroom doors that could permit access into the room. All classroom lights are to be turned off and curtains or roller blinds closed.

Students are to be seated out of sight/down low, not facing the windows or doors during this lock down period.

- Staff will ensure a calm and controlled environment for students.
- Children who are outside the classroom at the time of the alarm should seek shelter in the nearest classroom. If in the toilets, children should remain in the toilets and close doors if it is safe to do so.
- Should it be necessary to move out of rooms or away from the school, instructions will be communicated via the school intercom and/or phone system by the person in charge.
- Staff need to be mindful that children from other classrooms may seek sanctuary in their room.
- If the lock down alarm is sounded before school or during playground breaks, staff and children are to move directly to the nearest classroom as long as it is safe to do so. All staff are to move promptly to the playground areas and direct students to the nearest classroom, if it is safe to do so.
- The staff member in charge will telephone police/relevant support services and liaise/follow instructions as directed by these essential service organisations.
- Teachers are to remain with their class and mark the roll immediately using the roll in the classroom emergency bag. Any absences and extra children in the room will need to be reported to the school office staff if it is safe to do so.
- No one will be allowed into classrooms unless their identity is known.
- All staff/students/visitors are to remain in a locked room until the 'ALL CLEAR' is given with the message, "The lockdown has now ended. Everyone is to move in an orderly fashion to the hall and sit silently."
- The person in charge will then explain to the staff and children the reason for the lock down, tailored not to cause excessive anxiety.
- The Board of Trustees will be advised and an investigation, if necessary, initiated.

- The school community will be advised of the reasons for the lock down, to minimise alarm and rumour-mongering.
- In conjunction with local police, the Leadership Team member in charge may arrange for parents/caregivers to pick students up from school at a designated safe area.

Bomb Threat

Procedures:

In the event of a bomb threat being made the following procedures will be adhered to:

1. Intercom Message: "We have had a phone call and are going to evacuate the school. This is not a drill." Repeat a second time after a 15-20 second pause.
2. Evacuation of all staff, students, parents/caregivers, visitors and volunteers to the evacuation point:

- Staff to ensure they take their:

1. Classroom Evacuation bag
2. Mobile phone
3. Jacket and or sun hat

- Students to take:

1. Drink bottle, sunhat and shoes if easily accessed. If on the field or not in class then they do not go to find these items.

- Senior Leadership staff on release:

1. To depart immediately for the evacuation point with the evacuation bag located in the admin block.
2. Once at the site to check the site is safe.
3. Set up a roped off area with cones with room numbers for staff to line up their students. Prepare class lists to hand out to staff as

they arrive with their students.

4. Principal/Office staff to contact Police and work with the caretaker to sweep the grounds and buildings to ensure the site is safely evacuated. Principal to co-construct an ETap email/text message for parents and staff. Principal to liaise with Police and manage media.

- Librarian, Office staff to provide road crossing assistance at the Evans Road crossing. Office staff will put a sign on the front door of the school office to say where the evacuation point is.

3. At the assembly area, classroom teacher to call roll and notify evacuation officer (office manager) of who is and is not accounted for.

4. **Leadership Team member in charge/Office staff to Etap text** the following message to parents and staff - "Due to a bomb threat, the TCS staff and students have safely evacuated to (Evacuation point will be included). Please collect your child/ren from there asap."

Staff on school trips will be sent a text by the office staff and on return, go directly to the evacuation point.

At the Evacuation Point:

- Roped off area and cones placed out with room numbers to control where students gather.
- Staff to ensure students are seated in in lines in their known home classrooms. Staff to stand at the front of the line.
- Most senior staff members to address all staff and students using the whistle and then loud hailer.
- Parents will be told to go directly to their child(ren)'s teacher(s) to collect their child(ren).
- Parents informing teachers they have permission to take another child will need to provide proof of this parent request, (ie. phone call, email or text message). Teacher to record adult's name and contact number on the class list next to the student's name.

- Those students not collected will remain at the evacuation site. Teachers to use phones and contacts list to attempt to contact parents/caregivers.

Chemical Spill Procedures

1. Staff to notify the school office immediately of any possible chemical spills. All chemical spills must be treated as toxic and dangerous. They can be in liquid form, solids/powder or gas.
2. The following message will be announced by the Leadership Team member in charge over the school intercom and/or phone system: "There has been a chemical spill located _____, everyone is to either a). remain indoors and seal doors, windows, other openings and switch off any air intake units or b). evacuate to either the evacuation point on the school field or to the site used for bomb threats." This will depend on the location of the spill and possibly from advice received from emergency services.
3. If required, the Office Staff will contact emergency services on 111. Teachers/staff are to give appropriate first aid to anyone in contact with the spill.
4. All classes will be notified over the school intercom and/or phone system when it is safe or of how students will be able to leave the school after finishing time if the spill has not been made safe by then.

Missing Student Procedures

All instances of a student going missing from school have to be treated urgently and steps taken to find the missing person or confirm their safe whereabouts.

Procedure:

1. Teacher to confirm that the person had been present at school at some time during the day and if so, when and where they were last seen.
2. Notify the office immediately. The office staff will then notify the Leadership Team member in charge and a search and/or phone calls will be made to

locate the missing individual.

If the student is found:

- Injured or ill, call for medical assistance if required.
- Notify the office, Leadership Team member in charge and other searchers.
- Establish what happened and complete a Tahatai Coast School Incident Report sheet.
- Arrange for the student's parents/caregivers to be advised.

If the student is not found:

- Notify the office/Leadership Team member in charge who will notify the police immediately.
- Parents/caregivers will be notified immediately.

Gas Leak Procedures

If a gas leak is suspected during break times:

1. Turn off the main gas valve located on the wall at the front of the school.
2. Rescue any person in immediate danger but only if it is safe to do so.
3. Warn others in the immediate area then notify the office and/or a member of the Leadership Team. A decision will then be made whether emergency services (111), are required and whether a full school evacuation is needed.
4. If evacuation is needed, staff are to ask the students to walk calmly to the school evacuation point located on the first soccer field and to sit facing the school in class lines behind the cone with the respective room number.

5. At the assembly area, classroom teacher to collect a class roll from the office manager, call the roll and notify the evacuation officer (office manager) of who is and is not accounted for. The office manager will record this information on a 'Tahatai Coast School Evacuation Report Form' and notify the Leadership Team member in charge of any persons unaccounted for.
6. The Leadership Team member in charge will then make the decision on whether to return to class after all necessary checks have been made, and/or the decision has been made by the necessary services, that the school is safe.
7. Parents/Caregivers will be notified of the evacuation through ETaP and if they are required to collect their child/ren.

If a gas leak is suspected during class time:

1. If indoors and if possible/safe to do so, open windows to allow the gas to dissipate.
2. Rescue any person in immediate danger but only if it is safe to do so.
3. Warn others in the immediate area then evacuate to the evacuation point on the school field. One staff member to turn off the main gas valve located on the wall at the front of the school, and notify the office and/or a member of the Leadership Team. A decision will then be made whether emergency services (111) are required and whether a full school evacuation is needed.
4. If evacuation is needed, office staff members and the Leadership Team, except for the office manager, will advise all rooms over the school intercom or by other verbal notification to walk calmly to the school evacuation point. Teachers are to take the classroom emergency bags, located on the hook by each of the classroom doors. Whanau Leaders (or a designated teacher if the whanau leader is not present), to check the toilets and break-out/shared spaces closest to their classroom before leaving. Students to sit in line on the first soccer field facing the school, behind the cone of the respective room number.

5. At the assembly area, classroom teacher to collect a class roll from the office manager, call the roll and notify the evacuation officer (office manager) of who is and/or is not accounted for. The office manager will record this information on a 'Tahatai Coast School Evacuation Report Form' and notify the Leadership Team member in charge of any persons unaccounted for.
6. The Leadership Team member in charge will then make the decision on whether to return to class after all necessary checks have been made and/or the decision has been made by the necessary services, that the school is safe.
7. Parents/Caregivers will be notified of the evacuation through ETaP and if they are required to collect their child/ren.

Volcanic Eruption and Ash Fall Procedure

If a volcano threatens or large eruption:

- The office staff and Leadership Team will contact the BOP Civil Defence Group for advice and listen to the radio or TV for further information. The school may also have already been contacted by the controlling authorities, (i.e. police, civil defence etc).
- A decision will then be made if an immediate evacuation is needed. If needed, staff and students are to remain in their classrooms. Parents/caregivers will be told to go directly to their child's classroom to collect their child.
- Parents/caregivers informing teachers they have permission to take another child will need to provide proof of this parent request, (ie. phone call, email or text message). Teacher to record adult's name and contact number on the class list next to the student's name. Student lists are located in the class evacuation bag located on a hook by the classroom door.

If there is ash fall:

- Ensure that all staff and students remain in their respective classrooms or are directed back to them.

- Close all windows and doors. In heavy ash falls, the caretaker will apply further sealing to windows and doors to avoid ash entering the school buildings. Protective clothing and goggles should be worn by anyone working outside in an ash fall.
- Turn off any air-conditioning units and any other equipment that draws or blows air.
- The amount of ash falling on roofs will be monitored by the caretaker. Roofs may collapse under the weight of ash causing injury to the occupants. Buildings showing signs of roof sagging will be evacuated.

We look forward to welcoming your family into our Tahatai Coast School community.

For any further inquiries feel free to contact:

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