

Zayed College for Girls

International Student Handbook 2026

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Welcome

Assalāmu 'alaykum wa rahmatullāhi wa barakātuh, Kia ora and welcome to Zayed College for Girls.

We are pleased to welcome you and your whānau to our school community. We recognise that studying in a new country can be both exciting and challenging. This handbook has been updated for 2026 and provides important information about school expectations, pastoral care, wellbeing, safety, attendance, accommodation, complaints procedures and your rights and responsibilities as an international student in New Zealand.

At Zayed College for Girls, we are committed to:

- Providing a safe, inclusive, and culturally responsive learning environment
- Supporting your academic achievement and wellbeing
- Upholding the values of Islam, respect, integrity and excellence
- Meeting our obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

International Student Support Team

Key Contacts

Role	Contact
Principal/International Student Director	Nazmeen Ahmad
Assistant Principal - Pastoral care	Nahla Zaki
Attendance Officer	Lina Toi
School Office	(09) 255 0904
Email	admin@zayedcollege.school.nz

Our Commitment Under the Code

Zayed College for Girls is a signatory to the:

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This Code ensures that international students:

- Are welcomed into safe and supportive learning environments
- Receive accurate information before enrolment
- Are provided with appropriate academic and wellbeing support
- Have access to fair complaints procedures
- Receive appropriate accommodation monitoring and pastoral care
- Are treated fairly and respectfully

More information can be found at:

- NZQA: <https://www.nzqa.govt.nz>
- Code of Practice: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Orientation Programme

All international students will participate in an orientation programme before beginning classes.

Orientation includes:

- School tour
- Introduction to key staff
- Timetable and subject confirmation
- Device and digital systems setup
- Health and safety information
- Academic expectations
- Uniform expectations
- Attendance procedures
- Wellbeing and support services
- Emergency procedures
- Cultural adjustment support

Attendance Expectations

Regular attendance is required under New Zealand law and is essential for academic success.

Attendance Requirements

- Students are expected to attend school every day and arrive on time.
- Attendance is monitored daily.
- International students are expected to maintain excellent attendance.
- Any unexplained absence will be followed up immediately.

Reporting an Absence

If a student is absent:

- A parent, caregiver, or approved guardian must contact the school before 9:00am.
- Medical certificates may be requested for extended absences.
- Students must not leave school grounds without permission.

<https://www.zayedcollege.school.nz/information/attendance-matters/attendance-management-plan/>

Immigration New Zealand Reporting

The school may be required to notify Immigration New Zealand if:

- Attendance is poor
- Students withdraw without notice
- There are wellbeing or accommodation concerns
- Students breach visa conditions

Academic Expectations

Students are expected to:

- Attend all classes
- Complete assignments and assessments honestly
- Participate positively in learning
- Respect teachers and classmates
- Follow assessment and examination rules

Academic Integrity

Plagiarism, cheating or copying work is not acceptable.

Students must:

- Submit original work
- Acknowledge sources appropriately
- Follow teacher instructions regarding AI and digital tools

Breaches may result in disciplinary action.

Digital Technology and Online Safety

Students may use school digital systems and Wi-Fi for educational purposes only.

Students must:

- Use devices responsibly
- Respect privacy and cyber safety expectations
- Avoid accessing harmful or inappropriate content
- Not engage in cyberbullying or online harassment

The school reserves the right to restrict device access where misuse occurs.

Wellbeing and Pastoral Care

The wellbeing of students is a priority.

Support available includes:

- Guidance counselling
- Academic mentoring
- Prayer and spiritual support
- Peer support
- Cultural support
- Health referrals
- Learning support

Students are encouraged to seek support early if they experience:

- Homesickness
- Anxiety or stress
- Bullying
- Friendship issues
- Academic pressure
- Safety concerns

Bullying, Harassment and Discrimination

Zayed College for Girls has zero tolerance for:

- Bullying
- Cyberbullying
- Racism
- Harassment
- Discrimination
- Intimidation
- Violence

All concerns will be taken seriously and investigated promptly.

Students should report concerns to:

- A teacher
- Dean
- Counsellor
- Principal
- International Student Director

Health and Safety

Students must follow all school health and safety procedures.

Emergency Procedures

In an emergency:

- Follow staff instructions immediately
- Participate in evacuation drills seriously
- Know evacuation assembly point

Medical Information and Insurance

International students must:

- Hold valid medical and travel insurance at all times
- Provide updated insurance details to the school
- Declare medical conditions and medications accurately

Failure to maintain insurance may affect enrolment.

Accommodation and Guardianship

International students under 18 must live in approved accommodation.

Accommodation arrangements may include:

- Parent
- Designated caregiver

The school monitors accommodation to ensure student safety and wellbeing.

Students must not:

- Change accommodation without approval
- Live independently without approval
- Stay overnight elsewhere without caregiver permission

Behaviour Expectations

Students are expected to:

- Follow Islamic values and school expectations
- Treat others respectfully
- Wear correct uniform
- Use respectful language
- Follow staff instructions
- Represent the school positively in the community

Serious misconduct may result in stand-down, suspension or termination of enrolment.

Substance-Free School

Students must not possess or use:

- Alcohol
- Tobacco or vaping products
- Illegal drugs
- Dangerous items or weapons

Breaches are treated seriously and may involve Police or Immigration New Zealand.

Transport and Road Safety

Students must:

- Travel safely to and from school
- Follow New Zealand road rules
- Wear seatbelts at all times
- Use approved transport arrangements

International students are not permitted to own or drive motor vehicles unless written permission is granted by the school and parent.

Uniform Expectations

Students are expected to wear the correct school uniform with pride.

Uniform must:

- Be clean and tidy
- Meet school modesty requirements
- Be worn correctly at school and official events

Cultural Adjustment

Adjusting to a new culture takes time.

Students may experience:

- Homesickness
- Stress
- Fatigue
- Loneliness
- Culture shock

This is normal. Students are encouraged to:

- Stay connected with family
- Participate in school activities
- Build friendships
- Ask for help when needed
- Maintain healthy routines

Complaints Procedure

Students have the right to raise concerns safely and respectfully.

Internal Complaints Process

1. Speak with the relevant teacher or staff member
2. Meet with the Principal if unresolved
3. Submit a formal written complaint if required

External Complaints

If concerns are not resolved internally, students may contact NZQA.

NZQA Contact

Website: <https://www.nzqa.govt.nz>

Phone: 0800 697 296

Email: code.enquiries@nzqa.govt.nz

Refund Policy

Refund requests must:

- Be submitted in writing
- Be signed by the parent or legal guardian
- Include bank details and supporting documentation

Refunds are considered in accordance with:

- The student enrolment agreement
- New Zealand consumer law
- The Education and Training Act 2020

Administration fees and costs already incurred may be deducted.

No refund will normally be provided where:

- A student is excluded or suspended
- A visa application is declined due to incorrect information
- A student changes their mind after commencing study

Privacy and Information Sharing

The school collects and stores student information for educational and pastoral care purposes.

Information may be shared with:

- Immigration New Zealand
- NZQA
- Ministry of Education
- Emergency contacts
- Approved welfare agencies where required

Information is managed according to the Privacy Act 2020.

Student Rights and Responsibilities

Students Have the Right To:

- Feel safe and respected
- Access support services
- Learn in a positive environment
- Raise concerns
- Receive accurate information
- Be treated fairly

Students Are Responsible For:

- Following school rules
- Attending regularly
- Respecting others
- Maintaining visa and insurance requirements
- Participating positively in school life

Important Services and Contacts

Service	Contact
Emergency	111

Service	Contact
Healthline	0800 611 116
Youthline	0800 376 633
Lifeline	0800 543 354
Immigration NZ	https://www.immigration.govt.nz
Netsafe	https://www.netsafe.org.nz
NZQA	https://www.nzqa.govt.nz

Acknowledgement

I acknowledge that:

- I have received the International Student Handbook 2026 - 2030
- I understand the expectations and procedures outlined
- I agree to comply with school rules and New Zealand laws

Student Name: _____

Student Signature: _____

Parent/Caregiver Signature: _____

Date: _____