

# **ÉCOLE FRANÇAISE INTERNATIONALE AUCKLAND**

## **INTERNATIONAL LEARNERS ORIENTATION HANDBOOK**





# Welcome to EFIA

# Bienvenue à EFIA



Be ready to experience & try new things

## What you need on your First Day

- Uniform.
- Back Pack.
- Lunch, snacks and a drink.
- Pencil Case and Notebook/note paper.
- Physical Education Gear and sports shoes.
- School red hat if you start in the 1st or 4th term.

## What happens on your First Day at EFIA

### 8:30am

- You will meet at reception with your accompanying parent and be greeted by The Director of International Students who is also the Principal of École Française Internationale Auckland
- If you need to purchase your school uniform, this will be arranged.
- You will be given your Orientation Handbook and the School Booklet.
- If you are unable to attend orientation on your first day, a catch up session will be organised.

### 8:45/9:00 am

- You will meet your 2 buddies (friends from your class or a student from an older class).
- A photo will be taken of you with your buddies.
- You will meet your class teacher and class.
- You will find out where to put your bag.
- If you have brought a mobile phone to school it will need to be placed in the Principal's office.
- Your buddies will take you on a tour of the school - ask them anything you are unsure of.

### Your normal school day:

- 8:35-10:00 am - Block 1
- 10:00 - 10:15 am - 1st break
- 10:15 - 11:50 am - Block 2

- 11:50 am - 12:40 - Lunch Break
- 12:40 - 1:40 pm - Block 3
- 1:40 - 2:55 pm - Block 4
- 3pm School finishes.

*'Make sure you know where you need to go after school.'*

*You are not expected to remember everything, so many things will be different.  
DO NOT BE AFRAID TO ASK FOR HELP from your buddies, other students,  
teachers, international ambassadors, international department, school office.*

## Our Learner's Profile

<b>Creator:</b> I am curious, enthusiastic, and innovative 	<b>Communicator:</b> I am expressive, interactive, and articulate 	<b>Problem solver:</b> I am motivated, persistent, and I seek solutions 	<b>Risk taker:</b> I am courageous, resilient, and open-minded 	<b>Team player:</b> I am co-operative, inclusive, and I contribute 
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## Making the most of your time at EFIA

Be prepared to learn new things.

The food, the people, the language and the culture may seem strange and the subjects at school may be different what you are used to.

- Do not be afraid to ask for help, there are many people who can help you.
- Your family has made it possible for you to further your education so work hard, do your best and make your family proud. ● Don't be shy - try to meet new people and talk to different students and teachers and be the first to say "Hello" or "Bonjour".
- Do not worry if your English or French are not good - people in and around you in school will help you.

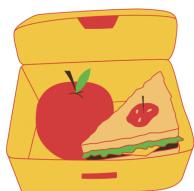


all  
to

## Lunchbox

You may be used to eating a school lunch at home. Here in New-Zealand, students bring lunch from home. It is placed in a sturdy box which you will carry in your school bag or a lunch bag. Ask your mum or dad to choose healthy food that does not need to be heated.

You will also need a piece of fruit for your morning break and a bottle of water.



## Money and valuables

- Do not carry money with you or bring it to school.
- Do not bring dangerous or valuable items to school.
- Leave any valuable possessions in a safe place with your accompanying parent at your house.
- If needed, you can leave valuable items with your classroom teacher or the Principal.
- Mobile phones should not be brought to school. If you have a mobile phone, it must be handed to your class teacher at 8:40am to store in the classroom safe place. It can be collected at 3pm.
  - If your accompanying parent needs a SIM card for your phone this can be arranged through your Agent.
  - Passports and important documents need to be kept safe. These documents should be kept at home by your accompanying parent.



## Uniform

If you are a long term student you will need to wear the full EFIA school uniform.

- If you are a short term student you may wear the school uniform from your home country or you may wear part of our EFIA uniform, i.e red school polo with your own skirt or shorts.
- All clothing must be named.



- Hats are compulsory during Terms 1 & 4. These must be plain red.
- School shoes must be plain black leather.
- You will need the EFIA Physical Education uniform + sports shoes. If you are a short term student you may wish to bring your own Physical Education gear (t-shirt and sports shorts) + sports shoes.
- The only jewellery allowed is a watch and one pair of plain gold or silver stud earrings.
- No makeup, coloured lip gloss or nail polish is allowed.
- No chewing gum.



#### School Uniform Centre

169 Manukau Road, Epsom

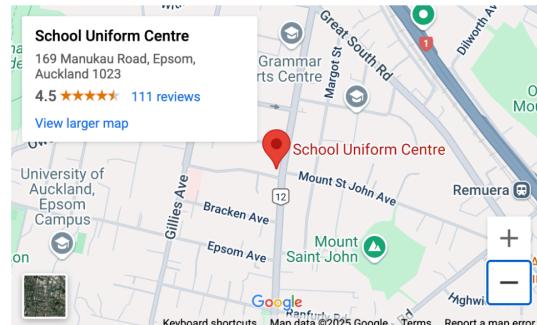
Auckland, 1023

New Zealand

Ph: 09 524 6270

Monday to Friday 8.30am to 5.00pm

Saturday 10.00am to 1.00pm



- navy blue short for boys (\$42) and culotte for girls (\$51)
- red polo short (\$38)
- striped knitwear (\$120) or navy blue fleece (\$60)
- navy blue rain jacket (\$55)
- white ankle socks in terms 1 & 4 and navy blue tights or knee-length navy blue socks for colder days
- red bucket hat for terms 1 & 4 (\$22)
- red PE t-shirt (\$21.50) and navy blue PE shorts



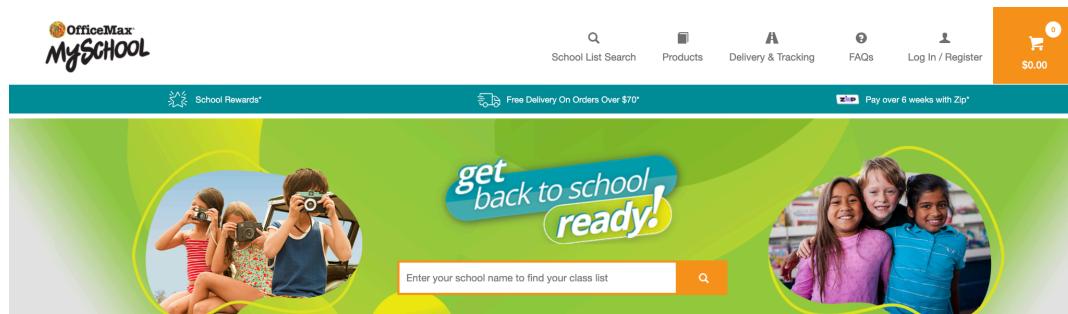
<https://schooluniformcentre.co.nz/cole-francaise-internationale-auckland-efia/>

## Stationery

- If you are here for a short period, your teacher will provide you with books and textbooks.
- If you are a long term student, you are required to purchase your books. Each class will have their own stationery requirements and these are issued by the class teacher. A list will be provided to you with your enrolment pack.
- Stationery can be purchased from The Warehouse, Warehouse Stationery, Whitcoulls or online through



Office Max if you start at the beginning of the school year.



- You are required to bring your own pens, pencils etc.

## Health & Safety

All teachers at EFIA are qualified First Aiders.

- If you are hurt or feel unwell at school you need to tell your teacher and have a buddy take you to the Health Room.
- If you are feeling sick at home, tell your accompanying parent and your agent.
- If you are unwell and not able to come to school your accompanying parent must notify the school of your absence.
- It is important that the school has been notified if you have any health issues or allergies.
- You must have Medical and Travel Insurance to cover your stay in NZ. This must cover the time of departure from your home country until your arrival home.
- You must not walk to school on your own.
- EFIA does not allow International Students under the age of 14 years to be home alone.
- If you are going to be late to school, you must get permission from the Director of International Students.

## Policies & Procedures

All our policies and procedures are available online on our website which refers to SchoolDocs:

- Username: ecolefrancais
- Password: french

## Absences, lateness, leaving early

Absences must be notified via phone, email, school website or school app Etap.

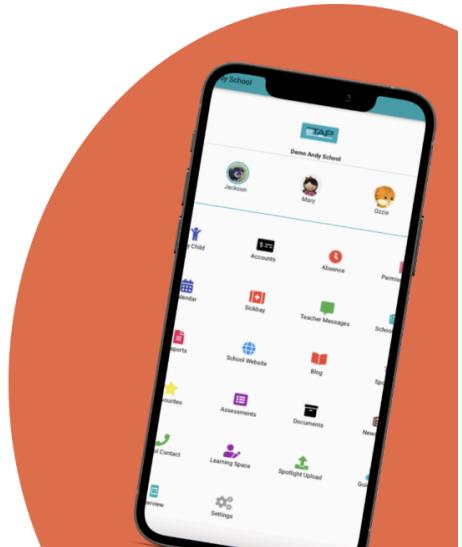
- To report an Absence you will need to include your name, class and reason.
- If you are away for 3 days or more you must have seen a doctor and have a medical certificate.
- Make sure that the school has the correct contact details for your parents or your guardian. If none of them speak English we need contact details for a friend who speaks English and your first language.
- If you arrive at school after 8:35am you must sign in at the school office.
- If you have an outside appointment during the school day



**Caregiver App**  
Info for Whānau and Caregivers

Communication between school and home all in one place

- My Child  
See your child's data, e.g. up to date contacts
- Absences  
Submit your child's absence and see absence history
- Newsletters & Notices  
No more paper notices & missing the school news
- Messages  
Group or individual messages from staff
- School website & calendar  
Easy access to school event dates
- Accounts\*  
Download statements & tax receipt
- eTAP Student Reports\*
- School Interviews\*  
Book your time at your fingertips
- Permission Slips\*  
Submit permission for trips through the app
- School Docs\*  
View school policies, etc.



which requires you to leave the school grounds;

- you need to have advised the school in advance via email or a dated written note, signed by your parent, or agent;
- you will need to sign out at the school office and wait there to be collected.

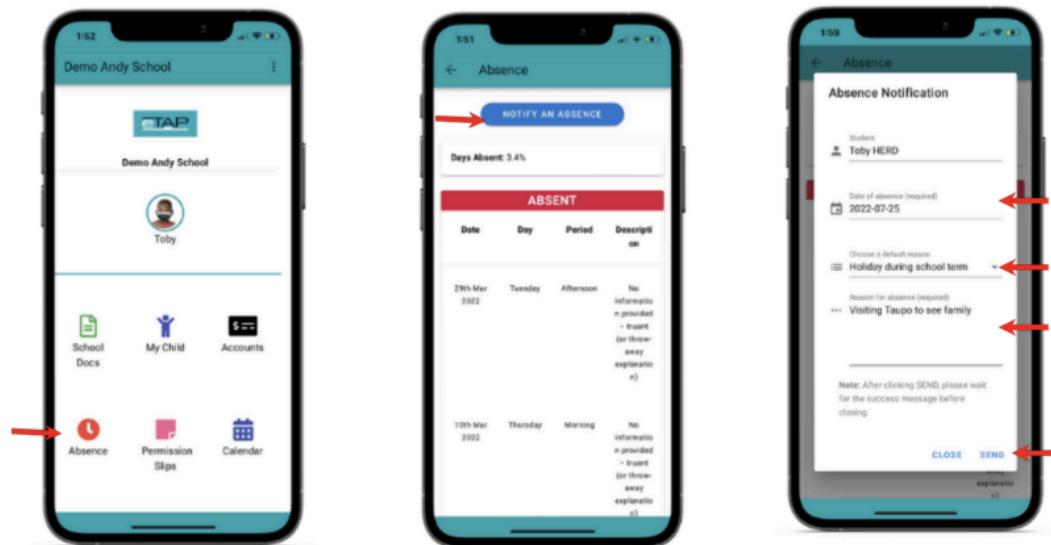


## Absence- Notifying the School

### From a Caregivers Perspective

#### In the App

1. Absence
2. Notify an absence
3. Add date, reason, comment
4. Send



This will send your absence notification to the school and will be recorded in the attendance register.

## Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at [Immigration New Zealand](#).

### Passport/Visa Requirements

To meet New Zealand Immigration requirements, prospective learners must hold the appropriate visa to apply for a Student Visa after being accepted for enrolment at École Française Internationale Auckland. The school will issue a letter of support confirming the offer of enrolment.

After receiving this letter, you must provide the school with a copy of your passport showing the approved Student Visa from [New Zealand Immigration](#) to continue with the application process.

## Accommodation

Children must be living with their parents/ legal guardian,to be eligible for enrolment at EFIA. All International Learners will provide the school with detailed information regarding their New Zealand home address and contact phone numbers. The school must be notified of any changes to contact details and residential address. The school will visit the home (annually) where the student is residing to ensure the accommodation meets The Code.

## Medical & Travel Insurance

It is a requirement from the New Zealand government that all international learners studying in New-Zealand must have appropriate and current medical and health insurance for the duration of their stay as outlined in the Code of Practice 2021.

Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at [Ministry of Health](#).

## Homesickness

It is very normal when you first arrive to feel lonely and homesick, even if you are coming with your mum or dad. You are surrounded by a new and different culture. However, it will not be long before you and your accompanying parent feel happy and confident. Our parent community is also here to help and some will speak your home language.

- When you are homesick you and your accompanying parent might miss familiar things like friends, pets, home, food and culture.
- Talk to people, buddies, International Staff, families who share your language and agents.
- Make sure you get plenty of sleep - time zones may make it hard but a lack of sleep can make you tired and homesick.
- Learning another language is tiring - be kind to yourself.

## Who to ask for help ?

Any problem no matter how small is best solved straight away before it becomes a bigger problem. Most things are easily solved.

There are so many people who can help you.

- Your accompanying parent
- Your buddy/friend
- Your class teacher
- Mrs Layec - Principal & International Learner Director
- School Office
- Parent Community Representative
- Agents

# GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem. You can ask a friend or another person to support you.

Problems with  
your  
schoolwork,  
teachers,  
assessments

Problems  
with other  
students

Problems  
with fees,  
refunds,  
insurance,  
enrolment

Talk to



Talk to



Talk to



If you are still not happy talk to the

International Student Director & Principal Mrs Stephanie Layec

Not happy with the outcome? Ask a trusted staff member to  
help you approach the Board of Directors

If you think the school has not found a satisfactory  
solution and is in breach of the Code contact  
NZQA: 0800 697 296

Submit a complaint query on the NZQA  
website  
<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>  
or email [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

If your complaint is about fees, contact Study Complaints



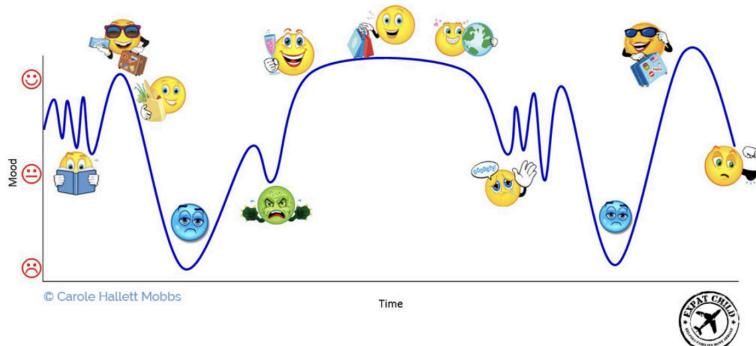
<https://www.studycomplaints.org.nz/make>

## Adjusting to a new culture

When you move to a new country it takes time to get used to the challenges of a different language, time zone, climate, food, culture, school, people etc.



- You will be tired from all your travelling and saying goodbye to family and friends. You may feel nervous, yet excited as well for the new opportunities of studying abroad.
- Your initial excitement about your new culture can change as the reality of deeper cultural differences sink in. This can lead into loneliness and homesickness for you and your accompanying parent and it is part of Culture



Shock.

- It is important to talk to people who understand - Mrs Layec, your Mum or caregiver, your buddies, friends, class teacher, agent.
- Try doing new things, get involved, mix with other people as much as you can



<https://sproutsschools.com/culture-shock-the-4-stages-of-adaptation/>

## New-Zealand culture with a “zest” of French culture

In school, you will be surrounded by people who speak French and come from French speaking countries. Remember that just like you, they are migrants and felt the same way when they first arrived.

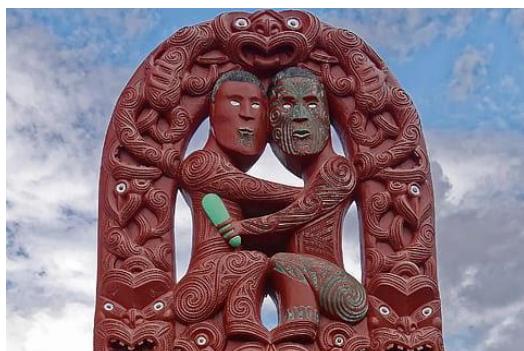
Outside school, you will be surrounded by New Zealanders who are friendly, outgoing and welcoming people.

- We are a multicultural society.
- New Zealanders are called Kiwis.
- Manners are extremely important - use please, thank you or excuse me to be polite.
- It is polite to say Good morning, hi and bye to people, teachers, friends, family and remember to smile.
- Don't sit on tables. It is linked to Māori beliefs about the sacred (tapu) nature of bodily wastes and the need to keep them separate from food.
- New Zealanders are genuinely concerned about people and there is always someone you can ask for help.
- When you meet someone for the first time, try to make eye contact and speak with them. Some people may shake your hand and that is okay.
- It's okay to ask a question if you do not understand. You will not lose face or be made to feel embarrassed.
- As a student you will be encouraged to be questioning, flexible and to seek your own answers by thinking for yourself.

New Zealand has 3 official languages - English, Maori and Sign Language. English is widely spoken, however Kiwis do talk fast so it's okay to ask us to slow down.



- Don't be afraid to make mistakes - we like people to try new things and to give it a go.
- Be appreciative of what people do for you.
- Sport and the Arts is a big part of New Zealand Culture.
- Kiwi's like to be healthy - eat healthy and have a healthy mind and body.



## Important information

EFIA School Phone Number: (09) 242 4442

When calling EFIA from overseas: +64 9 242 4442 or 0064 9 242 4442

School Address: 127-131 Remuera road, Remuera, Auckland 1050, New Zealand

**24/7 Emergency Contact: (Only to be used if an Emergency):**

Mrs Layec - the number will be communicated on the first day.

**Police, Fire, Ambulance Emergency now: 111.**

The call is free and you will be asked when you call whether you need Police, Fire or Ambulance.

Number for Police Non- Emergencies: 105.

This is the number to use for things that have already happened that don't need urgent Police assistance.



Language Assistance Services - Ezispeak: 0800 453 771

Auckland City Hospital 24/7 Assistance: 0800 800 717 or 09 367 0000

### Auckland City Hospital

3.8 ★★★★☆ (721) · Government hospital

2 Park Rd · 09 367 0000

Open 24 hours

Emergency department



### Greenlane Clinical Centre

3.7 ★★★★☆ (312) · Government hospital

214 Green Ln W · 09 367 0000

Open · Closes 6:30 pm

On-site services

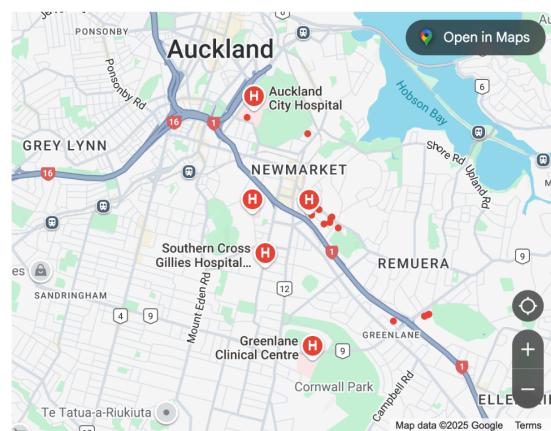


### Allevia Hospital Epsom

4.2 ★★★★☆ (97) · Private hospital

98 Mountain Rd · 09 623 5700

Open · Closes 8 pm



More places →