NELSON COLLEGE FOR GIRLS
Te Kura Tamawāhine o Whakatū
INTERNATIONAL

INTERNATIONAL HANDBOOK

IMPORTANT INFORMATION FOR PARENTS OF INTERNATIONAL STUDENTS

CONTENTS

Orientation for International Students

Accommodation Policy for International Students

Fees Refund Policy for International Students

Travel & Medical Insurance and Immigration

Discipline Policy for International Students

Complaints Procedure for International Students

Withdrawal of International Students & Attendance Requirements

Summary of the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice

Quality Assurance Results

ORIENTATION - INTERNATIONAL STUDENTS

Every international student must have an Orientation programme upon arrival in Nelson. Orientation is in four sections:

1. **Accommodation**
   Homestay / boarding environments including food (diet)
   Routine activities of daily living
   Acceptable behaviour

2. **School**
   Finding your way around school
   Uniform
   Subject choices
   Learning styles
   Information about cultural, recreational and sporting activities
   Student services: library, email, guidance, peer mentors

3. **Support**
   Laws of New Zealand
   Health and medical treatment
   Homesickness
   Banking and management of finances
   'Keeping safe' information
   24 hour contact name and telephone number for use in case of emergency
   Students' rights: how to access support and how to make a complaint
   Management of emergency situations, including numbers
   Culture shock

4. **Nelson**
   Finding your way around town
   Transport system
   Surrounding rural environment
   Public facilities

Initial assessment
Before a student is placed in a year group or tutor class, her English proficiency is assessed through informal and diagnostic testing to see if she requires ESOL options.

ACCOMMODATION POLICY - INTERNATIONAL STUDENTS

Nelson College for Girls undertakes to comply with the accommodation provisions set out in Part 6 of New Zealand's Code of Practice for the Pastoral Care of International Students. International students are encouraged to enter the school boarding hostel in the first instance, particularly junior students in Years 9 & 10.
However, the categories of accommodation that will be accepted by the school are:

- Living with a parent
- Living with a designated caregiver
- Living in a homestay
- School boarding hostel

POLICY OBJECTIVES

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the residential carer in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

PROVISION OF ACCOMMODATION

Nelson College for Girls will arrange accommodation for international students.

ADMINISTRATIVE REQUIREMENTS AND UNDERSTANDINGS

GENERAL

1. Students under 18 years will not be permitted to rent a flat / room / house / apartment or live on their own.
2. All accommodation queries and issues will be dealt with initially by the Boarding Manager or Homestay Co-ordinator. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the International Dean.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
4. Any serious concerns relating to accommodation will be reported to the Code Administrator.

STUDENTS NOT LIVING WITH A PARENT

For all students under 18 years and not living with a parent:

1. Any accommodation to be used by international students will have:
   a) An on-site assessment to determine that living conditions are of an acceptable standard.
   b) If a homestay or designated caregiver, an assessment to determine that the accommodation type is not a boarding establishment.
   c) An assessment of the residential carer's suitability and whether they will provide a safe physical and emotional environment.
2. If homestay accommodation is requested, the following should be noted regarding location. Although Nelson is a small city, Nelson College for Girls has a wide catchment area. All efforts will be made to locate homestays within 20 minutes' walking distance to school or on a designated school bus route (where a free bus is provided). Occasionally however this is not possible due to student demand and host family availability. In such cases, homestays in the wider Nelson area may be allocated, however suitable means of transport to school will be available.

3. Each student will be interviewed at least quarterly to ensure that their accommodation is suitable.
4. All accommodation residences will be visited at least twice yearly to ensure they remain suitable.
5. Police vetting will be carried out on all adults aged 18 years and over living in a homestay, boarding establishment or designated caregiver accommodation used by a Nelson College for Girls student (note that police vetting for designated caregivers is optional).
6. Nelson College for Girls will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

HOMESTAY

1. Students in the school homestay programme must make homestay payments in advance.
2. Students must not make their own private homestay arrangements.
3. Students staying in a homestay are required to exhibit appropriate behaviour.
4. Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the students continue in their care, the homestay service may be discontinued and the student may be sent home.
5. Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given in writing to the Principal and changes will not take place until the end of term unless there are exceptional circumstances.
6. Advice and a support infrastructure for homestay carers will be provided by the Homestay Co-ordinator.
7. Following the September 2011 Copyright Amendment Bill, students in homestay situations must not illegally download from the internet content such as movies or music. Infringements by students can lead to fines of up to $15,000 by the Copyright Tribunal.

DESIGNATED CAREGIVERS

1. Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Nelson College for Girls approving the accommodation.
2. On or before enrolment, Nelson College for Girls will meet and establish communication with the designated caregiver.
3. The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

SCHOOL BOARDING HOUSE

1. Students are encouraged to enter boarding in their first year at the school, particularly if they are junior students in Years 9 or 10.
2. Students who enter boarding are expected to remain in the hostel for that academic year unless there are exceptional circumstances.
3. Students in boarding are expected to follow the rules of the boarding house, and may be asked to leave boarding if they put themselves or others at risk. This may mean that the student is sent home.
4. Should a student intend to leave, then written notice must be given five weeks prior to the departure date and changes will not take place until the end of term.
5. Boarding students will be interviewed by the International Dean on a quarterly basis.
6. The Board of Trustees is responsible for the continual review of policies, procedures, residential facilities and staffing.

DIVISIONS OF RESPONSIBILITY

NELSON COLLEGE FOR GIRLS

Nelson College for Girls will be responsible for:

1. Providing a 24/7 emergency contact person for problems with accommodation.
2. Selecting, monitoring and approving all accommodation.
3. Providing a support infrastructure for homestay carers.
4. Recording the results of all accommodation assessments.
5. Recording the results of all quarterly student interviews.

HOMESTAYS

Nelson College for Girls will expect all residential caregivers to:

1. Provide a safe and friendly living and studying environment.
2. Provide day to day care including:
   a) 3 meals a day and access to snacks
   b) own room
   c) bed and bedding
   d) study desk and chair
   e) adequate bedroom furniture to store clothes, books etc.
   f) lamp and adequate lighting
   g) adequate heating
   h) assistance with transport arrangements to and from school
   i) bathing/showering/bathroom access
   j) laundry
3. Treat the student with respect.
4. Make the student feel comfortable and part of the family.
5. Notify the school if there are any changes or additions to the household.
6. Notify the school immediately if there are any problems with the student, eg medical condition, misconduct.
7. Notify the school immediately if the student seems very homesick or depressed.
8. Look after the student in their home to the best of their ability.
9. Provide internet access for the student.
10. A $20 administration fee per week is included in the homestay fees.

Host families will not be expected to:

1. Pay for toll or mobile phone calls.
2. Cook special food.
3. Insure the student's goods or pay for property the student damages or loses.
4. Offer accommodation to visiting friends or relatives.
5. Comply with unreasonable requests.

REVIEW

This accommodation policy will be reviewed annually.

FEES REFUND POLICY - INTERNATIONAL STUDENTS

REFUND OF STUDENT FEES

The refund policy for fees of overseas students will be based on Section 4B(7) of the Education (No 4) Amendment Act 1991. The Principal will act as the agent of the Board of Trustees in establishing the circumstances and the level of the fees to be refunded within the spirit of this policy.

SCHOOL FEES (BASED ON FEES PAID IN ADVANCE)

1. If you withdraw from your course of study before the course completion date or have failed to obtain a Student Visa, you may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing. You must write to the Principal explaining why you have withdrawn from the course.
3. If your application for refund of fees is made before the start of your course, your fees will be refunded in full less 10% of the annual Tuition Fees to cover costs incurred by the school.
4. If your application for refund of fees is made during the first half of your course, your fees will be refunded less:
   a) one term's Tuition Fee
   b) costs to the school already incurred for tuition
   c) the proportion of the Government Levy the school is required to pay
   d) any other costs already incurred
   e) any agent's fees paid.
5. If your application for refund of fees is made during the second half of your course, you will not receive a refund.
6. If you are asked to leave the school because of misbehaviour, your fees will be refunded less one term's Tuition Fee and any other tuition costs or other costs already incurred.
7. A refund of fees for services not delivered or the unused portion of fees paid will be reimbursed to you or transferred to another agreed signatory if the school:
   a) ceases to provide a course of educational instruction as contracted with you
   b) ceases to be a signatory to New Zealand's Code of Practice
8. Balances of $50 or less will not be refunded due to the cost of international bank charges.

BOARDING FEES (BASED ON ALL FEES PAID IN ADVANCE)

1. Boarders are expected to remain in boarding for that academic year unless there are exceptional circumstances.
2. Should a student intend to leave, then written notice must be given five weeks prior to the departure date or fees must be paid in lieu of notice. Changes will not take place until the end of term. A refund will be given for the period after the five weeks' notice.
3. Should a student choose to spend time away from the Boarding House during term time, no refund will be given.

HOMESTAY FEES (BASED ON ALL FEES PAID IN ADVANCE)

1. If you move out of your homestay before the end of your contract, the portion of your homestay fees not already used will be returned to you.
2. To have your homestay fees returned, you must write to the Principal giving two weeks' notice. Changes will not take place until the end of term unless there are exceptional circumstances, in which case two weeks' notice must be given or two weeks' fees must be paid in lieu of notice.
3. If you cancel your homestay contract before you move into the homestay, your fees will be refunded.
4. If you change your accommodation, a homestay arrangement fee of $50 will be charged.

FEES PROTECTION POLICY

RATIONALE

The school is required to ensure that all students' fees are protected in the event that the school is unable to offer tuition to international students (eg if the school ceases to be an education provider). These fees are held in a separate international bank account.

GUIDELINES

All students attending Nelson College for Girls are required to take the NZ Student Plan insurance with Uni-care, which in the Schedule of Benefits under Additional Expenses covers "Loss of Deposits (including non refundable Education Provider fees)" . This policy provides an extensive travel and medical cover (see Uni-care website www.uni-care.org for details).

TRAVEL & MEDICAL INSURANCE AND IMMIGRATION

TRAVEL & MEDICAL INSURANCE

International students must have appropriate and current travel and medical insurance while studying in New Zealand, which Nelson College for Girls considers acceptable. It must be valid from the period of enrolment until the expiry date of the Student Visa, unless the student departs New Zealand earlier.

Nelson College for Girls strongly recommends the Uni-care NZ Student Plan Policy which we are happy to arrange for you. This can be viewed on the Uni-care website www.uni-care.org or click on the link on our website.

NB It is advisable for all students to visit the dentist and optician before leaving home. Also ensure that students have exact make and model of valuable items (eg laptop computers etc) plus date of purchase and detailed receipt.

Eligibility for Health Services: Most 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 views on the ACC website at http://www.acc.co.nz.

IMMIGRATION

All students must have a visa before entering New Zealand. Nelson College for Girls will keep a record of all visas and will provide students with the documents they need from the school when it is time to renew their Student Visas.

It is an Immigration New Zealand requirement that in addition to Tuition costs, all applicants for Student Visas must provide evidence that they have sufficient funds available to maintain themselves throughout the period of their stay in New Zealand. If this is for less than 36 weeks, they need to provide evidence of funds of NZ$1,250 for each month of study. If the student will be studying for 36 weeks or more, they will need to provide evidence of NZ$15,000 for each year of study. Students renew their visas in the student's home country, where agents can help and it is possible for the parents to submit a completed Financial Undertaking for a Student form (INZ 1014) to provide this financial evidence.

Immigration New Zealand has launched ONLINE-Student, a visa application service that allows international students to apply, pay fees and upload supporting documents online. This also allows agents to renew Student Visas even if the student is not in their home country.

Nelson College for Girls' legal responsibility for the student ends when enrolment with the school finishes. However the school takes a moral responsibility for the student until she departs New Zealand. The school requires written confirmation of all return flights to the student's home country.

Please check the Immigration New Zealand website, http://www.immigration.govt.nz for details of the ONLINE-Student service and any changes and updates in their requirements or forms.

Full details of visa requirements including health screening, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand and can be viewed on their website at http://www.immigration.govt.nz.

DISCIPLINE POLICY - INTERNATIONAL STUDENTS

EXCLUSION OF STUDENTS FROM SCHOOL AND/OR BOARDING

An international student once enrolled at a school has the same rights as a domestic student and cannot be excluded from school other than in accordance with the stand-down and suspension provisions of the Education Act.

The decision to suspend a student will be made by the Principal on the following grounds:

1. The safety of a / the student is an issue.
2. Continual behavioural problems.
3. Non-attendance of classes.
4. Non-payment of tuition or accommodation fees.
5. Not meeting immigration requirements.

In addition, where a decision is made to suspend a student from the school or Boarding House, the following procedures will be followed:

a) the agent and parents of the international student will be notified of the matters causing concern

b) the Principal's decision will be referred to the Board of Trustees. The Board of Trustees will decide on the continued enrolment of the student

c) the student and her parents / agents have the right to attend the hearing and to be represented as provided for in the 1989 Education Act.

COMPLAINT PROCEDURE - INTERNATIONAL STUDENTS

WHAT TO DO IF YOU THINK THE SCHOOL HAS FAILED TO FOLLOW THE CODE OF PRACTICE

If you have a complaint about Nelson College for Girls breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Nelson College for Girls' formal complaint process first, as outlined below:

INTERNAL PROCEDURES

Step 1 Contact the International Dean in the first instance.

Step 2 If the complaint is not dealt with to your satisfaction, bring the issue to the Principal.

Step 3 If you are still not satisfied with the matter, you may ask the Board of Trustees to consider the matter.

If this does not resolve your complaint, you can contact the New Zealand Qualifications 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: http://www.fairwayresolution.com/istudent-complaints.

INTERNATIONAL STUDENTS – HOW TO MAKE A COMPLAINT

What to do if you have a complaint
When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.
If you have a complaint, it is important that you go through the right steps.
Here is what you need to do.

Ask your education provider to resolve your complaint
Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.
They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA
If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.
You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz.
If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution
Fairway Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.
FairWay Resolution is an independent service with experience in helping people to resolve disputes.
You can contact FairWay Resolution on 0800 77 44 22

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

WITHDRAWAL OF INTERNATIONAL STUDENTS & ATTENDANCE REQUIREMENTS

WITHDRAWAL

International students who wish to withdraw from Nelson College for Girls must:

1. Provide written approval from their agent or parents.

2. Complete the school's leaving form.

3. Give the Boarding House five weeks' notice prior to the departure date.

4. Give homestay parents two weeks' notice if this involves terminating their homestay arrangements.

ATTENDANCE REQUIREMENTS

1. The school treats international students as it does domestic students and the school's policies and procedures apply.

2. The International Dean will contact the homestay parents in the event of an unexplained absence.

3. Discipline procedures will be applied in the event of truancy or continuing truancy and the student's parents / and agents where applicable will be notified. These can involve:

   a) visits to the home or Boarding House by the school's Truancy Officer in the case of students under 16 years of age

   b) suspension procedures where truancy is deemed to be gross misconduct which is a harmful example to other students.

4. Parents and agents of international students who are failing to meet course requirements will be contacted promptly.

5. A student's visa can be withdrawn if the student is not meeting immigration requirements of attendance.

Education (Pastoral Care of International Students) Code of Practice

CODE: Nelson College for Girls has agreed to observe and be bound by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. Copies of the Code are available from the NZQA website at www.nzqa.govt.nz. The Code of Practice pamphlet is also available in different languages and provides important information for international students and their families. This is available on the NZQA website at Code of Practice resources in different languages.

IMMIGRATION: Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

ELIGIBILITY FOR HEALTH SERVICES: Most 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 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 www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE: International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

SUMMARY EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE

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.

This information provides an overview of the "Education (Pastoral Care of International Students) Code of Practice" (the Code) and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?
The Code is a document that provides 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.

Who does the Code apply to?
The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?
An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?
You can download a copy of the Code from the NZQA website at www.nzqa.govt.nz.

How do I know if an education provider has signed the code?
NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz
If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be able to study at that institution.

What if I have questions about the Code?
NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or email code.enquiries@nzqa.govt.nz.

What to do if you have a complaint
When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.
If you have a complaint, it is important that you go through the right steps.
Here is what you need to do.

Ask your education provider to resolve your complaint
Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.
They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

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Or – if it is a financial dispute – you can contact FairWay Resolution
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FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards
All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.
This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.
The education system is regulated with strong quality assurance systems across the board.
In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

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www.nzqa.govt.nz

December 2016

QUALITY ASSURANCE RESULTS

EDUCATION REVIEW OFFICE – NELSON COLLEGE FOR GIRLS – 24/05/2016

PROVISION FOR INTERNATIONAL STUDENTS

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

ERO's investigations confirmed that the school's internal evaluation process for international students is carried out each year.

At the time of this review, there were 53 international students at the school, many from Asia and Europe. International staff work well together so that students are provided with high quality pastoral care and education. Students' individual progress and achievement is well tracked. They receive effective support for learning English in a variety of ways. Students are well integrated into the school and community.

PROVISION FOR STUDENTS IN THE SCHOOL HOSTEL

The school hostel, Clarice Johnston House, provides accommodation for a maximum of 150 students. This is 15% of the school roll. It is owned by the Nelson College for Girls' Board of Trustees. Girls attend the hostel from a wide geographical area. A number of the girls are international students.

The hostel provides a welcoming place for boarders. Students' safety and wellbeing is well managed. Positive relationships are maintained between students and the hostel staff. These are supported by clear routines and expectations for all.

The manager works closely with the school principal and staff. Students' individual needs are closely monitored and responded to. This is especially evident in the way older girls help younger girls. Some school staff come to the hostel regularly to help girls with their curriculum programmes and achievement.

CONCLUSION

Nelson College for Girls has a long history of providing secondary education for girls. The school is well resourced for learning and has a history of high achievement in NCEA.

Strong leadership by the principal and senior leaders and a major change in teaching and learning are contributing to a stronger focus on student-centred and future-focused learning.

Chris Rowe
Deputy Chief Review Officer Southern (Acting)
24 May 2016

To read the full ERO report, please visit http://www.ero.govt.nz/review-reports/nelson-college-for-girls-24-05-2016/