



**Ridgeview
School**

**INTERNATIONAL LEARNING
WELCOME PACK**

RIDGEVIEW SCHOOL



Ridgeview
School

Ridgeview School
www.ridgeview.school.nz

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- Cutts Crescent,
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Contents

1. Welcome from the Principal
2. About Ridgeview School
3. Daily Routines
4. Term Dates & Public Holidays
5. School Expectations
6. Code of Practice Summary
7. Contact Information
8. Health & Safety
9. Communication Platforms
10. Complaints & Support
11. Cultural Connections
12. Community Engagement
13. List of Documentation for International students to consider
14. Quick links to support Enrolment process.

Principal Welcome:

Nau Mai, Haere Mai - Welcome to Ridgeview School

We are excited to welcome you to Ridgeview School - a small but mighty kura located in the heart of Paremoremo. Our close-knit school community is focused on academic success, wellbeing, and sustainability.

We are committed to supporting international learners to feel safe, confident, and connected during their time at our school.

Kia ora, Bula vinaka, Malo e lelei, Hello!
Welcome to Ridgeview School. We are proud to be a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, and we are committed to your child's wellbeing and success.
We look forward to partnering with you and your whānau during your learning journey.

Ngā mihi nui,
Cassey Prentice
Principal | Tumuaki



About Ridgeview School:

Ridgeview School is a small, semi-rural primary school located in Paremoremo on Auckland's North Shore. We provide education for students from Years 1–6 in a nurturing environment that values strong relationships, high expectations, and a sense of belonging. Our small size allows us to truly know each child as an individual. We pride ourselves on being a "small but mighty" school, where students are supported to grow academically, socially, and emotionally, while feeling safe, valued, and connected.

Learning at Ridgeview is organised through three collaborative learning hubs:

- Wāhi Koru (Juniors) – supporting our youngest learners to build strong foundations
- Wāhi Pitau (Middles) – developing confidence, curiosity, and independence
- Wāhi Pakari (Seniors) – preparing students for leadership and transition to intermediate school

Our school culture is guided by our REPS values:

- Respect (Whakaute)
- Excellence (Hiranga)
- Positive Relationships (Whanaungatanga)
- Self-Management (Rangatiratanga)

These values are explicitly taught, modelled by staff, and embedded across all aspects of school life.

Ridgeview School places a strong emphasis on local curriculum design, using our unique environment to enrich learning. Students engage in hands-on experiences connected to sustainability, environmental stewardship (kaitiakitanga), and place-based learning, including school gardens and community projects.

We also recognise that every learner is different. Our teaching programmes are designed to provide individualised learning support, ensuring students are challenged appropriately and receive the care and guidance they need to succeed.

At Ridgeview School, we are proud to foster confident, connected, lifelong learners within a supportive and inclusive community.

DAILY TIMETABLE



8.50am Start of Day - Morning circle in class

9am Fitness and house groups

9.10am Structure literacy

10.10am Structured Mathematics

11-11.30am Morning Tea Break

11.30-11.40 Mindfulness

11.40-1pm Curriculum Rotations

(Arts, Science, Technology, Social Science, PE and Health)

1-1.30pm Playtime

1.30-1.45pm Eating time

1.45-2pm Reading in class

2pm - 3pm Afternoon activities

(These change each day, each term include: Cultural groups, Sustainability, Sports, assemblies, options)

3pm - Hometime



Homework - Teachers send home a summary of key learning to review, basic facts to practise and either spelling words or spelling sounds to practise. This is sent home weekly.

TERM DATES 2026



Term Dates 2026

Term 1

February 9 - First Day of School - Thursday 2nd April
2nd April Teacher Only Day

Term 2:

Monday 20th April - Friday 3rd July

Term 3:

Monday 20th July - Friday 25th September

Term 4

Monday 12th October - Wednesday 16th December
Teacher only day 27th October

2026 Public Holidays

- Auckland Anniversary Day: Monday, January 26
- Waitangi Day: Friday, February 6
- Good Friday: Friday, April 3
- Easter Monday: Monday, April 6
- Anzac Day: Observed on Monday, April 27
- King's Birthday: Monday, June 1
- Matariki: Friday, July 10
- Labour Day: Monday, October 26



SCHOOL EXPECTATIONS

School Expectations

- Uniform: Must be worn daily (summer/winter uniform details provided at enrolment). Uniform is purchased through the school office. This includes, Jumper, Hat, T-shirt. Plain black pants or shorts are not sold at the school office but can be purchased at the Warehouse or Kmart.
- Attendance: Students are expected to attend school every day. Please report absences by 9:00am.
- All Students are expected to have a 90% attendance rate unless absences are justified - Sickness and bereavement
- Behaviour: We follow the REPS values and the PB4L (Positive Behaviour for Learning) framework.

PB4L: Positive Behaviour for Learning



At Ridgeview, we believe that a strong values-based approach supports student success. Through PB4L (Positive Behaviour for Learning), we promote our three core values:

🌟 Respect – Showing kindness, consideration, and care for others and our environment.

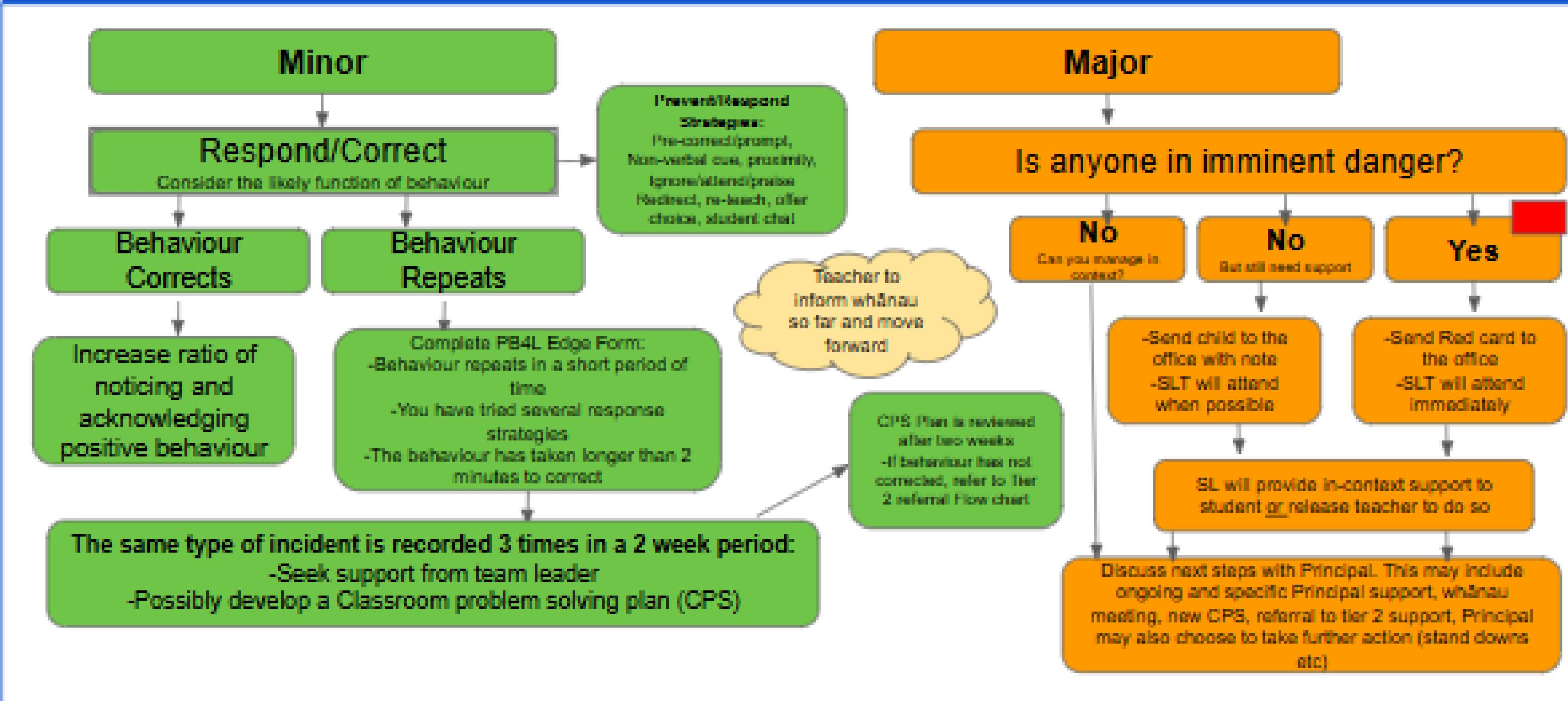
🏆 Excellence – Striving to do our best in all areas of learning and school life.

🤝 Positive Relationships – Building strong friendships, teamwork, and a supportive school culture.

These values are explicitly taught in all contexts of school life, helping students understand what they look like in the classroom, playground, and community. By reinforcing positive behaviour, we create an inclusive, respectful, and high-achieving school environment where every student feels valued and empowered to succeed.



Ridge View School: Behaviour Response Process



Ridgeview school is a PB4L School

This means we are a Positive behaviour for learning school. Teachers are trained to reduce behavioural issues and manage this before they become a larger issue, but when things do escalate the following diagram shows how behaviour is managed.

Parents are notified when behaviour escalates via email from the classroom teacher.



Code of Practice Summary

Ridgeview School is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This means we:

- Provide clear information before and during enrolment
- Ensure learners are safe, well-supported, and treated fairly
- Respond to concerns or complaints quickly and respectfully

You can read the full Code of Practice on the NZQA website:

👉 At Ridgeview, we promote growth, leadership, collaboration, and team building skills through our House culture of encouragement and excellence.



Key Contact People 2026



Principal: Cassey Prentice
principal@ridgeview.school.nz

Administration and Enrolment: Kalene
Meaumann
office@ridgeview.school.nz

Learning Support Coordinator for 2026
Lauren Hawkins
laurenh@ridgeview.school.nz

English as a section language assessment and
support:
Julie Doolan
julied@ridgeview.school.nz

24 Hour Emergency Contact Number:
0277280685

*At Ridgeview School we aim to develop confident,
connected life-long learners*

Health and Safety



- All students take part in fire drills and emergency procedures.
- First aid is available on-site.
- We require up-to-date medical and allergy information at enrolment.
- Any incident or illness will be reported to caregivers promptly.

Communication Platforms

- Hero - Reports Published
- School Newsletter: Emailed fortnightly
- Parent Interviews & Reports: Held twice per year
- Email/Phone: You can contact us anytime

Complaints and Support



If you are unhappy or have a concern, please follow this process:

Step 1: Speak to the class teacher or Principal

Step 2: If unresolved, make a formal written complaint to the Board of Trustees

Step 3: If your complaint is unresolved by Ridgeview, contact [Study Complaints](#) (for financial/contractual disputes) or [NZQA](#) (for all other breaches of the Code).

This service is free and available in multiple languages.

Complaints and Support Flow Chart



Ridgeview
School

Complaints Process Flowchart for International Learners

Our Aim is to make sure you feel safe and happy at Ridgeview

01

Raise Concern
Go to the
classroom teacher
or Principal

Raise the concern

02

Put the
complaint into
writing and
submit to the
board.

Formal Complaints

03

Still not resolved?

- NZQA (New Zealand Qualifications Authority)
For concerns relating to the Code of Practice
 - <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>
- [Study Complaints](https://www.studycomplaints.org.nz/)
For financial or contractual disputes
 - <https://www.studycomplaints.org.nz/>

External Complaint

Most complaints are resolved by talking to the school Principal -

Email: principal@ridgeview.school.nz or Call 027593 5963 to book an appointment. Students can come directly to the Principal if they need help.

If a complaint cannot be resolved internally, families may seek support from an external dispute resolution scheme provider. Please contact the school for guidance on appropriate next steps.

Most complaints can be solved through contacting the classroom teacher for all learning related complaints or the principal for all other concerns.

Complaints and Support



At Ridgeview, we celebrate cultural diversity and value inclusion. Your child will have the opportunity to participate in:

- Kapa Haka (Māori performing arts)
- Matariki celebrations
- Cultural festivals and theme weeks (e.g. Diwali, Chinese New Year)
- Buddy system to support language and social connections

Community Engagement

Our school has strong connections with the local community, including:

- Kai Rākau – NZ Food Tree Project (Heritage tree planting at Sanders Reserve)
- Sustainable Paremoremo – Environmental education
- Whānau hui – Family gatherings and celebrations
- Working bees & community markets

List of Documents Available through School Website:

Documentation Checklist for International Students

1. Governance and Strategic

- International Learners Policy (governing statement of intent)
- Code of Practice Summary (included in Welcome Pack and prospectus)

2. Enrolment & Admissions

- International Student Enrolment Policy & Procedure (step-by-step process including roles, responsibilities, timelines)
- Enrolment Timeline (visual flowchart for families)
- Offer of Place Documentation (with start and end dates)
- International Student Enrolment Agreement (referenced contract with terms & conditions)
- Suitability and English Proficiency Assessment Policy (Completed once started and shared with parents)
-

3. Orientation

- Welcome Pack for International Learners
- Enrolment form
- EOTC Form
- Digital Safety form - Students and Parents
-

4. Complaints and Grievances

- Complaints and Concerns Policy
- Complaints Flowchart for International Learners (Included in welcome back)
- Study Complaints Information
-

5. Health, Safety & Welfare

- Monitoring and Reporting of Visa Breaches Policy
- (includes attendance, living arrangement checks, and Immigration NZ notification process)
- Insurance Policy for International Students
- (outlines mandatory requirements, accepted providers, annual checks)

6. Refunds & Financial

- International Student Refund Policy
- (updated to include closures, signatory status changes, compassionate grounds, and visa failure)
- Refund Exclusion Clause for Misinformation

7. Parent/Legal Guardian Permissions

- Policy for Obtaining Written Permission from Parents/Legal Guardians
- (covers excursions, learning support, guardianship arrangements, emergency consents)

8. Learner-Facing Accessibility

- Dedicated Web Page Plan for International Learners - ridgeview.school.nz
 - Where you can find: Policies, Welcome Pack, Code summary, Complaint pathways, Contact links
- Learner-Friendly PDF Packets (plain language summaries & translations planned)

Helpful Links:



Nau Mai New Zealand - New Zealand's official Website to support Study in New Zealand

Albany Junior - Our local Year 7-10 school where most of our students head to after leaving Ridgeview

Immigration New Zealand

Study Complaints NZ - Lots of information about coming to New Zealand, travel around New Zealand and helpful links to other websites.

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