

Naenae College

Whānau Guide

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Welcome



Kia ora, talofa lava, mālō ē lelei, taloha ni, fakaalofa lahi atu, kia orana, mālō ni, sawat dee, hallo, marhabaan, sata srī akāla, bonjour, kamusta, assalamu alaikum, ni hao, nabad, ni sa bula vinaka, olá, sannu, hello and welcome to Naenae College.

In fact, if I were to greet you all in your own first language the list would be much longer because we are a wonderfully diverse community and it is great that we are all living and learning together.

Our school motto is Kia Ihi, Kia Maru, which generally translates as ‘Be strong, Be steadfast’ in your own identity. The name of our College Marae is Te Whānau Tahī, which means The United Family. These are very important concepts for us and we refer to them every day.

It is important that you feel that this is your school. We are here to make life work for you and your children. We group students into Whānau (Houses) and into Roopu (Form classes) with Learning Advisors who are the key in the life of your son/daughter for all their time at college. This has led to stronger patterns of relationships, improved attendance and engagement and better learning outcomes. We also have three 90-minute teaching periods per day to deepen enquiry-based teaching and learning. This is working really well.

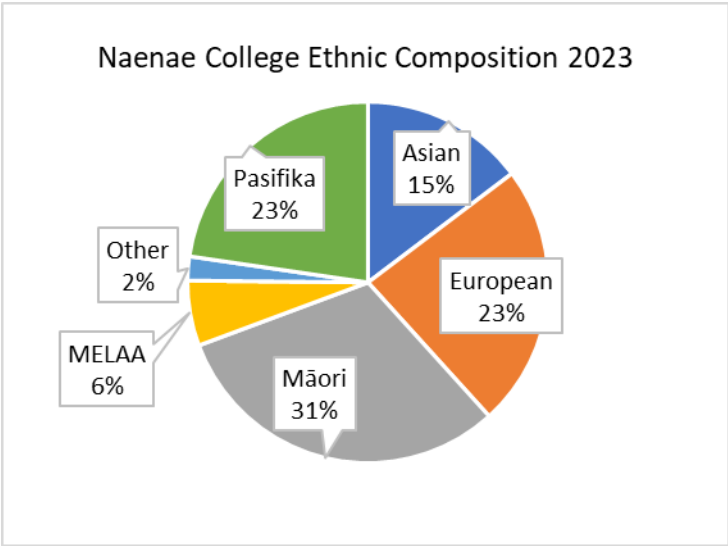
We are part of the Naenae Kāhui Ako-Community of Learning. This provides greater opportunities for in depth discussion with whānau and the wider community in relation to the learning progress and successes of our students. We have also become a part of the Ka kai ka ora programme and are pleased to be able to offer lunches to all students daily.

We hope that you will find this whānau guide useful. It is an instant ready reference for families to inform you of basic routines and everyday matters in relation to college life. I encourage you to keep it in a handy place, by the phone or hanging from the fridge.

The college website has lots of good, up to date information, including copies of newsletters which will also be emailed to all caregivers with an email address. The school bridge application allows you to see all the personal information for your children including up to the minute attendance, timetables, notices and NCEA results. You will use an existing login/password to gain access to this application.

Chris Taylor
Principal

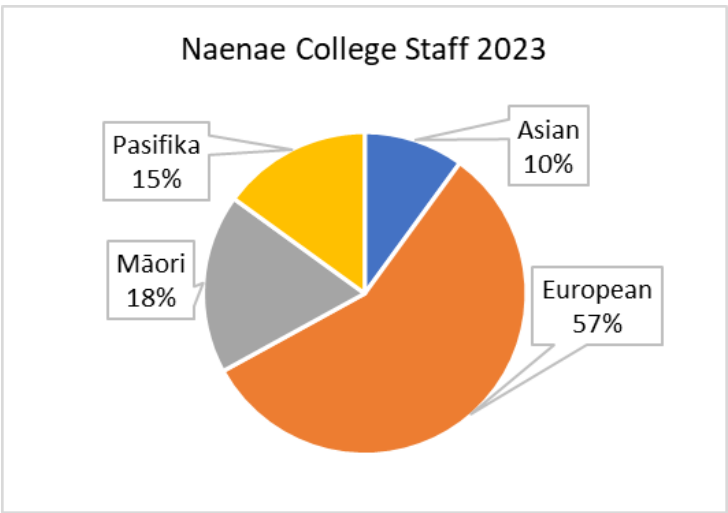
Naenae College opened in 1954 and is a co-educational secondary school in Lower Hutt with a current roll of 850 students. The ethnic composition of the student roll at its simple level looks like this:



In fact, we have some 47 nationalities on the roll. A proportion of the students from Asia and MELAA (Middle East, Latin America and Africa) have come to New Zealand as refugees.

A high proportion of migrant students have English as their second language to the level that they have had less than four years learning English. Twenty of these are adult students who are beginner speakers being taught in a separate immersion programme. We have a Special Needs Unit, Te Whare Atawhai, catering for 35 ORRS students, a Service Academy, and a Trades Programme. We are responsible for the provision of Alternative Education at the Hutt Valley Activity Centre.

We absolutely embrace and celebrate our diversity. It is not a problem; it is a rich learning opportunity for us all.



Staff profile

It is important that we have competent, high performing staff that bring their cultural worldviews that reflect the diversity of our community.

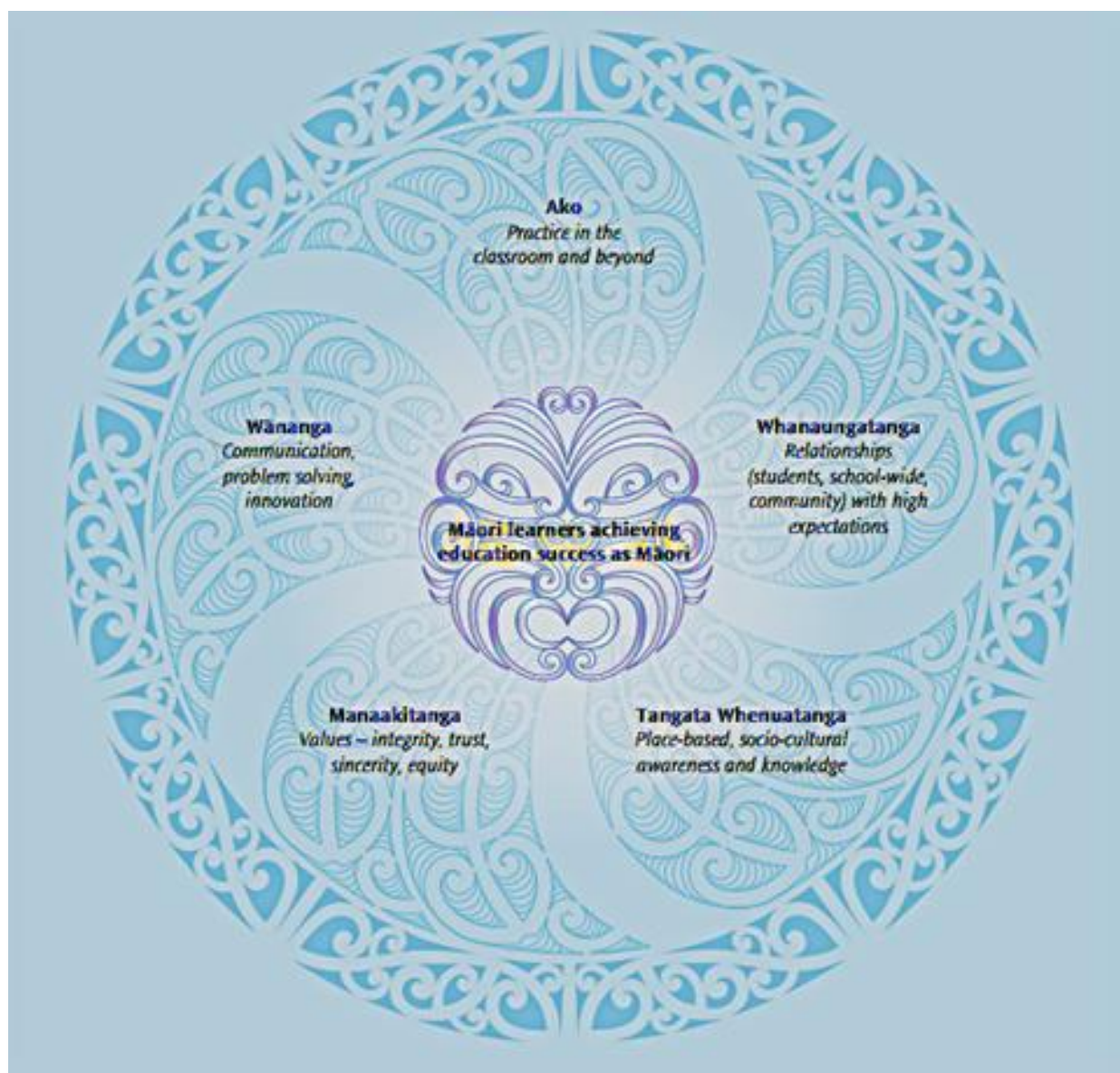
Te Whānau Tahi (The United Family)

This is the name of our College Marae and our Kapa Haka group. It also identifies our core intent and identity as a unified, embracing community, including whānau/families.

We talk all the time about ‘unity in diversity.’ We first acknowledge the Tangata Whenua of Aotearoa and our bicultural heritage. Then we acknowledge the multi-ethnic nature of the Taiuiwi- all the rest of us who have arrived on these shores over the generations. Everyone is important and valued. Mutual respect is the cornerstone value. We have a wonderful opportunity to learn from one another.


Our college Marae belongs to everyone. All new students and staff are welcomed with a powhiri, as are special guests to the College at any time.

We focus our thinking and our heart commitment on realising the potential of our students. We recognize the cultural capital they bring which is diverse, rich, and resilient. We learn with and from our students in a spirit of partnership. We embrace the concept of Ako – the reciprocity of learning and teaching.



Te Whānau Tahi Values


Te Whānau Tahi is about the engagement and achievement of all students using a Māori philosophy at Naenae College. Relationships are the key and it is about always striving for excellence.




THE
Restorative Chat

- TELL THE STORY**
 - What happened?
 - Tell me what happened when..
 - What were you thinking when it happened?
 - What value was not used?
 - What are you thinking now about what happened?
- EXPLORE THE HARM**
 - Who do you think has been affected?
 - In what way?
 - What do you think it must have been like for them?
- REPAIR THE HARM**
 - What needs to happen to put things right?
 - What do you think _____ needs to hear from you?
 - Is there anything else you can think of that might help?
- REACH AN AGREEMENT**
 - If this happens again, what will you do differently?
 - What do you need from me/us to support you?
 - What will the plan for the future include?
 - If this happens again, what will we do about it?
- PLAN FOLLOW-UP**
 - When would be a good time to check with you to see how you are going?
 - What will happen if our agreed outcomes haven't been reached?


Te Whānau Tahi




KOTAHITANGA – working together




MANAAKITANGA – caring



PUMANAWATANGA – atmosphere



RANGATIRATANGA – leadership



WHANAUNGATANGA – relationships

Board of Trustees

Naenae College Board of Trustee meetings are held on the last Thursday of each month.

Milica Zivanovic Presiding member Parent Rep	Karen Shepherd Parent Rep Deputy Chair	Tafaoimalo Loudeen Parsons Parent Rep	Derek Saumolia Parent Rep	Taneora Ryall Co-opted
	Nadine Bowen Secretary	Kamaia Renata Staff Rep	Finn Bowbyes Student Rep	Chris Taylor Principal

Key Personnel

Senior Leadership Team (SLT)

Chris Taylor (TRC), Principal

Jane Hambidge (JHE), Deputy Principal

Katherine Stokes (KSS), Deputy Principal

Alex Maehe (MEA), Deputy Principal

Whānau Heads

Emily McHalick (MKE), Amo

Joti Lea (LAJ), Koruru

Megan McCarthy (MH), Maihi

Misha Kravencko (KO), Tokomanawa

Guidance

Kamaia Renata (RN), HOD Guidance

Keegan Taig (TGK), Social Worker

Trish Carnegie (CET), Whānau Support Worker

Desiree Harawira, Challenge 2000 Social Worker

Courtney Food, Arts Therapist

Careers

Tanwen Siencyn (TS), HOD – Careers and Transition

Marie Wilton (MARIE), Careers, Transition and Gateway

Admin Staff

Nadine Bowen (BNN), Principal's Assistant

Dorothy Vaifale-Muliaga (BND), Receptionist

Clare Gibson (CNG), Business Manager

Lauren Hughes (LSH), Student Services Office Assistant

Karen Stevens (STK), Accounts Administrator

Te Teira Davis (DV), Property Manager

Yvonne Manuel (MY), Sports Coordinator

Allan Stanyon (SNA), Property

Reesha Ranchod (RDR), Library Manager

Kathy Rodger (RRK), Library Assistant



HOF/HOD

Rebekah Gaffney (PNR), HOF Social Sciences

Tamsin Davies-Colley (DC), HOD Special Needs Unit

Joanne Neal, HOD Learning Support

Gareth Johnson (JN), HOD Science

Sarah Kennedy (KYS), HOD Art, Technology, Graphics (Tama Ferguson, Acting HOD 3 June 2024 to 30 May 2025)

Jessica Kim (KM), HOD Mathematics

Verna Kohunui (KIV), HOD Māori

Martin Laing (LG), HOF Languages, Principal's Nominee

Regan McNab (RBM), HOD Technology – Foods

Angela Sellwood (SD), HOD ELL

Kiri Shaw (SH), HOF Physical Education

Anthony Yeo (YO), HOF Arts and Technology

Learning Advisor Roopu (LAR) Teachers

Year 9	Year 10	Year 11	Year 12	Year 13
Rajnesh Prasad (PDR)	Cullen Eade (EEC)	Shazida Bibi (BIS)	Katie Gordon (GNK)	Diploma Duncan (DN)
Jenny Raumoia (RAJ)	Frances He (HEF)	Gareth Johnson (JN)	Meredith Hayes (HM)	Nicola Brown (BRN)
Anna Neal (NLA)	Eli Smith (ELI)	Pita Silao (SO)	Jinjoo Lee (LEJ)	Adam Xiong (XGA)
Rebekah Gaffney (PNR)	Johanna Hey (HYJ)	Ataria Tuitupou (TUA)	Jason Jamison (JNJ)	Falakiki Mataele (MT)
Aradhana Devi (DIA)	Keegan Merwood (MDK)	Chithira Adhynarayanan (ANC)	Sarah Kennedy (KYS)	Tiria Tiria (TA)
Liz Knowles (KSL)	Kiri Shaw (SH)	Sobhanya Kim (KMS)	Gary Miller (MR)	
Jessica Kim (KM)	Tama Ferguson (FN)	Martin Laing (LG)		
Sunil Bhawe (SEB)	Micaiah Hunt (HTM)	Sayaka Kirkman (KNS)		
Jo Neal (NLJ)	Verna Kohunui (KIV)	Angela Sellwood (SD)		
		Eddie Haehae (HH)		

Our commitment

Our commitment is to offer excellence in learning through:

- Well ordered, safe, encouraging classrooms
- Effective extension and remedial programmes
- Close attention to marking, assessment, feedback and reporting
- Recognising and celebrating achievement
- The appropriate use of information technology.

Balanced, flexible programmes of study with:

- A wide choice option structure
- Creative alternative pathways in the senior school for the diverse range of needs
- All senior courses linked to national qualifications.

High behavioural expectations emphasising:

- The rights of all students to feel safe at all times
- Honesty and reliability with respect for self, others and property
- Self-management skills and initiative
- Respect for and celebration of cultural diversity.

Guidance and pastoral care featuring:

- Effective and committed guidance network
- Commitment to working closely with families
- Full health care services
- Links to community specialist services.

Sports and cultural activities promoting:

- Participation, commitment and fair play
- A wide range of choices
- Excellence and pride
- Parental and community involvement
- Deepening of cultural understanding and engagement.

Code of Conduct



TE WHĀNAU TAHI – ONE FAMILY CLASSROOM TIKANGA THIS IS HOW WE DO THINGS



WE AIM FOR POSITIVE RELATIONSHIPS, UNITING AS A FAMILY, RESPECTING OURSELVES AND OTHERS

- No verbal abuse, put-downs, swearing or foul language
- No physical violence towards others
- Use and pronounce each other's names correctly

WE WORK TOGETHER AND ACCEPT EACH OTHER'S DIFFERENCES

- Remain in seats as allocated by the teacher and not move around the classroom unnecessarily
- Follow instructions as given by the teacher
- Work quietly when required
- Be focused on the class programme



WE CARE FOR ONE ANOTHER

- Uphold the mana of all in the space
- We use positive language, uplift, and encourage each other
- Use our manners
- Do not disrupt others learning

WE SHOW LEADERSHIP IN EVERYTHING WE DO, ENCOURAGING OTHERS TO TRY

- Complete class work and homework to the best of our ability
- Actively engage in tasks that are set



WE MAKE SURE THE ATMOSPHERE IS ALWAYS A SAFE LEARNING ATMOSPHERE

- No damage to property, chairs, Chromebooks, etc
- We care for the classroom environment

TE WHĀNAU TAHI

CLASSROOM TIKANGA



1. Have the correct uniform and wear it proudly

2. Be on time, lined up outside the classroom



3. Have the correct equipment



4. Begin learning by doing the 'flying in 5'

5. Pack up, wait quietly behind our chairs until class is dismissed

If I'm late to class, I'm required to make up the time with that teacher

I will have my cell phone in my bag and turned off during class time



PASTORAL CARE

Whānau Guidance System

All students are in one of four Whānau. This is about fostering a strong network of relationships and support structures.

The names of the Whānau connect to our Marae, Te Whānau Tahi (The United Family) and to our core values. They also capture the Heart/Head /Hands learning model.

Amo – the main front carved vertical side panels that hold up the maihi (the foundations and legs).

- Koruru – the figurehead at the centre of the maihi (the head – thinking).
- Maihi – the outstretched arms and hands of the bargeboards on the front of the Marae.
- Tokomanawa – the heart representing the inner being or interior of the wharenui and our commitment to all we do.



Whānau Heads and Learning Advisors

We have a vertical guidance system. The Whānau Heads are responsible for the pastoral care, guidance and academic progress for all students (Years 9 to 13) in their whānau. This is a quarter of the school each.

Students are in LAR with 16 - 25 students in each group. These groups are called Roopu (Roopu means a group working together on a task). Each Roopu is led by a Learning Advisor.

In most Whānau there are two to three Roopu for each of Years 9 - 11 and one Roopu for Year 13. Teachers will keep the same group of students right through from Year 9 to when they leave school. Each student will therefore have the same Learning Advisor and be in the same Roopu for all their time at school.

Year 13 Roopu, Service Academy Roopu (HH/KO), Te ao Māori Roopu (TAMKIV) and Te Mana Tangata Manaaki will all have students from a range of Whānau.

This model is aimed at ensuring every student has a strong sense of belonging and someone who is 'committed for life' to their successful journey through school, constantly mentoring and monitoring their progress and working in close partnership with the family. It is also aimed at students having a much stronger identity as part of a Whānau and more leadership and involvement opportunities. Teachers are working hard to develop the programme to go with the Roopu time.

Important Expectations

Attendance

Students are expected to attend classes at all times unless there is a legitimate reason for their absence such as a medical condition, health appointment or family crisis. All absences must be explained in a communication to the Learning Advisor. Non-attendance in classes will be followed up by the school. If a family is intending to take their child out of school during term time the expectation is that they will advise the Principal. (The Education Act 1989 does not provide any authority for schools to approve leave for students during term time. These absences will be recorded against the student's attendance percentage and classified as explained unjustified absences).

In New Zealand, attendance is defined as:

- Regular attendance, students attending school for more than 90% of available half-days,
- Irregular absence, students attending between 81% and 90% of available half-days,
- Moderate absence, students attending between 71% and 80% of available half-days, and
- Chronic absence, students attending school 70%, or less, of available half-days.

Ministry of Education

Parents/Caregivers should phone the school Attendance Officer ext. 820, first thing in the morning if their child is going to be absent for the day. A message can also be left on the answer machine.

The school will endeavour to make text or phone contact with parents/caregivers of students who are absent without explanation. Families and caregivers are asked to support the College to ensure that contact details are accurate and up to date at all times.

Lateness

Classes start promptly at 8.45am in the morning on Monday, Tuesday, Wednesday and Friday and 9.25am on Thursday, and it is important that students are at school and ready to begin work at this time. Students who arrive late are missing important learning time and cause disruption to both the teacher and other students. Persistent lateness will be followed up and dealt with. If there is a legitimate reason for lateness parents/caregivers are expected to write an explanatory note which can be passed to the Learning Advisor.

Signing Out of School

Students signing out of school during the day require a legitimate reason, such as a medical or dental appointment, for doing so. Students require an explanatory note that they can pass to the Student Centre who will issue a leave pass. No passes will be issued without a note from a parent/caregiver.

Vehicle Passes

Students who drive to school must apply for a vehicle pass. Forms for this can be obtained through a Deputy Principal. Passes are generated through KAMAR. Parents/caregivers need to give signed permission and return the form to school. Students who drive to school are expected to follow the road rules at all times.

Students on a restricted license must not carry other students in their car under any circumstances. The school reserves the right to withdraw this privilege at any time if students do not adhere to these guidelines and has a responsibility to report illegal traffic incidences to parents/Police.

Cell Phones/Electronic Equipment

Naenae College allows students to bring a cell phone to school. We recognise that cell phones can be used as a learning tool in the classroom and teachers may incorporate the use of cell phones into their lessons when appropriate.

We discuss the cell phone etiquette expected at school with students at the beginning of the year, and throughout the year as needed.

Guidelines

The school does not accept responsibility for lost, damaged or stolen phones

Students may use their phones during breaks

When phones are used for learning activities, this will be at the teachers discretion and their use is supervised by school staff

Students may take a cell phone on EOTC activities. These guidelines and other relevant school policies apply.

Inappropriate cell phone use

If a student is observed using a phone inappropriately, it will be confiscated and a caregiver must pick up the phone from the school office. If possible, students should lock their phone before handing it to staff.

Inappropriate use of a cell phone may include

Any sort of bullying e.g. disrespectful messages about staff or other students

Taking photos or videos of other people without their permission

Forwarding inappropriate messages or content.

Choice of Language

All members of the school community need to treat each other with respect. Choosing to use abusive language to another person does not demonstrate the type of respect we expect at Naenae College. Offensive and abusive language is not tolerated, and appropriate action will be taken against such behaviours.

Equipment, School Books and Notebooks

It is important that students always have the appropriate equipment with them when they go to class. It is frustrating for both the teacher and the student when this does not happen and does make learning difficult.

Class timetable

Classes start at 08:45 except for Thursdays when we have staff Professional Learning Development and classes start at 09:20. Classes conclude every day at 15.05. The timetable looks like this for all students:

	Monday	Tuesday	Wednesday	Thursday	Friday
Staff only – PD				08:20 – 09:15	
Period 1	08:45 – 10:15	08:45 – 10:15	08:45 – 10:15	09:20 – 10:50	08:45 – 10:15
Interval	10.15 – 10:35	10.15 – 10:35	10.15 – 10:35	10:50 – 11:10	10.15 – 10:35
Period 2	10:35 – 12:05	10:35 – 12:05	10:35 – 12:05	11:10 – 12:40	10:35 – 12:05
LAR & Kai Ako	12:10 – 12:55	12:10 – 12:55	12:10 – 12:55	12:40 – 12:55	12:10 – 12:55
Lunch	12:55 - 13:35	12:55 - 13:35	12:55 - 13:35	12:55 - 13:35	12:55 - 13:35
Period 3	13:35 – 15:05	13:35 – 15:05	13:35 – 15:05	13:35 – 15:05	13:35 – 15:05

Teachers may require any student to remain up to 15:20.

There are three teaching periods each day.

All senior subjects have three 90-minute periods each week.

All junior subjects have two 90-minute periods per week with the exception of Year 9 English and Year 10 Mathematics which have three 90-minute periods each week.

The 'LAR time' is for 30 minutes on four days of the week. It includes assemblies, and a structured learning programme. It is active learning time and staff are credited with 1.5 hours of curriculum time for this work. NCEA credits may be available in the senior school for some of the learning programmes in this time.

Homework Club

Homework Club runs in the College Library Tuesday and Wednesday Term 1 and 2, with the addition of Thursdays in Term 3 and 4 after school from 3.30pm to 5.00 pm. It provides a very positive working atmosphere for students to get their homework done with access to computers. There is teacher and student help available for those who need it.

Reporting to Parent/Caregivers

At Naenae College we report via a live reporting system. This means that as students complete an assessment the teacher will write a feedback/feed forward assessment comment. This comment will be entered on KAMAR with the assessment grade and will be made live so it can be seen on the parent and student portal.

In term one students will receive a Te Whānau Tahi Values report. This will show how your student has settled into the school year in regard to the school values.

Assessment grades and feedback/feed forward comments are done throughout the year as assessments are completed. For seniors the expectation is that there is an assessment comment for every assessment, for juniors the minimum is one assessment grade and comment per term.

There are school wide procedures for teacher assessment comment writing and Head of Faculty procedures for tracking.

Term 1	End of week five Te Whānau Tahi Values Reports completed Week seven, Wednesday 13 and Thursday 14 March academic conferencing interviews
Term 2	Week six at least one comment per subject must be live Week eight parent report evening
Term 4	Week two final assessment comments for seniors completed Week seven final assessment comments for junior completed.

School/Family Communication

Newsletter

The Naenae College newsletter is published monthly and is available on our school website and is emailed home. Please contact the school to add your email to our database if we did not receive it on enrolment.

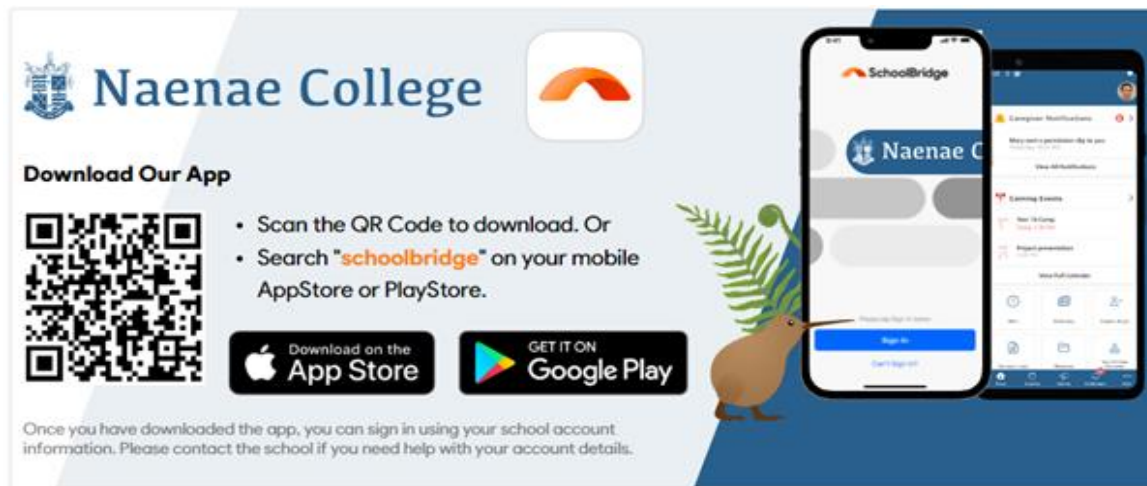
School Website (www.naenae-college.school.nz)

The special areas for parents on the school's website give access to information such as the school events calendar, newsletters, special email contacts and some key policy documents.

School Bridge Application

SchoolBridge is a collection of tools that help school communities share information and get this done with less time and effort.

- Fast and secure absence reporting
- Send alerts and stay in touch no matter what
- Allow students, caregiver permission slips and forms
- Easy communication with emails and newsletters.



Computer network and internet services

All students are able to access the internet and school network and passwords are issued in the first week of the school year. This service is for educational purposes and uses other than this may see a student lose all computer privileges. Students must sign an internet user agreement before they are allowed to login to the school network.

Health Services

The school is allocated VIBE Health Service hours and has a registered nurse rostered on site each day and a doctor present one morning a week. The nurse's role includes the following:

- Year 9 Health Assessments
- Nurse led clinics
- Follow up referrals
- Health promotion/education
- Case management
- Development of school health plan
- Meeting with key staff and community members.

Students book appointments with the nurse/doctor and will always return to class with a note. This is a free professional service.

Health Clinic/First Aid

Health Clinic/First Aid services are available from the Student Centre. Students report to the Student Centre and a judgement call is made as to whether a rest or return home is appropriate. If the student is considered sick enough to go home or has an injury that requires further medical attention then parents/caregivers are called to collect their child. If the school is unable to make contact the student remains in the Health Clinic. Minor injuries e.g. graze, sprain, blisters, are dealt with and the student then returns to class.

If there is a serious accident/incident in class, at the gym or out on the field a staff member will the main office. SLT are also informed. Staff will attend straight away and determine next steps, whether to call an ambulance or treat on the spot. Parents/caregivers are always notified. A formal incident report will be completed for every accident.

Student Health Records

Where students have a specific health issue e.g. asthma, physical disabilities, specific conditions, this is recorded on KAMAR. Staff have access to this information.

First Aid

There is a supply of first aid equipment available from the Student Centre. The school has a number of first aid kits and these go with the staff member in charge of students on all school trips.

Student Wellbeing

We are committed to promoting the wellbeing (hauora) of our students and recognise that our students' wellbeing directly affects their ability to learn. Our concept of wellbeing encompasses some or all of the physical, mental, emotional, social, and spiritual dimensions of health.

We aim to provide a safe physical and emotional environment and a positive, inclusive school culture which supports wellbeing. This involves a whole-school approach, through our school values, policies, and procedures; and collaboration with families, the community, and support services. Please see the 'Support Student Wellbeing' policy on <http://naenae-college.schooldocs.co.nz/>.

In-School Wellbeing Services

Kamaia Renata, our in-school Counsellor is available to all students. Students may self-refer by connecting with Kamaia by email, text or in person at the councilor's office by the canteen. Students can also be referred by peers, teachers and parents. Counselling sessions are confidential unless students identify they are a risk to themselves or others.

Keegan Taig, our Social Worker is available to support all students. His main focus is to help students unpack their needs and then are able to access a range of resources to meet those needs. This can include on-going school-based programmes, outside agencies or accessing funding for material goods.

Te Paepae Arahi supports Naenae College by running in school programmes that support the development of our students and providing one on one mentoring.

Ignite Sport run mana enhancing programmes through movement and whānaungatanga.

Fees and Accounts

Naenae College has opted into the Government Donation scheme therefore all curriculum based learning costs are not charged for. This includes the school donation.

Sports Registration Fees, Trip Fees

Students who register for competitive sports are required to pay registration fees before the season begins. The College subsidises sports teams and provides team uniforms generally through sponsorship money.

Invoices for fees for sports and trips are emailed or posted once per term. Additional invoices for school trips, damages, other charges, etc. will be posted as deemed necessary.

All fees can be paid by cash, Eftpos, or automatic payment spread over the full year. An automatic payment (AP) can be set up at any stage. For example, an AP of \$10 per week from the start of Year 9 usually means sports fees, outdoor activities and even itinerant music lessons can be paid as they fall due because there are sufficient funds accumulated in your child's school account.

For any queries please contact the Accounts Office for a confidential discussion on 04 567 7175, ext. 821.

Uniform

Uniform is to be worn correctly and well by students all year. Items of clothing/footwear that become too small or beyond repair need to be replaced before it becomes necessary to wear non-uniform items as an interim measure. This includes the last few weeks of school. All students are to be in correct Naenae College uniform at all times. This includes travelling to and from College.

To meet these standards, boy's trousers need to be of a correct size when they are purchased. Trousers need to fit at the waist, held by a plain black belt. Girl's skirts are to be between the knee and mid-calf in length. A long skirt is available for Moslem girls only.

The only shirts to be worn are those specially designed for the College. All items of school uniform are to be well maintained. It is not acceptable for students to wear ripped clothing, have tatty edges on jersey cuffs or write/draw on any parts of the uniform. There is to be no unnatural colouring of hair. Boys are to be clean shaven.

Students who do not meet these standards consistently will be disciplined. This may include being withdrawn from classes until matters are addressed.

Uniform Years 9 to 13

White Short Sleeve Blouse *	Black Trousers *
White Long Sleeve Blouse *	Shorts*
Blue Short Sleeve Shirt *	Navy Blazer (Optional) *
Blue Long Sleeve Shirt *	Socks White
Tartan Skirt *	Socks Black
Tartan Long Skirt *	Navy Jersey *
Black Trousers (Fitted)*	
Hoodie*	Scarf (optional)*
Navy Polar Fleece *	Jacket
Tie (optional)*	Hijab
Le Faitaga (optional)	Cap (with logo) (optional)*
PE Top *	Beanie (with logo) (optional)*
PE Short *	Bucket Hat (with logo) (optional)*

* Only available from NZ Uniforms, 92 High Street, Lower Hutt

For a full price list, visit [NZ Uniforms](#)

Please contact the relevant Whānau Head or Deputy Principal if you have any difficulties with uniform. Special applications can be made to a Trust fund held by the school to support those unable to pay at the time of need.

Concerns/Complaints

We take seriously our commitment to maintain high standards and effectively resolve issues for all parties whenever possible. We therefore encourage feedback from parents, both positive and negative and recommend that if you feel concerned or aggrieved about anything in relation to the College, it is better to communicate that, either informally with a phone call or note in the school diary or formally by written correspondence (letter or e-mail).

Please direct concerns to the most appropriate person. If in doubt, please phone the Principal's Personal Assistant for advice or communicate directly with the Principal.

In general:

Issue	Refer to:
Subjects, classroom programmes, etc.	Learning Advisor Whānau Head
Low-level guidance/pastoral care, attendance, health, minor incidents, relationship issues.	Learning Advisors, relevant Whānau Head
Health and safety, bullying, abuse, assault, domestic issues.	Guidance Counsellor, DPs or Principal
Learning/behavioural difficulties, need for assessment, special support, remedial, extension programmes.	HOD Learning Support, Faculty Heads, HOD's or relevant Whānau Head
Sport	Sports Coordinator
Staff competence/ethics. Standards, expectations, etc.	Principal or DPs
Pupil misbehaviour in public (Buses, trains, etc.)	DPs, Principal
Financial matters, accounts, etc.	Accounts/Resource Manager
Property safety, security.	Property Manager

You may also refer matters directly to the Board of Trustees. However, if it is a management issue the Board will refer the matter back to the Principal. If the matter has not been resolved to your satisfaction by the Principal then refer the matter to the Board Chairperson board@nnc.school.nz

Many issues can best be resolved by a telephone conversation, or if necessary, a personal meeting. Formal written correspondence, including emails will be acknowledged.

