



Rotorua Boys' High School

International Student Hostel Handbook

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WELCOME

Dear Parents

Thank you for considering Rotorua Boys' High School and Tai Mitchell Hostel, for your son's education. This handbook will provide you with all the information you need about the operation of Tai Mitchell Hostel.

Tai Mitchell Hostel offers twin share accommodation for 104 students. Supervision is provided by two residential Housemasters. These Housemasters are supported by four Assistant Housemasters and two tutors together with kitchen and housekeeping staff.

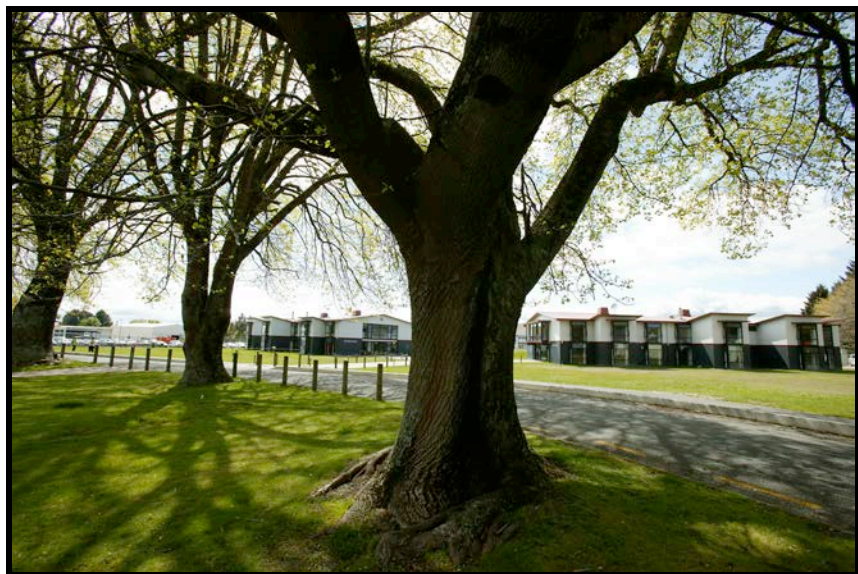
Special features of Tai Mitchell Hostel include:

- ◆ State-of-the-art facilities
- ◆ Excellent meals
- ◆ Excellent Heating

Parents are welcome to view Tai Mitchell Hostel and input is welcomed. If you would like to view Tai Mitchell Hostel, or have any questions, please feel free to contact the School for an appointment.

Yours sincerely

Mr S Mayhew
Director of Boarding



CONTACT DETAILS



Rotorua Boys' High School

P.O. Box 10148
Pukuatua Street
Rotorua 3010
Phone: 07 348 6169
Fax: 07 346 1270
E-Mail: rotoruabhs@xtra.co.nz
Website: www.rbhs.school.nz

Director of Boarding Tai Mitchell Hostel

Mr S Mayhew

Rotorua Boys High School
Pererika Street (Physical Address)
Rotorua
Phone/Fax: 07 349 3132
Email: mitchellhouse@rbhs.school.nz

Dean of International Students

Mrs Thuy Grinter
Ph: 0064-73486169 Ext: 837
Mobile: 0064-0211533362
Fax: 0064-7-3495131
Email: tgrinter@rbhs.school.nz

A Hostel Committee is elected each year, and this committee is made up of the following:

- ◆ Principal
- ◆ Board of Trustee Members
- ◆ Board Staff Trustee
- ◆ Hostel Manager
- ◆ Housemasters

The Hostel Committee meets three times each year.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Rotorua Boys' High School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the NZQA. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/> or you can refer to Appendix 1- "Summary Code of Practice for the Pastoral Care of International Students" at the end of this booklet.

Section 5.3:

Rotorua Boys' High School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualification Authority. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>

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 <http://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 <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 viewed on the ACC website at <http://www.acc.co.nz>.

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

PREPARATION FOR BOARDING AT TAI MITCHELL HOSTEL

Leaving home for the first time is an exciting time. However, to try and minimise homesickness, we have set out a few suggestions. Please make sure that your son can:

1. Undertake simple housekeeping duties.
2. Accept responsibility and learn to work happily in a team situation.

Please take the time to speak with your son about hostel life. By doing so you will be helping him to settle in quickly and happily. He will be meeting new friends and have many wonderful opportunities available to him at Rotorua Boys' High School.



Tai Mitchell Hostel

HOSTEL FEES POLICY

Hostel fees can be paid by direct credit as follows:

Pay to: Rotorua Boys' High School
Account Number: 12-3155-0049929-00
Bank: ASB Bank Swift Code: ASBBNZ2A
Bank Address: Cnr Tutanekai & Pukuatua Streets, Rotorua

To help identify payments, please include full name of student on the direct credit or bank transfer.

Fees for Tai Mitchell Hostel are set annually and must be paid prior to commencement at Rotorua Boys' High School.

Placements cannot be guaranteed if payment is not received by the due date.

INCIDENTAL and EXTRA EXPENSES POLICY

Expenses such as stationery, clothes, bus money, sports fees etc., are paid directly by the boys, and to facilitate this all boarders are encouraged to have EFTPOS cards so funds are available as and when needed. At parents' request, the school will run an account for boarders to cover school-related expenses. This account will be invoiced each term.

The International Student's Department staff will be happy to organise an EFTPOS card for your son on his arrival.

PROPERTY DAMAGE POLICY

Any willful damage to property at Tai Mitchell Hostel will be charged to those boarders responsible. Parents will also be contacted by the Director of Boarding, or the Dean of International Students.

INSURANCE

All International Students have comprehensive insurance, which covers them while living at Tai Mitchell Hostel.

PERSONAL COMPUTERS POLICY

Permission can be requested for students to have personal computers. These requests should be made to the Senior Housemaster and require both parents and students to accept the conditions related to personal computer use.

REFUND POLICY

Introduction

The International Student Fees Refund Policy seeks to define:

- ◆ The circumstances in which International students will receive a refund of fees in the event of early withdrawal from the school.
- ◆ The proportion of fees that will be refunded.
- ◆ It also seeks to ensure that Rotorua Boys' High School meets the legal requirements of The Education Act; The Fair Trading Act; The Consumer Guarantees Act and The Code of Practice for the Pastoral Care of International Students.

Guidelines for parents and students

Tuition Fees

1. If you withdraw from your course of study before the course completion date you may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing to the Board of Trustees explaining why you have withdrawn from the course and your reasons for seeking a refund.
3. If your application is made before the start of your course, your fees will be refunded in full less an administration charge of \$500 to cover costs incurred by the school.
4. If your application is made after the start of your course, but before the second half of the course begins, your fees will be refunded less:
 - ◆ An early withdrawal fee of \$1,000.00 from each of the following:
 - Tuition fees
 - Hostel/Homestay fees
 - Academy fees
 - ◆ This fee will cover:
 - Costs to the school already incurred for tuition
 - Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff.
 - Costs already incurred for the use of facilities and resources
 - The proportion of the Government levy the school is required to pay
 - Any other costs already incurred
5. If your application is made after the second half of your course, you will not receive a refund except in exceptional circumstances.
6. No refund will be made to a student who is expelled from the school by the Board of Trustees.

Homestay

1. If you move out of the hostel before the end of your contract the portion of your hostel fees not already used will be returned to you, except those for the term in progress (or for the following term if you move out during the holidays) and less and early withdrawal fee of \$1,000.00 as per the Fees Refund Policy.
2. If you cancel your hostel contract before you move into the hostel, your fees will be refunded less four weeks hostel fees in lieu of notice.

We, _____(Students full name) and _____(Parents full name) have read and understood the conditions of the Rotorua Boys' High School Refund Policy.

Signed: _____(Student)

Date: _____

Signed: _____(Parent)

Date: _____

Witnessed by: _____

Date: _____

Please return this signed copy to the International Student Office at Rotorua Boys' High School.

(For office use only)

Signed copy received by Rotorua Boys' High School as below:

Date Received: _____

Received by: _____

Signature: _____

Date: _____

*** Please refer to your copy of the Refund Policy in your enrolment details.**

FEES PROTECTION POLICY – INTERNATIONAL STUDENTS

Rationale

International Student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure from misappropriation and are only made available to the school in accord with the Refunds Policy or should the school not be able to continue tuition.

Purpose

1. To ensure that if in the event that the school is unable to continue to run a course or programme that the unspent portion of the fees are available to be returned to the student.
2. To ensure that funds from international students are accounted for separately and in such a way that individual student contribution can be protected and monitored.
3. To ensure that international students' payment may be drawn down in accord with the Refund Policy.

Guidelines

1. Accounting procedures are in place to ensure that monies are available for release.
2. International fees shall be paid into the school's separately coded account for 'Foreign Fees', and drawn down at intervals of one term in arrears throughout the academic year when such fee's have been actually "earned" by the school.
3. These monies will be audited separately on an annual basis.

These monies will be available for approved refunds resulting from withdrawal from Rotorua Boys' High School or in the event of the School not being able to provide tuition.

Evidence

- ◆ Accounting records
- ◆ General School Account

Evaluation

The Executive Officer shall report to the Board of Trustees annually with reference to the effectiveness of the policy.

Signed: _____
Board Chairperson Date _____

Signed: _____
Principal Date _____

WHAT TO BRING?

All International Students should bring a minimum of:

◆ 1 pair of slip- on shoes/sandals/slippers	◆ 2 pair of pyjamas
◆ 8 pairs of undergarments	◆ 1 school bag
◆ 4 handkerchiefs	◆ 1 toilet bag with toiletries
◆ 1 shoe cleaning kit	

Casual Clothes:

Should be kept to a minimum, therefore we recommend:

- ◆ 1 set of smart casual clothes
- ◆ 1 set of weekend/recreational clothes.

Please name all items of clothing to assist with the laundry process.

INTERNATIONAL STUDENT HOSTEL LINEN

During the student's stay at Tai Mitchell Hostel Rotorua Boys' High School will supply the following items to International students:

- | | |
|-----------------|--|
| 2 Single Sheets | 2 Pillowcases |
| 1 Duvet Cover | 1 Duvet Inner |
| 1 Facecloth | 3 Towels (including 1 for swimming sports) |
| 1 Laundry Bag | 1 Wash bag for small laundry items. |
| 6 Coat hangers | |

Any items damaged or lost will be at the student's expense. All items will be named.

LAUNDRY

- ◆ All bedding and towels will be laundered by Housekeeping staff at the hostel. There will be washing machines available for students to use within the facilities for their own personal laundry needs.
- ◆ A weekly laundering service will be provided by an external company who will pick up, launder and deliver students clothing for a fee. This is an optional service.



TAI MITCHELL HOSTEL RULES & CONVENTIONS

Normal school rules apply

Tai Mitchell Hostel aims for high standards in dress, tidiness, punctuality and behaviour. The reputation of Tai Mitchell Hostel depends on all members living in a happy, efficient and well-organised environment.

Uniform

- School uniform is to be worn to breakfast and to and from school and until school hours are finished for the day.
- Neat and tidy casual clothes may be worn outside these times.
- Boarders will not wear any jewelry.
- Boarders must maintain a tidy haircut.
- All clothes and footwear must be labeled.

Extra curricular activities

It is encouraged that all boarders are involved in at least one sport or cultural activity. If boarders have not organised an activity, then staff will assist the student in choosing an activity.

Duties

All boarders are expected to take pride in their hostel environment and may be asked to perform some simple duties from time to time.

Room Search

It is necessary on occasion to conduct a search of a Boarders room from time to time when there is cause for suspicion or reports of theft or wrongdoing. This type of search is extra to the regular room inspections. A report of each such search will be filed by the staff involved with the Hostel Manager. This is carried out by no less than two staff members.

Out of bounds areas

Hostel grounds 7.30am - 3.00pm

Staff Residences

Staff Offices

Staff Car parks

Dining Room except during meals

Other boys' rooms unless invited

Chiller, Pantry and Store Rooms

Kitchen Facilities

Stereos

No audible music is to be played after 9:30 pm. Stereos are to be switched off when the room is unoccupied.

Television

A large T.V. (Sky available) and video unit are available in each T.V. lounge. If the T.V. is on at 6.00pm the T.V. 1 News will be the programme viewed. T.V. and video players are allowed in boarders' rooms. These will be registered with the Housemasters, issued at 4pm and returned to the Hostel lockup at 9pm. Volume must be kept to a sensible and reasonable level at all times. All use of the television is at the Housemasters' discretion.

Visitors

- All visitors must be firstly signed in by the duty staff and must be entertained either in the recreation room or the TV lounge.
- Boarders are not permitted to have visitors in their rooms (other than parents).
- Unsupervised visiting is not allowed. Any boarder who suspects that a visitor is unsupervised should report this to the office immediately.

COMMUNICATIONS

Mail

Any correspondence for boarders should be addressed to:

(Boarders Name)
C/- Tai Mitchell Hostel
P.O. Box 10148
Rotorua Boys' High School
Pukuatua Street
Rotorua

- ◆ Incoming mail will be handed out at the completion of dinner each evening.
- ◆ Outgoing mail should be stamped and addressed and should be posted daily by the boarders themselves at the School Office.

Telephones

Each house has one line for incoming calls only. There is no priority for use of the telephone, but consideration of other boarders is required when making outgoing calls. Phone cards are available from the school. Please arrange for 'off-peak' calls. Families can also arrange 0800 numbers through Telecom.

Faxes

The International Student Office fax will be available for International students to make contact with parents. The International Student Office fax number is 00 64 7 349 5131.

Mobiles Phones

These are not to be turned on during the following times:

- ◆ Meals
- ◆ Duty
- ◆ Prep – except for listening to music through private ear phones.
- ◆ Sustained silent reading
- ◆ After lights out

HEALTH

International students requiring specific attention will be referred by the Hostel staff to the Hostel/School Doctors, Lakes Prime Care or Accident and Emergency, at Rotorua Hospital if necessary. International students will also be able to access the doctors and physiotherapist based at the School's Health & Wellness Centre.

Medical insurance

All International students are covered by the school's comprehensive insurance policy taken out at the time of enrolment.

Dental

In case of an emergency, International Student Insurance covers most dental emergencies. Any on going dental care, such as orthodontic work may be at the student's expense.

Remember

Common sense, decency and good manners are the key qualities expected of all Tai Mitchell Hostel boarders at all times.



DAILY ROUTINE

Monday to Thursday

- 6:45 am Wake up (by Duty Master), shower and organise daily requirements. Rooms must be maintained in a clean and tidy manner. Students are not permitted in the rooms during the normal school day. Room inspection.
- 7:20 am Room check and uniform check (shoes clean), then off to breakfast. Breakfast starts at 7:30 am and ends at 8:00 am
- 8:30 am Clean up and morning duties conclude. Lunch pick-up and departure for School.
- 3:15 pm Extracurricular practices or sustained silent reading (SSR). Junior Rec. programme
- 4:00 pm Personal time.
- 5:30 pm Dinner (Dinner duties start and 4.30 pm and end at 6.15 pm)
- 6:30 pm Homework / Prep
- 8:30 pm Evening roll and room check (Every night there will be a room and contents check)
- Monday-Key/Walls/Ceilings/Carpets/Windows/Curtains and Window Latches
 - Tuesday-Furniture i.e. Chairs/Desks/Wardrobes/Doors/Jambs/Latches and Strike Plates
 - Wednesday-Smoke Alarms/Study Lamps/Main Bulbs and Light Shades Light Fittings.
 - Thursday-Beds/Mattresses and Covers, and Linen/Personal Items stored appropriately
- 8:40 pm Personal time
- 9:30 pm Juniors in bed and lights out no later than 10.00 pm
- 10:00 pm Seniors into their rooms
- 10:30 pm Lights out

- ◆ Meals are compulsory. Dinners will only be saved when boarders are involved in School extra-curricular activities. Saved meals must be notified to kitchen staff by 4.30 pm each day.
- ◆ Takeaways are not to be ordered except after 6.30 pm on Friday & Saturdays
- ◆ Unless they have a signed note from the Housemaster, boarders are reminded that no one is allowed back to Tai Mitchell Hostel for any reason before 3:00 pm on any School day.

HOMEWORK/PREP

- ◆ Prep is the most important component of the hostel routine (two hours for all boarders).
- ◆ Students are encouraged to clarify their evenings work requirements prior to commencing prep, i.e. once prep time has started no toilet visits, no borrowing equipment (pens, pencils etc), no phone calls or any other inappropriate interruptions. Remember to have consideration for other boarders even if you have completed your own study.
- ◆ All students must recognise the importance of a genuine study ethic and commit themselves to a disciplined routine of evening preparation.
- ◆ Supervision for each evening is the responsibility of the Duty Master and Duty Prefects.
- ◆ Students will be required to remain in their rooms (there will be no exceptions).
- ◆ All boarders must have homework diaries checked and signed by the Duty Master each evening.
- ◆ Duty staff are to be used at any time to assist boarders with any study problems that arise.
- ◆ When set homework is completed boarders are encouraged to revise and work constructively or read. Duty staff are always available to find homework for students.

LEAVE

Day leave

This will be granted by the Duty Master at his discretion. Students must meet their School and Hostel commitments before they take day leave.

- ◆ Leave is granted to a specific destination and students are expected to fill out a leave form and have this signed by duty staff before they depart.
- ◆ Leave is not to impact on Prep time.
- ◆ Leave is taken on TRUST with the expectation that students will:
 - Go where they have indicated in the appropriate attire;
 - Maintain a high standard of behaviour at their destination;
 - Return at the agreed time.

Weekend of overnight leave

This can only be granted by the Housemaster, after permission by email has been received from parents. This leave must be applied for by 8:00 pm on Thursday evenings.

Students returning from weekend leave must be in residence between 6:00pm and 8:30pm Sunday evening or by 8:15 am Monday morning.

“Leave is a privilege not a right”

END OF TERM LEAVING PROCEDURE

International students can remain in the Hostel during the holidays or homestay accommodation will be arranged by our Homestay Co-ordinator.

The following procedures are to be completed by the boarders prior to their departure from Tai Mitchell Hostel at the end of each term.

Room inspection

- Rooms to be inspected for tidiness.
- Beds are to be stripped, sheets put out, draws and wardrobe to be checked.
- Study lamps and lights fittings to be checked.
- Any damage recorded and signed for by the student.
- Rooms are to be left in the same state that the boarders found them when they initially moved in.

Keys

- All keys should be returned to the Duty Master. This return should be signed for by the duty master.
- All keys that have been lost will be replaced at the expense of the boarder who has lost them.

Return dates

Returning students are to indicate their date of return and the time. This should be on the arrival sheet for the following term. Boarders may also want to discuss with the Housemaster, who they would like to room with. This may assist hostel staff when the rooming lists are being put together at the beginning of each term.

Boarders' personal items

All personal items are to be removed at the end of each term. There is limited storage space available and boarders must realise that their rooms could possibly be used during the school holiday breaks.

DISCIPLINE

Respect and self- control are emphasised whilst living at Tai Mitchell Hostel.

Tai Mitchell Hostel will follow normal school rules and the prescribed consequences. Any serious breach of discipline, the Principal could require a student to be removed from Tai Mitchell Hostel.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

Introduction

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 Appendix provides an overview of the "Code of Practice for the Pastoral Care of International Students" (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 which 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 students enrolled on international study permits. 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 on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>.

How do I know if an educational provider has signed the Code?

The New Zealand Qualification Authority will maintain a register of all signatories to the Code. This list will be available from <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

The Code sets standards for educational providers to ensure that:

- ◆ high professional standards are maintained

- ◆ the recruitment of international students is undertaken in an ethical and responsible manner
- ◆ information supplied to international students is comprehensive, accurate, and up-to-date
- ◆ students are provided with information prior to entering into any commitments
- ◆ contractual dealings with international students are conducted in an ethical and responsible manner
- ◆ the particular needs of international students are recognised
- ◆ international students under the age of 18 are in safe accommodation
- ◆ all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel. The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. '

How can I contact the IEAA?

You can write to the IEAA at:

The International Education Appeal Authority,
PO Box 12083,
Wellington,
New Zealand.

Email: info.ieaa@minedu.govt.nz



ROTORUA BOYS' HIGH SCHOOL

WELCOME TO TAI MITCHELL HOSTEL

HOSTEL VISION

The Rotorua Boys' High School will provide a safe, secure and well controlled environment, while promoting achievement and personal excellence and a sense of pride in the best traditions and values of the school.

Boarders will leave Rotorua Boys' High School successful, confident, positive and enthusiastic in their readiness to make a valuable contribution to society and to fully realise their own potential

HOSTEL CREED

As a member of the hostel I will respect the rights of others and act honestly and decently with integrity.

Each of us has individual talents which are unique and we must work hard to develop.

We will not accept mediocrity and will demand the best of ourselves in whatever activity we undertake whether it academic, sporting or cultural. We owe this to ourselves.

We must recognise it is a privilege to be part of the hostel and we must serve our house, hostel and community.

We must at all times interact with each other in a respectful and dignified manner realising that living in close proximity to others gives us a special challenge.

As a member of the hostel we must relate to adults respectfully and realise we have an individual responsibility and a collective duty.

We must aspire to excellence, to do our best in whatever we are doing.