



New Zealand College of Business

International English for Speakers of Other Languages (IESOL)

Student Handbook

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Welcome Message

(NZCB)

To break down barriers of language, culture and geography.

Welcome to New Zealand College of Business

The information in this handbook is designed to introduce you to New Zealand and our College. It contains information that we hope will be of use to you as well as information regarding NZCB's rules and regulations.

We thank you for choosing to study at NZCB. We will do our best to assist you in achieving your objectives. We aim to help you learn efficiently and effectively while enjoying the facilities and services available.

We now think of you as part of the NZCB family, together with our management, academic and support staff.

Our academic and support staff are here to assist and motivate you. They are all highly qualified in their professions and experienced in the practical aspects of their industry sectors. Each one of them has a strong personal interest in helping you meet and exceed the high quality standards of the wide range of programmes and courses on offer.

We hope you have a wonderful time studying here, and we are to support your future career aspirations.

Best Regards
New Zealand College of Business

INTERNATIONAL ENGLISH FOR SPEAKERS OF OTHER LANGUAGE (IESOL) COURSE INFORMATION

International English for Speakers of Other Language

The International ESOL Course will help you develop your skills and abilities to communicate in English and enable you work or study in English-Speaking counties and/or environments.

The International ESOL is for anyone who is a non-native speaker of English and would like to demonstrate their ability in communicating in English. International ESOL will cover reading English texts, writing English, listening to understanding English, and Speaking English.

A student will be assessed on entry, either by reference to her/his English language test results or by a NZCB interview and test, and placed in the module that is appropriate to their current English language skills.

Programme Information

Each class size is limited to a maximum of 15 students. Classes are currently run 25 hours of class time per week. The class times as followed:

Monday to Friday	
Class contact	9:00am – 10:40am
Break	10:40am – 11:00am
Class contact	11:00am – 12:15pm
Lunch	12:15pm – 1:15pm
Class contact	1:15pm – 3:30pm

Please note that class times are subject to change

ORIENTATION PROGRAMME

An orientation programme is arranged for all new students, to assist students to complete their enrolment process and to get the most benefit from their studies at the College. The orientation programme also assists new students settling into New Zealand.

For off-shore new students, a prearrival guide is provided to the students before they depart for New Zealand. The guide contains information on how to get ready for departure, what to expect after arriving, and adapting to kiwi life in New Zealand. The College will arrange transportation to pick up the students from the airport and drop off at their accommodation or homestay.

During the orientation, the students will be introduced to the staff and other students. Students will be shown around the College to ensure they are familiar with all facilities including classrooms, location of emergency exits, kitchen, toilets, helps with photocopying, library, and emergency contacts.

Enrolment process will be completed during the orientation where students files will be updated to ensure students personal details are correct, student insurances, visa details, student contract, Public Trust fee account and all relevant documentations are recorded and filed. All students will be provided with a copy of student handbook relating to the programme of studies they are undertaking. Students are also introduced to the College rules and regulations, assessment policies and procedures.

Assistance also available during the orientation to assist students to get transport metro card, phone card, and open bank account.

ASSESSMENT

NZCB Assessment Procedures

All students are required to undergo assessments during their period of study at NZCB so that can be shown to meet a required academic standard in a particular field.

Formative assessments are given out to students as in-class exercises in listening, reading, writing and speaking. The purposes of these in-class exercises are designed to consolidate and demonstrate the skills gained during the programme including but not limited to: to strengthen the foundation for the application of English listening, reading, writing and speaking skills. The summative assessment will be given out in scheduled period by the assessor. 8-weekly reports are prepared to record students' progress.

Tutors will provide feedback on the assessment results highlighting any problems that students found difficult in the assessment. The tutors will give detailed reasons as to what the student needs to do to succeed or what the student has done well.

Examination and Test Rules

1. At any time if a student is caught cheating during the examination or test, the student will be terminated from the examination or test immediately and receive 0 marks for that assessment.
2. Students are NOT permitted to bring extra pieces of paper with them to the examination or the test, extra paper can be provided by the supervisor(s) if needed.
3. Students are NOT allowed to leave the examination room without supervision or leave for an unreasonable length of time (more than 5 minutes). If this happens, the student will be terminated from the exam or the test.
4. During the examination, only one student can leave the examination room to go to the toilet under supervision.
5. Students are expected to go to the nearest toilets only.
6. During the examination, students are NOT permitted to take the examination paper or the test paper away from the examination room. If this happens, the student will be terminated from the exam or the test.
7. Students are expected to bring their own bottle of drink into the examination room.
8. No talking during the examination or the test.
9. No electronic device such as smart phones, smart watches, tablets are not permitted. (only permitted when required for the exam or the test).
10. No electronic dictionaries. However, a paper monolingual dictionary may be allowed.
11. Before the examination starts, all the students are required to leave their bags and personal belongings at the front of the classroom.
12. All mobile phones must be turned off and handed in to the supervisor before the examination starts.
13. Students are not allowed to sit for the **Speaking or Listening** exam or test if he or she is late to the exam or test.
14. Students are not allowed to sit for the **Reading or Writing** exam or test if he or she is 15 minutes late to the exam or test.
15. Students are NOT allowed to leave the examination room in the first 15 minutes.
16. Students are NOT allowed to leave the examination room in the last 15 minutes.
17. If a student violates any one of the examinations and test rules, the student will be terminated from the examination or test immediately and receive 0 marks for that assessment.

Academic Assessment Standards ***Assessment Cheating and Plagiarism***

NZCB has strict policy for assessment cheating, plagiarism, fraud and any dishonesty action. The penalties for any form of plagiarism (i.e. copying of others' work without acknowledgement) or cheating (in assessment including but not limited to examination or term works) are severe. All formative and summative assessment submitted must be the student's own work. Any sources of information used in completing the work must be identified and the source acknowledged by the student using accepted academic conventions. Plagiarised written assessment will not be accepted which may, in some cases, lead to failure in the subject.

1. Definition

Academic dishonesty is any act of cheating by the student that occurs in all academic exercises, including but not limited to assignments, tests, quizzes, and final exams. The followings are types of academic dishonesty recognised by NZCB:

Plagiarism

NZCB states that plagiarism is: "Using someone else's work as your own, without citing the source. This includes direct copying, rephrasing, and summarising, as well as taking someone else's idea and putting it into different words. Cutting and pasting paragraphs from different websites is the same as handing in a paper downloaded from the internet, both are examples of plagiarism." All written work submitted must be the student's own work. Any sources of information used in completing the work must be identified and the source acknowledged by the student using accepted academic conventions.

Cheating

Any attempt to gain assistance in assignment, tests, quizzes and exams without formal acknowledging.

False data

Data altered or contrived so as to be deliberately misleading. The submission of such data shall be considered academic dishonesty.

Multiple submissions

Students submit the same work for more than one course, or other work that has been submitted elsewhere, without permission from the assessor.

Unauthorized Collaboration

Collaboration on assignments/projects is always subject to the assessor's definition and approval. Students are allowed to discuss with other students, the assessor, and other academic staff to help clarify their ideas for the assignments/projects. Likewise it is often useful to ask someone else to go over a first version of an assignment and to make suggestions for its improvement. But the students must submit their own work and no one else's, unless the assignment was specifically defined as a collaborative group project. Unauthorized collaboration shall be considered academic dishonesty.

Paid assignments/work

Including paying money or other forms of remuneration in exchange of work done by ghost writers or receiving financial or other forms of benefit for giving out answers to assignments and tests.

Other dishonest academic behaviour that mislead the academic evaluation recognised by NZCB as circumstance change, such as new technology and new media.

2. Procedures and Penalties

The Assessor is responsible for detecting academic dishonesty in the students' work that he/she is assessing.

An assessor who suspects academic dishonesty will first arrange an interview to discuss the questionable assessment with the student. This discussion may clarify the assessor's question on the student's assessment. If the assessor still suspects the academic dishonesty after the discussion with the student, the case will be reported to the management team for further action.

If evidence has been found that the student commits any form of academic dishonesty, the college will issue one or more of the following sanctions:

- a. a written warning;
- b. zero mark for all or part of the work concerned;
- c. Fail of the course concerned and student is required to repeat the failed course to receive credits for the course concerned.
- d. Inclusion of the following statement in the student's academic transcript: "Sanction pursuant to contravention of New Zealand College of Business's regulation on academic dishonesty."

3. Appeal Rights

Any student affected by a decision made under this policy may make an appeal in writing to the College within 10 working days of receiving the decision notice.

Appeal Procedures

If students are not satisfied with their assessment results, they have the right of appeal against any assessment decision or process made.

Which decisions may be reconsidered?

- A student who is convinced that of an assessment irregularity is entitled to appeal the assessment decision or process. In other words, any student who is convinced that an assessment result was unjustly determined, or has concerns related to the assessment process, may submit a request for reconsideration.

Where to appeal? How?

- All reconsiderations must be lodged by completing the re-consideration form and fee payment of NZD\$150.00 to New Zealand College of Business.
- All requests are to be delivered by hand and the date the form is received is recorded. The request indicates the name of the student, his or her current contact details and a selected assessment of reconsideration.

What is the deadline?

- Requests must be submitted within a period of 10 working days following the communication of the assessment result.

What are the various steps of the procedure?

- The student is required to complete an assessment reconsideration form and pay a reconsideration fee of NZD\$ 150.00 prior to the reconsideration process. Admissibility depends, for the most part, on a number of formal aspects: Was the request made before the deadline? Was the reconsideration form properly completed? Have the reconsideration fees of NZD\$ 150.00 been paid prior to the reconsideration process?
- Having processed the assessment reconsideration form the administrative staff will inform the student accordingly within a period of five calendar days following the date of submitting the request.
- If, the request is deemed admissible and justified, an alternative marker who is not involved in the assessment that is being appealed will be appointed to facilitate the assessment reconsideration process. The assessment will then be reviewed either to confirm the decision taken, or to revoke it.
- The decision of the alternative marker is communicated to the student within a period of thirty calendar days or one month following the submission date of the request.

- If the reconsideration is found to be justified, the \$150 reconsideration fee will be refunded to the student.

If the student is not satisfied they may proceed to appeal to the Programme Manager or Chief Executive Officer.

IESOL FEES INFORMATION

- All fees are set and invoiced in New Zealand currency.
- Fees include New Zealand Government Goods and Services Tax (GST 15%).
- Fees are subjected to changes, e.g. Changes in GST
- No compensation for fees is given for public holidays when the College is closed.
- Fees cannot be transferred to any other student.
- Fees must be paid in full for the period of study requested.
- The first day of attendance at the College is the course start date as stated on the Offer of Place. Any changes to the course start date must be applied in writing to the College prior to commencing the study and must be approved by the College.

Current Tuition fees are as follows:

Course	Duration	Full-time
IESOL	1-7 weeks	\$400 per week
	8 weeks or more	\$360 per week
	1 year	\$16,560

Additional

Fees:

Administration fee (non-refundable)	\$500 (First time enrolment)
Course start date change fee (if applicable)	\$500
International student insurance package	\$454 - \$575 (per annum)
IESOL Text books	\$80
Resource fee	\$300 per programme
Certificate fee & levy	\$300
Duplicate certificate fee	\$100 per certificate
Arrival Service Fee	\$200 per person
Compliance service fee for student under 18	\$50 per week
Caregiver arrangement fee (if applicable)	\$260
Homestay placement fee (if applicable)	\$200
Homestay fee	\$260 per week
Daily transfer to school (if applicable) (Drop off and Pick up)	\$50 per day

Payment methods

Fees should be paid in full into the College's Public Trust account, by means of either Cash, Telegraphic transfer, Direct Debit, Bank Cheque or Credit Card.

Name of the bank: Bank of New Zealand

Account Name: Public Trust – New Zealand College of Business

Account Number: 02 0536 0305865 01

Reference Number: CLI00365227

Swift Code: BKNZ NZ22

NB: All payment done by Telegraphic Transfer and Credit Card, a surcharge of NZD 25 is applied.

Fees Protection

In order to protect student fees, NZCB has signed an agreement with New Zealand Public Trust. Public Trust is a government owned Trustee Company that has been helping New Zealanders for over 130 years. Student fees will be lodged with the Public Trust for protection against unexpected closure of the College due to financial collapse or other such events where the College is unable to continue supplying the course. Student fees are held in this Trust account and paid to NZCB over the period the student attends his/her course(s).

With standard trust accounts, it is expected that the student will pay all fees directly into the trust account. If fees are paid to the college by or on behalf of the student in cash or cheque, fees must be deposited into the trust account by the closing time of the following business day.

NZCB must provide appropriate students details and their enrolment information to the Public Trust online database and print out an individual student application form with fees schedule. Students will be informed about Public Trust's policies and procedures and they are required to sign the application for confirmation. Student fees will only be paid to the college when the Public Trust receives student's signed application form and the enrolled course starts.

Any refund of fees made under the requirement of NZCB withdrawal and refund policies shall be paid wherever possible, to the person or organisation that made the original payment, or otherwise directly to the student, or to an alternative education provider as directed by the student.

If the refund is to be made directly to the student, the student must provide the evidence to show that the student is no longer holding any visa based on any circumstances related to NZCB. The refund will be processed only after such evidence is provided to the College.

Withdrawal and Refund Procedures

Should a student wish to withdraw from a course of study, he/she must:

- Apply in writing to NZCB in the first instance.
- Discuss the decision to withdraw with the College.
- Complete and submit a withdrawal form to NZCB. The withdrawal form is available from the NZCB administration office.
- If a fees refund is applicable, a Public Trust fee refund form must be completed.
- NZ Immigration Service will be notified when a student withdraws from his/her course of study.

Calculating a Refund

Refunds for International students use the students' Course of Study for the basis of the refund calculation. The formulae for calculating refunds are as follows:

Consideration for refund	Time frame for Refund application must be received by NZCB	Refund amount (tuition fees)	Documents to be submitted by students
Student withdrawing prior to the programme or course start date	Prior to course start date stated on the offer of place	Full refund less NZ\$500 administration fee	<ul style="list-style-type: none"> Completed withdrawal and refund forms Student passport copy and signature page
A student visa is not granted or approved by Immigration New Zealand	Within 20 working days from the decline date	Full refund less NZ\$500 administration fee	<ul style="list-style-type: none"> Official notification from Immigration NZ indicating the student visa application has been declined. Completed withdrawal and refund forms Student passport copy photo and signature page
Withdrawals and refunds for courses of less than three months delivered to international students	within the first five days of the course	Full refund less an amount of up to 25% of total fee paid.	<ul style="list-style-type: none"> Completed withdrawal and refund forms Student passport copy photo and signature page
Withdrawals and refunds for courses of more than three months delivered to any student	within the first ten working days		
Transferring to another institution	No less than two weeks before the Course Start Date at another institution	The amount will be calculated as a standard request but the refund will be sent to that institution.	<ul style="list-style-type: none"> Completed withdrawal and refund forms Evidence of enrolment at the other institute Student passport copy photo and signature page
When the College ceases to provide a course of educational instruction, or cease to be a signatory or cease to be a provider.	Where the relevant refund period has not expired	Multiply the total tuition fees by the percentage that time remaining in the course bears to the total time of the course	<ul style="list-style-type: none"> Completed withdrawal and refund forms Student passport copy photo and signature page
	Where the relevant refund period has expired	Total tuition fees less 20% of the tuition fee, or \$3000, whichever is lesser, then multiplied by the percentage that time remaining in the course bear to the total time of the course	
Cancellation of Enrolment by NZCB		No Refund	Termination of enrolment letter from NZCB
Compassionate reasons (only considered when withdrawal circumstances are beyond student's control and meet the requirements of Consideration of Compassionate Refund of Fees and Charges as set out in section 4 below)	Any time at the discretion of the CEO, in consultation with the management team	Pro-rata basis if approved.	<ul style="list-style-type: none"> Completed withdrawal and refund forms Student passport copy photo and signature page Evidence to support the application for a refund under compassionate reasons.

*The minimum amount for a refund to be approved and paid out is \$80.

After the refund application is approved and relevant refund amount is granted, the refund detailed will be sent to Public Trust to finalise the refund process. Public Trust will generate the standard refund form for the college and the students to sign (the refund application form will need to be signed by the parents or guardians if the students are under 18)

Requirements of Consideration of Compassionate Refund of Fees and Charges

International students may, in certain circumstances, apply for a compassionate refund. These guidelines have been produced to assist with such decisions.

All applications must be made in writing to the CEO and include the required evidence (see below). Each request for a compassionate refund will be looked at on an individual basis to determine the student's particular situation. Compassionate refunds will be granted at the discretion of the College, and are not automatic. They are reserved for circumstances beyond the student's control or on serious compassionate grounds as set out below.

An application on the grounds of severe illness, injury or accident

Evidence required:

- medical certificate, hospital notice OR
- letter from a medical professional, stating student inability to continue studying

To be eligible to apply for compassionate consideration of refund, the circumstances must have occurred within the first 60% of the course duration.

An application based on serious compassionate grounds

Evidence required:

- letter from a medical professional, counsellor, or other professional person verifying students inability to continue study OR
- evidence of political, civil or natural event in home country which requires the student to return home

Other Compassionate reasons might be considered on case by case circumstances.

These only apply in cases where the withdrawal request is made after the Last Withdrawal Date, and where the circumstances regarding the reason for withdrawal are due to exceptional circumstances. Application for compassionate consideration must be made within the calendar year of the course for which the application is being made.

In exceptional circumstances the college may decide to give a full refund.

Students have one (1) calendar month from receipt of the application to submit all required documentation for the application to be considered. Only applications which have been submitted within the current calendar year of the enrolment for which Compassionate Refund is being requested will be considered. A student who has been granted two (2) compassionate withdrawals for the same reasons within 24 months will be required to provide a medical clearance to the Management team and undergo specific course advice/counselling before re- enrolment is accepted.

FACILITIES, EQUIPMENT and STAFFING

Lecturers

NZCB is resourced with lecturers who are experts in their field and professional in their approach. All lecturers have a wide range of academic qualifications including university degrees and will participate in further professional development to ensure excellence in their field and teaching techniques.

The lecturers provide the information, knowledge and inspiration to enable students to learn effectively in the module area in which they are working with them. Their job is to help students achieve a pass in their module area by quality lectures and tutorials.

- They work to the learning outcomes prescribed for their modules.
- They want students to understand the module matter thoroughly.
- They are there to help students learn the specialized English words that are important in their modules.
- They want students to learn how to think for themselves.
- They also work with students on a personal basis if required and if time is available.
- They do NOT do the learning for students!

Facilities and Equipment

All the lecture rooms are comfortable, and fully equipped to suit the needs of students and staff. The following facilities are provided for students:

- Computers with relevant software for research, email, and Internet facilities.
- Study/computer area
- Library with additional reference texts
- Audio visual equipment
- Fully equipped student cafeteria
- Student lounge and relaxation area.
- Kitchen facilities
- Fully equipped classroom

RULES AND REGULATIONS

It is important for students to update their contact details with the College.

Whenever students change their address, phone number or email address, the College needs to be informed. All students must have an email address. Email is the medium for correspondence for the College between students. In the case of warning letters on attendance or other disciplinary issues, not opening the emails is not a defence against disciplinary procedures.

Students Behaviour in Class

Students are expected to treat other people the way they would like to be treated in order to limit the possibilities of difficulties and problems. This means that students should be on time for class (punctual), that they should co-operate with their lecturers and do everything they can to help their own and other's learning. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

If the student's behaviour is disruptive or creates problems for other students, the lecturer will remind them about the correct way to behave. If they persist in disturbing others, they will be asked to leave the class (at least for a few minutes). If the problem happens again they will be reported to the Principal and there will be an enquiry into what happened. This could result in the student being withdrawn from the class.

Students will be expected to comply with the following rules and regulations.

- Students are expected to attend all classes punctually.
- Students must adhere to the professional standards required during the course of their studies.
- Students will be required to attend their courses at all times, as required, unless they have genuine reasons for their absence.
- Students must comply with the conditions of his/her permit to stay in New Zealand.
- Students must behave considerately both inside and outside of the College.
- Students must obey the laws of New Zealand.
- Students must have medical and travel insurance
- Smoking is not permitted on college premises at any time
- No alcohol is to be consumed on the premises.
- Illegal drugs are not permitted on college premises at any time. A student visa can and will be revoked if a student is caught in possession of illegal drugs.
- Students should avoid being discourteous to other students or staff.
- Aggressive/argumentative behaviour is not acceptable.
- Abusive language, which may cause offence to another person, while at the College's place of work, should not be used.
- Such other matters as the College may advise from time to time.

Breach of these rules may be considered as a less serious misconduct and result in the following disciplinary procedures:

Disciplinary Procedures for Less Serious Misconduct

1. Any complaint against a student for breach of the student rules and regulations will be referred in the first instance to the College's student service and liaison officer.
2. The officer will ensure that the student is advised in writing-
 - that a complaint has been made against him/her.
 - the subject matter of the complaint
 - the student's right to make submissions in relation to the complaint both in writing, and in person
 - the possible penalties that could be imposed if the complaint is substantiated.

3. The officer will submit the case to the Management Team, attaching all written evidence and statements.
4. A meeting will be arranged between the student and the Management Team if the student requests such a meeting. The student will be advised that at such a meeting he/she is entitled to have a support person present.
5. After considering all evidence provided by the students and interviewing all or any person involved in the complaint, the Management Team will decide whether the complaint has been substantiated and if so the penalty or penalties which should be imposed.
6. The officer will advise the student of the decision in writing.

Disciplinary Procedures for Serious Misconduct

A student can be instantly dismissed from the College if he/she is engaged in any of the serious misconducts as listed below. In the case of serious misconduct, a student will be given a written dismissal and may be asked to leave the premises immediately.

Serious misconduct includes but not bound to-

1. Verbal or physical abuse or violence, or threatening behaviour and/or language used at the College.
2. Being under the influence of drugs or alcohol, or consuming alcohol at or near the College premises.
3. Bring illegal drugs to the College or consuming them at the College
4. Deliberate damage to College property or other student's property.
5. Falsification or being party to falsification of any College or student document or record.
6. Class attendance is less than 50%.
7. Unauthorised use of College equipment or vehicles.
8. Sexual Harassment.
9. Such other serious matters as the College may advise from time to time.

Disciplinary Procedures for Low Attendance Students

NZCB expects students to attend all learning and teaching sessions associated with the course on which they are enrolled. The learning and teaching methods for each course and component module are set out in the course outlines. Examples of learning and teaching sessions include (but are not limited to) lectures, seminars, tutorials, workshops, laboratory and practical sessions, professional placements, field trips and industrial visits, and in the case of research students, scheduled meetings with supervisors.

Students should arrive on time for classes and remain for the duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

- If a student is 5 to 15 minutes late for class, he/she will be marked "Late".
- If a student is more than 15 minutes late for class, or leave the class more than 15 minutes before the end of the lecture without approved reason, then he/she will be counted as absence.
- If a student spends an accumulated time of 20 minutes outside the class during the whole period of a lesson, he/she will be counted as absence.

Unsatisfactory attendance includes failure to attend regularly learning and teaching sessions without providing a satisfactory reason for absence and/or persistent late arrival at, or early departure from, learning and teaching sessions.

Students are responsible for:

- i. Attending all learning and teaching sessions associated with their course at all times, as required, unless they have genuine reasons for their absence; *NOTE: New Zealand Immigration Service (NZIS) requires student visa holders to have 100% attendance, unless they have genuine reasons for their absence*
- ii. Notifying NZCB Office in advance (e.g. in person, by phone or email) that they expect to be absent from timetabled classes; A leave application form must be completed.
- iii. Obtaining prior permission from NZCB for planned absences by completing the leave application form from NZCB Office three days in advance for all forms of leave except for sick leave;
- iv. Notifying NZCB Office in respect of unplanned or unforeseen absences from classes within 24 hours and then complete the leave application form from NZCB Office (with any evidence to explain reason of absence) for approval.
- v. Providing Doctor Certificate along with sick leave application

Monitoring of student attendance:

- i. International student attendance is monitored weekly, and any issues with attendance are taken very seriously, as these may have a direct impact on a student's visa in the future.
- ii. Students are required to attend no less than 100% of scheduled class time.
- iii. Students who have an attendance less than 80% will be issued with a formal warning letter. Students allowed seven days after receiving the letter to contact and arrange an interview with the College to explain their absences. If the student fails to improve his/her attendance after the interview, or fail to respond to the warning letter on time may result in a second warning or termination letter to be issued.
- iv. If a student being issued with a third warning letter, then the third warning letter will be served as the termination of enrolment to the student and New Zealand Immigration Service will be notified.
- v. Students who absence consecutively for three days or fail to respond to warnings about their attendance may be visited by NZCB staff;
- vi. NZCB staff or lecturer may contact the student to seek an explanation for their unsatisfactory attendance;
- vii. A formal report on a student's attendance may be made to the student's parents/guardian, including an employer, the Local Authority, the Study Link, the Immigration Department;
- viii. Students may be dismissed from the College if they fail to respond to warnings and New Zealand Immigration Service will be notified.
- ix. NZCB may take into account students' attendance in exercising their discretion in relation to progression and awards.

Leave Application

Leave needs to be applied three days in advance for all forms of leave except sick leave. A doctor's certificate needs to be provided if the student is sick and cannot attend class. Leave application forms can be completed at the College Reception. For a 16-week IESOL programme, students have a maximum of two weeks of leave (including all forms of leave) entitled to his/her attendance record.

Medical and Travel Insurance Policy

All international students are required to take out Medical and Travel Insurance. Policies offer a range of options including medical, theft of belongings and loss of tuition fees (due to an unexpected event where the student is unable to continue their studies but not in the event that the provider is unable to continue supplying the course). Information regarding insurance is provided to students upon application, and it is recommended that they take it out at the same time they pay their fees to cover them for unforeseen events, that may prevent them coming to New Zealand. The type of medical and

travel insurance policies that will be accepted by the NZCB are highly reputed insurers such as Southern Cross, and Orbit Protect.

Harassment Policy

NZCB rigidly ensures compliance with the Human Rights Act (1993) and its amendments, and the Employment Relations Act (2000). Any kind of harassment is unacceptable and will be treated as a disciplinary offence.

Confidentiality concerning harassment is a crucial factor in each case. Students making inquiries or complaints are assured that all communications and interviews shall be treated as strictly confidential.

Students are required to adhere to NZCB's policy of no harassment.

If a student feels aggrieved by the action of another, the following steps should be followed:

Step 1: In the first instances the student is encouraged to approach their teacher to identify and clarify the concern.

If the problem is resolved, no further action is required.

If the problem is not resolved, step 2 is followed.

Step 2: The student may contact a member of the administration staff, who will gather all information and documentation and refer the case to the Management Team. The Management Team will then review the documentation and make a final decision. The administration staff will advise the student regarding the Management Team's decision.

Step 3: Where the student is still not satisfied he/she may contact the Human Rights Commission or the Race Relations Commission.

Termination of Enrolment

Circumstances in which the College may terminate the Student's enrolment:

- In the event of continued, unexplained absenteeism
- Provision of false or misleading information by the Student on enrolment
- Inadequate progress by the Student during his/her course of study at the College
- Failure by the Student to pay fees prescribed by the College
- Cause a serious or repeated behaviour problem.
- Being under the influence of drugs or alcohol, or consuming alcohol at or near the College's premise.
- Other circumstances and misconducts that the College may advise from time to time.

The following offences will result in immediate expulsion from the College:

- the breaking of NZ laws
- being in possession of, or using illegal drugs or banned substances, whether in the College, in the homestay, or in the community,
- the use of violence towards other students, staff members of the College, or homestay family.
- constant or severe breach of code of behaviour where the health and safety and welfare of other students, staff members of the College is at risk
- refuse to cooperate with the College to meet the requirements set under the Education (Pastoral Care of International Students) Code of Practice, by NZQA and Immigration NZ, and jeopardise the College's compliance with the government bodies
- Such other offences or serious misconducts that the College may advise from time to time.

THE SUPPORT YOU NEED

24 Hours Emergency Contact and Support

The College's emergency contact staff members and phone numbers are provided to the students during their orientation. They are also published on NZCB notice boards and also available from Reception. Students can contact these members at any time, 24 hours a day, 7 days a week for any emergency enquires or assistance. Recommended agencies are selected and reviewed by college every year for their suitability.

Student ID Card

Free student ID cards will be issued to every new enrolled student. There is a \$10 replacement fee for a lost ID card.

Library Facilities

NZCB is equipped with a small library where a good collection of additional reference texts are available for students to use. Additionally, NZCB also assists its students to apply for a Lincoln University or University of Canterbury library card with the aim to provide the best learning opportunity for students.

Lincoln University Library

To better meet students' needs, NZCB will enrich students' resources by permitting them access to the Lincoln University libraries' resources through Lincoln University ID cards. NZCB will apply Lincoln University ID cards for students who are currently enrolled at the college if requested. The Lincoln University ID cards charges will be paid by students themselves.

The Lincoln University Libraries hold a vast selection of items which include books, reference collections, latest journals, newspapers, CDs, DVDs, Videos, and other resources. Furthermore, Lincoln University ID cards can also benefit from the individual study spaces, group discussion rooms, recreational reading spaces, extensive opening hours, and specialist collections that the libraries offer.

University of Canterbury external library memberships

To better meet students' needs, NZCB will enrich students' resources by permitting them access to the University of Canterbury's libraries' resources through external membership access. NZCB can assist students who are currently enrolled at the college to apply for the external membership if requested.

The University of Canterbury has six libraries in which include a Central, Education, Engineering, Physical Sciences and Law Library. These libraries hold a vast number of items which include books, reference collections, latest journals, newspapers, CDs, DVDs, Videos, and other resources. Furthermore, external library members can also benefit from the individual study spaces, group discussion rooms, recreational reading spaces, extensive opening hours, and specialist collections that the libraries offer.

City Council Libraries

NZCB assists its students to apply for membership of the City Council library where students will have access to all the resources and facilities provided by the local libraries.

Lost property

Students can check with the reception desk for any lost property. However, NZCB does not carry any insurance for the personal property of students. Students are advised to ensure that their property is adequately insured.

Further Study and Academic Partnership

The College is able to assist students with their future study plan. NZCB has developed academic partnerships with the University of Canterbury, Lincoln University, Massey University and ARA. Under the articulation agreements with these institutions, applications for cross-crediting and articulation in some degree programmes can be assessed. Students are welcomed to discuss their study plans with the College.

Student Visa

Students must have valid student visa to study in New Zealand. 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>

Work Eligibility

International students who are enrolled in eligible qualifications may work up to 20 hours per week providing they have a variation to their student permit approved by Immigration New Zealand. Eligible qualifications are our diploma programs at Level 5 and above.

Chinese Students' Association

NZCB Chinese Students' Association is supported by Chinese Embassy New Zealand. The Association represent student group and is run by committees. All students are welcomed to participate. The Association organizes social functions and events for students. The Association is also an important body for communication between students and NZCB Management.

Support Services

All staff of NZCB will be available to help students with:

- Visas and permits, visa extensions.
- Arrangement for further study.
- Any difficulties with studies and completing courses successfully.
- Using computers and educational material.
- Cultural, social and any other needs.
- Telephones for emergencies.
- Health and safety
- Making referrals to the appropriate outside agency if a problem cannot be solved
- Providing you with a list of doctors and dentists that are fluent in your first language
- Personal problems, homestay problems
- Learning support will be offered, where the need is identified, in the form of one-to-one training. A charge for extra tutoring may apply.
- Job Search Services

NZCB wishes to create a safe and an enjoyable environment for all students. If students have any matters of concern, they are encouraged to discuss these with the College staff.

ACCOMMODATION INFORMATION

Grieving and Homesickness Support

New Zealand is different from many other countries; therefore students may experience culture shock or homesickness when they first arrive in New Zealand. However, they will make friends and begin to feel more at home once they start college. Students are encouraged to communicate with their host families, who are there to help them and make them feel welcomed.

For anyone who has the need for additional help or support with accommodation, homestay, or welfare concerns, the College Student Welfare officer is available to assist.

Homestay Information

A homestay offers a room, two meals a day, laundry, inclusion in family life, and an opportunity to improve students English. Homestay families have a genuine interest in other cultures and people. Meals include breakfast and dinners on school days and all meals on the weekend and on holidays. The cost is around \$270 per week. This will cover two meals per day on school days, and three meals on the weekend. Students will need to pay for lunch on school days, for meals if they choose to go out, entertainment expenses and telephone calls.

Students must confirm their enrolment at least 14 days before the start of their course and provide the College with arrival details so they can arrange for a homestay. If students arrive without giving two week's notice, a different accommodation may have to be found at the student's own expense, until a homestay becomes available. At least four week's notice must be given if there is a change from homestay to another form of accommodation. In this case, unused pre-paid home stay weeks will be refunded.

Please contact the College if you like to apply for a homestay

What can Homestay students expect from their Homestay?

- A clean bedroom, bed and linen, breakfast and main meal at night.
- A safe and secure environment
- A warm room
- Privacy
- A welcoming, supportive environment.

Students need to advise their host family immediately if they feel unwell or if they hurt themselves.

How will the homestay be selected and monitored?

- Each homestay will be visited and assessed prior to the student's placement to check that it is suitable, safe, and that the family is able to provide a good standard of care.
- A College representative will monitor the homestay on a regular basis – a minimum of once per month, or more frequently where problems are suspected.
- All homestays will act in accordance with the Children, Young Persons and their Families Act (1989).
- Students will be asked to evaluate their homestay weekly at first and then monthly- however they are encouraged to discuss their situation at any time.
- Homestay families will be given a comprehensive orientation prior to the student's arrival
- Students must approach the college if they wish to change host family and must not do so without permission.

All complaints from students related to homestays will be investigated promptly and appropriate action will be taken. Action will also be taken by the College, as a result of regular homestay monitoring and assessments, if they are found to be unsuitable for the students.

Other Accommodation options

- Hostels provide students with their own bedroom and shared bathrooms and kitchen facilities.
- Apartments or flats can be single bedroom or multiple bedrooms to share with others

Where to look

TradeMe is a great place to begin your housing search but remember to inspect your new home in person and carefully read your tenancy agreement before signing any documents or paying a deposit. You can search the 'flatmates' section if you're interested in renting a room in an established flat, or the 'for rent' section if you're interested in renting an apartment. If you have any questions about private accommodation and be sure to talk with the student service officers.

Real Estate agents

Many real estate agents also deal in rental properties. Their commission charges are due only once a rental contract is completed, and these should not exceed one week's rent

If you choose to arrange accommodation for yourself, you need to understand your rights and responsibilities under the Tenancies Act 1986. Please follow the following link to find out more:
<https://www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/key-rights-and-responsibilities/>

Landlord's responsibilities

- provide and maintain the premises in a reasonable condition allow the tenant quiet enjoyment of the premises
- comply with all building, health and safety standards that apply to the premises deal with any abandoned goods at the end of the tenancy in accordance with the provisions of the Residential Tenancies Act
- inform the tenant or prospective tenants if the property is on the market for sale have an agent if they are out of New Zealand for more than 21 consecutive days.
- seize the tenant's goods for any reason
- interfere with the supply of any services to the premises except where the interference is necessary to avoid danger to any person or to enable maintenance or repairs to be carried out

These and other landlord responsibilities are explained in detail in other parts of the website. Additional rules and responsibilities apply to landlords in boarding house tenancies.

Tenant's responsibilities

- pay the rent on time as per the tenancy agreement keep the premises reasonably clean and tidy
- notify the landlord as soon as any repairs are needed use the premises principally for residential purposes
- pay for outgoings they actually consume or use, such as: electricity, gas, telephone charges and metered water
- notify the landlord as soon as possible if any damage occurs
- leave the property clean and tidy, and clear of rubbish and possessions at the end of the tenancy
- at the end of the tenancy, leave all keys and such things with the landlord. Leave all chattels supplied with the tenancy.
- withhold rent if the landlord cannot get repairs done damage or permit damage to the premises
- disturb the neighbours or the landlord's other tenants
- alter or attach anything to the premises without the landlord's written consent use the property for any unlawful purpose
- exceed the maximum number of occupants as stated in the tenancy agreement.
- Additional rules and responsibilities apply to tenants in boarding house tenancies.

Both parties

Additionally, both parties have responsibilities to:

- make sure the tenancy agreement is in writing keep their contact details up to date
- not change the locks without the others permission
- limit the chance of any further damage being done if the other party breaches the agreement.
- If you are in a Unit Title property, you must follow the body corporate rules or changes.

Other responsibilities

- Starting a tenancy (<http://mbie3.cwp.govt.nz/starting-a-tenancy/>) has information on what you have to do at the start of the tenancy.
- Rent, Bond & bills (<http://mbie3.cwp.govt.nz/rent-bond-and-bills/>) talks about what you need to know when it comes to the rent, any bond that is required and who pays what bills.
- Maintenance & inspections (<http://mbie3.cwp.govt.nz/maintenance-and-inspections/>) sets out who is responsible for fixing things around the property as well as how inspections take place and how the landlord can enter the property.
- Ending the tenancy (<http://mbie3.cwp.govt.nz/ending-a-tenancy/>) talks about how much notice needs to be given at the end of a tenancy.
- Disputes (<http://mbie3.cwp.govt.nz/disputes/>) has information on how to resolve a problem with the tenancy.
- Forms and templates (<http://mbie3.cwp.govt.nz/forms-and-resources/>) has copies of tenancy-related documents.
- The Act also provides a disputes resolution service by allowing for mediation and hearings at the Tenancy Tribunal. You can read the Act by:
- viewing the Residential Tenancies Act on the New Zealand Legislation website(external link) (<http://www.legislation.govt.nz/act/public/1986/0120/latest/DLM94278.html>) buying copies of the Act and its amendments from major bookshops.

GENERAL INFORMATION

Our City

Christchurch City is the biggest city in the South Island, (with a population of just under 400,000), and is situated in the province of Canterbury. Christchurch is situated on fertile plains, adjacent to the Port Hills and the nearby coast. With fabulous mountains to the west, Christchurch has some stunning views as well as a great range of outdoor activities to offer.

Christchurch is often referred to as the Garden City due to the many beautiful private and public gardens in and around the area. It is also known as the most English of our New Zealand cities mostly due to the tree-lined River Avon that runs through the centre.

A wide range of sporting, leisure and outdoor activities are available in Christchurch including cycling, hiking, swimming, snowboarding, skiing and adventure sports. Christchurch is less than two hours from several excellent ski fields and also has great surfing beaches and rivers and bays for boating activities. Walking or cycling in the nearby hills or mountains, is very popular. In summer there are a great range of outdoors sports such as cricket and touch rugby, whilst in winter soccer, rugby and netball are widely played. Locals passionately support their regional rugby team – The Crusaders, throughout the winter season.

Christchurch also has a number of theatres performing plays as well as venues for music concerts. In the summer the local council provides a lot of free outdoor entertainment and there are plenty of outdoor cafes, bars and cinemas.

NZCB is proud to have established itself in Christchurch, New Zealand. Here, international students can have access to high quality teaching staff, excellent leisure facilities, and economical accommodation. The people are warm and friendly and we greatly enjoy having overseas students in this wonderful city.

Treaty of Waitangi and its implications

The Treaty is New Zealand's founding document and is an agreement between Maori and the Crown i.e. the government. This established New Zealand as a bicultural country between two peoples. Now, with more recent migrants from all over the world New Zealand has a truly multicultural society.

To get the most out of your stay in New Zealand you should understand some of the implications of the Treaty. People who honour the Treaty of Waitangi show respect for others and also understand the important impact of Maori life that makes New Zealand different from any other country.

Holidays

New Zealand celebrates 11 public holidays a year, on days of national, religious or cultural significance. The public holidays are:

Holiday	Date
Christmas Day	25 December
Boxing Day	26 December
New Year's Day	1 January
2 January	2 January
Waitangi Day	6 February marking the signing of the Treaty of Waitangi
Good Friday	The Friday before Easter, which usually falls in late March or early April
Easter Monday	The Monday after Easter
Anzac Day	25 April A national day of remembrance that honours the nation's war dead
Queen's Birthday	The Monday after the first weekend in June
Labour Day	The last Monday in October celebrating the introduction of the eight-hour working day
Anniversary Day	The Anniversary Day of each province – dates vary from province to province.

Every person is entitled to these 11 days' holiday. If any of the first four days happens to fall on a weekend when most people do not work, the holiday itself still occurs on that day, but the legal entitlement to a day off work is transferred to the next Monday or Tuesday.

Safety

Fire alarms and fire drills

If you discover a fire, activate the nearest alarm or shout "FIRE". If possible, dial 111 for fire service.

When the fire alarm rings you must leave the building immediately, walk and stay calm. Lift must not be used. Leave immediately and do not pack up or take anything with you. Go to the Assembly Point which is the car park besides the Community Library Building. Follow the direction from your lecturers and the fire wardens.

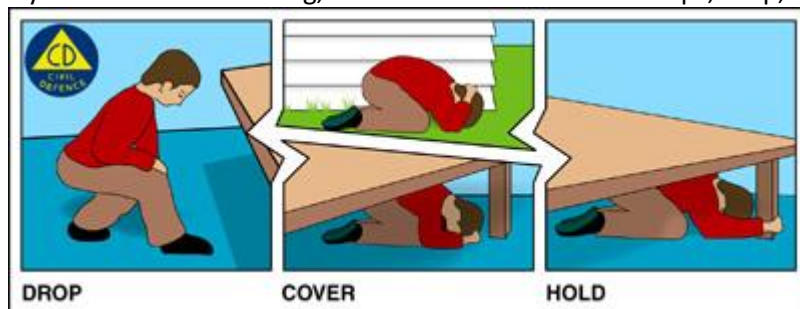
Nobody is allowed to return to the building until the clear sign and permission is given by the wardens. Treat all alarms as a genuine emergency.

Earthquake

The danger you face in an earthquake comes from falling debris and collapsing structures such as buildings and bridges. You need to be aware of these hazards to help you get through. There are thousands of earthquakes in New Zealand every year, but most of them are not felt because they are either small, or very deep within the earth. A large, damaging earthquake could occur at any time.

During an earthquake:

If you are inside a building, move no more than a few steps, drop, cover and hold



- If you are outside, move no more than a few steps, then drop, cover and hold
- If you are driving, pull over and stop
- If you are at the beach or near the coast, drop, cover and hold then move to higher ground immediately in case a tsunami follows the quake

Useful websites

www.nzqa.org.nz

New Zealand Qualifications Authority

Information on New Zealand qualifications and overseas equivalents

www.immigration.govt.nz

New Zealand Immigration Service

www.minedu.govt.nz

Ministry of Education

www.ird.govt.nz

New Zealand Inland Revenue

www.christchurch.org.nz

Information on Christchurch city.

www.newzealandeducated.com

New Zealand Educated

Information for overseas students wanting to study in New Zealand.

<https://www.studyinnewzealand.govt.nz/>

Information on studying in New Zealand, including contacts for English language institutions, colleges and universities

<https://www.educationcounts.govt.nz/data-services/directories>

New Zealand Leading Online Education Directory

Providing information on all schools and tertiary providers.

<https://www.christchurcheducated.co.nz/>

Information on living and studying in Christchurch

www.natlib.govt.nz

National Library of New Zealand

www.christchurchcitylibraries.com

Christchurch City Libraries

www.police.govt.nz

Official website of New Zealand Police

www.sjs.co.nz

Student Job Search

Have hundreds of jobs for students – part time, one off or full time.

Banking

Banks are usually open from 9:30am-4.30pm Monday to Friday, and in some suburban malls on Saturday. Automatic Teller Machines (ATMs) are accessible 24 hours throughout the city and suburbs. There are a number of different banks in Christchurch City.

Bank of New Zealand	0800 800 468	www.bnz.co.nz
Westpac Bank	0800 400 600	www.westpac.co.nz
ANZ Bank	0800 269 296	www.anz.co.nz
Kiwi Bank	0800 11 33 55	www.kiwibank.co.nz
ASB Bank	0800 803 804	www.asb.co.nz

Transport Arrangements

Public Transport

- The main public transport system in Christchurch is a local bus service
- Timetables for bus routes are available at the Bus Exchange center or on www.metroinfo.co.nz
- MetroCard can be purchased for cheaper rate of travelling.
- Taxis are also available but are more expensive.

Driving in New Zealand

- Always remember that in New Zealand we drive on the left hand side of the road!
- All people must have a full drivers' license to drive on their own.
- Cars must have up-to-date registration, a Warrant of Fitness and insurance.
- Drive safely and learn the New Zealand road rules.
- Do not drive over the speed limit, which is generally 50 km per hour in the city and 100 km per hour on the open road.
- Seatbelts are compulsory for all passengers in the car, and it's illegal to use a cellphone while driving.
- Never drink and drive!

If you do not have a driver's licence you must apply for a Learner's Licence before you can learn to drive. If you have a Learner's Licence you must, at all times, have a person in the car who holds a full licence and is over the age of 20.

Never let a person without a licence drive your car. If the car is in an accident and the person driving your car does not have a licence you will not be covered by your insurance. You will have to pay all the damage costs for your own and the other driver's vehicle.

You may drive on a full International license for up to 12 months. If you have a driving licence, please remember to obtain an International permit prior to departure from your country.

Walking

- Use pedestrian crossings or cross at traffic signals
- Walk on footpath, close to the houses and away from the road.
- Cross the road only when it is safe to do so – look and listen for traffic coming from all direction, it takes time for a vehicle to stop so be patient and wait for a gap in the traffic.
- The road traffic has the right of way in New Zealand. Do not walk out on to the road in groups and expect the traffic to stop. Always check first.

Cycling

- You must wear an approved safety helmet at all times while you are cycling.
- Use cycle paths or lanes, where provided.
- Ride with lights on when it's dark or at other times of poor visibility, eg when it's foggy.
- Your bicycle must have brakes on front and back wheels and a rear reflector.
- At intersections: follow the rules for motor vehicles, or get off your cycle and walk across.

New Zealand Laws

Drinking

You must be over the age of 18 to purchase and drink alcohol and be prepared to show identification with your birth date when purchasing alcohol.

Smoking

You must be over the age of 18 to purchase cigarettes and there are many places where smoking is not allowed.

Gambling

It is illegal to gamble in New Zealand if you are under the age of 20. If you are concerned about your gambling, or someone else gambling, you can contact Gambling Helpline on 0800 654 655. Gambling helpline is a 24 hour free phone service that you can call to receive immediate support, referral and information services for gambling problems, or you can text the helpline on 8006. The Asian Problem Gambling hotline is 0800 862 342.

Health and Medical Services

It is compulsory for International Students to take out Medical and Travel Insurance. You should go to doctor if you become ill, or are injured, and you should go to dentist if you have problem with your teeth. In order to claim medical expenses through international student insurance, receipts must be provided for qualifying medical costs. The costs for medicines purchased over the counter without a prescription are not covered by the insurance.

Following is a list of Doctors you might use:

- Doctors on Riccarton
Location: 183 Riccarton Road, Riccarton
Phone: (03) 348 8989
Hours: Monday to Friday 8am to 6pm, Saturday 9am to 5pm
- Riccarton Clinic
Location: 4 Yaldhurst Road, Church Corner, Upper Riccarton, Christchurch
Phone: (03) 343 3661
Hours: Monday to Sunday 8.00am – 8.00pm
- 24 Hours Surgery
Location: 401 Madras Street, Christchurch
Phone: 0(03) 365 7777
Hours: 24 hours (No appointment is necessary)

Mental health

Studying can be very stressful for any student. When you are studying overseas, language and culture differences can increase stress levels. If you are having difficulty coping, look for support. If you are worried about your stress level, ask for help. Do not feel ashamed. Make an appointment to talk to a counselor or doctor. Sometimes medical insurance does not cover treatment for mental illness. You may be liable for any charges incurred from your treatment.

If you'd rather talk with someone over the phone, you can call Lifeline. Lifeline is a free, confidential and anonymous service for anyone needing to talk about personal problems. Lifeline is open 24 hours every day, phone free on 0800 543 354.

Some of the feelings or worries they can assist you with are:

- facing difficulties in a new country
- loneliness

- stress-related issues
- problems with relationships
- depression and worry
- grief and loss
- thoughts of suicide or self-harm.

Harassment and Discrimination

Below is a description of what constitutes discrimination and harassment in New Zealand law.

- Discrimination occurs when a person is disadvantaged or treated less favourably than another person in the same or similar circumstances.
- Harassment is behaviour that is uninvited and humiliates, offends or intimidates someone.
- Harassment and discrimination may be based, for example, on gender, marital status, religious belief, colour, race, ethnicity, disability, age, political opinion, employment status, family status or sexual orientation. The Human Rights Act 1993 makes harassment and discrimination unlawful.

What you can do if you are being harassed

Keep a record of the incidents that you find offensive.

- Talk it over with someone you trust and who will keep the information confidential. This may help clarify your best course of action.
- Confront the person who is harassing you and tell them you don't like their behaviour. Tell them you do not like what they are doing and that it is unlawful. Tell them you want them to stop – otherwise you will complain. You can make a complaint in person, in a letter, or with a student or other representative.
- Only confront the harasser if you feel confident and safe to do so. If this doesn't work, or is not appropriate, you can seek advice and assistance from:
 - A racial/sexual harassment contact person
 - A manager or school counsellor
 - The Human Rights Commission
Website: www.hrc.co.nz,
Email: infoline@hrc.co.nz
Free Call: 0800 496 877
 - A professional disciplinary body
 - The Employment Relations Service (if you have been harassed at work)

Family Planning Association

Family Planning Association is available to answer all questions relating to birth control, pregnancy and sexual health. More information can be found on the Family Planning website www.familyplanning.org.nz. In Christchurch the Family Planning Association is located at: Level1, 9 Washington Way, Phone: (03) 379 0514

Cultural Awareness

There are a lot of cultural differences between New Zealand and Asian countries. This can be challenging for students but also make their stay interesting and fun.

Students should talk to their host families about New Zealand culture, especially if there are things they are not sure about. The family may be able to simply explain something that students find confusing or upsetting. Also, by sharing your own culture with them, you will make each other's lives more interesting and understand each other better. Host parents are there to help students adapt.

Meals

Your host family will have regular meal times-please respect them. If you have any likes and dislikes don't be afraid to tell them. You are expected to have Western food, but sometimes your host family may be able to prepare some Asian type meals, including rice and noodles. You can ask your host family to take you shopping for ingredients and you can cook them some of your traditional food! Please remember that a lot of your food will be completely new to you, try them and you will probably grow to like it! Also Western table manners are often different to your culture. It may be helpful to ask them to explain Western table manners to you and you can practise them. Ask your host parents if you can help with washing up and other household jobs, they will really appreciate it!

Showers

Ask your host family when the best time to have a shower is. Your host family will usually take shorter showers than you do. About 6 to 10 minutes is a reasonable time for you to have a shower. Please try not to splash water around when washing. If you do, it would be nice if you clean it up. NB: New Zealand water systems often run out of hot water and some of them are quite expensive to run.

Telephones

It is also a courtesy to follow the rules of using the telephone. Make sure you pay for your calls as soon as possible. It is often better to use an international phone card for ringing your home country.

Television

Some host families have rules on when you can watch television, and rules on what TV programs you can watch. Please ask to watch programmes that will help you with your English language. Please make sure that the TV does not take up your study time.

Study

You are advised to develop a study plan. Make sure you use your time wisely on study, make sure your host family can provide you with a good study environment. Please ask for help from your host family and teachers if needed.

Emergencies

Make sure you know what you should do if there is a fire, earthquake or flood. Also make sure you have all the emergency phone numbers handy when you need them.

You can ring the College's emergency contact for help at any time or **Call 111 for Police, Fire and Ambulance.**

STUDENT RIGHTS: HOW TO MAKE A COMPLAINT AND HOW TO ACCESS SUPPORT

Complaints or Grievance Process

If a student feels aggrieved by the action or decision of a teacher or other member of the College, the following steps should be followed to make a complaint or access support:

- Step 1: In the first instance the student is encouraged to approach their teacher, to identify and clarify the concern.
If the problem is resolved, no further action is required. If the problem is not resolved, step 2 is followed.
- Step 2: The student may contact a member of the administration staff, who will gather all information and documentation, and refer the case to the Operational Manager. The Operational Manager will then review the case and make a final decision. The administration staff will then advise the student regarding the Operational Manager's decision.
If the problem cannot be resolved through the Operational manager, the CEO may be consulted.
- Step 3: Where the student is still not satisfied he/she may contact New Zealand Qualifications Authority (NZQA)

New Zealand Qualifications Authority (NZQA)
The Complaints Officer
Quality Assurance Division
P.O. Box 160
Wellington 6140
Freephone in NZ: 0800 697 296
Phone: 04 463 3000
Email: qadrisk@nzqa.govt.nz
Website: <http://www.nzqa.govt.nz/>

If the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme (DRS) operator, iStudent Complaints.

iStudent Complaints
P.O. Box 2272
Wellington 6014
New Zealand

Freephone in NZ: 0800 00 66 75

Facebook www.facebook.com/istudent.complaints
WeChat (search for 'NZ iStudent Complaints' Chinese language only)

Email: complaints@istudent.org.nz
Website: <http://www.istudent.org.nz>

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 gadrisk@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 iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

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