



New Zealand College of Business

**International English for Speakers of Other Languages (IESOL)
ONLINE**

Student Handbook

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WELCOME MESSAGE

To break down barriers of language, culture and geography.

We welcome you as an online student of New Zealand College of Business

The information in this handbook is designed to introduce you to New Zealand and our College. It contains information and policies govern the NZCB's online IESOL programme.

We thank you for choosing to study at NZCB. We will do our best to assist you in achieving your objectives. You are part of NZCB's "virtual community" of students and staff and we aim to help you learn efficiently and effectively online.

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 standards of the programme.

We hope you have a wonderful time studying with NZCB.

Best Regards

New Zealand College of Business

HOW TO BE A SUCCESSFUL ONLINE LEARNER

To help you become a successful online learner, New Zealand College of Business would like to remind you the following tips:

- Because an online class offers more freedom, it is your responsibility to be self-motivated and disciplined to keep up with your course.
- An online class is the same as a face-to-face class, it will not be an “easier” course, nor will it take less of your time or energy. Log into your class on daily basis and as often as your online teachers’ recommends, in a time frame that allows you to concentrate on the course.
- Time management is important. Schedule your time wisely. Many online learners have family and work responsibilities. Making sure one schedules enough time for coursework is crucial.
- checking your email account at least once a day.
- work in a quiet, uninterrupted area as much as possible.
- Most interaction in an online class is through writing, so you should be comfortable with communicating electronically and you should know how to express yourself appropriately through writing.
- You should be familiar with using technology, the Internet and email, as well as downloading, uploading and saving files.
- Participation – Be sure to post, and comment on classmate’s posting, as this is an essential part of online learning.
- Know your teachers/instructors and how to contact them. It is important to contact your teacher/instructor, by whatever means the teacher/instructor has specified, if you begin to experience any difficulties.
- Proofread – Since nearly all assignments will be typed, be sure to proofread carefully to ensure you are sending your best work to the instructor.

NETIQUETTE: ONLINE COURSE ETIQUETTE

Just like etiquette is a code of polite behaviour in society, netiquette is a code of good behaviour on the Internet. While there is no official list of netiquette rules or guidelines, below is a list of general netiquette expectations for online courses:

- Carefully read email that you receive to make sure that you understand the message.
- Carefully read and reread responses before you send them. Proofread for errors in grammar, punctuation and spelling as these kinds of mistakes can muddle your message and confuse the reader.
- Know your audience. Make sure that the recipient(s) of your message are the appropriate one(s) with whom you need to communicate.
- Avoid cluttering your message with excessive emphases (such as stars, arrows and the like). They may make the message hard to follow.
- If you are responding to a message, either include the relevant part of the original message in your message, or make sure you refer to the contents of the original message.
- Be specific, especially when asking questions.
- Include your name at the end of your message, as well as other contact information, such as email address for a reply.
- When typing, use upper/lower cases appropriately. ALL CAPS give the appearance of shouting and can seem rude.

INTERNATIONAL ENGLISH FOR SPEAKERS OF OTHER LANGUAGE (IESOL) ONLINE 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.

The IESOL programme is divided into two different sections. One section will include learning the essential English language skills of reading, writing, speaking and listening through thematic units of work and the other section will be dedicated to preparation for the Language Certificate Examination, where examination strategies and examination practice will be the main focus of the lessons.

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.

Online class sessions

The classes will be conducted online via live-streaming using Zoom. Other online communication or meeting platform may be used for online classes.

The students will be informed with their online class timetable when they are enrolled into the training scheme. Please note that class times are subject to change and contact the college if you have any question regarding the online timetable.

Minimum Hardware and Software Requirements (Online)

Hardware:

- Each student will need a compatible PC or laptop with operating system higher than Windows 98 or MAC Power PC.
- Sound card with speakers or headphones
- Functional camera
- Internet and Browsers
- dependable high-speed connection
- Firefox 3 or later or Microsoft Internet Explorer 7 or later.

Software Requirements:

Microsoft Word, WordPerfect, or another word processing program capable of saving files in RTF (Rich Text Format). Check with the college on course software requirements before downloading any programs.

Your course may require special (free) plug-ins to access streaming media, PDF files, or other web components. If this is the case, you will learn more about these special requirements from the college.

Antivirus software is highly recommended.

A range of online tools and digital platforms will be used in combination to enable effective online learning.

Online System and Tools

Zoom:

Students will need to download the Zoom application on their computer/laptop, where all the online class sessions will be conducted live-stream via Zoom.

Schoology:

Schoology is a Learning Management System that will be used to construct a virtual community for each class. Instructions will be given to students on how to create their Schoology accounts so they can access the posted learning materials, monitor their own self-directed learning, and receiving feedback from their teachers/instructors.

Email:

Students can always contact their teachers/instructors via emails if they have any questions regarding their learning.

Wechat/Whatapps:

The teachers/instructors may also use WeChat or Whatapps to communicate with their students and provide feedback.

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.

Assessment of learning will take the form of a Portfolio, formative and summative assessments.

Portfolios: The teacher will keep individual student portfolios as a record of the student's learning. The Portfolios will assist in ascertaining the progress students are making to their learning. All writing tasks, reading and listening text analysis as well as regular speaking formative assessments will be kept in each of the students' portfolios. Students will also be encouraged to evaluate their online learning experience by keeping a journal of their learning. This journal will give the teacher the opportunity to assist students with any online learning issues they may have.

Formative assessments: Teacher will keep portfolio of students' learning record. NZCB provide students with formative assessments or exercises, which are either completed online during live-streaming sessions or under the self-study requirements and will provide feedback within 48 hours.

Summative assessments: NZCB will provide the students with a summative assessment at the end of enrolled period to assess students' progress of skills throughout their study period.

External assessment: LanguageCert Examination

Students are expected to attend their online LanguageCert Examination after completing their ONLINE IESOL study. NZCB will assist students to book LanguageCert Examination online, and students will be informed of the exact date and time of the examination once the booking is made.

The LanguageCert Examination consists of 2 parts:

- Written exam assesses "Listening, reading and Writing" skills
- Oral Exam assesses "Speaking" skill

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.
- A re-consideration form must be completed and email to the college. 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.

Note: Students will need to contact LanguageCert directly if they like to appeal for their LanguageCert examination result.

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
IESOL Text books	\$80
Resource fee	\$300 per programme
Certificate fee & levy	\$300
Duplicate certificate fee	\$100 per certificate
Compliance service fee for student under 18	\$50 per week

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: BKNZ22

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	within the first ten working days		

months delivered to any student			
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.

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

- Preparing appropriate device, with proper camera and speaker to facilitate all online zoom meetings as well as access to Schoology, email and other programmes as required by the college
- Finding some quiet space with proper internet access where students can attend all online learning with minimum disruption.
- Log in online classes and attend all learning and teaching sessions associated with their course at all times, as required, unless they have genuine reasons for their absence
- 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, 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 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.

Serious misconduct includes but not bound to-

1. Threatening behaviour and/or language used during online class or any communication with the college and students.
2. Falsification or being party to falsification of any College or student document or record.
3. Class attendance is less than 50%.
4. Sexual Harassment.

5. Such other serious matters as the College may advise from time to time.

Online Attendance Policy

Students are expected to attend and actively participate in all the scheduled online lessons as part of their learning requirement.

- Students who enrolled for the online programme are required to attend all the online teaching sessions carried out via live streaming using Zoom. Students should log in on time for their online Zoom classes and remain online for the duration of the online teaching session.
- Students must have their video camera on at all time during all teaching and learning sessions and facing the camera. Turning off the camera for more than 15min without approval or genuine reason during the online class session, the student will be marked absent.
- 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.
- The online teaching session will be scheduled by taking into the consideration of time difference between New Zealand and other countries to ensure students can attend online teaching sessions. Students who cannot attend a scheduled online class should contact the college and apply for leave.

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.

Students should log in on time for their online 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 teachers.

- 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 (without approved reason) during the whole period of a lesson, he/she will be counted as absence.

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;
- ii. Notifying NZCB Office in advance (e.g. by Wechat, by phone or email) that they expect to be absent from timetabled online 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 (with any evidence to explain reason of absence) for approval.
- v. Providing Doctor Certificate along with sick leave application
- vi. Notifying NZCB through Wechat or other social media immediately if there are any technical issues during Zoom classes.

Monitoring of student attendance:

- i. student attendance is monitored weekly.
- 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 if the student is holding the college's student visa.
- v. Students who absence consecutively for three days or fail to respond to warnings about their attendance may be contacted by NZCB staff;
- vi. NZCB staff or teacher 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
- viii. Students may be dismissed from the College if they fail to respond to warnings.
- 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 downloaded from the college website or requested by emailing the college. 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.

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.
- Other circumstances and misconducts that the College may advise from time to time.

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

- Breaking college's rules and regulations – serious misconduct
- Breaking laws or convicted with serious offences
- Constant or severe breach of code of behaviour (such as online bullying) where the health and safety and welfare of other students, staff members 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 jeopardise the College's compliance with the government bodies
- Such other offences or serious misconducts that the College may advise from time to time.

Copyright

Online courses materials are provided only for the use of students. You may not distribute, publish, or reuse the materials, audio files, images or design of any of the curriculum.

Each meeting link that is sent from the college to you is for you to use only. You may not share such links to any other third party without seeking permission from the college. You are authorized to view, copy, and print documents contained within the portal and courses, subject to the agreement that:

- Your use is for the performance of coursework as required by the online teachers' teaching the course for which you are registered.

- All copyright or proprietary notices are displayed on all copies
- You will not share the meeting links to any other third party without approval from the college.
- You will not reuse any material contained on the portal or courses, including the functionality of the courses delivery system
- You will not copy the course delivery system for any commercial or noncommercial purpose
- You will not copy any codes or graphics contained in the site, except those graphics used in courses, subject to the above terms.

Breaching any requirement under copyright will viewed as serious misconducts.

ONLINE SOCIAL MEDIA AND NETWORKING POLICY

Online social media and networking (collectively, "social networking") allow the College, its students and parents to reach many audiences. Social networking includes web-based or mobile technologies used for interactive communication, whether for personal, educational, or business use. These forms of communication include collaborative projects (e.g., Wikipedia), blogs and microblogs, content communities (e.g., YouTube, Instagram), and social networking sites (e.g., Facebook, Wechat). The college recognizes the value and potential of these online social networking tools to support and communicate the College's mission.

College-Controlled Sites

The college establishes and supervises WeChat which are limited to official College business and initiatives (collectively, "Official Sites"). Teaching staff can also provide feedback on learning and assessments to a class or individual students on WeChat communication platform.

Official Sites as well as students shall not use, or allow the use of, language, photographs, and other forms of communication that:

- Use derogatory language or demeaning statements that violate the law or the College policy prohibiting unlawful harassment
- Communicate threats to others
- Promote ethnic intimidation, unlawful harassment, vandalism, stalking, underage drinking, illegal drug use, or other illegal behavior inconsistent with the College's public educational mission and purpose for the Official Sites
- Violate local, national or international laws
- Contain spam
- Advertise or sell goods or services, except as part of a College activity authorized by the college
- Contain comments or posts unrelated to the College or contrary to the purpose of the Official Site
- Infringe on copyrights or trademarks
- Otherwise disrupt the educational mission of the College

The college may direct staff to remove any post or other online communication from an Official Site if required to maintain the College's integrity and educational mission.

Personal Sites

The college recognizes that students may maintain personal websites and online social networking accounts that express their personal opinions and viewpoints. The College does not authorize, and specifically disclaim any responsibility for, any personal site established by its student. Such personal online presence is not supervised by the College. However, students remain subject to discipline for violation of any applicable portions of the college's policies. No student is authorized to use College logos, trademarks or other intellectual property on their personal site. Students must not claim or imply that they are speaking on behalf of the College. Students are personally responsible for any legal liability arising from or relating to their use of social networking services and sites. Any personal online activity (in any form) by a student that violates relevant law will subject the student to disciplinary action pursuant to the applicable college's policy, rules and regulations.

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 with the College.

Orientation will be conducted via live streaming with students using Zoom before the students starting their online programme. During the orientation, students will have a “face-to-face” real time contact with the orientation personnel where the students will receive information on but not limited to;

- NZCB’s rules and regulations
- Attendance requirement
- Withdrawal and refund policies
- Emergency contact details
- Complaint procedures
- A copy of electronics student handbook
- Students will be invited into College WeChat student group
- Students also have the opportunity to ask question regarding the programme and support during the orientation

THE SUPPORT YOU NEED

Who can I ask for help?

You are not happy with something in your class	Your teacher
You are not happy with something in your class and you don’t want to tell your teacher	English Programmes Manager – Susan Mckenna (sue.mckenna@nzcb.ac.nz) or Any other college staff member that you are comfortable to speak to.
You have a problem with your study	Your teacher
You need to apply for a leave – Remember to apply at least 3 days in advance (except if it is emergency)	Student Service Officer – Isabel Lu (info@nzcb.ac.nz)
You need some information about living in New Zealand	Any staff member
You need some information about courses at university/further study	Financial Administration Manager – Yimei Lu (accounts@nzcb.ac.nz) Project and Marketing Manager – Lily Ren (cooperation@nzcb.ac.nz)

24 Hours Emergency Contact and Support

The College's emergency contact staff members and WeChat contacts are provided to the students during their orientation. Students can contact these members at any time, 24 hours a day, 7 days a week for any emergency enquires or assistance.

Further Study and Academic Partnership

The College is able to assist students with their future study plan. NZCB has developed academic pathways with the University of Canterbury, Lincoln University, Massey University and ARA. Students are welcomed to discuss their study plans with the College.

Online learning and technical support

- The online tools: Zoom, Schoology, email and WeChat will be utilized to support the delivery of the online teaching and learning activities.
- The student learning progress will be monitored through students' attendance of online Zoom lessons and their learning portfolios during the programme.
- All Zoom class sessions will be recorded, and together with all teaching material and supporting information will be posted in Schoology or emailed to students where students will be given appropriate access
- Learning resources are continuously available to students throughout their period of enrolment. Also, study skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing, etc.) are available throughout students' enrolment via continuous access through email, Wechat and Schoology.
- One-on-one Zoom session can be arranged to provide students extra help with their studies when there is a need.
- One administration staff will log in to each class, to monitor student attendance as well as provide instant technical support if needed.
- All online teaching sessions will be recorded so that any student who is disrupted due to unexpected technical issues can refer to the recordings.

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

GENERAL INFORMATION

Tips for daily study and weekly plan

Time management is a commitment; you must set aside a significant amount of time each week for class work. Distance learning classes require as much time and effort as traditional seated classes, if not more. To be successful in your course, you will need to work independently, stay on task and maintain a regular schedule of logging on and keeping up with the readings, course assignments, homework, discussions, and other expectations. Here is a summary of your responsibilities in an online class:

Daily

- Log in with your correct user name and password.
- Check your e-mail.
- Check course announcements.
- Check discussion groups for student and teacher postings.
- Access your course content and assignments.
- Begin working where you left off from in the previous course session.
- Anticipate when you will have a quiz or test, allowing yourself enough time to complete it, without running the risk of submitting incomplete work.

Weekly

- Be in contact with your online teachers

- Self-evaluate and review feedback from teachers to see how you are progressing in the course.
- Discuss any questions that come up with the online teachers.
- E-mail your online teachers about any problems you encounter with the course. Be constructive with your criticism

Tips for Discussion forum Posting

It is human nature to disagree with people. However, it is important to remember that you need to respect your fellow classmates. In responding to something you disagree with, it is essential that you are specific in what you want to respond to.

Posting Discussions

In a traditional classroom you are able to talk to your group members after class, or you might be given time during the class to discuss our work. However, online classes aren't conducted face to face so your communications will be through e-mail most of the time. This means that it is essential that you are communicating regularly with your group for assignments.

Preparation for Discussion

This is really related to constructive criticism and active group participation. In the online discussions, thoughtful responses will make your posts easier to read and will also help your classmates respond to them.

Security

Security on any computer system is a high priority, especially when the system involves many users. If you think you identify a security problem in the college's computers, network or Internet connection, notify the college immediately.

Never snoop around in other people's files. Cases of suspected user file tampering will be dealt with through the loss of a student's ability to connect to the course for an extended or permanent period of time.

Think about the social consequences of any program you write. Never create harmful computer viruses. These actions are illegal and will be enforced. Any viruses detected as originating from a student will result in legal action against the student the immediate loss of credit in the course.

Protect your password. Keep it secret. Users are subject to all local, national and international laws. Anything posted to the courses will be treated as public comments and are thus subject to criminal prosecution if they so warrant.

Mental health

Studying online can be very stressful for any student. If you are having difficulty coping, look for support. Ask for help if you are worried about your stress level. You can make an appointment to talk to your teacher, a college staff, a counselor or doctor.

Harassment and Discrimination

Below is a description of what constitutes discrimination and harassment in New Zealand law. Any kind of harassment is unacceptable and will be treated as a disciplinary offence.

- 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.

If you feel you are being harassed in your course environment, it is important to report it immediately to your online teachers or the administrator of the college. Harassment comes in many forms, including Spam (unsolicited e-mails not pertaining to the course), threatening communications; offensive e-communications or any other kind of communication that makes you feel uncomfortable.

Be cautious about e-mail messages from anyone, particularly adults asking you for personal information, attempting to arrange meetings, or engaging in personal contact. Disclose to your Mentor and online teachers any message you receive that is inappropriate or makes you feel uncomfortable. Never give out personal information -- including your full name (first names are best), home phone number, home address or other data -- anywhere on the Internet, including your e-mail.

What you can do if you are being harassed

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.

- The Human Rights Commission
Website: www.hrc.co.nz
Email: infoline@hrc.co.nz
Free Call: 0800 496 877
- A professional disciplinary body

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