



New Zealand College of Business

Student Handbook

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NEW ZEALAND COLLEGE OF BUSINESS

(NZCB)

Mission Statement:

The New Zealand College of Business aim to provide high quality academic instruction and support at a tertiary level to international students and encourage them to reach their full potential towards both their studies and a successful career in the future.

Goals:

To provide –

- A learning environment which supports the student's culture, values, and learning
- Quality academic programmes with high expectations of individual performance
- Internationally recognised qualifications
- Individual attention to students in delivery of programs, welfare and support

The solution for tomorrow's professional leaders is in the provision of innovative programmes, creative initiatives, and current academic approaches in learning.

New Zealand College of Business recognises that these goals and objectives can and will change as the organisation evolves. Therefore, regular reviews of our performance will be carried out to ensure that our goals are in line with the organisation's development.

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.

COURSE INFORMATION

NZCB has a range of business programmes from Level 4 Certificate to Level 7 Diploma in Business Administration. The courses have **multiple entry points** i.e. the students may enter the course at the commencement of each course/paper.

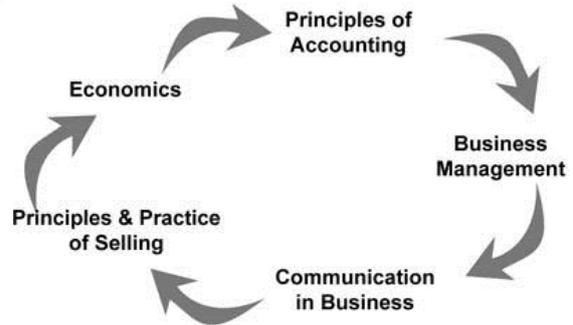
Certificate in Business Administration (Level 4):

Courses/Papers

- Economics
- Principles of Accounting
- Business Management
- Communication in Business
- Principles and Practice of Selling

Length of Each Course:

Minimum 30 hours x 35 weeks x 1 year



Diploma in Business Administration (Level 5):

Courses/Papers

- Statistics
- Marketing Management
- Management of Human Resources
- Production and Operations Management
- Financial and Management and Accounting

Length of Each Course:

Minimum 35 hours x 40 weeks x 1 year

Diploma in Business Administration (Level 6):

Courses/Papers

- Financial Management
- Organizational Behaviour
- Management Information System
- Entrepreneurship
- Strategic Planning and Implementation

Length of Each Course:

Minimum 35 hours x 40 weeks x 1 year

Diploma in Business Administration (Level 7):

Courses/Papers

- Strategic Marketing Planning
- Marketing New Product
- Corporate Strategic Planning
- Customer Relations Management
- Cross Culture Management
- Strategic Marketing Communications
- Research Methodology

Length of Each Course:

Minimum 30 hours x 49 weeks x 1 year

NQF Accreditations for New Zealand College of Business (NZCB)

NZCB is accredited by the New Zealand Qualifications Authority under the provisions of the Education Act 1989 to provide education and training based on:

- Accounting - Generic (to level 3)
- Accounting - Middle Level (to level 5)
- Business Culture and Environment (to level 6)
- Business Information Management (to level 5)
- Business Relationships Management (to level 6)
- Financial Skills (to level 6)
- Generic Marketing (to level 6)
- Interpersonal Communications (to level 5)
- Micro Economics (to level 5)
- Organisational Direction and Strategy (to level 7)
- People Development and Coordination (to level 5)
- Quality Management (to level 6)
- Statistics (to level 5)
- Writing (to level 4)

Potential Pathways

We provide opportunities for direct entry into the following programmes:

- Level 5 and/or Level 6 graduates gain direct entry into Bachelor of Commerce at Lincoln University with credits transferred.
- Level 5 and/or Level 6 graduates gain direct entry into Bachelor of Commerce at University of Canterbury with credits transferred.
- Level 5 graduates gain direct entry to the Bachelor of Business Studies at Massey University with credits transferred.
- Level 5 and/or Level 6 and/or Level 7 graduates gain direct entry into Bachelor of Applied Management at ARA with credits transferred.
- Level 7 graduates from NZCB will gain direct entry into postgraduate programme and taught master degree programme at Lincoln University, Massey University and/or University of Canterbury

Course Descriptions

Certificate in Business Administration (Level 4)

BUSINESS MANAGEMENT

This course introduces students to business management theory, organizational processes and the functional areas of management, namely, planning, organising, leading and controlling, and strategy. The course gives special attention to the shaping and leadership of organizations and the context of management in New Zealand.

COMMUNICATION IN BUSINESS

This paper examines how we think and talk about workplace communication and how this shapes the way communication occurs and is managed. It portrays the workplace as a dynamic discursive system created by the interaction of tasks, technologies, and social processes. It critically examines how this discursive system shapes rationality, decision-making, personal identity, and participation in the workplace. The focus is on communication from both managerial and subordinate perspectives.

ECONOMICS

This course deals with the microeconomics of production, consumption, and markets, and also with the macroeconomics and the open economy. The course pays special attention to how the markets are formed, how the changes in some of the economic factors can affect the New Zealand economy both in micro and macro terms.

PRINCIPLES OF ACCOUNTING

This course introduces students to financial accounting concepts and techniques, and their application to various forms of modern business organisations. It is also an introduction to elements of management accounting with applications to business.

PRINCIPLES AND PRACTICE OF SELLING

This course is designed to provide you with the essentials of personal selling. Active participation is encouraged to prepare the student to develop knowledge, skills and attitudes required to be successful in dealing with modern selling situations. This includes negotiating, selling product, services or ideas while building mutually beneficial long-term partnerships in both organizational and client based environments.

Diploma in Business Administration (Level 5)

FINANCIAL AND MANAGEMENT ACCOUNTING

This course introduces students to business financial and management accounting theory, using the accounting tools to perform book keeping, analysing financial statements and assisting in the decision making process.

MANAGEMENT OF HUMAN RESOURCES

This course examines the way in which organisations can effectively manage their human resources. It primarily focuses on human resource management (HRM) – its major functional areas and the theories that are the basis for human resource management practices. The objectives is for students to gain knowledge and comprehension of these areas - human resources strategic and analysis, recruiting and selecting employees, training and developing employees, performance management and appraisal to name a few.

MARKETING MANAGEMENT

This course provides students with an introduction to marketing management in organizations and society, including marketing management concepts, 4Ps (product, price, place and promotion) of marketing, market segmentation and positioning, marketing ethics and social responsibilities, marketing organization and marketing trends. The main outcome of the course is to equip students with both analytical and practical skills in marketing mix strategies to help them market goods and services effectively.

PRODUCTION AND OPERATION MANAGEMENT

Production and operation management is the systematic direction and control of the processes that transform inputs into finished goods or services. Operation is one of the primary functions of a firm, while marketing induces the demand for products and finance provides the capital; operations produces and delivers the product (goods and services). This course provides an introduction to the concepts and analytical methods that are useful in understanding the management of a firm's operations.

STATISTICS

This is an introductory course in basic statistics, with a business-management perspective, covering measures of central tendency, dispersion, probability, confidence intervals, correlation, and linear regression. The course investigates the principles and methods concerned with extracting useful information from a dataset, which is then used to help managers make decisions. Throughout the course, we will use examples and/or cases from the social, economic and business world. We will also incorporate other relevant New Zealand and international examples of statistics, which students may encounter on a regular basis.

Diploma in Business Administration (Level 6)

ENTREPRENEURSHIP

The main focus of this course is the independent entrepreneur as a business founder or an initiator. The course covers the characteristics of entrepreneurs such as, how and why an entrepreneur starts a business, why many businesses fail, how to sustained growth, how new and small businesses are financed, the management of smaller firms, and special features of family firms.

FINANCIAL MANAGEMENT

The course is designed to develop a rigorous understanding of the theory and practice of corporate financial management and investment portfolio management. The course covers portfolio and capital market theory; portfolio management; financial statement analysis; measurement of portfolio performance; valuation of assets and working capital management. Recent research findings will be incorporated and case studies are used extensively in this course.

MANAGEMENT INFORMATION SYSTEM

The main focus of this course is to provide students with an introductory frameworks and concepts of management information system in both small and large businesses. The course covers the nature and types of information systems; how and why information technology and infrastructures play an important role in businesses; the key system applications for digital age; and building and managing information system in an organisation.

ORGANISATIONAL BEHAVIOUR

This course provides an introduction to, and basic organisational behaviour concepts and their application in contemporary business organisations. The field of organisational behaviour focuses on issues related to human behaviour and interpersonal relations within an organisation. The course includes conceptual frameworks, case discussions, and skill oriented activities. Topics include diversity in organisations, attitudes and job satisfaction, emotions and moods, personality and values, perception and individual decision making, motivation, group behaviour, work teams, communication, leadership, power and politics, conflict and negotiation, the structure and culture of organisations, and organisational change. Students should acquire skills and analytic concepts to improve business organisational relationships and effectiveness.

STRATEGIC PLANNING AND IMPLEMENTATION

This course addresses the strategic planning and implementation process used by organisations to achieve a competitive advantage in a rapidly changing global marketplace. Implementation concerns such as organisational structure, strategic change, and evaluation and control measures are also considered.

Diploma in Business Administration (Level 7)

CORPORATE STRATEGIC PLANNING

This course addresses the corporate strategy planning process used by corporate organizations to achieve a competitive advantage in a rapidly changing global marketplace. The objective is to help students recognize the strategic planning and implementation process. Students will learn to continuously and systematically ask the questions to ensure proper development in the strategic planning and implementation process. In the process, students will identify and apply key strategic issues faced by corporation and develop responses to them. Implementation concerns such as corporate structure, corporate strategic change, corporate evaluation and control measures are also considered.

STRATEGIC MARKETING COMMUNICATIONS

Marketing communication focuses on advertising and promotion – the attempt of sellers to strategically persuade prospective buyers to accept the sellers' communication and store it in retrievable form. In other words, strategic marketing communication entails the strategic management of persuasive communication.

CUSTOMER RELATIONS MANAGEMENT

Customer Relationship Management (CRM) is a business strategy to select and manage the most valuable customer relationships. It requires a customer-centric business philosophy and culture to support effective marketing, sales, and service processes. CRM applications can enable effective customer relationship management, provided that an enterprise has the right leadership, strategy, and culture.

RESEARCH METHODOLOGY

In this course the student will become acquainted with methodologies such as survey and field research, questionnaire design, analysis, analysis of existing data, focus group, individual and group (including participatory observation) etc. The course will also introduce to the safeguards against errors in both data collection and data analysis reporting. In addition, the module will draw the attention of student important but often neglected aspect of business research, i.e. ethical social research, covering such topics as voluntary participation, confidentiality and the need to adhere to professional code of ethics.

STRATEGIC MARKET PLANNING

The course is a blend of business and marketing strategy with components of competitive advantage, competing in global markets, and strategic analysis. The course integrates previous studies in marketing into the strategic context of the organization.

CROSS CULTURAL MANAGEMENT

This course examines organizational and individual behaviours, structures and management practices in multinationals and in business situations involving cross cultural interactions. The objective of the course is to equip students with both analytical and practical skills to help them manage effectively in multinational firms. The focus is on the management of cultural differences. This challenge is not unique to multinationals as many domestic firms also face multicultural environments.

MARKETING NEW PRODUCTS

This module introduces the theory and practice of market led marketing and new physical product and/or service development through all aspects of the new product development process, from opportunity identification and selection, concepts generation, concepts and project evaluation, market and technical development through to product launch and post-launch evaluation.

ORIENTATION PROGRAMME

Orientation programme will be arranged for the new students, to help the students get the most benefit from their studies at the College. The orientation programme will also assist a new student settle into New Zealand.

On-Shore Students

On their first day at the college, 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, cafeteria, internet and printing access, telephone access, help with photocopying, library and emergency contacts. Students need to provide sufficient evidence of medical insurance, study permit and other required information. Students will also be introduced to College's rules and regulations, assessment policies and procedures.

Off-Shore Students

All students will be picked up from the airport and taken to their accommodation. They will receive information to assist them to stay safe and healthy while in New Zealand. It will also help students to gain the most out of their stay. Arrangement will be made to show students around Christchurch especially the key places they may need to visit or use during their stay. Students will be taken for an orientation tour of the environment surrounding the college such as the location of banks, food outlets, parks, medical facilities, and the bus exchange. Later visits may be arranged to places of interest in the city and the surrounding countryside.

On their first day at the college, 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, cafeteria, internet and printing access, telephone access, help with photocopying, library and emergency contacts. Students will also be introduced to College's rules and regulations, assessment policies and procedures.

FEES INFORMATION

- All fees are set and invoiced in New Zealand currency.
- Fees may be altered in certain circumstances, e.g. Taxation (GST) changes
- Fees must be paid in full for the period of study requested.
- No compensation for fees is given for public holidays when the College is closed.
- Fees include New Zealand Government Goods and Services Tax (GST 15%).
- Fees cannot be transferred to any other institutes or students.
- The first day of attendance at the College is the course start date as stated on the Offer of Place (unless the College is advised in writing of the changing date before the course start date)

Current Tuition fees are as follows:

Course Name	Full fee	Repeat fee
Certificate in Business Administration – Level 4	\$13,800	\$1,380 (per course)
Diploma in Business Administration – Level 5	\$16,800	\$1,680 (per course)
Diploma in Business Administration – Level 6	\$16,800	\$1,680 (per course)
Diploma in Business Administration – Level 7	\$17,800	\$1,270 (per course)

Additional Fees:

First time course enrolment fee	\$200
Late Enrolment fee	\$200
Course/ course start date change fee	\$500
Application for credit transfer	\$200 (per course)
Assessment resit fee applied	\$150 ~ \$500
Reconsideration of assessment	\$50
Replacement Certificate*	\$50
Academic Transcript	\$20 per additional copy
International student insurance package	\$456 (per annum)
Lincoln University Student ID Card	\$650 (per year)

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).

Payment methods

All student fees must be paid in full amount to NZCB and there are five different ways to make payments:

1. By cash – students can pay cash directly to New Zealand College of Business.
2. By cheque – the cheque must be made payable to *Public Trust – New Zealand College of Business*
3. By direct credit – full fee can be transferred to the following account.
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: 8562482TR01
4. By Telegraphic Transfer**
5. By Credit Card** or Debit Card

**All payment made by Telegraphic Transfer and Credit Card, a surcharge of NZD 25 is applied.

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

Withdrawal Procedure

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\$50 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\$50 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,	Where the relevant refund	Multiply the total tuition fees by the percentage that time	<ul style="list-style-type: none"> • Completed withdrawal and refund forms

or cease to be a signatory or cease to be a provider.	period has not expired	remaining in the course bears to the total time of the course	<ul style="list-style-type: none"> • 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 personal circumstances which apply under section 4.1 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.

ASSESSMENT

Assessment Structure

Assessments consist of assignments, test, examination and maybe other assessments such as quizzes and exercises. Assessments are designed to test the students' competency and understanding of each course. You should refer to the course outline provided by your course lecturer for assessment details.

Class Exercises or Quizzes

The class exercises or quizzes will be organized by the lecturers and will contribute towards the final grade. Details on class exercises will be given in class. Any student who misses a class exercise will not have another chance to resit.

Written Assignments

At least one assignment will be handed out during the course; it must be completed and handed into the College by the due date unless you have made prior arrangements with the lecturer. Details on assignments will be given in class.

Term Test

At least one test will be organized during the course. It will be a supervised in class assessment. Details on tests will be given in class.

Final Exam

The final exam will be three hours in duration. It will be a supervised in class assessment. Details on the exam will be given in class.

Credit Transfer

Credit transfer follows a similar process of providing evidence of previous qualifications or courses gained but the course for which cross crediting is sought must directly relate to that which the applicant has achieved previously. All credit transfer applicants need to complete the credit transfer form and provide original transcript of previous studies. The credit transfer applications need to be approved by the course lecturer and the Academic Dean.

If the evidence presented is inconclusive, or insufficient for official recognition of the transfer course, students will be given another opportunity to confirm their prior learning by sitting examinations at a specified date and time at the college, or by submitting assignments at a specified date and time to the designated assessor.

Recognition of Prior Learning (RPL)

Students will be given the opportunity to provide evidence that they have current competency in or meet the requirements of aspects of the programme. Recognition of Prior Learning is recognition that skills and knowledge acquired outside a formal learning situation can provide credit into a programme when the outcomes of the course match the skill and knowledge level.

Students need to discuss with the College regarding RPL application. Evidence required for an RPL assessment may include:

- References
- Referees supporting letters or attestations
- Pre tests
- Proof of previous training
- Portfolio of a series of documents that provide evidence of learning experiences with links to the learning outcomes of the course in which the students is seeking credit for.

Results Notification & Reassessment

Examination results are available within 10 weeks from the date of examination. Student who fails a course will be notified by email. To obtain a clear pass, students must achieve at least fifty (50) percent for the overall course grade.

Students have the right to appeal their examination results. Application must be made within 30 days of the notification of results. An application form must be completed at the reception. The fee for reassessment is \$150.

Single Subject Certificate

For student who has not passed all required courses of a qualification, a Certificate can be issued for the courses passed.

Assessment Rules

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 20 minutes). If this happens, the student will be terminated from the exam or the test.
4. During the examination, only one female student and one male student can leave the examination room at the same time 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 examination will be terminated.
7. Students are expected to bring their own bottle of drink into the examination room. If students are unable to do so, water will be provided by the supervisor(s) to the students during the examination or test.
8. No talking during the examination or the test.
9. No calculators (only permitted when required for the exam or the test).
10. No electronic dictionaries. However, a paper dictionary is 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 placed on the supervisor's desk before the examination starts.
13. Students are not allowed to sit for the exam or test if he or she is 60 minutes late to the exam or test.
14. Students are NOT allowed to leave the examination room in the last 15 minutes.

Resit Rules

1. Students are only given one FREE resit chance for the final exam taken for each course. No other assessments are given FREE resit chance.
2. In order to be eligible for FREE resit chance, the student need to meet both of the following conditions: his/her total course mark of that course is at least 40% and his/her overall attendance of the course is at least 70%.
3. Date and time for the resit will be organised by the college. Regardless of any reason, if the free resit was not attended (even if a leave application has been

approved) a fee of \$NZD500 will be charged for arranging another resit and students will not be allowed to resit the exam if the payment has not been cleared.

4. If the student's total course mark of that course is at least 30% but less than 40%, and his/her overall attendance of the course is at least 70%, the student is allowed to apply to resit an assessment of the course with appropriate resit fees paid to the college.
5. Students are responsible to check with the College regarding their resits.

Course Repeat Rules

1. If a student fails a course and fails to meet either one of the resit condition set above, the student must repeat for that course unless it is granted with valid reason and proven evidence.
2. If a student fails a course after taking the resit, the student must repeat for that course.
3. Students will receive a course repeat letter and students must complete all the re-enrolment and pay the repeat fee within the period given in the letter.
4. If the student fails the course of his/her repeat, the student is deemed to fail that course.

Cheating and Plagiarism

Assessment Cheating and Plagiarism

NZCB has a 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 are severe. All formative and summative assessments submitted must be the student's own work. Any sources of information used in completing assignments must be identified and the source acknowledged by the student using accepted academic conventions. Plagiarised written work will not be accepted and may, in some cases, lead to failure in the course.

Definition

Academic fraud 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 following are types of academic fraud recognised by New Zealand College of Business:

Plagiarism: New Zealand College of Business 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 assessment without formal acknowledgement.

False data: data altered or contrived so as to be deliberately misleading. The submission of such data shall be considered academic fraud.

Multiple submissions: students submit the same work for more than one course, or other work that has been submitted elsewhere, without authorisation from the lecturer.

Unauthorized Collaboration

Collaboration on projects is always subject to the lecturer's definition and approval. Discussions with other students, with the lecturer, and with other academic staff can help clarify your ideas. 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 when you submit academic work (such as assignments, reports and notebooks), this work must be your work and no one else's, unless the assignment was specifically defined as a collaborative group project. Unauthorized collaboration shall be considered academic fraud.

Paid assignments: including paying money in exchange for work done by ghost writers or receiving financial or other forms of benefit for giving out answers to assessments.

Other dishonest academic behaviour that mislead the academic performance of students recognised by New Zealand College of Business as circumstances change, through the evolution of new technology and new media.

Procedures and Penalties

All assignments must be submitted to check for plagiarism. Each lecturer is responsible for detecting academic fraud in his or her courses.

A lecturer who suspects academic fraud will first arrange an interview to discuss the questionable assignment with the student; this discussion may clear up the lecturer's questions. If the lecturer still has a suspicion, the case will be reported to the management team for further action. Detection tools such as *Grammarly* will be used to support the investigation of plagiarism.

If evidence has been found that the student has committed any form of academic fraud listed above in assessments, the management team and the course lecturer will impose one of the following penalties:

- a) A written reprimand
- b) Zero mark for all or part of the work concerned
- c) Fail of the course concerned which means the student will be required to repeat the course
- d) Inclusion of the following statement in the student's academic transcript: "Sanction pursuant to contravention of New Zealand College of Business' regulation on fraud."

Penalising Plagiarism

Detection tool such as <https://www.grammarly.com/> or other similar detection tools would be used to investigate the plagiarism of students' work.

All assignments must be submitted to checking for plagiarism.

- If the similarity index is more than 20%, the work should be returned to student with feedback on how to correct the plagiarised section(s). The work should be re-submitted and re-marked without penalty. Failure to correct the work properly should result in zero mark for all or part of the work concerned.

Late Start of Course

It is the student's responsibility to catch up with missed work. The course lecturer is only required to provide a course outline and a full set of all class handouts to date. For any course exercises and tests due before a student commenced the course will therefore be given nil marks. Student who appeals this policy to the College may be granted assessment credits if they are able to provide other evidence of attainment in areas already tested.

Missed Tests and Examinations

The test and exam are not optional. Any student who is unable to attend the test or exam must see the lecturer before the assessment date. In the event that a student is not able to see the lecturer before the test or exam, valid excuses with supporting evidence will only be accepted up to one week after the missed test or examination. Medical certificate or other supporting documentation must be provided if the student missed the test or exam due to medical reason.

Any student missing the test or exam for which no legitimate documentation provided will receive a "0" mark for the test or exam.

Should a student miss a test or examination (due to illness or other legitimate reasons), for which proper documentation or evidence is provided, the student may be provided with a change to resit the test or examination.

Penalties for Late Submission of Internal Assessment

For assessments worth 5% or more of the total course grade, minimum penalties for lateness (based on calendar days) will be:

1 day late:	10 percent deducted
2-5 days late:	30 percent deducted
5 days late:	zero marks for the assignment

(Weekends will be counted as two days in determining the deduction. All assignments need to be handed in to the College before the due time.)

Feedback

Feedback on students' progress towards achievement of performance will be given to students on a regular basis such as:

- On the return of assessment activities
- At regular verbal one on one meetings
- Through students' record of achievement

Appeal Process -Assessments

This section includes policies concerning students' rights in case of re-consideration concerning assessment results.

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 30 calendar days or four weeks following the communication of the assessment result. This means that Saturdays, Sundays and official holidays are counted.

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 assessor concerned will be called immediately 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 assessor is communicated to the student within a period of thirty calendar days or one month following the date of submitting the request to the New Zealand College of Business's reception.

- 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 Academic Dean, Chief Executive Officer, or President.

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 course in which they are working with them. Their job is to help students achieve learning outcomes by quality lectures and tutorials.

- They are there to help students learn the specialized knowledge, skills and values that are important in their courses.
- They want students to learn how to think for themselves.
- They also work with students on a personal basis if required to encourage personal growth.
- 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 classrooms

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 between the College and 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.

- 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 respect other students and staff.
- Aggressive/argumentative behaviour is not acceptable.
- Abusive language, which may cause offence to another person, while at the College's must 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

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.

Procedure 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. As in the procedures for less serious misconduct, if students do not feel they have been treated fairly they may take out a grievance against the College (see Complaints or Grievances process).

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.

Monitoring and Disciplinary procedures for Student Attendance

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 students and lecturer. 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.

- If a student late for class 15 minutes or more, or leave the class more than 15 minutes before the end of the lecture, 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.

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 fails to respond to the warning letter on time, it 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 must be provided if the student is absence due to medical reason. Leave

application forms can be completed at the College Reception. For each course, 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

It is compulsory for International Students 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). It is recommended that students take out insurance at the same time they pay their fees to cover them for unforeseen events, that may prevent them coming to New Zealand.

Harassment Policy

Students have a right to expect our College and other places of study, or activity, used by our College to be free of sexual harassment, bullying, or racist behaviour. If any student experiences harassment of any kind, they should report it immediately to the College. If the problem is not resolved, students can apply to the Commissioner for Human Rights.

Termination of Enrolment

The enrolment of a student may be terminated under one or more of the following conditions:

- Failing the same course twice
- Failure to pay fees prescribed by the College
- Stop attending courses or classes regularly even after College's warning
- Cause a serious or repeated behaviour problem
- Engage in a serious misconduct under College policy, and as a result of a decision of the College's Management Team.

THE SUPPORT YOU NEED

24 Hours Emergency Contact and Support

Students can contact the College's emergency students support team at anytime, 24 hours a day, 7 days a week for any emergency enquires or assistance. Members of this team are selected and reviewed by the College every year; they have different backgrounds and knowledge to assist students with their problems.

The emergency student support team will be available to help and answer any emergency questions relating to personal or academic matters. Students may contact Liz Zhou on 021 1541675 or Kun Zhao on 021 02199887 at any time. Counselling will be offered to students, in their own language, where required.

NZCB 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.

Further Study and Academic Partnership

NZCB has developed academic partnerships with the University of Canterbury, Lincoln University, ARA and Massey University. 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, and the College can assist students with their applications to study at universities and polytechnics in New Zealand.

Lincoln University Student ID card

NZCB Lincoln Campus students can apply a Lincoln University Student ID Card. There is a fee of \$650.00 per year. Student can use Lincoln University student ID card to Access to Many services including library Borrowing, Printing, Photocopying and computer labs, recreation center.

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 helps its students to apply for a 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 vast 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.

Public Library

There are 19 community libraries throughout the Christchurch city. They offer an extensive range of resources and services, both in local library centres and online, to support students' learning. NZCB will apply for a free library membership for students who are currently enrolled at the college if requested.

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 NZCB 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.

Guardian

An International student's New Zealand support person.

NZCB requires the parents of ALL International Students to appoint a guardian to undertake this role for their son/daughter whilst he/she is a student who is under 18 years old at our College. (This is not a legal responsibility and is separated from the home stay parent role).

The guardian ensures the care of the student while living away from his/her parents. We feel it is important that the student has someone, apart from their home stay family whom they can meet with regularly and feel directly supported by, during their time at New Zealand College of Business.

If parents do not have an appropriate person to act in this role the College can assist with this. The guardian needs to fill the NZCB Guardianship form.

Health and Wellbeing

The Student Health and Support Centre at Lincoln University offers a comprehensive medical service with doctor and nurse appointment available. Some examples of the kinds of things they can help you with are:

- Health assessments for illness or injury
- Health advice and education
- Medical reports
- Immunisation
- Sexual health and contraception
- Minor surgery
- Counselling and mental health concerns
- International student advice (anything from personal, social, cultural, educational, legal, or financial)
- Aegrotat assessments.

Wireless Network

Students can connect their own wireless devices (laptops, smartphones, iPads) to the free Wi-Fi hotspots while on campus.

Other facilities and services at Lincoln Campus

Other facilities or services available for you in the Lincoln campus includes bookshop, gym, parking, café, childcare center and religious facilities (chaplains, Muslim prayer room).

Support Services from NZCB

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

- Visas and permits application and 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 external agency if needed
- 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 Service 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 \$250 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 weeks' notice, a different accommodation may have to be found at the student's own expense, until a homestay becomes available. At least four weeks' notice must be given if there is a change from homestay to another form of accommodation. In this case, unused pre-paid homestay 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.

Halls of Residence in Lincoln University

Lincoln University have a number of halls of residence on campus for NZCB student use. Staying in the hall is a great way to meet new people and be part of the community. As well as accommodation the halls offer a programme of social, sporting, Educational and Cultural activities, with residential staff to support student, during the year every year over 600

students enjoy the experience of living on campus alongside students from around New Zealand and Overseas.

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

The “To Rent” under “Property” section on Trademe website www.trademe.co.nz is a good place to start. It is recommended to phone about places early, as the best flats/apartments and houses go quickly.

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.

GENERAL INFORMATION

About New Zealand

New Zealand also known as Aotearoa is located deep in the Southern Hemisphere. New Zealand is the youngest country on Earth and remains widely undiscovered to much of the world's population. Having a population of 4.4 million and comparable with Great Britain or Japan in size, it is one of the world's least crowded countries.

Our City

Christchurch City is the biggest city in the South Island 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.

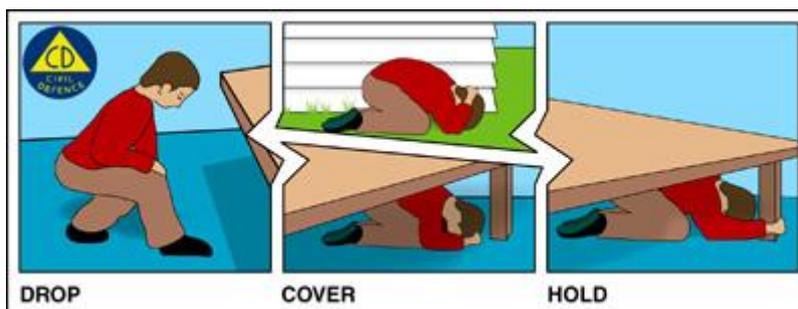
When the fire alarm rings you must leave the building immediately, walk and stay calm. Lift must not be used. Leave immediately and do not pack up or take anything with you. Follow the direction from your lecturers and the fire wardens. Nobody is allowed to return to the building until the clear sign 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.

www.educationnz.org.nz

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

www.educationpages.co.nz

New Zealand Leading Online Education Directory

Providing information on all schools and tertiary providers.

www.natlib.govt.nz

National Library of New Zealand

www.varsity.co.nz

The quintessential online guide for university students with information on such things as finding a flat, exam tips and local clubs and societies.

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 and Sunday. 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.

Transport

- The main public transport system in Christchurch is 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 freephone 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 helpline 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:

- Student Health (Lincoln Univeristy Campus)
Hudson Building, Lincoln Univeristy

- 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 Hour Surgery
Location: 401 Madras Street, Christchurch
Phone: (03) 365 7777
Hours: 24 hours

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. 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 other countries. This can be challenging for students but also make their stay interesting and fun. Students are encouraged to 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.

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 is the best time to have a shower. 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 studies. 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.

School Programmes and Activities

It is a good habit to be punctual for all lessons and activities in school.

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 for help at any time on 03-3796668, or 021 1541675.

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 lecturer 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 lecturer, 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 President. The President will then review the case and make a final decision. The administration staff will then advise the student regarding the President's decision.

If the problem cannot be resolved through the President, 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

Freephone in NZ: 0800 00 66 75

Email: complaints@istudent.org.nz

Website: <http://www.fairwayresolution.com/istudent-complaints>

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