
Student Handbook

All Courses

Sep 2017 v21

CONTENTS

About Aspiring Language Institute

----- School history	2
----- Our mission statement	2
----- Office staff	2
----- Contact Details	2
----- Emergency Hotline Number	2

Studying at Aspiring Language Institute

----- Enrolment	3
----- Payment of fees	3
----- Fee Protection	3
----- Refund and Withdrawal Policy / Eligibility and Process	3-4
----- Attendance and Disciplinary Rules	4-5
----- Your Study Obligations	5
----- Student Contact Details	5

Student Life at Aspiring Language Institute

----- Student Safety	6
----- Sickness	7
----- Student Leave (Applying Holiday) Application	7-8
----- Classroom Rules	8
----- Grievance/Complaint Procedure	9
----- Learner Support and Services	10
----- Visa Renewal / Student ID / Suggestion box	11
----- Public Transport / Bank Account	11
----- Accommodation	11-13

School Facilities

----- Smoking / Kitchen / Toilet / Email & Internet / Telephone	14
----- Health and Safety Hazard Identification Policy	14-16

Life in New Zealand

----- Driving in NZ	17
----- Legal Age for Drinking	17
----- Water Safety	17
----- Harassment and Discrimination	18
----- Need any help?	18
----- Health Care	19

Code of Practice for the Pastoral Care of International Students

----- About the Code of Practice	20
----- Who the Code applies to	20
----- A Summary of the Code	20
----- How to Get a Copy of the Code	20

Useful Links	21
---------------------	----

ABOUT ASPIRING LANGUAGE INSTITUTE

Welcome to Aspiring Language Institute!

Aspiring Language Institute is a private, exclusive English language school which was established in January 1989. In October 2011, we opened our new campus in Auckland, New Zealand's biggest city. Aspiring Language Institute is registered by The New Zealand Qualification Authority and it is a signatory to Code of Practice for the Pastoral Care of International Students. Aspiring Language Institute is graded Category 2 by NZQA's latest (July 2014) External Evaluation and Review (EER).

Our Mission Statement:

"We dedicate ourselves to maintaining the highest pedagogical standards and adapting our programs to meet society's demands, aiming to form people with values to be ready for the challenges facing them with dedication, reinforcing commitment to social responsibility and encouraging professionalism in a number of ways that are attainable within our means, resources and capabilities"

Office Staff

Name	Position	Languages spoken
Janet Wang	Director	Chinese, English
Masako Doffman	Office Manager	Japanese, English
Carlos Preciado	Marketing Manager	Spanish, French, Portuguese, English
Anna Li	Accountant	Chinese, English
Allen Wang	Marketing Officer	Chinese, English
Lauren Kim	Marketing Officer	Korean, English

Do not forget that everybody is here to help you.

If you have any problems with your study, tell your tutor/lecture or the School manager immediately and they will do their best to help you.

If you have any problems relating to pastoral care please talk to a counsellor immediately and s/he will do their best to help you.

Contact Details

Auckland City Campus	Botany Campus
Address: Level 6, 115 Queen Street, CBD, Auckland Phone: (64) 09 282 4622 (Mon-Fri between 8:30 and 17:00)	Address: Botany Town Centre, Level 1, Building 2, 588 Chapel Road, East Tamaki, Auckland Phone: (64) 09 274 3388 (Mon-Fri between 9:00 and 15:00)
Email: study-at@aspiring.ac.nz	

Alternatively, in urgent situations you can call our emergency numbers:

1. **021-647-777** (school's director) /
2. **021-067-9926** (school's office staff)

Emergency Hotline Number

The police, ambulance and fire service can be contacted toll free immediately by dialling **111** on any telephone.

STUDYING AT ASPIRING LANGUAGE INSTITUTE

Enrolment

You must have following documents to complete your enrolment in the programme:

- Complete and sign school application form along with entry requirement documents.
- Obtain an offer of placement from the school.
- Make the payment into the school's trust account.
- Present valid passport and visa and travel and medical insurance.

Payment of Fees

Upon enrolment, the invoice will be issued and full payment should be made no later than 7 days before the course commencement date. Payment can be made as following options:

1. By cash or
2. Bank transfer to school's trust account or
3. By credit card (2.05% fee will be added in your invoice)

Fee Protection

Aspiring Language Institute has signed up with the Public Trust as a student fee protection scheme supplier which was approved by NZQA and follows their policy.

Refund and Withdrawal Policy

Eligibility

A: Before the course commencement date:

Students who cancel their course before its commencement date will be refunded the tuition fee in full.

The application fee and accommodation administration fee will not be refunded.

If the school has already organised the insurance for the student, the insurance fee is also not refundable.

B: After the course commencement date:

1. For courses not longer than five weeks, 50% of the tuition fees can be refunded to a student cancelling his or her course no later than two (2) days after the course starts. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
2. For courses longer than five weeks but not longer than twelve weeks, 75% tuition fees can be refunded to a student cancelling his or her course no later than five (5) days after the course starts. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
3. For courses longer than twelve weeks, full less a deduction for cost incurred by the school minus a maximum of 25% of the fee total paid can be refunded to a student cancelling his or her course within the first ten (10) working days of their course. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
4. If, for the some reason, the school has to cancel the course before the commencement date, we will refund in full the fees paid. If the course cancelled after its commencement date, we will refund pro rata for the weeks not delivered.
5. Where payment is received from an overseas study agency, we will pay tuition refund to that agency. Any such agency is considered to be the student's representative, retailing our school services.

6. Transfer of tuition entitlements between students is specifically prohibited.
7. Refunds or enrolment extensions will not be given to students:
 - taking a holiday during their course, unless approved by the Institute
 - arriving later than the course start date, unless approved by the Institute
 - leaving the Institute before the course is finished, unless approved by the Institute
8. Students enrolled for 6 months or more may have up to 2 subsequent weeks holiday during the course, with the dates of holiday agreed on at the time of enrolment. Changes to these dates can be made at the Institute's discretion. If the planned holidays are not taken, the course will be shortened accordingly.
9. If, for the some reason, the students are not able to obtain their visa, we will refund pro rata for the weeks from the date the student inform the school their visa was declined.
10. Homestay dates are from Saturday to Saturday, or Sunday to Sunday. If you are staying longer than specified above, please contact us to arrange the additional payment. Homestay fees will be refunded if you move to a private accommodation, if you give us at least two weeks' notice about the move.
11. The Institute will not be held responsible for any sickness, damage, injury or loss incurred at the Institute, at the accommodation organised by the Institute, or at any activity or trip organised by the Institute. It is the student's responsibility to have adequate insurance to cover medical expenses, repatriation and loss of school fees if the student needs to shorten the enrolment (or cancel the course) as a result of any such event described above.
12. The Institute reserves the right to amend fees and conditions at any time.

Process

- All withdrawal /Cancellation request must be made in writing to the school and signed, dated by the student (or parent for under 18 years old) and presented with supporting documents, such as a letter from Immigration New Zealand or Medical Certificate, giving reasons.
- All refunds will be made to the student's account if the withdrawal request is approved and the student is entitled for any refunds.
- Written permission will be requested if the student wish as any refund to be paid the third party. In this case, the school needs to obtain the third party's identification as well. Whether the refund to the third party is accepted or not will be decided by the school's fee protection provider (Public Trust) and the school has no power over their decision.

Attendance and Disciplinary Rules

You are expected to attend all lessons and to be on time.

You must comply with the conditions of your permit to stay in New Zealand. If you are persistently absent from school without a valid reason, or if your behaviour is detrimental to the Institute, to the homestay or to other students, you will receive a series of warnings, which may lead to the termination of your enrolment if there is no improvement.

Aspiring Language Institute reserves the right to expel any student who breaks New Zealand law or the school guide rules, including persistent unexplained absence. We will not refund fees in the case of expulsion, and will notify the Immigration New Zealand about the expulsion.

Attendance:

If the student continues to be absent for no valid reason, a written absence warning will be issued. Absence of five days over one month or less than 85% attendance rate is sufficient to issue the first warning to the student. Up to three warning can be issued. Third and final warning is considered to be the last warning.

Disciplinary:

- a. You should familiarize yourself with the laws in particular regarding the sale and consumption of alcohol and tobacco, and sale and use of drugs. You cannot use drugs or alcohol on the premises during course hours, or come to class under the influence of drug or alcohol.
- b. We expect students to respect Aspiring, your tutors and your fellow students and behave in a responsible way at all times. Do not cause harm (being mental or physical) to any member of staff or other students while attending the course.
- c. Usage of mobile phones and tablets is prohibited during lesson time (except for use as a dictionary). Your tutor may ask you to leave the classroom if you ignore their warnings and continuously use them.
- d. We expect you to interact appropriately with every person on this campus. Violence or harassment of any person on or off campus is unacceptable. Some examples of unacceptable behaviour and harassment are provided below:
 - You must not use foul, obscene or abusive language at Aspiring.
 - You must not smoke on campus except in designated areas.
 - You are not allowed to have alcohol or illegal drugs while at Aspiring.

Similarly, if you do not follow the guidelines for computer use, you will be warned, suspended or expelled, depending on the seriousness of what you did.

If you break a New Zealand law, expulsion will be immediate.

Your Study Obligations

It is the New Zealand Government's requirement that all foreign students who enrol at a school or university in New Zealand must attend 100% of their classes. Students who are frequently absent from school will receive a series of warnings. If their attendance does not improve, they will be referred to the Immigration New Zealand and their visa or permit may be revoked. School fees will not be refunded.

If you change schools during the time your study permit has been issued for, you must notify the Immigration New Zealand.

Student Contact Details

It is important to inform the school immediately when you change your contact details such as address, mobile number or email address, for both in New Zealand and your home country. You will need to fill in a form at the reception.

STUDENT LIFE AT ASPIRING LANGUAGE INSTITUTE

Student Safety

1. **Evacuation procedure**

Building evacuation procedure is placed in each class room and common area.

Please read through carefully and follow the procedure when you have to evacuate the building such as fire, earthquake, bomb threat and so on.

2. **Travel and medical insurance**

All International students must have a suitable insurance policy. If you don't have one, we will arrange you the Southern Cross Travel Insurance or Orbit Protect which covers medical and travel expenses, including loss of school fees, emergency travel home, and other related expenses.

Tuition will not be extended or refunded if you are absent from school for any reason, including accident or illness. The Institute will not be held responsible for any sickness, damage, injury or loss incurred.

Your insurance must cover for the period of your study.

If you would like any advice about insurance please ask our staff.

ELIGIBILITY FOR HEALTH SERVICES

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at **www.moh.govt.nz**.

ACCIDENT INSURANCE

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at **www.acc.co.nz**.

MEDICAL AND TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

3. **Harassment**

a. Harassment is a form of discrimination. It is a denial of equality in the institute and will not be tolerated. All staff members and students have a right to perform free of any form of harassment.

b. Racial harassment is unlawful under the Employment Relations Act 2000 and the Human Rights Act 1993. All staff members and students do not permit the use of language, visual material or physical behaviour that expresses hostility against or brings into contempt or ridicule any other person on the ground of the colour, race, ethnic or national origins of that person.

- c. Sexual harassment is misconduct both within the institute and outside the institute (where the harassment would not have occurred but for the employment relationship between the harasser and the complainant).

Sexual Harassment may amount to misconduct or serious misconduct and may result in the termination of employment/enrolment.

Sickness

It is the New Zealand Government's requirement that all foreign students who enrol at a school or university in New Zealand must attend 100% of their classes. Students who are frequently absent from school will receive a series of warnings.

If you are ill and have to stay home, please phone the school to inform us that you are not able to attend the class because of sickness. The school telephone number is 282-4622.

If you need to see a doctor or a dentist please tell your homestay family or school staff to make an appointment for you.

The school will consider your attendance as "sick leave" if you:

1. Call the school to inform us that you are unable to attend;
2. Present a medical certificate when you return to school after you have been absent for more than 3 consecutive days;

The school will **not** consider your attendance as "sick leave" if you:

1. Did not call the school;
2. Do not present a medical certificate on the day you return to school;
3. Present a medical certificate which is back dated;
4. Present a medical certificate for more than 4 days within a 4 week period.

The school will advise a student to withdraw from the course if the student requires more than 4 weeks sick leave due to their illness, and the school will inform Immigration New Zealand.

This also applies if the student needs to take more than 4 weeks leave to look after ill family members.

Student Leave (Appling Holiday) Application

Holidays during the course are discouraged because the tutors need to be able to plan for class continuity, student numbers and for course material. It is recommended to take a holiday **after** the completion of the course.

Intensive English course students

However, Intensive English course students are eligible to take a week's holiday for every 12 weeks of enrolment, up to 4 weeks in total.

1. If the student enrolls for 12 consecutive (with 1 enrolment) weeks, s/he is entitled to 1 week's holiday during the course.
2. If the student enrolls for 24 consecutive (with 1 enrolment) weeks, s/he is entitled to 2 weeks' holiday during the course.
3. If the student enrolls for 36 consecutive (with 1 enrolment) weeks, s/he is entitled to 3 weeks' holiday during the course.
4. If the student enrolls for 48 consecutive (with 1 enrolment) weeks or more, s/he is entitled to 4 weeks holiday during the course.

The above holiday entitlements are not automatically given to the student as they need to be applied for (the student needs to fill in the 'student leave application form) and approved.

The student's attendance rate must be more than 90% for a holiday to be approved.

The student must apply for a holiday/leave at LEAST 2 WORKING WEEKS IN ADVANCE and s/he must wait for school approval, which may take 1 to 2 days before making any holiday bookings.

Refunds or enrolment extensions will not be given to students taking a holiday during their course, unless the school agrees to the holiday request. Such requests will be considered individually.

The school has the right not to allow a holiday to be taking during the course, such as for a student with poor attendance, a recently enrolled student or only a student with 1-2 weeks of study left.

If the school agrees to the student taking a holiday during the course, it will be credited at the end of their studies. This credit is dependent upon the following criteria: a valid visa that meets immigration requirement and valid insurance.

New Zealand Certificate in English Language (NZCEL) students

NZCEL students are not eligible to take a holiday during their course.

However, if an emergency situation occurs, such as long term sickness/injury or family problems, the school will consider it. You will need to present documents in support of your request. Please talk to one of our office staff.

Diploma students

Diploma students are not eligible to take a holiday during the term. You will have 2 weeks holiday between terms.

However, if an emergency situation occurs, such as long term sickness/injury or family problems, the school will consider it. You will need to present documents in support of your request. Please talk to one of our office staff.

Under 18 years old students

Students who are under 18 years old are not entitled to any holidays (except the school's holidays) during their study at Aspiring Language Institute.

However, the school will consider their holiday application if its meets the following criteria.

Students must present:

1. Student's parent's written and signed approved letter.
2. Travel itinerary.
3. All accompanying friends' names and their contact numbers.

The School may allow students to take up to only 1 week's holiday if the application succeeds.

If the student takes a holiday without the school's approval it will lead to expulsion from the school.

Students who are enrolled for less than 13 weeks are not allowed any holidays.

Classroom Rules

All students are expected to follow Aspiring's classroom rules as below:

1. Be on time
2. English only
3. No mobile phone
4. Clean up your mess

Grievance/Complaints Procedure

All students have the right to complaint about anything in the school.

If you have a complaint:

❖ *Is it about your class?*

1. Talk to your tutor first. If you are not satisfied with your tutor's response.
2. Talk to a student counselor. If you are not satisfied with your counselor's response.
3. Fill the official complaint form (available at the reception) and give it to the Director of Studies or designate.
4. If you did not receive a satisfactory answer in response to your complaint and would like further help, write to the New Zealand Qualifications Authority (NZQA):

❖ *Is it about your homestay?*

1. Talk to our reception first. If you are not satisfied with the reception's response.
2. Talk to a student counselor. If you are not satisfied with your counselor's response.
3. Fill the official complaint form (available at the reception) and give it to the Office Manager.
4. If you did not receive a satisfactory answer in response to your complaint and would like further help, write to the New Zealand Qualifications Authority (NZQA):

❖ *Is it about something else?*

1. Talk to our reception first. If you are not satisfied with the reception's response.
2. Talk to a student counselor. If you are not satisfied with your counselor's response.
3. Fill the official complaint form (available at the reception) and give it to the Office Manager.
4. If you did not receive a satisfactory answer in response to your complaint and would like further help, write to the New Zealand Qualifications Authority (NZQA):

- ✓ *You are more than welcome to bring any support person if you are not comfortable making a complaint by yourselves.*
- ✓ *Staff members will listen your complaint without prejudice.*

If your complaint is not solved- contact NZQA

1. Download the Complaint Form (www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf)
2. Send your completed Complaint Form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
P O Box 160 Wellington 6140

or email a scan of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz

What can I complain to NZQA about?

- Course information
- Entry and selection procedures
- Enrolment procedures
- Information or procedures for financial matters
- Staff qualifications or skills
- Student support and guidance
- Programme content, structure or delivery
- Equipment and teaching resources
- Assessment processes and information
- Management practices

What can't I complain to NZQA about?

- An event that took place more than 12 months ago unless the complainant has been actively pursuing the complaint with the provider since it occurred, or the issue has only just come to the complainant's attention due to circumstances beyond the complainant's control
- Training or education delivered by universities
- Appeal of an assessment result – you should follow the provider's appeals procedure
- The private lives of those involved with education and training
- Issues currently under investigation, or where a ruling has already been made, by a disputes tribunal
- Ministry of Social Development matters, e.g. loans and allowances
- Tertiary Education Commission (TEC) matters, e.g. course-related costs, travel allowance

Learner Support and Services

Please remember, all our staff are more than happy to help you improve your study skills and/or to have comfortable New Zealand life. Our friendly, experienced staff are here for you and don't hesitate to talk to one of them if you need any help.

Aspiring Language Institute is committed to:

1. Providing students with accurate and current information relating to the organisation and its programmes.
2. Ensuring the student handbook will be congruent with the requirements of NZQA, accurate, current and compliant with the Fair Trading Act.
3. Ensuring all students have a reasonable chance of success
 - All students will be interviewed to ensure that they are suited to the programme and are likely to succeed.
4. Ensuring selection processes will be fair and valid
 - All students will be interviewed by the Academic Manager and another staff member
 - If a course is full, applicants will be placed on a waiting list
5. Providing career guidance for students
 - All staff will be available to advise students on further study opportunities.
6. Providing guidance and support to students who require it
 - Students will be encouraged to raise any issues that are impacting upon their training with a staff member. Tutors will discuss such matters with the Academic Manager or other staff members and offer appropriate guidance and support strategies agreed with the student. If in-house support is not appropriate, staff will assist students to make contact with external agencies
 - A list of internal and external support services will be included in the Student Handbook.
7. Protecting students from harm
 - Student rules and complaints procedures are designed to protect students and are included in the Handbook.
 - The Health and Safety Policy and Procedures and the Harassment Policy are designed to manage potential harm to students. These are included in the Handbook.

Our services include:

- Access to computer lab and Internet
- Wireless internet connection
- Aspiring Language Institute student ID card
- Lending library (books and DVDs)
- Opening a bank account
- Applying for an IRD number
- Claiming your insurance
- Assistance with your visa application
- Advice for finding accommodation

Visa Renewal

Students frequently extend their courses while in New Zealand. We can help you with information regarding student and visitor visa requirements. Please ask the person at reception if you need any help with your visa, or see your student counsellor.

Student ID

A Student ID card will qualify you for some student discounts (eg. in shops, at the cinema, in theatres, etc.). It is free of charge and if you would like one, please ask our staff. You will need a passport size photo.

Suggestion Box

A suggestion box is on the counter at reception. All staff and students are welcome to offer any suggestions that will help us to improve the school's services and facilities.

Public Transport

Main public transports in Auckland are bus, train, and ferry.

The city bus service is run by Auckland Transport and the bus terminal is located at Britmart, Downtown. Bus route timetables are available from the bus terminal, newsagent and Visitor Information Centres. You can visit <https://at.govt.nz/> for more information.

Bank Account

Many students like to open a bank account while they are in New Zealand. We can help you to open an account and show you how to use the banks facilities. You will need to bring your passport to open a bank account.

Accommodation

It is very important for us for you to feel comfortable not only at school but also at the place you choose as your new home. The Institute can arrange 2 types of accommodations on student's request.

1. Homestay Accommodation (*)

We take great care in choosing a hospitable, friendly family for the student's homestay accommodation if required. Most of our host families live within 3 bus stages of the Institute. Each family hosts only one student.

However, couples or those wishing to share a homestay with a student of a different nationality can be catered for. Also your homestay will provide breakfast and dinner on week days and 3 meals during the weekend.

2. Apartment Accommodation

If you prefer to live on your own, we also offer student residence located in the city centre; The residences are fully equipped with kitchen, living room, bathroom, TV, coin operated laundry and washing machine.

If you prefer another kind of accommodation; talk to our friendly staff and they can assist you choosing the right place that suits your needs

**Homestay*

We always try to choose the most suitable family for you, but sometimes problems can arise due to cultural or personal differences. It is very important that you tell the student counsellor if you have any problems with your homestay. If the problem cannot be resolved, we shall arrange a new homestay for you as soon as possible.

Do not wait until small problems become big problems!

If you have a problem you can talk to a student counsellor.

House Keys

Your family will give you your own house key so you can be independent, but remember to tell your family where you are going and what time you are coming home. If you are going to be returning home late, please telephone, so your host family will not worry. When you arrive home in the evening, please be considerate and try not to make much noise.

Payment

School and homestay fees should be paid no later than two weeks before your course starts. If you are extending your course you will be given a new invoice for school and homestay fees. Payment for extra homestay should be made directly to the school prior to your extension of stay. We will send it to your family fortnightly.

Homestay fees must be paid in advance

If you have booked in advance to take a holiday during your course, you will not have to pay homestay fees for that period (applicable to full weeks only, eg. Saturday to Saturday, Sunday to Sunday), but you may have to pay a holding fee to keep your homestay during your absence.

Meals

In homestay accommodation you will receive breakfast and an evening meal with the family/ the host throughout the week. You will also be given a light lunch on Saturdays and Sundays.

Please give your host family details of your timetable, so that you can eat with the family.

If you are not planning to have dinner at home, please let your family know in the morning.

You will probably be asked to help yourself at breakfast time. A New Zealand breakfast usually includes cereals or toast with butter, jam and fruit; coffee or tea.

Baths and Hygiene

The homestay entitles you to a daily bath or shower. You should supply your own shampoo, toothpaste, etc. Most families have only one bathroom, so please arrange the most convenient time to have a bath or shower. If you are not sure how the taps work, please ask your host family to show you. Please always leave the bathroom clean and tidy. Your host mother will tell you how to dispose of female hygiene items. **Never flush them down the toilet!**

Laundry

Please make arrangements with your family for washing your clothes. Many of our host families will do the washing for you, **but it is not their duty.**

Making Calls

Local calls from a residential phone in Auckland are free of charge.

Please note that phone calls to mobile phones are toll calls, and your host family will be invoiced for that. If you want to make a call to a mobile phone or for your overseas calls, please use a pre-paid phone card.

Leaving Your Homestay

If you plan to leave your host family, you must tell the family and the school at least two week before you leave. If you do not give 2 weeks' notice you will have to pay 2 full week's homestay fees.

Termination can be made to the following Saturday or Sunday. **Please let us know your new address and telephone number if you move out from your homestay.**

Damage Caused by Students

If you damage or break small items (eg. iron, pots, cups, electric blanket etc), please replace them. We also strongly recommend that you take out an insurance policy which will cover you for personal liability in case of serious damage, or accidents outside the homestay and loss of tuition fee (in case of an accident). We recommend the Southern Cross Travel Insurance. Please ask the staff at reception for more details.

How You Can Help Your Homestay

Many New Zealand families enjoy hosting foreign students. It is important to try to fit in with the homestay family routines.

Please do not treat your homestay as if it was a hotel and you were a guest. The weekly homestay fee covers the cost of your food, electricity (for heating, hot water, your laundry), and use of a private room. You can't expect to be treated as a paying guest, but as an extended member of the family.

Students are expected to help out with **light household duties**. This means helping with food preparation at meal times, (eg. peeling vegetables), doing the dishes, filling or emptying the dishwasher, making your bed, keeping your room tidy, doing your own laundry etc.

New Zealand houses **do not have central heating** and are expensive to heat, particularly in the wintertime. Please be careful to not waste electricity. Do not leave your heater on during the day when you are out. Keep warm by putting on extra clothes such as thermal underclothes and woollen or fleece jerseys.

Nearly all New Zealand houses have their own hot water supply from a tank in the house. This means that there is only a limited amount of hot water available each day. Most New Zealanders will only spend about 10 minutes having a shower. Please be considerate when using hot water. If you have a long shower there may not be enough hot water available for the rest of the family.

SCHOOL FACILITIES

Smoking

Smoking is prohibited in the school at any-time.

You can only smoke outside the building. Do not smoke inside, and do not smoke at the front entrance of the school. Please use the ashtrays provided and do not leave cigarette butts on the ground or in the flower pots. Smoking is banned from all restaurants, pubs, cafés. Cigarettes can only be sold to people 18 years and over.

Kitchen

The kitchen is for everybody's use. Microwaves are available for *re-heating (not cooking)* food. Tea and sugar are provided in the school kitchen. Please wash your dishes and cups (plate or bowl) when you finished.

For safety reasons please don't take any hot drinks like coffee or tea, or food in your classroom.

Toilets

You will be shown where they are on your first day.

E-mail & Internet

While you are enrolled at our school you can use the Internet free of charge (Wifi connection is available for all our students but its limited 500MG per month for each student). Please use your own personal mail account for your correspondence.

We have computers for student use in students' common area. Please note that your teacher can also use the computer. Please do not keep any personal files saved on these machines - we clear any downloaded files from all computers once a week.

Telephone

There is no telephone for students available. Please use your mobile phone or the phone in your homestay. To make international or toll calls in your homestay, please use a pre-paid international phone card.

However, please switch off your mobile when you are in a class.

Health and Safety Hazard Identification Policy

All staff and students health safety and comfort will be maintained in accordance with relevant legislation. All operations of the academy will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

- According to Occupational Safety and Health potential hazards are eliminated, isolated and minimised
- Any potential and actual hazards are identified.

- Any potential and actual hazards are effectively managed.
- Emergency procedures are established to deal with identified hazards.

Procedures for Implementation of Hazard Identification

- Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.
- Recommended actions are identified in accordance with appropriate authorities where necessary.
- Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

- Tutors are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the Director on a day-to-day basis.
- The Director is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation

Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

Health and Safety Procedures:

- Display of Evacuation Notices
Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.
- Trial Evacuations
To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.
- Fire Warden
The director will appoint a fire warden who has experiences or applicable training. There will be 2 people for this role, in case of absence.
- Assembly Point
The assembly point is on the footpath outside adjacent buildings.
- First Aid Kits
First Aid kits are kept at the reception occupied by the school.
- First Aid Procedures
If students are ill and need to leave class they will tell the tutor who will make sure that the student can get to a doctor if necessary.
**At least one of staff member holds a 'First Aid Certificate' if this is not the case the school will arrange a course to attend or provide a session as a part of professional development.*

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the manager.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Safety Rules:

All persons on the school premises must observe the following safety rules:

- Do not run around the school, only walking is permitted.
- Use handrails when coming up and down the stairs.
- You are not allowed to drink alcohol or bring or consume drugs on the premises.
- If you spill something you must clean it up immediately.

Fire and safety compliance

- You are not allowed to smoke in any of the premises.
- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers.

LIFE IN NEW ZEALAND

Driving in New Zealand

You can begin to learn to drive in New Zealand at 16 years of age.

If you have an international drivers licence, you can drive in New Zealand and hire rental cars. If you want to hire a car, please check with the rental car company what the minimum age a driver must be before they can hire a car. You must show the rental car company your licence.

Please drive carefully at all times, and be aware that the New Zealand roads and driving conditions are quite different to what you are used to from home. Please remember to keep on the left-hand side of the road, and that all New Zealand cars are all left-hand drive.

The maximum speed within city limits is usually 50 km/ph and on highways and motorways max 100 km/ph, unless you see a traffic sign telling you otherwise.

(Never drive after consuming alcohol, or when you are tired)

Legal Age for Drinking

The legal age for entry into pubs, bars and clubs in New Zealand where alcohol is served is 18 years of age. You must produce identification stating your age. A passport or a driver's license will be accepted.

Water Safety

New Zealand has lots of beautiful beaches and swimming is one the best activities in warm season.

Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or others, from danger.

1. Swim between the flags

Swim between the red and yellow patrol flags, as they identify the safest area to swim when an active lifesaving patrol is on the beach.

2. Rip current

A rip is a strong current of water running out to sea. They can be very dangerous to swimmers as they can sweep you out to sea quickly and easily.

Rip currents can be hard to identify, look for these features:

- Discoloured or murky brown water caused by sand stirred up off the bottom
- A smoother surface with much smaller waves, with waves breaking on either side
- Debris floating out to sea
- A rippled look, when the water around is generally calm.

If you get caught in a rip:

- Don't panic
- Don't try to swim against the rip back to shore
- Let the rip carry you out until the current subsides
- Then swim parallel to the beach for 30-40 metres before swimming back to shore

- If you get tired or become frightened, stay calm, raise your arm, call for help and wait for assistance.

Harassment and Discrimination

In New Zealand, it is generally illegal to discriminate against anyone based on gender, race, sexuality, age, marital status, pregnancy, physical or intellectual impairment.

Need any help?

If you think you have a problem, please do not hesitate to talk to someone. New Zealand has professional services that can help you. Just pick up the phone and contact them before it's too late!!

- ❖ Mental Health: 0800 111 757 (Depression helpline)
- ❖ Drug or Alcohol Problem: 0800 787 797
- ❖ Gambling Problem : 0800 654 655

If you want to get a specialist opinion on personal matters, private, you can contact the following centres.

They can help you with your concerns and will respect your privacy.

- ❖ Sexuality Education (Family Planning):
Level 2 , 5 Short Street, Newmarket (09) 524 3341
- ❖ Sexual and Reproductive Health (Auckland Sexual Health Service):
Building 7, Floor 3, Greenlane Clinical Centre, Greenlane West 0800 739 432

Health Care

Where should I go?

1. Family Doctor / Pharmacy

For urgent less serious health concerns

- Call or visit your family doctor (GP)
- Get advice and treatment for common minor illness from your community pharmacist

2. Accident & Medical Clinic

For urgent, less serious health concerns when you can't see your family doctor or after hours

- Call your family doctor to find your closest Accident & Medical Clinic (Urgent Care Clinic)

3. Hospital Emergency Department

Serious unwell and need emergency care

- Go to the hospital Emergency Department or call 111

Need free 24/7 telephone health advice from trained registered nurses?

Phone 0800 611 116

To find your nearest family doctor, pharmacy or Accident & Medical Clinic (Urgent Care Clinic) visit:

www.healthpoint.co.nz

Information provided by:



CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

About the Code of Practice

When you come to study in New Zealand, your New Zealand education provider has an important responsibility to ensure that you are well informed, safe and properly cared for.

To support this, the New Zealand government has developed a Code of Practice for the Pastoral Care of International Students (the Code).

The Code is a document that provides a framework for service delivery by education providers and their agents to international students.

It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider.

Who the Code applied to

The Code applies to all education providers in New Zealand with international students enrolled.

The NZQA maintains a register of all education providers and exchange organisations that the Code applies to.

A Summary of the Code

The Code sets standards for education providers to ensure that:

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

How to Get a Copy of the Code

You can request a copy of the Code from us. You can also download a full copy of the Code of Practice from www.nzqa.govt.nz . This can be downloaded in a number of different languages.

Useful Links

Study in NZ

New Zealand Qualifications Authority (NZQA)	www.nzqa.govt.nz
Education New Zealand	www.enz.govt.nz
Study in New Zealand	www.studyinnewzealand.com
Ministry of Education	www.education.govt.nz
Immigration New Zealand	www.immigration.govt.nz

Life in NZ

Ministry of Social Development	www.msd.govt.nz
New Zealand Police	www.police.govt.nz
New Zealand Transport Agency	www.nzta.govt.nz
Tenancy Services	www.tenancy.govt.nz
Information about accommodation for international students in Auckland	http://www.aucklandnz.com/study/live
Tourism New Zealand	www.tourismnewzealand.com
Child, Youth and Family	www.cyf.govt.nz
Disputes Tribunal	www.justice.govt.nz/tribunals/disputes-tribunal
Citizens Advice Bureau	www.cab.org.nz
Human Rights Commission	www.hrc.co.nz
Office of Ethnic Communities	http://ethniccommunities.govt.nz
Language Line	http://ethniccommunities.govt.nz/browse/language-line
Lifeline	www.lifeline.org.nz

Health and Safety

Ministry of Health	www.health.govt.nz
Accident Compensation Corporation	www.acc.co.nz
Family Planning	www.familyplanning.org.nz
Mental Health Foundation	www.mentalhealth.org.nz
Alcohol	http://alcohol.org.nz
New Zealand Drug Foundation	www.drugfoundation.org.nz
Harmful gambling	http://choicenotchance.org.nz
Water Safety New Zealand	www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety-code
NZTA information for visiting drivers	www.nzta.govt.nz/safety/driving-safely/visiting-drivers/
Drive Safe	www.drivesafe.org.nz/
Sun safety	http://sunsmart.org.nz/
Sexual and reproductive advice	http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit
Earthquakes and other natural disasters	http://getthru.govt.nz