



Student Handbook 2019

Name

Student ID

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About us

Thanks for choosing Aspiring Language Institute

Aspiring Language Institute is a private training establishment founded in 1989. Our Institute offers a high level of personal attention to students who are treated as individuals and encouraged to develop their skills to the best of their ability.

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 (Aug 2017) External Evaluation and Review (EER).

Our Mission

We are committed to maintaining the highest pedagogical standards and adapting our programs to society's demands. We aim to instil values in our learners and ready them with an understanding of the dedication and commitment they need for the challenges facing them. At Aspiring, we commit ourselves to our social and professional responsibilities to the best of our abilities.

Our Vision

People coming from different Countries bridge culture gaps, and our aim is to promote this intercultural understanding and help to make the world a better place.

Our staff

Our office staff are very friendly and have experience as international students themselves. Therefore, we understand how new students feel when they first arrive in Auckland. We speak different languages and we are all here to help you so please don't hesitate to talk to us if you have any questions.

Janet Wang

Director

janet@aspiring.ac.nz

Speaks: English and Chinese

Masako Doffman

Office Manager

masako@aspiring.ac.nz

Speaks: English and Japanese

Carlos Preciado

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Speaks: English, Spanish, Portuguese and French

Richard Purro

Academic Manager/IELTS tutor

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Speaks: English

Yifan Li

Education Officer

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Speaks: English and Chinese

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Marketing Officer

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Marketing Officer

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Speaks: English and Chinese

Blanca Bai

Marketing Officer

blanca@aspiring.ac.nz

Speaks: English and Chinese

Do not forget that everybody is here to help you.

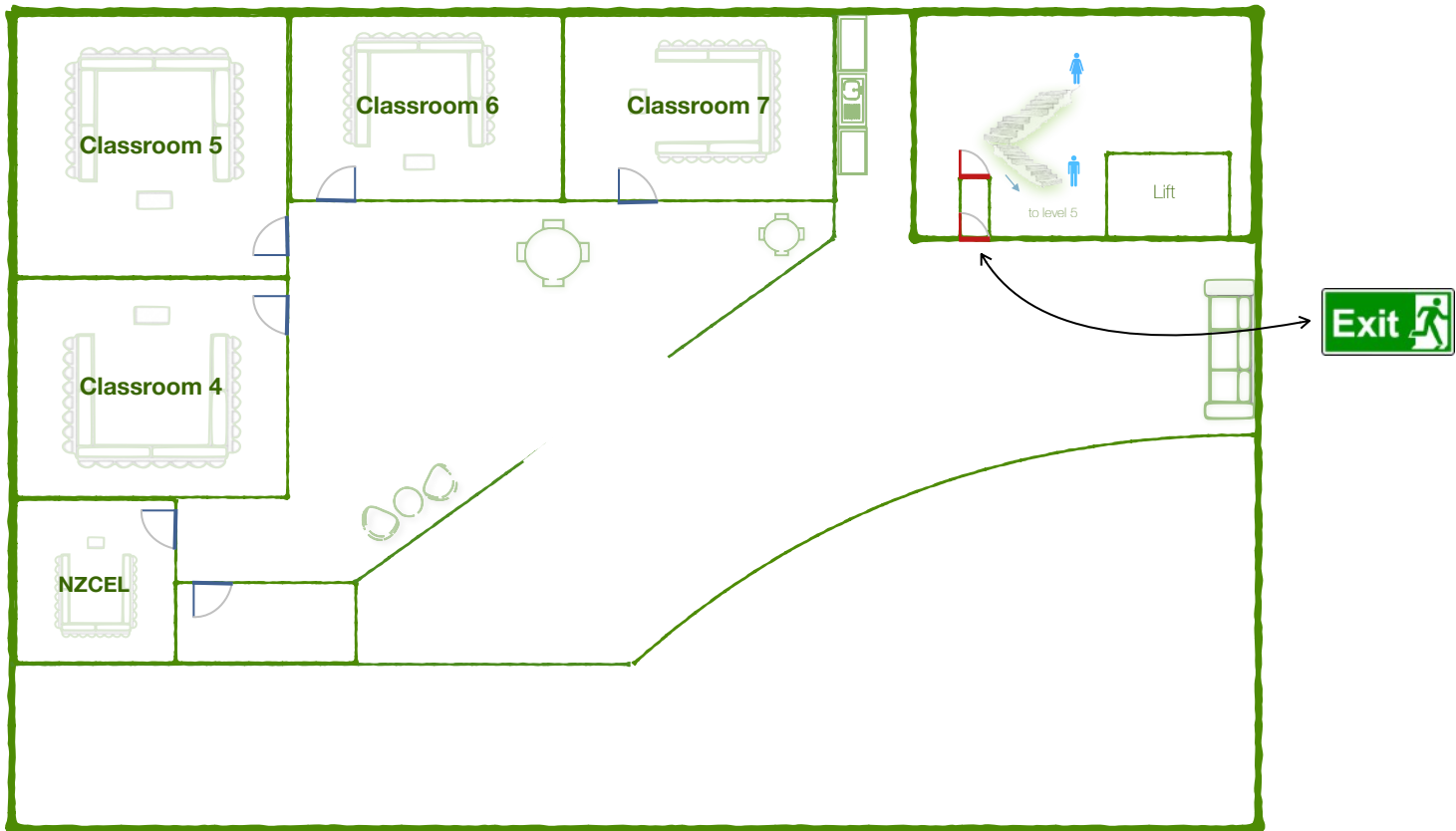
If you have any problems with your study or your well-being, tell your tutor or talk to your counsellor immediately and they will do their best to help you.

Campus map

Level 5 - Main floor



Level 6 - Classrooms



Contact details

Auckland City Campus



Address: Level 5, 115 Queen Street, Auckland CBD, 1010, New Zealand

Phone: +64 9 282 4622
(Monday to Friday between 8:30 to 17:00)

Email: study-at@aspiring.ac.nz

Botany Campus



Address: Botany Town Centre
Level 1, Building 2, 588 Chapel Road,
East Tamaki, Auckland, 2013, New Zealand

Phone: +64 9 282 4622
(Monday to Friday between 9:00 to 15:00)

Email: study-at@aspiring.ac.nz

Aspiring's emergency numbers (available 24/7)

021 647 777 and 021 067 9926

Remember to keep the school up to date with your contact details

Emergency Services

New Zealand has four main emergency services - the Fire service, the Police, ambulances and Civil Defence.

Call 111 in emergencies

In New Zealand, the number to call if you need the Fire service, Police or an ambulance in an emergency is **111**.

You can call this number on a mobile phone even if the phone is out of credit.

The operator will ask you which service you need and connect you to the right service.



If you are not sure if it is an emergency but you are still worried, call 111 and ask the operator. They will help you work out what to do.

111

Studying at Aspiring Language Institute

Timetable General English and IELTS (morning classes)

	Monday	Tuesday	Wednesday	Thursday	Friday
08:30 - 10:00			Class time		
10:00 - 10:15			Break		
10:15 - 11:15			Class time		
11:15 - 11:30			Break		
11:30 - 12:30			Class time		
12:30 - 13:15			Lunch break		
13:15 - 14:15		Elective class	Elective class	Elective class	Activity

Elective classes are an excellent way to improve that specific skill you feel is your weakest point. We will advise you which one can be the best option for your English learning process; classes change time to time so please ask your tutor or at the reception for further details. **Elective classes are compulsory for under 18 year old students.**

Note: some activities may require participants to pay a fee

Timetable evening class

	Monday	Tuesday	Wednesday	Thursday	Friday
17:00 - 18:30			Class time		
18:30 - 19:00			Break		
19:00 - 21:00			Class time		

For security reasons the building's main entrance and lift are locked at **19:00**, make sure you're back from the break before that to avoid inconveniences.

Timetable NZCEL

Check your NZCEL booklet for information about timetable and course terms

Classroom rules

All students are expected to follow these rules:

1. Be on time —————→ Being late will affect your attendance %
2. English only —————→ Your teacher may mark you absent if you don't speak English during class
3. No mobile phone —————→ Only for class related content, otherwise you'll be marked absent
4. Cleaning —————→ Don't expect someone else will do it for you

The tutor may ask you to leave the classroom if you don't follow the rules and you will be marked absent for the day

Attendance policy

It is the New Zealand Governments 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.

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 warnings can be issued. The third is considered to be the final one, after this, if your attendance does not improve, your enrolment will be terminated and referred to Immigration New Zealand and their visa or permit may be revoked. School fees will not be refunded.



Certificate of Attendance will only be given to students with an overall attendance rate of 80% or above

Disciplinary rule

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 Immigration New Zealand about the expulsion.

Disciplinary:

- * You should familiarise yourself with the laws, in particular regarding the sale and consumption of alcohol and tobacco, the 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 drugs or alcohol.
- * 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.
- * 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.
- * 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 the law in New Zealand expulsion will be immediate



Sickness policy

If you are ill and have to stay home, please phone the school to inform us that you are not able attend. You will be marked absent if you do not inform the school. If you're going to be absent for more than 2 days, a medical certificate is required.

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

Sick leave

We will consider your absence as a sick leave if you:

- Inform the school that you are not able to attend
- Present a medical certificate when you return to school after 3 consecutive days of absence
- Maximum 2 days per month

We will **NOT** consider your absence as a sick leave if you:

- Did not call the school before class
- Did not present a medical certificate on the day you came back to school
- Your medical certificate is backdated



Note:

You must contact us before your class starts and have your student ID number ready



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.

Healthcare

If you are not physically well and would like to be seen by a professional, you may one to look at the following options to know here you can go:

• Pharmacy

You can visit the pharmacy when you have a minor health problem and ask the pharmacist for help, they should be able to recommend some medicine for your or advice you to visit a doctor

• Doctor / General Practitioner (GP)

Whenever you feel you need to see a doctor but you're not sure where to go, please talk to your counsellor and we'll help you find one for you

• Accident and Medical Clinic

For urgent, less serious health concerns when you can't see your family doctor or after hours. You can ask your GP for the closest one to your home

• Hospital Emergency Department

If you need urgent treatment due to illness or injury, dial **111** for an ambulance, they will take you to the closest hospital

To find your nearest family doctor, pharmacy or Accident & Medical Clinic (Urgent Care Clinic) visit: <https://www.healthpoint.co.nz>



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

Phone 0800 611 116

Student leave (Holidays)

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. However, if you want to take a holiday the following rules apply:

General English and IELTS preparation course

16 weeks of enrolment - 1 week holiday

24 weeks of enrolment - 2 weeks holiday

36 weeks of enrolment - 3 weeks holiday

48 weeks of enrolment - 4 weeks holiday

The holiday entitlements **are not automatically given** to all students; you will need to request them first by filling out the student leave application form, and make sure you meet the following requirements:

- * Request the holiday/leave at least **2 weeks** in advanced
- * Attendance must be at least **90%**
- * Have been studying for **8 weeks** and have **4 weeks** remaining at the end of your holiday

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.

When Aspiring authorises a course extension, student will be only able to study if you have a valid visa that meets immigration requirements and a valid insurance.

New Zealand Certificate in English Language

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

Under 18 year old students

Students who are under 18 years old are not entitled to any holidays (except the school's holidays) during their course; however, the school will consider their holiday application if you meet the following criteria:

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.

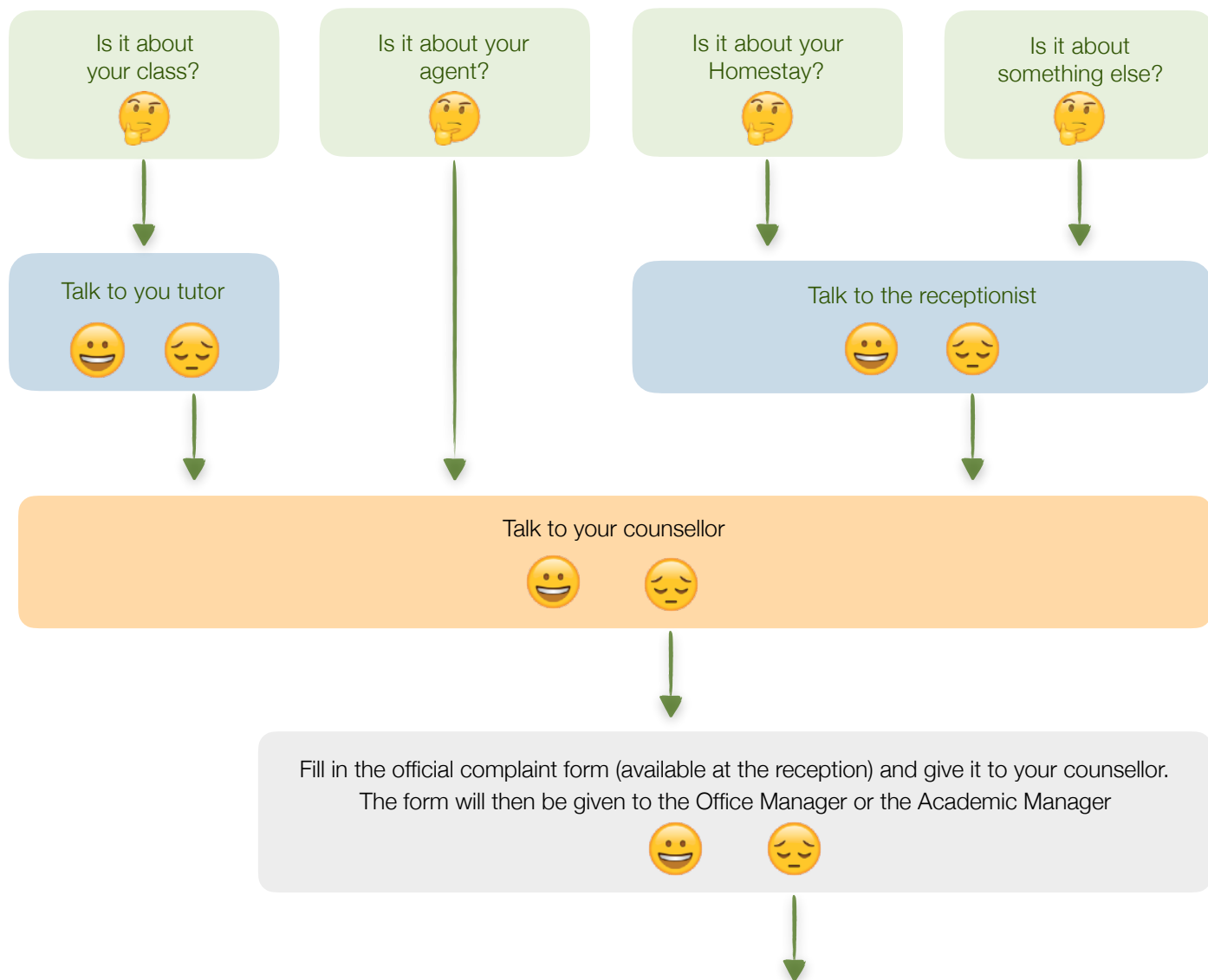
If the student takes a holiday without the school's approval it will lead to expulsion from the school.

Students who are enrolled for less than 16 weeks are not allowed any holidays.

Please note that if an emergency situation occurs, such as long term sickness/injury or family problems, the school will consider student leave; however, you will need to present documents in support of your request. Please talk to one of our office staff immediately if you face such situation.

Complaint Procedure

If you are not happy with your class, the school or your homestay, please follow this procedure and we will help solve the problem.



If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>.

You can find more information about complaints to NZQA in there website: www.nzqa.govt.nz



You are more than welcome to bring any support person if you are not comfortable making a complaint by yourself.

Staff members will listen to your complaint without prejudice.

Refund and Withdrawal Policy

Eligibility

* 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 insurance for the student, the insurance fee is also not refundable.

* 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 is 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 the dates of holiday agreed on at the time of enrolment. Changes to these dates can be Institute's discretion. If the planned holidays are not taken, the course will be shortened accordingly.
9. If, for some reason, 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

1. All Withdrawal /Cancellation requests 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.
2. All refunds will be made to the student's account if the withdrawal request is approved and the student is entitled to any refunds.
3. Written permission will be requested if the student wishes any refund to be paid to a 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.

Homestay refund and cancellation policy

- 8(+) Days prior to commencement of the homestay, we will retain the placement fee and we will refund the balance of homestay fees paid
- 7(-) Days prior to commencement of the homestay, we will retain the placement fee and 1 week's homestay fee, and agrees to refund the balance of Homestay fees paid

Students holding a Working Holiday Visa or Work Visa

We are able to put your course on hold up to one year from the original commencement date with the following conditions:

- You have been studying with us for at least **4 weeks**
- Request the withdrawal with **2 weeks** in advance
- Must advise return date at least 2 weeks in advance. **Your return date may be postpone at school's discretion**

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.

The New Zealand Government requires all private training establishments registered with the New Zealand Qualifications Authority (NZQA), to have some form of protection for fees paid to them in advance.

Fee Protect is a student fee trust account which ensures you receive a refund of the fees (or portion of fees) you pay to a training provider if the provider is unable to complete the course, for example due to closure, insolvency or loss of NZQA accreditation.

Financial Disputes

Please contact iStudent Complaints. They are available to help you resolve financial or contractual disputes with your education provider.



Phone: 0800 00 66 75

Email: complaints@istudent.org.nz

Website: <http://www.istudent.org.nz>

iStudent Complaints is an independent service with experience in helping people to resolve disputes.

Before contacting iStudent you should raise the issue with the provider first and give them an opportunity to resolve it. Once the student and the provider have reached the end of the provider's complaint procedure (check page 9) and the student is not happy with the outcome, iStudent Complaints may be able to help.

Before making a complaint, the student should check that it's something iStudent Complaints can help with. If unsure, contact NZQA first for advice.

Student Life

Health and Safety

Here at Aspiring Language Institute, it is one of our main responsibilities that you feel you're studying in a healthy and safe environment. Including yourself or any of your classmates.

Hazards and Dangers

If you discover something that makes you feel unsafe or that needs to be fixed, report it immediately to your teacher if it's in your classroom or you homestay parents. You can also talk to the receptionist or our first language support if necessary.

First Aid

We have a first aid kit available for unexpected events and staff that know how to use it. If there's an emergency situation, please report it immediately and our trained staff will know what to do.

Support Staff

Our support staff is here to help you, please talk to us if you feel unsafe or you need someone to talk to about anything that may be bothering you

Seek Help

New Zealand offers a vast variety of institutions to help people, a full list of resources can be found on page 18 on this handbook.

Emergency 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.

Evacuating the building

If you are instructed to evacuate the building please do so immediately by taking the nearest fire exist, once outside find your tutor and report to him



Medical Emergency:

- Ensure the area is safe for you, the patient and others
- We have a first aid kit available for unexpected event and staff that know how to use it. please report the event immediately and our trained staff will know what to do



If you discover fire:

- Pull nearest fire alarm and inform staff immediately
- Evacuate the building by using the emergency exit following instructions (do NOT use the lift)
- Do not re-enter the building until emergency personal indicates so



Earthquake

- **STOP.** Do not run, this is the most common cause of injury during an earthquake
- **DROP, COVER AND HOLD.** Get under a desk and hold in there until the shaking has stopped
- Evacuate the building by using the emergency exit following instructions (do NOT use the lift)



Suspicious person

- Do not attempt to confront the person
- Alert school staff
- If you or someone else is at risk, call 111

Travel and Medical Insurance

All International students - including group students) must have a suitable insurance policy. This must cover medical and travel expenses, including loss of school fees, emergency travel home, repatriation and other related expenses. Your insurance must cover for the period of your study.

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

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 Compensation Corporation (ACC) - 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**.

Discrimination, harassment and bullying

Discrimination

Discrimination occurs when a person is treated unfairly or less favourably than another person in the same or similar circumstances, for example on the grounds of race, sex, sexual orientation, religious belief, age, body size, marital status, country of origin or disability

Harassment

The Harassment Act defines harassment as a pattern of behaviour directed at someone which makes that person feel distressed or unsafe. Harassment is not tolerated at school; all staff members and students have the right to perform free of any form of harassment.

Racial harassment

Racial harassment is unlawful under the Employment Relations Act 2000 and the Human Rights Act 1993. All staff members and students are not permitted to use 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.

Sexual harassment

Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or significant enough to have a harmful effect on you; this including misconducting both within the institute and outside the institute. Sexual harassment may result in the termination of your enrolment.

Bullying

Bullying is an abuse of power. It's where one person or a group of people uses their power to make another person feel powerless.

If you feel you've faced any of the above, please talk to your counsellor immediately, don't let it escalate. You can also find more information about different groups in the country that can help you with situation like this; a full list of institutions is on page 18

Students Support and Services

Please remember, all our staff are more than happy to help you improve your study skills and/or to have a comfortable New Zealand life. Our friendly, experienced staff are here for you so 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:

Student ID card

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.

Students enrolled in a course longer than 16 weeks can apply for a student concession and get up to 40% off public transport in Auckland

Printing and Photocopying

We can help you printing or photocopying at a small charge:

- \$ 0.10 (photocopying or printing in black and white)
- \$ 0.50 (colour printing)

For printing services you MUST email the documents to us; make sure it's ready to be printed (we will not edit documents before printing)

Note: Do not expect staff to print urgent documents, it's very important that you plan ahead and send it with plenty of time to avoid delays.

Other services we offer include:

- Opening a bank account
- Applying for an IRD number
- Claiming your insurance
- Assistance with your visa application
- Advice for finding accommodation



Due to copyrighting, we will not photocopy nor print complete units of textbooks

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.

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.

Your homestay family must provide breakfast and dinner from Monday to Friday and three meals on weekends (unless prior arrangement); your room must be clean and comfortable.



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 shouldn't expect to be treated as a paying guest, but as an extended member of the family.

**Do not wait until small problems become big problems!
If you have a problem you can talk to a student counsellor.**

2. Student Residences (only for 18 year old students)

If you prefer to live on your own, we also offer student residence located in the city center; the residences are fully equipped with shared kitchen, living room, bathroom, TV, coin-operated laundry and washing machine. They offer single room, double room, triple room and quadruple room. This is a good opportunity to meet new people from different countries and practice your English.

Please check the availability before choosing this option. Particularly single rooms and double rooms as they are very popular so you need advance booking.

3. Flatting (only for 18 year old students)

You may want to share a place with your new friends or have a more independent atmosphere once you get use to the New Zealand lifestyle; renting a flat (apartment) may be the right option for you.

Talk to our friendly staff and they can assist you choosing the right place that suites your needs.

Before signing a contract at you new apartment, It is very important to know about New Zealand tenancy regulations. Their website offers information about everything you should know regarding renting in New Zealand (www.tenancy.govt.nz)

You can start your search for your new apartment on TradeMe or NZ Flatmates; these two website provide you with different places around Auckland available for rent.



www.trademe.co.nz



www.nzflatmates.co.nz

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

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 applies 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.

Summary of the Code

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

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.

If you have a complaint about Aspiring Language Institute breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow our formal complaint process on page 9.

Things you should know about studying in New Zealand

Public Transportation



Public transportation is run by Auckland Transport and the main bus terminal is located at Britomart, in downtown Auckland. Students are advised to buy an **AT HOP Card** to travel on buses, trains and ferries around Auckland.

You can plan your journey, check routes, timetables online (www.at.govt.nz). Or If you have a smart phone, you can download the AT official AT Metro app available on the AppStore and Google Play.

Driving

You will need a current and valid overseas licence or an international driver licence to drive in New Zealand. If your licence is not in English, you will need an official and acceptable translation of it. You can drive up to 12 months from the date you arrive in New Zealand; after that, you will need to obtain a New Zealand driver licence.

Before you start driving, you must know the road rules, what the road signs mean and how to drive safely. Check the **New Zealand Transport Agency** page for further details about driving in this country (<https://www.nzta.govt.nz/safety/>).

Smoking



By law, smoking is banned at all indoor public workplaces and hospitality venues (pubs, bars, nightclubs, charter club bars, restaurants and casinos). The New Zealand Government has committed to a goal of New Zealand becoming Smoke free by 2025 and at Aspiring we want to contribute to that; learn more about Smokefree Aotearoa at www.smokefree.org.nz

Drinking

You will need to be 18 years or older to enter any licensed premises and buy and drink alcohol in New Zealand, as long as you can provide acceptable proof of age identification such as passport, New Zealand driver licence or **Hospitality NZ 18+ card**.

Alcohol-free zones (Alcohol bans) are areas where alcohol consumption is forbidden, you can get fined up to \$250.00 NZD if you get caught doing so.

Illegal Drugs

It is an offence under the law to use, possess, cultivate or traffic (deal) illegal drugs in New Zealand.

Cultural Differences

At some point, you will experience 'cultural differences' when you come to a foreign country. This is a normal reaction and lots of students have experienced it. The best way to avoid this is to be aware of basic customs and culture of New Zealand before you leave your country so that you can minimise the shock.

Please feel free to talk to one of our friendly experienced staff. They can advise you and offer support.

Keeping Yourself Safe

New Zealand is a safe and easy country to live in; however, it is very important to know what to do when you are in trouble. Remember, here at Aspiring we want you to feel comfortable and we encourage you to talk to us anytime you need to.

If you are in immediate danger, call the police on **111** for help.

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.

- * Lifeline – 0800 543 354 (General counselling)
- * Suicide Crisis Helpline – 0508 828 865
- * Healthline – 0800 611 1166 (Free advice from a registered nurse)
- * Depression helpline – 0800 111 575 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)
- * OUTLine NZ – 0800 688 5463 (Free counselling service for the LGBTI+ community)
- * Are You OK – 0800 456 450 (family violence helpline)
- * Youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz or [online chat](#) (Counselling for young people, their families and those supporting them)
- * Seniorline – 0800 725 463 (Free information service for older people)
- * Quit Line – 0800 778 778 (smoking cessation help)
- * Rape Crisis – 0800 883 300 (support after rap or sexual assault)
- * Family Planning – You will need to make an appointment with them, check their website for further details and online advice.

