



# Aspiring Language Institute Pre-enrolment guidebook



This guidebook helps you make the right choice

This guidebook will give you an idea of what would it be like to study at Aspiring Language Institute so you can be sure that you are making the right decision in your English language studies. We are located at:

Level 3, 85 Airedale St.  
Auckland CBD, 1010  
New Zealand

You can also find more information in our website

[www.aspiring.ac.nz](http://www.aspiring.ac.nz)



# Welcome to 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.

|  |   |   |
|--|---|---|
| <p><b>Janet Wang</b><br/>Director<br/>janet@aspiring.ac.nz<br/>Speaks: English and Chinese</p>           | <p><b>Carlos Preciado</b><br/>Marketing Manager<br/>carlos@aspiring.ac.nz<br/>Speaks: English, Spanish, Portuguese and French</p> | <p><b>Richard Purro</b><br/>Academic Manager<br/>tutor@aspiring.ac.nz<br/>Speaks: English</p>     |
| <p><b>Blanca Bai</b><br/>Marketing Officer<br/>blanca@aspiring.ac.nz<br/>Speaks: English and Chinese</p> | <p><b>Terry Lee</b><br/>Marketing Officer<br/>terry@aspiring.ac.nz<br/>Speaks: English and Korean</p>                             | <p><b>Yifan Li</b><br/>English Tutor<br/>yifan@aspiring.ac.nz<br/>Speaks: English and Chinese</p> |
| <p><b>Allen Wang</b><br/>Marketing Officer<br/>allen@aspiring.ac.nz<br/>Speaks: English and Chinese</p>  |   |   |



### 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.



## Our courses - Intensive English

Our Intensive English programme is carefully designed to progressively advance learners at any level. It will suit those who wish to improve their confidence and ability with everyday communication along with those who require more academic content that will be useful for work or study purposes. This can include intensive IELTS training

The **General English** course is divided into 4 levels from Elementary to Upper-Intermediate. Teachers work from a detailed syllabus with textbooks and a variety of classroom activities. Multiple teaching methods are used to get the best results.

The **IELTS Preparation course** aims to achieve students' needs for the IELTS exam. It is designed to assess the language ability of candidates who want to study or work where English is the language of communication. IELTS is recognised by over 6,000 organisations worldwide, including universities, employers, professional bodies, immigration authorities and other government agencies.

### Intensive English class structure

#### General English

Level 2  
**Elementary**

This level is for students who are weak in English foundation and need to obtain daily English skills

Level 3  
**Pre-Intermediate**

This level is to help obtain basic communication skills and useful daily English skills. After this level students can communicate with other people in English

Level 4  
**Intermediate**

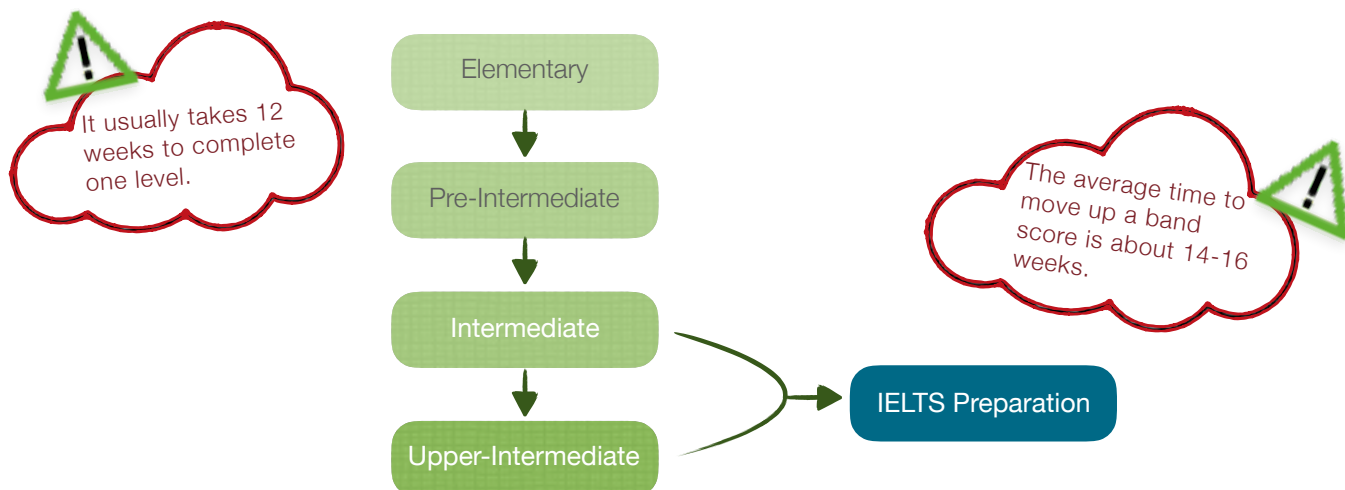
This level focuses on overcoming daily communication barriers in English for students who have already obtained basic communication skills

Level 5  
**Upper-Intermediate**

This level is for students who have already achieved a good foundation of English and want to improve their speaking and listening. This level mainly focuses on topic discussion and overcoming language communication barriers that impede fluency

#### IELTS Preparation course

This level is for students who have already achieved a Band Score 5 in IELTS or have a similar English level. The class focuses on IELTS test preparation



## Our courses - NZCEL Level 4 (Academic)

### New Zealand Certificate in English Language Level 4 - Academic

|                                    |  |
|------------------------------------|--|
| <b>Aim</b>                         | <p>The aim of this programme is to enable international students to gain a command of English that are practical and immediately useable in the real world and/or ongoing study. The programme focuses on the academic context to prepare learners for further study in New Zealand.</p>   |
| <b>Profile and Program Content</b> | <p>The certificate at this level is to build on the skills already attained from earlier studies completed at level 3 or equivalent training scheme.</p> <p>At this level the graduate will be able to:</p> <ol style="list-style-type: none"><li>(1) Understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation.</li><li>(2) Interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.</li><li>(3) Produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options</li></ol>   |
| <b>Outcome</b>                     | <p>Graduates of this programme will be awarded the New Zealand Certificate in English Language (Academic Context) (Level 4). They will have the English ability and skills to progress into a higher level study in New Zealand institution, and will be able to:</p> <ul style="list-style-type: none"><li>• Understand main ideas and key supporting details of complex oral texts on familiar and sometimes unfamiliar topics</li><li>• Read and understand complex texts with a large degree of independence on familiar and sometimes unfamiliar topics</li><li>• Locate, organise and summarise important information in texts</li><li>• Speak with fluency and spontaneity to communicate with some degree of elaboration in a range of familiar and unfamiliar contexts</li><li>• Write coherent texts appropriate to audience and purpose, with few linguistic errors in a range of text types, synthesising and evaluating information and arguments from a number of sources.</li></ul> |
| <b>Entry Criteria</b>              | <p>16 years of age on entry and,<br/>have successfully completed 3 years secondary school and /or successfully completed a New Zealand Certificate in English Language at Level 3 or equivalent</p>  |
| <b>Academic Qualifier</b>          | <p>To achieve the New Zealand Certificate in English Language (Academic) (Level 4), graduates must be able to use English relevant to an academic context to meet the outcomes.</p>  |
| <b>Education Pathway</b>           | <p>This certificate is to build on the New Zealand Certificate in English Language (Level 3) or other certificate at a similar level in English to lead to:</p> <ul style="list-style-type: none"><li>• New Zealand Certificate in English Language (Professional/Academic) (Level 5)</li><li>• Most vocational and undergraduate programs/courses and specialised fields of study requiring a minimum entry criteria or equivalent of an IELTS of 6.0</li></ul>   |



## Condition of Enrolment

### 1. Enrolment

You can enrol through an education/ travel agency in your country.

If you prefer to enrol directly, please complete this form and send it us by e-mail: [study-at@aspiring.ac.nz](mailto:study-at@aspiring.ac.nz).

### 2. Payment

After we have received your application form, you will be sent an invoice and an offer of letter.

All fees are due no later than 7 days before the course begins. Fees can be sent to the Institute to our trust account.

### 3. Attendance and Disciplinary

3.1 You are expected to attend all lessons (100%) 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, you will receive a series of warnings which may lead to the termination of your enrolment.

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

### 4. Code of Practice

Aspiring Language Institute has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand qualification Authorities website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## IMMIGRATION

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

## 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](http://www.moh.govt.nz).

## ACCIDENT AND TRAVEL 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](http://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. Appropriate insurance covering

The student's travel -

1. to and from New Zealand
2. within New Zealand; and

Medical care in New Zealand, including diagnosis, prescription, surgery and hospitalisation; and

Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and

Death of student, including cover of -

1. travel costs of family members to and from New Zealand; and
2. costs of repatriation or expatriation of the body; and
3. funeral expense.

# 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.

## 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

### 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

# 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](http://www.nzqa.govt.nz)

This can be downloaded in a number of different languages.



## 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](mailto: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.



To get more detailed information, please visit our website

[www.aspiring.ac.nz](http://www.aspiring.ac.nz)

or

send email to

[study-at@aspiring.ac.nz](mailto:study-at@aspiring.ac.nz)