



STUDENT HANDBOOK

for

Domestic & International Students

Ma te Matauranga ka Mohio; Ma te Mohio ka Tutuki

With Knowledge Comes Understanding; With
Understanding Comes Application

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Message from NZIE's Managing Director - Rob Marks

Your passport to a world of opportunities.

Any form of learning is good in our book. But when you study at the New Zealand Institute of Education, you can expect things to be a little different. We want to connect every graduate with their real potential. To aim higher. Go further. And make a genuine difference, not just to New Zealand - but the world.

Learning takes time and effort - but it can still be enjoyable, and you'll love to study in our dynamic, practical and friendly learning environment.

Every qualification we offer is co-created or shaped by employers and industry specialists and taught by dedicated experts. Our unique career guidance service gives you a kick-start to your career by opening doors to employers.

I look forward to meeting you as you begin your journey with us.

Rob Marks
Managing Director

THE STUDENT HANDBOOK

Welcome to New Zealand Institute of Education (referred to as **NZIE** in this handbook).

To help you gain the best results from your learning we have put together this Student Handbook for Domestic and International Students. Within the Handbook are sections, which will take you through important rules and guidelines. Following these guidelines will ensure you have an amazing experience at NZIE.

THE ACADEMIC TEAM



Laurie Richardson
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Academic Administrator
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WHO IS AN NZIE GRADUATE?

A Graduate (invited to Graduation) is one who has successfully completed the qualification/course they enrolled into and has paid all fees due (please check with the Course Administrator to confirm full payment).

To be awarded the NZIE Cert/Dip with MERIT the student must meet the following criteria and be approved by the Programme Leader (we would expect approximately 5% of a class would be in this category):

- Greater than 90% attendance
- Successfully completed the full course/achieved the qualification
- Have been an exemplary student - attitude, application, behaviour



NZIE PROGRAMMES

- Diploma in Digital Marketing (Applied) (Level 7)
- Postgraduate Diploma in Applied Business (Level 8)
- General English (Elementary to Advanced)
- New Zealand Certificates in English Language (Foundation - Level 4)

NZIE Academic Advisory Board Members

The Academic Advisory Board's (AAB) role is to provide advice on the implementation and development of all programmes at NZIE, and to provide advice on the curriculum and programme content to ensure it is relevant and reflects current industry practice.

NZIE Representation

Rob Marks	Managing Director
Laurie Richardson	Quality Assurance Manager
Shirley Wood	Programme Leader, English
Kirstie Jenner	Programme Leader, Digital Marketing
Jo Wiki	Academic Registrar
NZIE Tutors or Independent Contractors	1-2 Appointed dependent on the programme under review/discussion

External Representation

Dr Bevan Catley	Associate Professor, Business & Management, Massey University
Dr Crystal Yap	Senior Lecturer, Marketing, Advertising, Retailing & Sales, AUT
Dr Paul Leong	Senior Lecturer, Business Information Systems, AUT
Dr Shiham El-Kafafi	Researcher, Business Consultant, Adult Educationalist, Arrows Consulting
Kristina Trood	General Manager, Results First
Ken Brickly	Founder/Board Member, BuddyBid
Colin Rebeiro	Head of Marketing Automation & Data Practice, Davanti Consulting
Kirsty Band	Owner/Director, Rough Sketch
Cat Howell	Founder and Digital Strategist at Eight Loop Social
Giles Brooker	Chairman, Giles Brooker Group
Vijen Subramoney	Director, Bramoney Limited
Sue Staveley	Director, Staveley Consulting
Murray Hill	Manager, Milford Beach Business Association

STUDENT SERVICES & THINK RECRUIT

Student Services & Think Recruit provide FREE support and guidance to all NZIE students both whilst studying and on graduation from NZIE.

This support includes:

- Pastoral care, support and guidance on non-academic related issues
- Homestay accommodation
- Internships and work experience
- Employment guidance for casual/part time work whilst studying and further guidance post study
- Preparation for employment workshops including CV Preparation, Job Seeking, Preparing Job Applications, Interview Techniques and Working in a New Zealand Environment

Student Services also organise student activities and events both on and off campus and welcomes student suggestions at any time.

Situated on Level 3 of the Takapuna campus, students are encouraged to approach the Student Services team if you need assistance. If you are unable to speak to the Student Services team in person, you may email them on:

Tiffany Macfarlane, Student Services Manager – tiffany.macfarlane@nzie.ac.nz

Susanne Cooke, Industry Placement Coordinator – susanne.cooke@nzie.ac.nz

NZIE AIMS AND OBJECTIVES

- To be the place for everyone to realise their potential
- To deliver the best quality teaching, service and facilities
- To provide all our students with a level of learning that matches their needs and aspirations
- To provide quality education to our students in their chosen field of study
- To liaise with industry to meet their industry training requirements
- To provide students with the skills, knowledge and attitudes required by their chosen industry to enhance employment prospects
- To provide students with honest assessment of their abilities, as they relate to workplace requirements
- To provide a pool of students capable of fitting in with employers at peak times, to help enhance students' work place skills and confidence plus provide employment introductions and employment opportunities.

NZIE is fully committed to attaining and maintaining excellence in all education. Our staff are all highly skilled and experienced professionals in their respective industries.

The commitment of our tutors to their industry and to education is the life-blood of the organisation, and is always maintained by education, support and the total support of administration.

Theoretical Framework

The underpinning framework of our programmes **Ma te Matauranga ka Mohio; Ma te Mohio ka Tutuki** (*With Knowledge Comes Understanding; With Understanding Comes Application*), is aimed at satisfying the cultural, social, environmental and economic aspirations of Maori and Pasifika students, whilst being inclusive of international students, through Te Tiriti o Waitangi (Treaty of Waitangi).

Summary of the Treaty of Waitangi

The Treaty of Waitangi is the founding document of New Zealand. It is an agreement entered into by representatives of the Crown (government) and of Māori iwi (tribes) and hapū (sub-tribes). It is named after the place in the Bay of Islands where the Treaty was first signed, on 6 February 1840. The Treaty was not drafted as a constitution or a statute. It was a broad statement of principles upon which the British officials and Māori chiefs made a political compact or covenant to found a nation state and build a government in New Zealand to deal with pressing new circumstances. Like many treaties, it is an exchange of promises between the parties to it.

The **Treaty of Waitangi is important** because it governs the relationship between the indigenous people, Māori, and everyone else and ensures the rights of both Māori and Pakeha (non-Māori) are protected. It does that by:

- Accepting that Māori iwi (tribes) have the right to organise themselves, protect their way of life and to control the resources they own;
- Requiring the Government to act reasonably and in good faith towards Māori
- Making the Government responsible for helping to address grievances
- Establishing equality and the principle that all New Zealanders are equal under the law

EMERGENCY PROCEDURES

Emergency procedures are displayed on student notice boards at all NZIE Campuses.

In the event of an earthquake, flood, snowstorm or other events that may make travel unsafe please check the NZIE web site www.nzie.ac.nz and/or our Facebook page www.facebook.com/nzieducation to see if classes are running or not. This information will be posted by 7:15 am.

We are aware that some students live in remote areas and therefore may have limited access to the internet, email or cell phone coverage.

NZIE's **24 hour/7 days a week Emergency** number is:.....**022 489 6205**

NZIE's **Homestay Emergency** number is:.....**021 114 8348**

New Zealand **Emergency Services Number** for police, ambulance, and fire is:.....**111**

NZIE Emergency Number

The NZIE emergency number **022 489 6205** may also be used by students in case of an emergency when they are off campus. An example of an emergency would be if a student were in an accident, hospitalised or arrested. If a student feels in immediate danger they should contact the Police by dialling 111.

Ambulance – Dial 111

Dial 111 and notify the operator of the problem.

Police – Dial 111

Dial 111 and notify the operator of the problem.

Fire – Dial 111

Students should familiarise themselves with procedures for their campus. These procedures are displayed on student notice boards at all NZIE Campuses.

In the event of a fire alarm, students and staff must make their way immediately to the nearest emergency exit and evacuate the building as quickly as possible. Do not push, run or use the lifts.

The tutor “in class” with a group of students is responsible to clear that classroom and ensure all students have exited the building. The tutor will assemble all students outside the building at the designated assembly area and ensure all students in their class are accounted for.

Building Fire Wardens are identified by a yellow vest. The Chief Fire Warden has an overall responsibility for ensuring evacuation procedures are correctly followed.

Earthquake

Earthquake - if an earthquake occurs:

- Keep calm and stay inside
- Drop, Hold, Cover under a desk
- Keep away from windows
- Wait for instructions from staff

HEALTH AND SAFETY (OHS)

It is the responsibility of the Programme Leader and Student Services Team at the time of induction and orientation to ensure each student understands NZIE’s Health and Safety policy, has had specific industry and site-specific dangers explained and understood, but it is the responsibility of ALL staff and students to reduce the risk of accidents and injuries by eliminating, isolating, or minimising hazards that may cause personal injury, occupational illness or property damage.

Some important things NZIE students can do to create a safer study environment:

- Always have a tidy working area
- Do not leave cables or cords trailing across the floor for someone to trip over
- Ensure heavy items are stored on lower shelves
- Learn how to use equipment correctly
- Follow the instructions carefully
- Keep sharp objects such as hobby knives and scissors in a safe place

Any potential hazard identified by a student must be brought to the attention of their Tutor, the Programme Leader or the Health and Safety Co-ordinator. The member of staff will then follow the procedure to investigate this issue and try every practicable step to isolate, minimise or eliminate the hazard.

No casual visitors, canvassers, or any other unauthorised persons are permitted on the premises at any time and all public enquiries must be made at Reception. If a student suspects there is someone on the premises without permission, they should advise a member of staff immediately. If family or friends come to meet students at school, they must sign in at reception.

The Health and Safety Leaders on each campus (as at December 2016) are:

Takapuna	OHS Leader: Kristin Finlayson	Deputy: Lei Cao
Manukau	OHS Leader: Naida Rasch	Deputy: Karla Malihan

COURSE FEES

Course fees must be paid prior to course commencement or alternative arrangements in place to pay. More details regarding course fees and the payment of course fees are in the “Information for Domestic Students” section and the “Information for International Students” section.

Failure to pay all fees on time without explanation and agreement will result in interest being charged. NZIE reserves the right to charge compound interest for every day the account remains outstanding after the due date at a minimum of 1.5% per month until settled.

Note:

- No reports or certificates will be issued or qualifications registered until all outstanding fees have been paid in full.
- Students are not permitted to take home any course related items, i.e. books, manuals, tool kits, etc until they have paid their tuition fees and/or course related costs.

NZIE reserves the right to close a programme if there are not enough students enrolled for an intake.

Fees Protection

All fees paid to NZIE prior to course commencement are placed into the Public Trust account until the course commencement. The lesser of \$500 or 10% together with up to 15% of the course fee may be paid to NZIE on the eighth day after course commencement. The balance of the course fee will be paid to NZIE fortnightly over the duration of the course.

Students will be required to sign the Public Trust's application form to establish their student fee trust account with NZIE when they enrol for their course with NZIE. This form includes a 'Payment Schedule' showing how their fees will be paid out to NZIE over the length of the course they are enrolled in. A copy of the form and a receipt from Public Trust will be given to students if requested.

In the unlikely event of insolvency, regulatory or voluntary closure, student fee protection is assured to all NZIE students paying fees of over \$500.00 and meets the requirements of NZQA. Students can view further information or access refunds of fees by contacting The Public Trust by calling 0800 494 733 or visiting www.feeprotect.co.nz

Note: Notices will be posted on the NZQA website (www.nzqa.govt.nz) regarding any meetings for students affected in the unlikely event of NZIE's closure. The student fee protection mechanism is in compliance with Section 236A of the Education Act 1989.

Consumer Protection Mechanisms

Prior to NZIE being eligible to receive subsidies for domestic student tuition each year; our Accountants and Auditors and the Tertiary Education Commission's Accountants rigorously check our financial status to ensure a student is not enrolling in an organisation that is financially unstable, and the Ministry of Education is not funding an organisation that is likely to go into liquidation or receivership.

Student fees are protected upon enrolment and payment of course fees. In the unlikely event of NZIE being forced into receivership or liquidation the tuition fees would be protected under the Student Fee Protection Trust Account. This will reimburse to the students, the unused portion of tuition fees. Students would therefore not be a creditor to NZIE.

Bad Debts

Where money is due to NZIE and not paid as due, or arrangements made and adhered to, NZIE reserves the right to refer debts to a Debt Collection Agency. If this occurs all costs associated with debt collection will be added to the debt owed to NZIE.

END OF COURSE/PROGRAMME PROCEDURE

At the end of each course/programme the following will take place:

- All students will sign off on the unit standards, modules and/or courses that they have achieved. This will be done with the Programme Leader. **(NZIE retains records of assessments for 2 years only therefore, after that period, verification of achievement will not be possible.)** A transcript of student's results will be available.
NB: Students who are withdrawn before the end of the course must also sign off on unit/modules achieved.
- All students completed works will be archived for NZQA moderation and audit purposes
- All students will be invited to write a testimonial. This may be used in NZIE's promotional material
- All students from each class will be asked to take part in NZIE's Exit Interview

Please Note: NZIE will contact students up to the end of the next calendar year after course conclusion for the purpose of gathering statistical information regarding continuing education or employment to meet its contractual obligations.

CODE OF CONDUCT

One of NZIE's main goals is to help create a learning environment that will bring out the best in our students. To achieve this, we need each student and each staff member to follow a few basic guidelines.

1. The course is run as if in the workplace and students will treat it as such:
 - All tutors and student support staff will be treated as if they were the student's employers
 - Standard of dress must meet workplace/industry standards; students will be sent home to change if their clothing is ripped, dirty or too casual for the workplace

The following items are not acceptable:

- T-shirts with offensive writing or logos on them
 - Hats, hoodies or sunglasses on while inside
 - Revealing or provocative clothing
 - Jandals, sport shoes or bare feet
 - Sports shorts or bike pants
 - Bush shirts
 - Track-pants
2. Students must notify the Student Services Team immediately of any change in their personal contact details, or those of their parents, emergency contact/next of kin during their enrolment period. It is a requirement of the Code of Practice for the Pastoral Care of International students that NZIE must have up to date personal details of its students, including a current address. If a student changes address, please let NZIE know immediately. This is important for student safety.
 3. Students will behave in a manner that will not bring the good name of NZIE into disrepute, during the hours of tuition of their course.
 4. Students will put full effort into their course whether it seems immediately relevant to them or not.
 5. It is the student's responsibility to catch up on any work missed due to any absence from course. NZIE is only responsible for supplying any notes missed.
 6. NZIE is not responsible or liable for the loss of any student's belongings on campus.

7. All absences must be explained by a phone call or message at least 30 minutes prior to the course start time.
8. Jackets and bags shall not be left around the classroom.
9. No smoking inside the building. Smoking is not permitted outside the front or rear entrances or adjacent buildings. Designated student smoking areas are available for each campus and must be used.
10. Students should access the student common room and classroom of the course they are attending only.
11. Telephone messages for students will not be taken unless it is an emergency or employment related.
12. During breaks when in the building, the student common room may be used for meals. No food to be taken into any classrooms. Sports drink bottles are acceptable with the tutor's permission.
13. All litter must be cleared away after meals. No litter to be dropped outside. After morning, afternoon and lunch breaks students will be responsible for clearing away any litter that may have occurred, i.e. general litter in bins provided.
14. Hot drinks are available at break periods and must not be taken into the classrooms.
15. The following 8 points will be enforced:
 - No violence or threats of violence
 - No drugs
 - No alcohol
 - No bad language
 - No wilful vandalism
 - No chewing gum
 - No eating during class time
 - No mobile phone calls or texts during class time
16. All use of computers and the internet must be connected to one's studies. If a student wishes to download appropriate material, they must gain permission from their tutor. Students must not download material that is offensive, racist, pornographic or illegal. Refer to the NZIE Internet Usage Policy in this Handbook.
17. If applicable, students will be expected to complete the internship component of the course they are enrolled in.
18. The NZIE Certificate/Diploma is dependent on academic outcomes and attendance:
 - The student must successfully complete the specified course as defined at enrolment
 - Attendance of 95% of training sessions is required unless a medical certificate supports absenteeism above this level, to achieve full certification. Absenteeism does not excuse late or incomplete assessments; these must be completed (see policy on late assessments and time extensions).
19. No reports or certificates will be issued or qualifications will be registered until all outstanding fees have been paid in full.
20. Honesty is expected of all students – any student stealing anything whatsoever will be immediately expelled.

Student Trips and Activities

A full **Risk Analysis** of all off-site trips and activities is completed to ensure they are carefully planned with student and public safety in mind. However, NZIE accepts no responsibility for any personal loss or injury that may occur while students attend such activities. Full participation is encouraged, to ensure students receive maximum benefit. There are some important points that need to be remembered during a trip:

- The trip is part of the course of study. Students are required to be punctual for all departures, activities, meals etc. as specified. If a student misses arranged activities they may not be able to graduate from their programme
- Students must complete the trip in its entirety with the group. It is not permissible for any individual student to travel independently or remain away after the return of the group
- Please respect any rules or requirements outlined for the activity

Any problems with student behaviour may reflect badly on NZIE and can place future trips in jeopardy. NZIE will therefore treat such behaviour seriously, and this may include disciplinary action. Students should talk to their tutor if they have any questions about an upcoming activity or trip.

Dishonest Practices

Cheating, plagiarism and other dishonest academic practices have serious consequences and students who fail to comply with acceptable behaviour will be subject to severe penalties, which may include a fail grade in their student record, probation or suspension from the programme. Students may be required to pay and re-enrol to sit the unit/paper again. Refer to your Programme Handbook for further details.

Children on campus

Our campuses are not designed to be used for childcare, and it is our policy that they must not be used as such by our students. Our campuses present a higher health and safety risk to children than they do to adults. We also recognise that some students will not welcome the disruption that might result from having children around.

INTERNET USAGE POLICY

NZIE's computing, and internet facilities are for programme-related projects and for international students to stay in contact with friends and family. Access to the network is a privilege – not a right, and students who abuse the system may lose this privilege. Students failing to observe the following rules will be suspended from computer access and may be charged for damages to computing facilities.

1. NZIE has software and systems in place that can monitor and record all Internet usage. We want students to be aware that our security systems are capable of recording (for each and every user) each World Wide Web site visit, each chat, newsgroup or email message, and each file transfer into and out of our internal networks, and we reserve the right to do so at any time. No student should have any expectation of privacy as to his or her Internet usage. NZIE will review Internet activity and analyse usage patterns, and we may choose to publicise this data to assure that NZIE Internet resources are devoted to maintaining the highest levels of productivity.
2. NZIE reserves the right to inspect any and all files stored in private areas of our network in order to assure compliance with policy.

3. The display of any kind of sexually explicit image or document on any NZIE system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using our network or computing resources.
4. NZIE's Internet facilities and computing resources must not be used knowingly to violate applicable laws and regulations in any material way. Use of any NZIE resources for illegal activity is grounds for immediate dismissal from a programme and NZIE will cooperate with any legitimate law enforcement activity.
5. NZIE uses independently supplied software and data to identify inappropriate or sexually explicit Internet sites. We may block access from within our networks to all such sites that we know of. If a student finds themselves connected accidentally to a site that contains sexually explicit or offensive material, they must disconnect from that site immediately, regardless of whether that site had been previously deemed acceptable by any screening or rating program.
6. Any software or files downloaded via the Internet into NZIE network becomes the property of NZIE. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.
7. No staff or students may use NZIE facilities knowingly to download or use:
 - Entertainment software (includes games, music, MP3, videos)
 - Images or videos except for explicit class-related usage
 - Pirated software or data
8. No staff or students may use NZIE's internet facilities knowingly to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.
9. Staff and students may not use NZIE's internet facilities to play games across the network.
10. USB ports may only be used for transfer of study related files, subject to prior permission from the tutor.
11. Copying or attempting to copy licensed course software for personal use is strictly prohibited.
12. No staff or students may use NZIE's Internet facilities to deliberately propagate any virus, worm, Trojan horse, or trap door program code.
13. Eating and drinking near computers is strictly prohibited.

HARASSMENT POLICY

Definition

Harassment may be of a physical, verbal, sexual or mental nature, and if staff, a student or visitor is offended by the action then it can be deemed to be harassment.

Policy

Any harassment or possible harassment is to be reported to the Managing Director or Academic Director. An initial investigation will be carried out by the Director or a nominee of the Director, who will fully document the discussion. The nature of the harassment will dictate any further action. However, the complainant's rights of complaint and action take first priority (i.e. if the complainant wishes police action then the complaint will be referred to the police).

Procedure

If possible, an initial written statement is preferred without significant prior discussion to avoid any

suggestion or misinterpretation of facts.

Further verbal discussions, with the complainant having a support person available if they so wish. Further action to be discussed with the complainant prior to any final decision being taken on action.

The person against whom the complaint has been made must be notified of the complaint at the earliest possible time. If the complaint is to be handled internally, even initially, an opportunity to hear both sides (possibly separately) will be given.

Future action, be it by NZIE or by passing it onto other authorities (e.g. police) will be notified to both parties in writing.

The Director will be notified of any complaint at the earliest possible time, even if the Director is not dealing with the complaint.

Note: Complacency of many types of harassment can be a problem. This should not be seen as acceptable at NZIE.

SEXUAL HARASSMENT POLICY

Definition

‘Sexual Harassment’ means unwanted sexual comment, jokes, touching or advances. If someone is making someone else feel uncomfortable in regard to sexuality, they do not have to put up with it!

Procedure

1. The victim must let the person concerned know that they do not like what they are doing
2. If it does not stop, tell the Tutor and/or the Programme Leader and/or an NZIE Manager at the campus
3. The staff advised will take action aimed at stopping the harassment
4. If the harassment does not stop, please advise the Academic Director or Managing Director and they will pursue the issue and follow procedures as specified under the Human Rights Act

HUMAN RIGHTS ISSUES

Under the Human Rights Act individuals cannot be discriminated against under any of the following categories:

- Ethnicity
- Colour
- Age
- Sex
- Marital status
- Employment status
- Cultural beliefs
- Political views
- Sexuality
- HIV status
- Religious or ethical beliefs

Where such a case exists, the person being discriminated against can take the case to the Human Rights Commission for a ruling that can involve fines and bad publicity.

Please ensure that staff or fellow pupils do not discriminate against others. Any claim or observation of discrimination, actual or intended must be reported to Management.

For additional information refer to the Human Rights Commission website: www.hrc.co.nz

Equal Employment Opportunities Policy

NZIE selects both students and staff in a manner that complies with the Human Rights Act 1993.

Statement of Compliance with Legislation

It is our intention to have our premises, resources, courses and policies comply with all relevant current, governmental, legislation and local body by laws. All checks and requirements are met at all times.

Privacy Act

NZIE collects and stores information from Application for Enrolment Forms, and other material supplied by students, to comply with the requirements of the Ministry of Education / Tertiary Education Commission (funding and statistical returns), New Zealand Qualifications Authority (Record of Learning registration and Unit Standard/papers outcomes), Industry Training Organisations (funding and academic outcomes), New Zealand Immigration Service (visas). The information is also used to select students for programmes, to manage internal administrative processes, and for internal reporting. Information about students may be supplied to, and sought from, other educational institutions for the purpose of verifying academic records.

In addition, when required by statute, NZIE releases information to Government agencies such as the New Zealand Police, Department of Justice, Work and Income New Zealand, Inland Revenue Department, New Zealand Immigration Service and the Accident Rehabilitation Compensation Corporation (ACC).

National Student Index and Authorised Information Matching

Please note that the students name, date of birth, and residency as entered on the enrolment form will be included in the National Student Index, and will be used in an Authorised Information Matching Programme with the New Zealand Birth Register. For further information please see www.nzi.govt.nz/ima

In signing the Application for Enrolment Form students authorise such disclosure on the understanding that NZIE will observe the general conditions governing the release of information, as set out in the Privacy Act 1993. Students may see any information held about them and amend any errors in that information. To see information held, students should contact student support at their Campus.

DISCIPLINARY PROCEDURES

General Disciplinary Matters

This is an escalation process:

1. Where a student is spoken to regarding any breach of the Code of Conduct or workplace ethics, this will be done in the first instance by their Tutor.
2. Should the student need to be spoken to again about the same matter or ongoing general disciplinary matters, the Programme Leader will do this in conjunction with the Tutor.
3. A diary note will be made and held in the student's record of any discussions with any Tutor or Programme Leader.
4. The student may upon request see his or her own file.
5. A third interview will result in a contract being issued, either:
 - a) Laying out the specific terms of continued enrolment on the course i.e. to avoid withdrawal, or
 - b) Clearly stating NZIE's responsibilities and the student's responsibilities in terms of reaching the required academic outcomes.
6. The student will be immediately withdrawn from the programme. There will be no refund of course fees. If it is an international student, New Zealand Immigration Service will also be notified.

Note: 'Code of Conduct' means the Code of Conduct as accepted at the time of enrolment and as stated in this Student Handbook.

ATTENDANCE

Good attendance and personal responsibility form part of good employment habits and are encouraged at NZIE.

Students are expected to attend every day of their programme, unless an approved absence has been applied for and approved by NZIE. Failure to regularly attend classes throughout the full enrolment period means it may not be possible to successfully complete the full programme of studies. A student's attendance rate should not fall below 95%, anything less than this is considered poor attendance.

If students cannot attend classes for any reason e.g. sickness, they must contact their Tutor or the Academic Administrator by phone or email before the class starts on every day of their absence; unless their absence has previously been formally approved in writing to their Tutor. Students should make contact themselves as asking others may mean failure to make contact, and place future studies at risk. If the duration of the illness is longer than three days, the student will be requested to submit a doctor's certificate.

PUNCTUALITY

Students are expected to be in class ready for the session to begin at least 5-10 minutes prior in order to prepare yourself for your lesson. Any student arriving half an hour or more after the scheduled class start time will be marked as absent for that session. Any student leaving half an hour or more before the scheduled class finish time will be marked as absent for that session. Any noted absenteeism will affect your overall attendance rate.

Serious Breach of Code of Conduct

NZIE has a Disciplinary Process in place for unacceptable behaviour.

Immediate Dismissal

Students may be immediately dismissed in cases of serious misconduct where any of the following can be proven:

1. Consumption of alcohol during normal course hours (including break periods and on group trips) or on NZIE premises
2. Illegal drug use during normal course hours (including break periods) or on NZIE premises
3. Inappropriate use of the internet or unauthorised access to the computer network
4. Misrepresentation and/or lying to other students, tutors, NZIE staff, or the general public when acting as a student of NZIE.
5. Wilful vandalism of NZIE's property or another student or staff's property.
6. Theft, (including pirating software or course material) of NZIE's property or another student or staff's property.
7. Violence or threat of violence to other persons while on NZIE premises or outside the premises whilst acting as a student of NZIE (for example during work-based training, or on an organised trip or activity).
8. Acts of negligence that seriously affects safety, security or in some way endanger other students and staff.
9. Sexual harassment, of other students, staff or any other NZIE stakeholders such as homestay families, whether it is in verbal, written or any other form.
10. Use of obscene language or insulting behaviour.
11. Gambling or betting on NZIE premises or whilst representing NZIE (for example at a place of work-based training).
12. Other behaviour that is deemed by the Board of Directors to warrant dismissal.

The student will be immediately withdrawn from the course and the police may be called. There will be no refund of course fees.

Notification

All dismissals will be made in writing to the students, with parents/guardians and relevant governmental agencies being informed of NZIE's decision.

Dismissal after Notice Period

Students who behave in an unacceptable manner not deemed to be serious misconduct may be issued a verbal warning and provided with support and guidance on remedial action required. Students who do

not respond to a verbal warning will be issued with a formal written warning. Students who do not respond to support and guidance sessions, or warnings, and who fail to meet NZIE's Code of Conduct requirements may be dismissed.

Attendance and Academic Requirements

When a student is breaching NZIE's attendance and/or academic requirements the student is identified as being 'at risk'. When a student is identified as 'at risk', NZIE will support and guide them with the appropriate measures.

An 'At Risk' student is identified when any one or more of the following occur:

- A student is absent without reason for 3 or more consecutive days;
- A student has an attendance level below 85 percent;
- A student continually arrives at class late or leaves early;
- A student fails TWO assessments in a course;
- A student fails to pass all courses in a Term;
- A student's behaviour, attitude or engagement detracts themselves and / or others from learning

Please Note: If the student's breach of attendance and academic requirements is due to illness and he/she wishes to return to the enrolled course at a later date, it is imperative that the student obtains a medical certificate to cover his/her absence. The student will need to speak to the Programme Leader regarding his/her options.

Students identified as being 'at risk' will meet with their Programme Leader and Programme Tutor in order to develop and confirm a Personal Learning Plan. This plan will identify and instruct how a student will continue on with their studies at NZIE in order to refocus and achieve a successful outcome for their programme.

Failure to adhere to the Personal Learning Plan will result in the following actions:

- Students who do not exhibit change in academic performance as a result of the interventions from a Personal Learning Plan and continue to fail assessments (such as THREE consecutive failed courses) demonstrate that their programme progression is unsatisfactory
- Students who demonstrate unsatisfactory progression will require Academic Board Approval before enrolling in further courses
- Academic Board approval is required before a student can re-enrol into a course for a third attempt
- Academic Board may approve further enrolments with an imposed performance agreement
- Academic Board may cancel a student's enrolment when continual unsatisfactory progression is demonstrated
- NZIE will notify Immigration New Zealand when an **International** student demonstrates continual unsatisfactory progression and for **Domestic** students, Study Link will be notified to suspend the student's allowance and/or living cost portion of their Student Loan

Non-Attendance for Five Consecutive Days

When a student has not attended the course for **five** consecutive days, with no notification and NZIE has been unable to contact the student, NZIE is obliged to initiate the withdrawal process.

Compassionate/Personal Leave

In exceptional circumstances students may require a temporary suspension of studies for compassionate, or other reasons (e.g. for health reasons, to attend an appointment, to observe a religious festival, to attend a family funeral, etc.). In these circumstances the student must complete an **Application for Approved Absence** obtained from the Academic Administrator, and forward to their Tutor. This has to be approved by the Programme Leader and Academic Administrator. Students will be notified in writing whether the application has been approved or declined. Where such an absence is approved, NZIE will not extend the enrolment period to make up for period of absence.

Should a student be affected by a medical condition that may hinder their ability to apply the required concentration and time to study and request an extension for an assessment submission, a medical certificate must be presented to NZIE.

GRIEVANCE PROCEDURES

Responsibility

It is the responsibility of NZIE to provide a study environment for students, which is physically safe, free from harassment of any kind and conducive to the achievement of good learning outcomes.

Grievance definition and scope

There are many factors outside the control of NZIE that can adversely affect the wellbeing of students. While it is important for NZIE to be considerate, sympathetic and, where possible, helpful in their response to the distress these can cause, grievance procedures are limited in their scope to addressing the following:

- Inappropriate policies and procedures of the institute
- Failure to act in accordance with appropriate policies and procedures
- Actions by staff or students which cause upset to others

Terminology

Complaint – expression of dissatisfaction

Complainant – person making the complaint

Subject – matter about which complaint is made

Respondent – person(s) alleged to have committed the action, giving rise to the complaint

Facilitator – person receiving the complaint who has the responsibility to facilitate resolution

Principles

The following principles are important in dealing with grievances:

- Staff and students are given full information about the process through induction and orientation procedures (staff handbooks, student handbooks)
- Staff and students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality. There will be times when the only way to deal with a complaint involves identifying the complainant to the respondent. Where this is deemed to be the case, the facilitator should secure the agreement of the complainant beforehand
- Attempts to solve problems should be focused at the level closest to the problem itself and should only be referred to a higher level if this fails
- The respondent has as much right to fair and just treatment as the complainant (ie innocent until proven guilty)
- Solutions should focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may sometimes be necessary)
- Possible outcomes may include: no further action required, mediation, referral to counselling, taking disciplinary action, revising policies, referral to the police, providing compensation, etc.

Procedures

Complaints may be dealt with either informally or formally.

Informal Complaints

Examples of informal complaints might include the following:

- Minor classroom irritations (eg other students break concentration by talking in class, tutor fails to keep order)
- Concerns arising from miscommunication or misunderstanding
- Minor disagreements over academic matters (eg tutor didn't accept a late assignment, when the student felt they had a good excuse)
- Resource difficulties (eg internet connection keeps crashing)
- The complainant will be directed to the person best situated to address their complaint and facilitate a speedy resolution (ie facilitator). The facilitator should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:
 - The student should express their concerns
 - The complainant should focus on the subject rather than the respondent (unless the subject is the behaviour of the respondent)
 - What would be a satisfactory resolution?
 - Agree on a plan for resolution
 - NZIE will facilitate the implementation of the plan

Resolution of an informal complaint is achieved by the complainant verbally expressing satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator.

Informal complaints will normally be able to be dealt with at the lowest operational level relevant to the situation and result in a satisfactory outcome, or at least one which is acknowledged to be fair. If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process of the institution. It then becomes a formal matter, which needs to be recorded in the complaints register.

Formal Complaints

Examples of formal complaints might include the following:

- Harassment by staff or other students
- Inappropriate treatment by staff or other students
- Unfairness in a formal assessment situation
- Unfairness of institutional policies
- Unsafe learning situation

The complainant will be directed to the person best situated to address their complaint and facilitate a speedy resolution.

The following points are helpful in reaching a resolution:

- Formal complaints should be made in writing
- The complainant may ask the facilitator for help in articulating their complaint in written form and in a manner, which is helpful to its satisfactory resolution. Where such help is given, the complainant should sign the complaint to indicate agreement with its final form
- A formal complaint will be entered into the complaints register and progress towards a resolution will be tracked. If complainants are uneasy about discussing a complaint with someone whom they see as an authoritative figure, they will be given the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate
- Meet with complainant and discuss nature of complaint
- Concerns to be explained
- The complainant to advise what they would regard as a satisfactory resolution
- Further steps to be explained in order to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered)
- Agree on a plan for resolution
- Implementation of the plan to be facilitated
- An outcome statement to be prepared, which is communicated, to both complainant and respondent outlining the resolution

Resolution of a formal complaint is achieved by an outcome statement being prepared by the facilitator which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the facilitator. Notes should be kept by the facilitator throughout the process to facilitate effective follow-up. Once the outcome statement has been completed and signed, these should be destroyed. The outcome statement is the only documentation that needs to remain on file.

If the complaint is of a financial/contractual nature, students can submit this complaint to the Dispute Resolution Scheme (DRS) operator. Information can be found on their website:

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

Academic Appeal *English Language courses excluded

A Student can ask the Tutor to review the mark, or grade awarded as a result of some glaring error, or omission. This might arise because of the discovery of unmarked pages, incorrect addition of marks, or so forth. For such matters, the students may approach the Tutor during the hand-back session for an immediate resolution.

If, however, a student believes any aspect of their work should have received more marks, but the Tutor does not agree, then the student has the option to complete and submit a 'Reconsideration Form' available from the Academic Administrator.

In completing a 'Reconsideration Form', the student needs to state their specific concerns regarding their mark (or grade) by making clear reference to the relevant parts of the marking schedule.

For more details please see your Programme Handbook.

Formal Appeal

If the complainant is still dissatisfied with the outcome they have the right to appeal to NZQA. NZQA is a government organisation who can provide an independent assessment of complaints and will either investigate the concerns or advise what the student can do next.

Students can submit their complaint on the NZQA website or send an email to qadrisk@nzqa.govt.nz

If a student needs more information on the complaints process, they can contact NZQA on:

0800 697 296

Documentation

NZIE will maintain a complaint register, and all formal complaints will be entered in the register. For each complaint the register will include such information as is necessary to allow for easy identification of the documents relating to the complaint and should be cross-referenced to the original document containing the written formal complaint and the outcome statement. The complaints procedures are explained in both student and staff handbooks.

Information from NZQA on how to make a complaint

This procedure can be found directly on the NZQA website at: <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

INTERNATIONAL STUDENTS - How to make a complaint

When an international student comes to New Zealand, they can expect to receive a high standard of education, and to feel safe and well cared for while they live and study here.

If an international student has a complaint, it is important they go through the right steps. Here is what they need to do:

Ask their education provider to resolve the complaint

The education provider (in this case NZIE) is the first point of contact for any student complaint, including a complaint about the agents NZIE uses.

NZIE must have a complaints process in place for students to go through, and they must tell their students what that process is.

Follow that process to see if the complaint can be resolved by the provider.

If the complaint is not resolved – contact NZQA

If the education provider (NZIE) has not resolved the complaint, and the student still wish to have it resolved, then they can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of the complaint and will either investigate the concerns or advise the student what to do next.

Students can submit their complaint query on the NZQA website, or send an email to:

qadrisk@nzqa.govt.nz

If a student needs more information on the complaints process, contact NZQA on:

0800 697 296

Or – if it is a **financial dispute** – students can contact **iStudent Complaints**

iStudent Complaints is available to help students resolve financial or contractual disputes with the education provider. There is no cost to the student for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. Students can contact iStudent Complaints on:

0800 00 66 75

ASSESSMENT POLICIES AND PROCEDURES

Students should refer to the relevant **Programme Handbook** for Guidelines on Assessment Policies and Procedures.

STUDENT SURVEYS AND CONTINUOUS IMPROVEMENT

Evaluations are provided to students throughout their learning at NZIE. This is the opportunity for students to provide honest, anonymous feedback with regards to their experiences at NZIE. The evaluations include:

- A **two-week** survey to determine student's first impressions and feedback on support staff and orientation as well as the information received before commencing at NZIE;
- An **end of course survey** to get feedback on the Course Tutor and content half way through the course;
- An **end of programme** survey to get feedback on the complete journey of our students.
- There is also a bi-annual **Quality of Student Life Survey (QSLs)** which helps to identify what is important to our students and measures how well we are performing to meet the needs of our students. These surveys are conducted twice a year and results are shared with students who participated in the survey.

Academic and Non-Academic issues that require immediate attention will be addressed by the Student

Services Manager or Programme Leader as appropriate.

The Student Services Manager or Programme Leader is responsible for giving feedback in a timely manner to students either one-on-one, or directly to the relevant class, or via the Student Representatives as appropriate.

STUDENT WELFARE AND SUPPORT PROVISIONS

Students who are having any difficulties should feel free to discuss their concerns with the staff member that they feel most comfortable talking to, including their Tutor. It is NZIE's hope to assist all students as much as possible, so that the student can enjoy and benefit from their studies at NZIE.

Each campus has teaching and student support staff on site, all of which are available to offer guidance and support to students.

Student support staff can assist students in matters relating to enrolment, StudyLink, allowances, student visas, and insurance, concerns related to the Ministry of Education's Code of Practice for the Pastoral Care of International Students.

Medical and Counselling Service

Facilities are available for students to be referred to medical and/or counselling centres often at minimal costs to students.

All staff are available for support and guidance relating to both academic progress and other issues students wish to discuss. Students may also raise concerns with their Tutor. Referral to outside agencies for specialist support will be arranged where appropriate.

New Zealand's Health and Disability Services

Health and disability services in New Zealand may work quite differently to other health systems in other countries where a student may have lived. Students can look at the health system in two parts: primary and secondary health care.

Primary health care includes the family doctor, dentist, pharmacist, allied health – such as physiotherapists, podiatrists, counselling and other services.

Secondary health care is that found within the hospital system which can be either public or private.

A family doctor or general practitioner (GP) is a part of the primary health sector and looks after the health of all the family. This is the most important person a student should see for health concerns in New Zealand. A family doctor is the first person a student should visit.

Students should see their Family Doctor FIRST. Hospital emergency care is for EMERGENCIES ONLY.

Where to find a DOCTOR/GP and other medical services:

1. Search the Health Point website to find a GP close to home: <http://www.healthpoint.co.nz>
2. Phone the Local Citizens Advice Bureau (CAB) near to home, study or work
3. Ask friends or family or ethnic association for help
4. If a student is still unsure about their health or their family's health or where to go, call the Healthline number: **0800 611 116**

5. Oral health – to find a private dentist, search www.dentalcouncil.org.nz

Students should present their Student ID card when they go to the appointment. The cost of a Doctor/GP visit (even though they may be eligible for cheaper fees) and other private services will need to be paid at the time of the appointment then a claim made to the insurer for reimbursement. Each private clinic charges differently.

For international students, the cost of most services will be covered by medical insurance. However, some services may not be covered. Check with the insurer first before using the service.

Counselling Services

Counsellors can advise and help students on a wide range of matters including emotional issues, relationships, studies, immigration, health, money, work, accommodation – in fact almost anything. Counselling also helps students to address acute emotional crises, longstanding difficulties, and other personal crises, that impact on studies. Together with their counsellor, students can clarify their goals, and develop new skills and strategies to deal with the difficulties they face.

A list of local support agencies is provided in the next section of this Student Handbook.

Learning Assistance

Specialist tutors provide learning assistance on a one to one, or one to small group, for students requiring help in literacy or mathematics, relevant to their course.

Specific help related to the course is given when the need is seen or requested. All tutors make themselves available for extra assistance, within reason.

Other Services

- Laptops, the internet and phones are available for employment and course-related uses.
- Photocopying services are available on a cost only basis.
- Our Campus staff can provide information on the closest public telephone. Staff members may take urgent messages and will make every attempt to pass these on to the student, however NZIE takes no responsibility if the student cannot be located.

Cultural Integration

Whilst on the course, students will be mixing with and studying with people from many different cultures and ethnicities. This is part of any workplace and we expect all cultures to be accepted and respected.

Emergency Contacts

If you or someone you know is in immediate danger **dial emergency services on 111.**

Embassies

If a student needs to contact the Embassy or High Commission from their country while in New Zealand, they can ask the Academic Administrator to help locate their details. Alternatively, students can go to the following website: www.mfat.govt.nz then click on '[Overseas Representatives to New Zealand](#)'.

Support Services

	Information about?	Who to contact?
CUSTOMS & IMMIGRATION	What you can and cannot bring into New Zealand	NZ Customs Service 0800 4 Customs (0800 428 786) www.customs.govt.nz www.protectnz.govt.nz
ACCOMMODATION	Flatting and tenancy	New Zealand Tenancy Services 0800 737 666 – Bond Enquiries 0800 836 262 – Tenancy Advice www.tenancy.govt.nz www.minhousing.govt.nz
WORK RIGHTS	Your rights whilst working in New Zealand	New Zealand Department of Labour – Employment Relations Service 0800 227 774 www.ers.govt.nz
EMPLOYMENT RELATIONS	Your rights while working in New Zealand	Employment Relations Infoline 0800 800 863
TAX	General tax matters	Inland Revenue Department 0800 257 777 – Automated Services www.ird.govt.nz
POLICE	Emergencies involving safety and wellbeing	New Zealand Police 111 – Emergency Services ONLY For non-emergencies search www.police.nz for the local police number
VICTIM SUPPORT	What to do if you have been a victim of a crime	Victim Support 0800 VICTIM (0800 442 846) www.victimsupport.org.nz
SUPPORT & WELLBEING	Confidential help with a personal crisis or suicidal feeling	Lifeline 0800 111 777 www.lifeline.co.nz
SUPPORT & WELLBEING (Chinese speaking students)	Confidential help with a personal crisis or suicidal feeling	Chinese Lifeline 0800 888 880 www.lifeline.co.nz
PROBLEM GAMBLING	Help with problem gambling	Problem Gambling Helpline 0800 654 655 www.gamblingproblem.co.nz
PROBLEM GAMBLING	Help with problem gambling	Problem Gambling Foundation 0800 862 342, www.pgfnz.co.nz
SEXUAL HEALTH & WELLBEING	Contraception and sexual health services	Family Planning Association (04) 384 4349 www.familyplanning.org.nz

Support Services cont'd

	Information about?	Who to contact?
ALCOHOL & DRUG ADDICTION	Individual and family counselling on alcohol and drug issues	Alcohol and Drug Abuse 0800 787 797 www.adanz.org.nz
ADVICE & COUNSELLING (Youth)	Counselling and free advice to youth	Youthline 0800 376 633 www.youthline.co.nz
DOMESTIC VIOLENCE SUPPORT	Support for survivors of domestic violence	Are you OK? 0800 456 450 www.areyouok.org.nz
COUNSELLING & ADVICE (Gay and Lesbians)	Counselling and free advice to Gay and Lesbians	Gay and Lesbian Support Group 0800 688 5463 www.gayline.gen.nz
MENTAL HEALTH SUPPORT	Counselling and free advice on mental health	Mental Health Foundation 0800 611 116 www.mentalhealth.org.nz
DISCRIMINATION SUPPORT	Advice and legal protection against discrimination	Human Rights Commission 0800 496 877 www.hrc.co.nz
SUPPORT FOR WOMEN & CHILDREN	Support for women and children	Women's Refuge 0800 REFUGE www.womensrefuge.org.nz
GENERAL ADVICE ON LIVING IN NZ	(General advice) housing, financial, vehicle and legal issues	Citizens' Advice Bureau (CAB) 0800 FOR CAB (0800 367 222) (09) 625 8831 – DAB in Mandarin www.cab.govt.nz
LIVING IN NZ (Chinese)	General advice, education and support service	Chinese New Settlers Services Trust (09) 262 3868 www.chineseservice.org.nz
LIVING IN NZ (Indians)	Support group on social media	Indians living in Auckland Facebook Page https://www.facebook.com/india.kiwi/
LIVING IN NZ (Brazilians)	Support group on social media	Brazilians living in Auckland Facebook Page https://www.facebook.com/gobrazilianfriends
LIVING IN NZ (Filipinos)	Support group on social media	Filipino students in NZ Facebook Page https://www.facebook.com.filipinostudentsassociation.nz

INFORMATION FOR DOMESTIC STUDENTS

Payment of Course Fees

Most of NZIE's course fees have two parts; tuition fees and course related costs. Prior to course commencement, arrangements must be made to pay the total course fees by either private means or by Student Loan.

- If a student is paying fees by way of a Student Loan then the application must be completed with all supporting information supplied prior to course commencement.
- If a student is not using a Student Loan to pay the fees, the course fees must be paid one week prior to course commencement to confirm one's place or alternative arrangements need to be made before the course commences.

Any outstanding amount of fees, which is not covered by Student Loans, must be paid prior to course commencement. If this applies, talk to our Admissions Team.

Course Related Costs

NZIE will provide a statement with a breakdown of the course-related costs.

When using the Course-Related Costs portion of the Student Loan to pay the course-related costs, payment to NZIE must be paid immediately on receipt of the funds from StudyLink.

StudyLink (Domestic Students Only)

StudyLink is a service of the Ministry of Social Development and is responsible for Student Allowances and Student Loans. They can provide help and information about how to finance one's studies based on one's individual circumstances.

For the latest information about Student Allowances and Student Loans check the StudyLink website at www.studylink.govt.nz or call 0800 88 99 00.

Student Loans

The Student Loan is there to help with study costs and must be paid back.

Before a student takes out a Student Loan they need to think about other ways they may be able to pay for their study such as help from parents or part-time work. If a student decides they still really need a loan, they need to remember they have to pay it back, so must only borrow what they need.

There are 3 parts to the Student Loan:

- **Compulsory fees** – pays the compulsory fees for the programme and paid directly to the Public Trust account (this is set up at the time of enrolment at NZIE)
- **Course-related costs** – helps with costs related to studies, like buying books, equipment or stationery and is paid directly to the student's bank account
- **Living costs** – helps with living costs, especially if a student doesn't qualify for the full amount of Student Allowance, and is paid directly to the student's bank account. If a student decides to apply for a Student Loan we suggest they do so as soon as possible.

The quickest way to apply is online at www.studylink.govt.nz or call 0800 88 99 00. Ensure to reply promptly to any requests for further information!

We ask that, having taken on this commitment, students should aim to put their best and on-going effort into their education with NZIE to ensure they achieve their goals in education and employment.

NZIE is committed to giving value for this investment in a student's future.

Student Allowances

This is a weekly payment for full time students to help with day-to-day living costs and does not have to be paid back. This is a means-tested allowance and eligibility criteria apply. Contact StudyLink for details.

Applications for Allowances must be submitted to StudyLink by the end of the first week of the course or some payments will be missed. Payments will not be back paid if the application is late. We suggest students apply for the allowance six weeks before the course starts.

The quickest way to apply is online at www.studylink.govt.nz or call 0800 88 99 00. Reply promptly to any requests for further information!

Withdrawal and Refund Policy for Domestic Students

The effective date for processing of any withdrawal or any request for refund will be the date the fully completed withdrawal application on the appropriate form is received by the Academic Registrar.

Exceptional circumstance refunds require the approval of the Managing Director.

Where appropriate, NZIE will contact any relevant New Zealand Government organisations regarding a student withdrawal in accordance with their individual policies. This includes StudyLink, Tertiary Education Commission, Immigration New Zealand, Work and Income New Zealand and Inland Revenue.

All refunds due will be processed within fourteen days of notice of withdrawal.

Course Length	Withdrawal Period	Refund Amount
Courses of 2 days or less	None	Any refund is at NZIE's discretion
Courses of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
Courses of 5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course

Note: If fees have not been paid this money is due to be paid to NZIE. You will be invoiced for the amount due.

Withdrawal and Refund Policy for International Students

The effective date for processing of any withdrawal or any request for refund will be the date the fully completed withdrawal application on the appropriate form is received by the Academic Registrar.

Extenuating circumstances refunds require the approval of the Managing Director. Extenuating circumstances examples are: serious illness, death of a family member.

Where appropriate, NZIE will contact any relevant New Zealand Government organisations regarding a student withdrawal in accordance with their individual policies. This includes Tertiary Education Commission, Immigration New Zealand, and Inland Revenue.

All refunds due will be processed within fourteen days of notice of withdrawal.

For courses of three months duration or more

If the withdrawal occurs up to the end of the tenth working day from the start of the course NZIE may deduct up to 25% of the total fees for the costs incurred.

If the withdrawal occurs after the end of the tenth day from the start of the course NO refund will be provided.

For courses five weeks or more but less than three months

If the withdrawal occurs up to the end of the fifth working day from the start of the course NZIE will refund an amount equal to the fees paid less a deduction of 25%.

If the withdrawal occurs after the end of the fifth day from the start of the course NO refund will be provided.

For courses under five weeks

If the withdrawal occurs up to the end of the second day from the start of the course NZIE will refund an amount equal to the fees paid less a deduction of 50%. However, if two days constitutes the full amount of tuition paid for by the student, NZIE will retain 100% of the fees.

If the withdrawal occurs after the end of the second day from the start of the course NO refund will be provided.

For courses of 2 days or less

For courses of 2 days or less there is no deadline for a withdrawal and the amount to be refunded is at the discretion of NZIE.

Note: If fees have not been paid this money is due to be paid to NZIE. You will be invoiced for the amount due.

INFORMATION FOR INTERNATIONAL STUDENTS

The following information is provided to enhance students' studies and make your stay with us enjoyable and worthwhile.

New international students, should read the following pages – if you are new to New Zealand and your English skills are not yet sufficient to fully understand this booklet, you may talk to any staff member, or request a translation from NZIE staff.

Payment of Course Fees

Students are required to make full payment for fees prior to commencement of the course, which is stated on the "Offer of Place". Students will receive their final official receipt in time to apply for their student visa and permit.

Payments should be made to "NZIE". Payment can be made in the following ways:

- Telegraphic Transfer from a student's bank to NZIE's bank account. Please refer to the details stated in the "Offer of Place".
- Bank cheque/bank draft in New Zealand dollars, made out to "New Zealand Institute of Education" and post/deliver directly to NZIE.
- Credit Cards (Visa or Master cards)
- Cash (We do not recommend students carry large amounts of cash for safety reasons).

Please Note: An additional payment of NZ\$30.00 bank charge per telegraphic transfer should be added when the payment is made by telegraphic transfer. All bank charges are to be met by the sponsor/student.

Course Related Cost

NZIE will provide a statement with a breakdown of your course-related costs, if applicable.

Code of Practice for the Pastoral Care of International Students

NZIE is a signatory of the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code). NZIE has agreed to observe and be bound by the Code published by the New Zealand Qualifications Authority. Copies of the Code are available on request from NZIE or from the New Zealand Legislation website at:

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

A summary of the Education (Pastoral Care of International Students) Code of Practice 2016

The Code sets standards for educational 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 under the age of 18 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. Please refer to Keeping Safe in New Zealand pamphlet.

New Zealand educational providers have an important responsibility for international students' welfare. The Keeping Safe in New Zealand pamphlet provides an overview of the Code, and a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is 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 can be expected and provides a procedure that students can follow if they have concerns about the treatment they received from their education provider or agent of a provider. The Code does not apply to concerns about academic standards.

Who does the Code apply to?

All educational providers which enrol international students must be signatories to the Code. NZQA maintains a register of all education providers that the Code applies to.

What is an “international student”?

An “international student” is any student who does not hold New Zealand citizenship or New Zealand residency status.

How do you get a copy of the Code?

You can request a copy of the Code from NZIE. The Code is also available online from:

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

How do you know if an educational provider has signed the Code?

NZQA maintains a register of all education providers that the Code applies to. The list is available from:

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/>

If an education provider is not a signatory to the Code, international students wishing to enrol will not be able to study at that institution.

What to do if something goes wrong?

If a student has concerns about their treatment by their educational provider or by an agent of the provider, the first thing the student must do is contact NZIE’s Managing Director or another person who has been identified as someone at NZIE that can be approached about complaints at NZIE. NZIE also has access to the Quality Commission (ITENZ).

The Code requires all institutions to have fair and equitable internal grievance procedures for students and students need to go through these internal processes before they can take the complaint any further.

If the student’s complaint has not been resolved and the student still wishes to have it resolved, the student can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of the complaint.

1. Download the Complaint Form from <http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>
2. Send the completed form, along with supporting evidence to:
The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

or

email a scan of the completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz

If the student needs more information on the complaints process, contact NZQA on 0800 697 296.

If the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme Operator, iStudent Complaints (who have been appointed to this role by the Ministry of Education). Information about the Dispute Resolution Scheme operator can be found at their website: <http://www.fairwayresolution.com/istudent-complaints>

Under 18-year olds

For students under 18 years of age, parents must sign the enrolment form. Even if you have enrolled via an agent, your parents must communicate directly with the school BEFORE you are enrolled, so that they can be briefed about what to do in an emergency and communication arrangements.

Immigration

Full details of visa and permit requirements, advice on rights of employment in NZ while studying and reporting requirements are available through the NZ Immigration Service and can be viewed on their website at <http://www.immigration.govt.nz>

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>. NZIE is not responsible for changes to immigration regulations. The correct information can be sourced by contacting the NZ Immigration Service.

Student Visa and Permit

The New Zealand Immigration (NZI) looks after Student Visas and Permits. International students must have a valid student visa and permit before coming to New Zealand to study. Students must apply for a new student visa and permit before present visa and permit expires. A student is recommended to lodge his/her student visa and permit application at a minimum of 4 weeks prior to the current student visa and permit expiry date.

Please Note: NZIE have access to a FREE telephone interpreting service called Language Line. When a student contact's NZIE either by phone or face to face while they are in New Zealand, they can ask for Language Line and tell them their language.

For further details, visit www.languageline.govt.nz

NZIE reserves the right to decline an enrolment from an international student who has not presented appropriate and current NZIS visa and permit for the period of his/her enrolment.

Please refer to the following link for forms and guide in applying Student Visa and Permit in New Zealand. <http://www.immigration.govt.nz/migrant/general/formsandfees/formsandguides/study.htm>

Living Costs

It is important that students have enough money to live comfortably for the time they are in New Zealand. Apart from their course costs, which they will know at the time of enrolment, the New Zealand Immigration Service expects students to have at least \$1500 per month to cover living expenses such as rent, food, electricity, travel and medical insurance. If students are in a homestay they will need to pay \$280 per week (\$290 for under 18-year olds) plus at least \$100 per week to cover transport and incidental spending.

Work Rights for International Students

It is important that students are aware that they may be able to work part-time as an International student studying a Diploma Programme for a minimum of one academic year in New Zealand. The minimum legal adult hourly rate in NZ is \$16.50 per hour. During scheduled semester breaks, students eligible to work are allowed to work full time during this period.

If a student is not clear about how many hours they are legally allowed to work in New Zealand while on a student visa, they should go to the New Zealand Immigration Services website www.immigration.govt.nz for further details.

Generally, students with work rights are entitled to work 20 hours per week. The following websites are useful if a student is looking for part time work in NZ:

<http://www.trademe.co.nz/jobs>

<http://www.seek.co.nz>

<http://www.sjs.co.nz>

<https://www.newzealandnow.govt.nz/work-in-nz>

Please note that it is illegal to work in New Zealand for less than the minimum wage or for excessive hours. If this situation occurs, please call the Labour Inspectorate on 0800 20 90 20. Students can also contact anonymously <http://www.crimestoppers-nz.org> or call 0800 555 111.

If a student is employed in New Zealand they will be required to obtain an IRD number which will have all their tax and personal details linked to it. For further information visit:

<https://www.ird.govt.nz/news-updates/ird-number-application-changes.html>

To apply for an IRD number and open a bank account, students will need a letter confirming their NZ address. This can be obtained from Student Services on Level 3.

General Health

If a student has any health concerns and known health problems including allergies, it is important to let NZIE know. In the event of an emergency this information may have to be shared with medical staff.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If a student receives medical treatment during their visit, they 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.

Staff members trained in basic first aid procedures are available at all campuses. Details on how to locate that person are displayed on campus notice boards. First Aid kits are available at each campus.

Students should contact their local doctor or medical centre for help or advice regarding sickness or minor accidents. The Academic Administrator and Student Services can assist students to locate the nearest centre. Some medical centres are open 24 hours. If students have family with them in Auckland, then they should enrol with a local doctor closest to their home. Students who require advice relating to pregnancy, or sexually transmitted diseases should contact a local doctor, the family planning clinic, or other appropriate agency.

Dental Care

Dental care is covered on your insurance policy for **emergency treatment** only, not for general check-ups.

Sexual Health

It is important for students to ensure good physical and mental wellbeing in this area. While abstinence is the only 100% sure way of preventing pregnancy and sexually transmitted infection, more information is available through professional health organisations.

Family Planning Association www.fpanz.org.nz or Auckland Sexual Health (09) 307 2885

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but students may still be liable for other medical and related costs.

Further information can be viewed on the ACC website at www.acc.co.nz

Health and Travel Insurance

All international students must have appropriate and valid medical and travel insurance while studying in New Zealand. Students are required to provide NZIE with proof of appropriate insurance (in English) from their home country or with a New Zealand provider to cover the length of their study in New Zealand. It is strongly recommended that students have a policy that covers the entire length of their student visa. The insurance policy must cover the student from the day they travel from their home country. For students who have brought their family to NZ, it is strongly recommended that you include them on your insurance policy as well.

Insurance suggestions if students are arranging this in New Zealand are:

- Orbit Protect: <http://www.orbitprotect.co.nz/Students/>
- Uni-Care: <http://www.uni-care.org/inbound.html>

Please Note: NZIE reserves the right to decline an enrolment from an international student who has **not** presented appropriate and valid health and travel insurance for the period of his/her enrolment.

Counselling Services

Counsellors can advise and help students on a wide range of matters including emotional issues, relationships, studies, immigration, health, money, work, accommodation – in fact almost anything. Counselling also helps students to address acute emotional crises, longstanding difficulties, and other personal crises, that impact on studies. Together with their counsellor, students can clarify their goals, and develop new skills and strategies to deal with the difficulties they face. Homesickness is very common, as is feeling overwhelmed by a new culture.

Students will find a list of support agencies in this Student Handbook who may be able to help; otherwise students can speak to the Student Services Team.

Water Safety

Auckland & New Zealand have some of the world's most beautiful beaches and maritime experiences, however there are risks that students should be aware of and prepared for. If a student would like to get involved with aquatic activities it is recommended that they have adequate swimming skills. There are many organisations that can deliver swimming lessons contact Swimming NZ (www.swimmingnz.org.nz) or Water Safe (www.watersafe.org.nz) for location details. Never swim alone.

Students should only enter the water if they are confident in their swimming abilities. If in doubt, stay out. Don't mix alcohol with any water activity.

Beaches & Oceans

Surf Life Guards place markers on most public beaches. These red and yellow flags indicate a part of the beach that is safer for swimming and under lifeguard observation. It is recommended that students do not swim on beaches without a Surf Lifeguard present. Always swim between the flags.

Rivers & Streams

New Zealand has many beautiful rivers and waterways; here are some guidelines to help keep safe when swimming.

- Never swim alone
- Always check the speed of the current before getting in
- Always find a safe way to enter and exit the water
- Avoid swimming near boats or anywhere near a bridge or manmade structure
- Always check the water before jumping in

Recreational Water Activity/ Fishing/Collecting Shellfish

- Always wear a lifejacket
- Never undertake any water-based activity without first checking the conditions
- Check weather conditions by phoning the Met Service (0900 999 09).

Ensure that all safety precautions are met for whatever water activity and always use experienced professionals when taking on activities and ask them about their safety procedures.

When rock fishing you should never turn their back to the ocean and always be aware of when there is a high tide. If a student is in doubt - don't go out. Please note that shellfish collection is regulated, check notices at the beach to see how many and what size the shellfish must be.

For more information contact www.watersafe.org.nz

Transport

New Zealand has a variety of modes of transport. Below is a description of the most common and the issues students will need to be aware of;

Pedestrian Safety

Auckland is a great city for walking and this is sometimes the best way of getting to know the city. Important things to remember:

- It is critical to look left-right-left before crossing streets
- Cross only at designated crossings
- Entering traffic mid-block or from between parked cars is dangerous
- Never dart out into traffic

Public Transport (Buses, Ferries & Trains)

Auckland has a safe and effective public transport system. Information is available on times and routes by contacting Auckland Transport information 09 355 3553 or www.at.govt.nz

Cycling Safety

Cycling is a great way to get around Auckland and explore its natural environment. Auckland has dedicated cycle lanes which are identified by their pink markings. It is against the law as well as very dangerous to ride a bicycle without a helmet.

Make sure your bicycle is safe and has the following:

- A rear-facing red or yellow reflector
- Good brakes on the front and back wheels

If riding at night, dusk or pre-dawn:

- A steady or flashing rear-facing red light that can be seen at night from 100 metres
- A steady white or yellow forward-facing light that can be seen at night from 100 metres
- Yellow pedal reflectors or reflective cycling gear

A helmet must always be worn when riding a bicycle:

- Check inside the helmet for safety standards sticker

- Fit the helmet properly - try to slide the helmet back, forward and side to side - ensuring the helmet stays centrally fitted over the head and does not expose the forehead
- Always wear the helmet when cycling
- Encourage friends and family to wear their helmets when cycling

Hand-signals must be given at least three seconds before stopping or turning:

- When turning, look back at least 20 metres to check that there is room to turn, pull out or pass safely
- Don't assume drivers have seen the signal - always check to make sure the hand signals have been seen and understood.

Even though it is not recommended to cycle on footpaths, anyone who does should be very careful and follow some simple guidelines of "footpath etiquette":

- Take care when approaching each and every driveway or corner – drivers are not usually expecting anyone to be moving faster than a pedestrian
- Take care when approaching each and every pedestrian – slow down, give them lots of space, and pass with caution and respect

Auckland now has dedicated cycle lanes throughout the city and suburbs. Please visit <https://at.govt.nz/about-us/campaigns/at-cycleways/> to find out where they are located

Driving Laws

If driving while in New Zealand, it's important to know the following road safety points:

- In New Zealand, all motorists drive on the LEFT side of the road
- When turning left, traffic approaching from the right must give way
- When the traffic light is red, STOP
- The speed limit on the open road is 90-100km/h (approx 60m/h) but in some areas close to towns and cities 80km/h or 70km/h applies – watch for signs
- In built up urban areas the speed limit is 50km/h
- Drivers and passengers must wear seat belts at all times.
- Strict penalties are imposed for speeding, not wearing seat belts, talking on mobile phones whilst driving or driving while alcohol or drug impaired.

All drivers must have a current overseas driver licence or international driving permit. Students must apply for a New Zealand driver licence if they wish to drive.

If a student does have a current overseas driver licence or international driving permit, they can drive using that for a maximum of 12 months from the date of arrival in New Zealand. (Note: if the overseas licence or permit isn't in English, the student must carry an accurate translation). Each time a person visits New Zealand, they can drive for a further 12-month period on a valid overseas licence or international driving permit. If a student wishes to drive after one year, they must first gain a New Zealand driver's licence. We recommend students apply early to make sure they have a new licence before the one year is up.

Forms to use to apply for an overseas licence conversion are available from Land Transport New Zealand driver licensing agents. Students will have to pass a theory test and, depending on the country they have

come from, may have to pass a practical driving test as well.

If a student does not apply for a New Zealand driver licence within one year of arriving, they'll be considered unlicensed and must not drive.

The Police could lay charges if a student is caught driving and they may not be able to get car insurance.

If a student is unlicensed, are told by the Police not to drive, and are then caught driving by the Police, the vehicle the student is driving will be seized at the roadside and impounded for 28 days.

All drivers must know the road rules, what the road signs mean and how to drive safely. Students can find out more about the road rules in the Road code.

For more information on driving in New Zealand, refer to the Land Transport Safety Authority (LTSA) website www.ltsa.govt.nz

Buying a Car

New and used cars can be bought from car sales yards or the popular buy and sell website, Trade Me. Used cars are also sold privately through advertising in the newspaper or at auctions or car fairs. Prices vary widely. To get an idea of how much cars cost, look on Trade Me or call the Motor Vehicle Dealers' Institute for more information.

If a student is not buying from a licensed motor vehicle dealer, BEWARE. New Zealand Automobile Association (AA) recommends getting the car checked by a mechanic before buying it. When a student buys a car, make sure it has:

- A current Warrant of Fitness. This means it has passed a road safety test;
- A current vehicle licence (registration) sticker. Students will need to pay to get a new licence if it has expired;
- No money owing on the car from the previous owners. Phone Baycorp Holdings Limited for information.

Car Insurance

Car insurance is very important and should be purchased at the same time as your car. If a student does not purchase car insurance and crashes their car, they will have to pay for all costs, including the repair to their car, and anyone else's car involved. Such costs can lead to thousands of dollars.

Car insurance is not always expensive especially if a student holds a New Zealand Drivers' Licence. There are many different types of car insurance, from full cover to third party. There are several companies in NZ who can cover you with car insurance such as AA, State Insurance, Youi and AMI so have a look online and choose the one that's right for you.

Motorcycles

Different types of vehicles are grouped into 'classes'. There are different theory tests and practical tests for different classes:

- Class 1 covers cars and other lightweight motor vehicles

- Classes 2-5 cover different types of heavy vehicle, such as trucks
- Class 6 covers motorcycles.

Most people will sit the theory and practical tests for Class 1 vehicles. However, if a student rode a motorcycle before coming to New Zealand and wanted to do so here, they will need to advise the driver licensing agent which vehicle class they want to sit a test for.

If a student is using an overseas licence to drive in New Zealand and are then suspended or disqualified from driving by a New Zealand court, they can no longer use their overseas licence to drive in New Zealand. If a student wants to drive in New Zealand (after their disqualification or suspension has ended) they will need to apply for a New Zealand licence.

In New Zealand, students must have their driver licence or international driving permit with them at all times when driving. If their overseas licence or permit is not in English, students must carry an accurate English translation issued by: a translation service that has been authorised by the Director of Land Transport, or a diplomatic representative at a high commission, embassy or consulate, or the authority that issued your overseas licence (an international driving permit may be acceptable as a translation).

If a student cannot see properly, they cannot drive safely. Eyesight will need to be checked:

- When a student applies for a new licence
- Each time a student renews their licence
- When a student applies for a new licence class or endorsement.

To do this the student can:

- Present a satisfactory eyesight certificate issued by a New Zealand-registered optometrist (this certificate must be no more than 60 days old)
- Present a satisfactory medical certificate issued by a New Zealand-registered medical practitioner (this certificate must not be more than 60 days old)
- Pass an eyesight screening check at a driver-licensing agent.

For more information visit www.immigration.govt.nz and www.landtransport.govt.nz

Accommodation

Whilst living in New Zealand, students can choose between a number of accommodation options. The list below gives a brief explanation of the different sorts of accommodation available to international students and its price range. Students should estimate a minimum of NZ\$240 per week for accommodation and living expenses.

For possible accommodation options, the most commonly used website is 'Trade Me' but for further options students can ask the Student Services team.

The Student Services team has a placement service to assist students to find the most suitable homestay family or hostel. Students who choose to go into a flat must make their own arrangements.

There are three main accommodation options available to International Students: Home-stay, Hostel or Independent Living (often called 'Flatting'). **NZIE only inspects homestays for suitability.**

Any International students under the age of 18 years of age will not be permitted to rent a flat/room/house/apartment or live on their own. We place all under 18-year-old students with very trustworthy families who will provide a safe physical and emotional environment.

For each student, the full name, current address, contact phone number, occupation and relationship to the student of the residential caregiver will be held.

Homestay

One of the popular ways to experience New Zealand culture is to stay with a homestay or New Zealand host family. Families are carefully screened and have to meet very high standards regulated by the New Zealand Ministry of Education (M.O.E.). NZIE will monitor these accommodations to ensure the accommodation meets our own requirements. A single, clean, private room with bed, dresser, lamp and study-desk are the basics; breakfast and dinner will be provided, with lunch provided on weekends and public holidays. Homes are on public transportation routes (or the homestay family or school will advise or arrange transportation to your classes).

A profile of the homestay family will be provided so that students can familiarise themselves with them before they come to New Zealand. New Zealand families are typically friendly and kind, but if a student is not happy in their family for any reason, we will move them to a new family.

Living in homestay accommodation with a Kiwi family is an excellent way of rapidly improving ones English, learning about New Zealand culture in a comfortable, safe family environment. In return, students need to remember that they are in someone's home, and to be well mannered and respectful. Being part of the family means a student may be asked to help out in small ways, such as making their own bed and helping with dishes.

Apartments and Flatting

Some students prefer to stay in apartments or to flat-share with friends. This kind of accommodation is suitable for mature students and those who have been living in New Zealand for a reasonable period of time.

Students can rent a house or apartment (any building where people live together, who are not a family or couple, is called a flat) either on their own or with others. Flats are usually unfurnished. Students will have their own room or may share with another. The rent is usually worked out according to the size of the room. All other expenses are divided, and cooking meals and cleaning are usually shared.

For further information about accommodation for international students in Auckland visit this website: <http://www.aucklandnz.com/study/live>

For Private Boarding and Flatting look on the Trade Me or Real Estate.co.nz websites

- Students may be required to complete a Tenancy Agreement and pay a bond when securing accommodation, power and phone connections
- NZIE is not involved in assessing or securing accommodation for students other than a requested

homestay

MBIE New Zealand - Tenancy Service

Bond Enquiries

0800 737 666

Tenancy Advice

0800 83 62 62

<http://www.mbie.govt.nz/info-services/housing-property/tenancy>

Hostels

Hostel accommodation is suitable for shorter stays. These are available in the area. Please see student Services for more information.

Basic Laws

Alcohol

The legal age for drinking alcohol in New Zealand is 18 years. If a student is under 18 years of age, they are not allowed to buy alcohol or enter a bar or a nightclub. If a student is 18 years of age and over, they will be asked to show identification before entering these places (i.e. passport, driver's licence with photo or 18+ card). It is also illegal to drink alcohol in public places, (e.g. in a park, city streets or the beach).

It is illegal to drive a motor vehicle while under the influence of alcohol. The New Zealand police force monitors the roads for drink drivers. Offenders face heavy penalties including instant fines, vehicle confiscation and jail. A conviction may mean a student's visa will not be renewed.

Goods and Services Tax (GST)

A standard fee or tax (GST) of 15% applies to all goods and services purchased in New Zealand.

Drugs and Tobacco

In New Zealand, it is illegal to import and/or sell drugs. It is also illegal to have or consume drugs such as cannabis, heroin, LSD and amphetamine. Students will be deported if they are an International student breaching these laws.

Smoking cigarettes and tobacco is legal if a student is over the age of 18 years. Students cannot smoke in areas with 'No Smoking' signs and places like shops, bars, restaurants and movie theatres. Many New Zealand families do not smoke. Please ask before smoking in people's homes.

Gambling

There are 4 types of gambling that are legal in New Zealand:

- Lotteries: Lotto, Daily Keno. The age limit is 18
- Instant Kiwi: scratch card. Students must be 16 years of age or over to purchase this card
- TAB: gambling on horse racing and other sports. Students must be over the age of 18 years
- Casinos: legal age to enter any casino is 20 years.

Students with a gambling problem can contact: Problem Gambling Foundation 0800 862 342 or www.pgfnz.co.nz

Potential Conflict of Interest

As per NZQA requirements, the following potential conflicts of interest are declared:

Robert Marks, Judith Marks and Dougal Marks as Directors & Operators of New Zealand Institute of Education also own other Private Training Establishments; specifically, MSL Training Limited in Auckland and Avonmore Takapuna and Manukau sites in Auckland, New Zealand.

There are no other conflicts of interest.

**“Education is not preparation for life,
Education is life itself”**
John Dewey

DISCLAIMER

The information contained in this handbook replaces all information contained in any previous handbooks and is intended as a guide only.

NZIE is committed to innovation and continuous improvement, and reserves the right to change any aspect(s) of the Programme, which may affect the currency of the information contained in this handbook.

NZIE complies with operational requirements of the New Zealand Qualifications Authority, Ministry of Education and Tertiary Education Commission in the areas of policies, procedures, reporting, financial management, statistics and record keeping, academic standards and staff conditions.