



NZEA
New Zealand English Academy
Knowledge is the key Auckland | Christchurch

**Canterbury International College
trading as**

NEW ZEALAND ENGLISH ACADEMY

**Student Handbook
V2020A**

Kia Ora & Welcome to New Zealand English Academy!

Thank you for choosing to study at New Zealand English Academy (NZEA). Studying overseas can be both rewarding and challenging. At New Zealand English Academy, we will listen to you and provide you with effective support. Students at New Zealand English Academy enjoy high quality teaching and excellent pastoral care.

Our English language courses have been approved by the New Zealand Qualifications Authority and provide a pathway to courses in further education and community outcomes. Students learning English for the first time can quickly build their skills and progress to more advanced classes.

While you are studying at New Zealand English Academy you will meet new friends and experience a rich cultural and social environment. Our friendly office staff can answer any questions you may have.

The NZEA Team

We have a friendly team at NZEA who are dedicated to helping you succeed in your studies. A full list of staff and their details is available at office.

The Code of Practice

NZEA has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. You will receive a summary of the Code, in your own language wherever possible, when you enroll. The full Code is available from the NZEA Website <http://www.nzenglish.ac.nz/> or the NZQA website at www.nzqa.govt.nz. A print version of the Code is always available at office. The designated person responsible for inquiries about the pastoral care of international students can be found in the list of contacts available at office.

Immigration

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

Eligibility for Health Services

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

Accident Insurance

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

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. Your insurance cover must commence before you get on a plane to New Zealand and be valid at least until the date your visa expires. If you do not have insurance, NZEA will arrange for you. Insurance is compulsory for all international students studying at NZEA and will be charged automatically unless you show us proof that alternative insurance which complies with the Code of Practice has already been arranged.

Orientation, Student Handbook and Class Placement

On orientation day you must bring:

- A valid passport with a valid visa
- Proof of valid medical and travel insurance

A copy of these will be kept on your file. If you do not bring these, your enrolment cannot proceed. Your Orientation begins at 9m on the Monday you start your course. The enrolment form you complete during Orientation contains various clauses which you must agree to before your enrolment can be completed. One of the conditions is to notify NZEA of your current contact details and any subsequent changes. At Orientation, you will discuss the Student Handbook. It can also be downloaded as a PDF from our website <http://www.nzenglish.ac.nz> and a print version is always available at office. During Orientation, you will sit a placement test which will determine which level you are placed in.

Class Timetable

	Mon	Tue	Wed	Thu	Fri
9.00-11.00	Class	Class	Class	Class	Class
11.00 – 11.30	Break Time				
11.30-1.30	Class	Class	Class	Class	Class

Public Holidays

NZEA is closed on the following public holidays:

- Auckland Anniversary Day (Auckland Campus)
- Waitangi Day (Observed on Monday if it falls on a weekend)
- Taranaki Anniversary Day (New Plymouth Campus)
- Good Friday
- Easter Monday
- ANZAC Day (Observed on Monday if it falls on a weekend)
- Queen's Birthday
- Labour Day Christmas Day Boxing Day
- Canterbury Anniversary Day (Christchurch Campus)
- New Year's Day
- Day after New Year's Day

Holiday dates vary from year to year, so for up to date information visit:

<https://employment.govt.nz/leave-and-holidays/public-holidays/public-holidays-and-anniversary-dates/>

Christmas/ New Year Holidays

NZEA closes for two weeks over the Christmas/ New Year period. The last day of classes will be 18 December 2020 and the first day of classes next year will be 4 January 2021.

Campus Rules

1. You must come to all your classes. If you are absent from a class, you must **email attendance@nzenglish.ac.nz** by 11am and provide an explanation. If you are absent from school due to illness, you must provide a **Medical Certificate**. If you are absent for any other reason, you must provide documentation to explain your absence. If you have any questions about this speak to Student Welfare Officer.
2. Arrive on time and stay for the entire class. **Unsatisfactory attendance will lead to your course being terminated and immigration being informed. If your attendance is unsatisfactory the student service officer will speak with you about how to improve it.**
3. You must not use illegal drugs or drink alcohol at school or come to school under the influence of drugs or alcohol.
4. You must not hurt any member of staff or student.
5. You must obey New Zealand law while at school.
6. You must participate in class. Your teacher may make you leave the class if you do not which will affect your attendance. No sleeping in class.
7. Address your teacher and classmates respectfully.
8. You **must not cheat** on any test or assessment.
9. You must follow any instructions your teacher gives you.
10. You must not drive without valid driving license.

Termination of Enrolment

1. If you do not attend all your classes, NZEA will follow up with you and work with you to find a solution. However if your attendance falls below 90%, you will receive an official warning. If your attendance does not improve after 3 warning letters will be terminated and Immigration New Zealand informed. This is likely to lead to the cancellation of your student visa.
2. If you repeatedly break any of the rules, your course will be terminated and Immigration New Zealand informed.
3. A serious or repeated breach of rules 4 or 5 will result in your course being terminated immediately and Immigration New Zealand being informed.
4. If you are arrested or reported to the police for committing a crime you will be suspended immediately until the investigation is complete. If you are convicted of breaking the law, your course will be terminated immediately, and Immigration New Zealand will be informed.

Student Attendance

1. Teachers mark student attendance at the beginning of each session and students are required to attend all classes.
2. If you are absent from a class, you **must** email attendance@nzenglish.ac.nz and provide an explanation.
3. If you are absent due to illness you **must** provide a medical certificate.

Curriculum

NZEA provides a programme of Certificate in General English with Examination Preparation.

The class programmes include the major skills of listening, speaking, reading, writing and grammar. Classes use internationally recognized course books. The main course book is “Face2Face”. Teachers supplement course books with resources they design to meet specific student needs. Teacher-designed resources include in-class activities such as games, surveys, interviews, and written assignments. Homework assignments are essential to your progress and must be completed on time. Regular tests and assessments are given to track student progress for each student. They are a compulsory part of the school curriculum.

End of Course Tests

Deadlines and Procedure

The school year is divided into 4 semesters of 12 weeks each. Tests to review student progress are held in the 6th and 12th week of each semester. The tests take place on Wednesday.

Complaints Procedures

1. If you have a serious complaint, you should put your complaint in writing and email to complaints@nzenglish.ac.nz. Our student support officer can help you put your complaint in writing.
2. Your written complaint will be investigated by the Principal who will respond to you within five working days.
3. The Principal may meet with you in person to discuss your complaint or take any other actions considered necessary to resolve it.
4. The Principal will give you a final written reply.
5. If you are still not satisfied you can contact the following authorities:
 - NZ Qualifications Authority PO Box 160
Wellington Phone: 0800 724357
Website: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>
 - Fairway Resolutions Limited Phone: 0800 00 66 75
Website: <http://www.istudent.org.nz/>

Facilities and Services

Computer, Internet and Wi-Fi

We have free internet facilities available for students to use outside of class times. Please do not eat or drink when using the computers. The downloading of movies, music tracks and offensive materials is prohibited. Ask at office for the Wi Fi password.

Photocopy Service

NZEA has a copy service available at a subsidized rate.

Student Feedback

To improve our programmes you are encouraged to give feedback at any time. Your teacher and the student welfare officer can help if there is something you think can be improved.

In addition, NZEA conducts formal surveys on welfare staff, teachers, course content and facilities. Our student service officer also regularly interviews students informally about their study and adjustment to life in Auckland, offering assistance whenever needed.

Fee Protection and Service Fees

Fee Protection

NZEA uses the Public Trust for fee protection. This ensures that student fees are protected in the unlikely event of insolvency, regulatory closure, or the withdrawal of accreditation from NZEA. This method of fee protection is approved by NZQA.

Student fee protection is also required where a third party pays the fees for an individual student and the total fees paid are over \$500.

The Public Trust contact details are as follows: info@publictrust.co.nz or free call the Customer Help team on **0800 371 471**.

As a Private Training Establishment (PTE), NZEA is exempt from providing fee protection if the total funds payable by or on behalf of a student for the programme or training scheme are \$500 (GST inclusive) or less.

All fees must be received by NZEA **one week** prior to your course commencement date for an offer of place to be guaranteed. All student fees are protected by the Public Trust.

Enrolment and Offer of Place

Enrolment and Offer of Place documentation must be officially signed.

Offers of Place will be withdrawn if the student:

- a. fails to provide all the documentation required
- b. provides false documents
- c. refuses to obtain medical insurance before the commencement date
- d. fails to present their passport within the first week from the date of signing the application

Students who have not declared special needs at the time of application will be charged additional fees if extra services are required.

Withdrawal and Refund Policy

Any application for a refund must be made on the appropriate form, available at office. You will be notified of the result of your application within 10 working days of receipt of the application. Where a refund is approved, payment will be made to the student's account or to a third-party account nominated by the student. All fees are received and refunded in New Zealand dollars. NZEA is not responsible for any currency fluctuation between enrolment and receipt of any refund. If you withdraw from your course, Immigration New Zealand will be informed.

International students are entitled to a refund as follows:

Courses of three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which NZEA requires the student to attend the

establishment: In such cases NZEA may deduct up to 25 per cent of the fees paid, provided NZEA incurred costs to this amount and can justify these costs. (As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.)

Courses of five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

In such cases, NZEA will pay an amount equal to the fees paid less a deduction of 25 per cent. (As per section 235A(1)(c) and (d) of the Education Act.)

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

In such cases, NZEA will pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, NZEA may retain 100 per cent of the payment. (As per section 235A(1)(c) and (d) of the Education Act.)

No refund is provided if a student:

1. is excluded from study at NZEA for any reason (including inappropriate behavior, poor attendance or inadequate academic progress).
2. wishes to transfer to another school after the refund period.
3. has their enrolment cancelled because the enrolment application is found to be inaccurate in any way.
4. has their visa/permit to study at NZEA cancelled.
5. seeks a refund of fees that have been paid after the start of the course and outside the refund period above.

Notes:

1. *If a student starts any course on an interim visa and their application for a student visa is declined, they are entitled to a full refund of fees paid less a deduction of the fees for the weeks they have studied.*
2. *The first day of a student's course is shown on their offer of place.*
3. *If NZEA is unable to proceed with the programme offered to a student, the tuition fee is refunded in full.*
4. *If a student wishes to withdraw from a homestay arranged through NZEA, they must provide at least two (2) weeks' advance notice (either before they arrive in New Zealand or before the date on which they wish to leave the homestay accommodation). Failure to provide this notice will result in two (2) weeks' accommodation fees being forfeited. The homestay placement fee is non-refundable under any circumstances.*
5. *If a student wishes to cancel a booked airport pick up, they must provide at least one (1) week's notice before their arrival date. If sufficient notice is given, a full refund of the airport pick up fee will be made. Otherwise, the entire fee will be retained.*
6. *NZEA will normally buy medical and travel insurance one week before the course start date for students who have paid their insurance fee at the same time as their tuition fee. A full refund of the insurance fee will be paid to the student if the student withdraws before the course starts. Students will be informed about the insurance fee refund policy if they request that NZEA buy the insurance earlier than one (1) week before the course starts.*
7. *Notification will be sent to Immigration New Zealand when a student withdraws.*

Health and Safety (See Appendix 1)

Ensuring the safety of students is a school priority and our policy adheres to the *Health and Safety in Employment Act 1993*. If you become aware of any potential or existing hazard to health and safety in the workplace, please report it to our student service officer or the Principal immediately. Action will be taken to remedy the problem.

Your safety and security is important to us and we endeavor to keep you safe at all times while you are on school property. We need you to do your part by acting appropriately and responsibly and not behaving in a way that puts yourself or others in danger

If you feel unwell, speak to your teacher or a member of staff. A first aid kit is available for small medical problems. For more serious problems, your student service officer can contact a doctor or emergency medical services for you.

Please note: It is compulsory for International students to have current medical and travel insurance while studying in New Zealand.

Accidents Report any accident immediately to your student service officer, your teacher or the Principal. They will take the necessary action, which may include calling a doctor or ambulance. An official report is prepared about any accident on school premises.

Harassment Harassment, including bullying and sexual harassment, will not be tolerated at NZEA. If you feel you are the victim of harassment, contact your student service officer immediately. Many forms of harassment are illegal in New Zealand and may be reported to the police, either by you or a NZEA staff member

Emergency Evacuation: When you hear the alarm:

make your way to the nearest exit quickly

do not take your belongings with you

do not use the elevators - use the internal stairs and hold the handrails

move to the outside assembly point.

See Appendix 1 for evacuation drills.

About New Zealand



New Zealand is a fairly small country, about the size of Great Britain or Japan. It is a country of beautiful landscapes, mountain chains, volcanoes, beaches, lakes, fiords and forests. Wellington is the capital city with a population of approximately 200,000. Auckland is the largest city with a population of about 1.7 million. Christchurch is the largest city of South Island with a population of about 380,000. The total population of New Zealand is about 4.8 million.

The first human settlers in New Zealand were the Maori people who arrived about 800 years ago. The first Europeans arrived in the 1600s and British settlement began in the early 1800s. The British gave special recognition to Maori as the indigenous people of New Zealand and this understanding was enshrined in the Treaty of Waitangi signed by Maori and British representatives in 1840.

The Treaty of Waitangi respects and protects Maori customs and culture. New Zealand English Academy acknowledges and honors the Treaty of Waitangi and respects the cultural needs and protocols of the Maori people.

Living in New Zealand

New Zealand's climate is complex and varies from warm subtropical in the far north to cool temperate in the far south, with severe alpine conditions in mountainous areas.

Enjoying the weather and keeping safe

The sun can damage your skin very quickly. This can lead to serious problems such as skin cancer. Protect yourself from the sun by using sunscreen when you are outside. Find out more at <http://sunsmart.org.nz/>.

Auckland/Christchurch beaches can be great fun but you need to be aware of water safety. You should always swim in patrolled areas between the red and yellow flags. Find out more at <http://www.watersafety.org.nz/>

You need warm clothes for winter especially for travel in the South Island.

The weather can change quickly in hilly and mountainous terrain so if you go tramping have warm waterproof clothes, plan your trip, be properly equipped, go with a partner, and let somebody know where you are going and when you expect to be back. For more detailed information see: <http://www.trampingnz.com/info-gear-list>

Other Practical Guidelines

Safety

do not carry large sums of cash

if you have valuables stolen contact the police and fill in a report

if you are walking late at night it is always a good idea to walk with a friend.

Health services

International students are not entitled to publicly funded health services while in New Zealand and medical insurance is a compulsory requirement to cover medical costs. See "The Code of Practice" section above. In an emergency you can call 111 and ask for an ambulance which will take you to the nearest hospital for treatment.

Driving

Driving in New Zealand can be different to driving in your home country. For example, in New Zealand you must always drive on the left-hand side of the road. If you wish to obtain a New Zealand driver's license our student service officer can provide you with advice and information. There are harsh penalties for driving under the influence of alcohol. You can get more information about driving in New Zealand by buying a copy of the *New Zealand Road Code*.

Public Transport

Auckland City has a comprehensive bus system. At the Britomart Transport Centre at the bottom of Queen Street close to the school campus you can obtain travel information and an Auckland Transport Hop Card which enables discounted travel on selected buses, trains and ferries. Take your student ID with you.

Christchurch provides a range of bus and ferry services for those living or visit the city under the branding Metro. Pop into Bus Interchange and buy your Metrocard. Having a metro card is the Faster, Cheaper, Smarter way to go.

Smoking

Under New Zealand law people under 18 cannot buy cigarettes and smoking is prohibited in all public buildings, on public transport and inside bars and restaurants.

Alcohol

Under New Zealand law you must be 18 to buy alcohol and you may be asked to prove your age with photo ID. This could mean using your driving license, passport, HANZ 18+ card, or Student ID.

Gambling

Gambling can be an addictive behavior for some people. If you feel you have a problem with gambling our student service officer can provide assistance and helpful contact information.

Immigration

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

Student Welfare

NZEA wants your time with us to be a success. We are keen to assist and support you in your studies.

Members of staff at NZEA deal with different areas of support:

Your teacher or any other staff member can help you with your learning needs and any learning problems you might have. Your teacher can also advise you about further study choices.

The student services officer can help you with any personal or health problems. They may refer you to an outside person or agency if you need special assistance. They can also help you with accommodation enquiries, banking, insurance and renewing your visa.

New Zealand English Academy wants to create a place of learning that is safe and enjoyable for you. If you have any concerns, please discuss these with the NZEA staff. We are here to help you.

Living Expenses and accommodation

Types of accommodation include:

Auckland:

Homestay provides home comforts and the warmth and security of family life. It's a great way to improve your English. A typical homestay offers a room, two meals a day Monday to Friday and three on weekends, laundry, and inclusion in family life. It usually costs from \$280 to \$320. NZEA can help you arrange a homestay with our partner Homestay International. Please contact our student service officer to do this.

Backpackers and hostels are inexpensive and usually in the heart of the city or surrounding central suburbs. Backpackers and hostels are ideal for students who are visiting Auckland/Christchurch for a short time. They are a great way to meet other travelers and to get advice on where to go. Backpackers and hostels usually cost around \$15 - \$40 per night. Shared rooms (or dormitories), which usually hold up to 10 people, are cheaper than private rooms.

Flatting means that you share a house or apartment with others and divide the costs. NZEA urges students to be careful when entering into flatting arrangements and can offer guidelines. Flat prices vary from suburb to suburb, but generally the city and central suburbs are more expensive to rent than the outer suburbs. A room in a flat can cost anywhere from \$120 to \$200, but the average is roughly \$150 a week. Usually this does not include food, bills or other expenses.

Renting means becoming a tenant and being responsible for all of the rent yourself. Average rent for three bedrooms property ranges from \$420 to \$650 depending on the area. In New Zealand there is a law that covers the landlord-tenant relationship. It gives both landlords and tenants legal rights and obligations. For more information on this, see www.tenancy.govt.nz.

Some useful websites for flatting or renting are:

www.trademe.co.nz/trade-me-property/index.htm

www.finda.co.nz

Christchurch:

Homestay provides home comforts and the warmth and security of family life. It's a great way to improve your English. A typical homestay offers a room, two meals a day Monday to Friday and three on weekends, laundry, and inclusion in family life. It usually costs from \$260 to \$300. NZEA can help you arrange a homestay with our partner Homestay International. Please contact our student service officer to do this.

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Flatting means that you share a house or apartment with others and divide the costs. NZEA urges students to be careful when entering into flatting arrangements and can offer guidelines. Flat prices vary from suburb to suburb, but generally the city and central suburbs are more expensive to rent than the outer suburbs. A room in a flat can cost anywhere from \$80 to \$150, but the average is

roughly \$120 a week. Usually this does not include food, bills or other expenses.

Renting means becoming a tenant and being responsible for all of the rent yourself. Average rent for three bedrooms property ranges from \$380 to \$580 depending on the area. In New Zealand there is a law that covers the landlord-tenant relationship. It gives both landlords and tenants legal rights and obligations. For more information on this, see www.tenancy.govt.nz .

Some useful websites for flatting or renting are:

www.trademe.co.nz/trade-me-property/index.htm

www.finda.co.nz

New Plumouth:

Homestay provides home comforts and the warmth and security of family life. It's a great way to improve your English. A typical homestay offers a room, two meals a day Monday to Friday and three on weekends, laundry, and inclusion in family life. It usually costs from \$280 to \$300. NZEA can help you arrange a homestay with our partner Homestay International. Please contact our student service officer to do this.

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Flatting means that you share a house or apartment with others and divide the costs. NZEA urges students to be careful when entering into flatting arrangements and can offer guidelines. Flat prices vary from suburb to suburb, but generally the city and central suburbs are more expensive to rent than the outer suburbs. A room in a flat can cost anywhere from \$100 to \$180, but the average is roughly \$150 a week. Usually this does not include food, bills or other expenses.

Renting means becoming a tenant and being responsible for all of the rent yourself. Average rent for three bedrooms property ranges from \$420 to \$520 depending on the area. In New Zealand there is a law that covers the landlord-tenant relationship. It gives both landlords and tenants legal rights and obligations. For more information on this, see www.tenancy.govt.nz .

Some useful websites for flatting or renting are:

www.trademe.co.nz/trade-me-property/index.htm

www.finda.co.nz

** For a full list of useful contacts, please see office.*

Appendix 1**EMERGENCY PROCEDURES**

FIRE IF YOU DISCOVER FIRE DO: <ul style="list-style-type: none">- Activate the nearest alarm- Phone Fire Brigade- dial 111- Follow the instructions from floor wardens- Evacuate the building using the nearest fire exit stairways- Close all doors- Leave lights on- Assist anyone with disabilities- Assemble in the outside area	IF THE ALARM RINGS DO: <ul style="list-style-type: none">- Follow the instructions from fire wardens and teachers- Evacuate the building using the nearest fire exit stairways DON'T: <ul style="list-style-type: none">- Use lifts- Run- Pass others on the stairs- Take bulky items, food and drink- Re-enter the building until the “call clear” is announced
BOMB THREAT DO: <ul style="list-style-type: none">- Follow the instructions from floor wardens, security staff or police officers	EARTHQUAKE DO: <ul style="list-style-type: none">- Move away from windows- Take shelter under doorway or solid furniture- Follow all instructions given by civil defense officers or floor wardens- Fire alarms may be activated an earthquake. Await instructions from wardens prior to evacuating building- If instructed to vacate- follow evacuation procedures