

**New Zealand Certificate in English Language  
(Level 1) (60 Credits)**



**Polyethnic Institute**

Community Commitment

**Student Handbook**

**2019 (Version 1.1)**

This Handbook has with much care been developed as a general guide with as much information as is available to date. PolyEthnic Institute of Studies Ltd does not take any responsibility and will not be liable for any damages or injuries caused by (including but not limited to) any omissions, mistakes or changes made from time to time. Students should keep updated by reading the notice board regularly.

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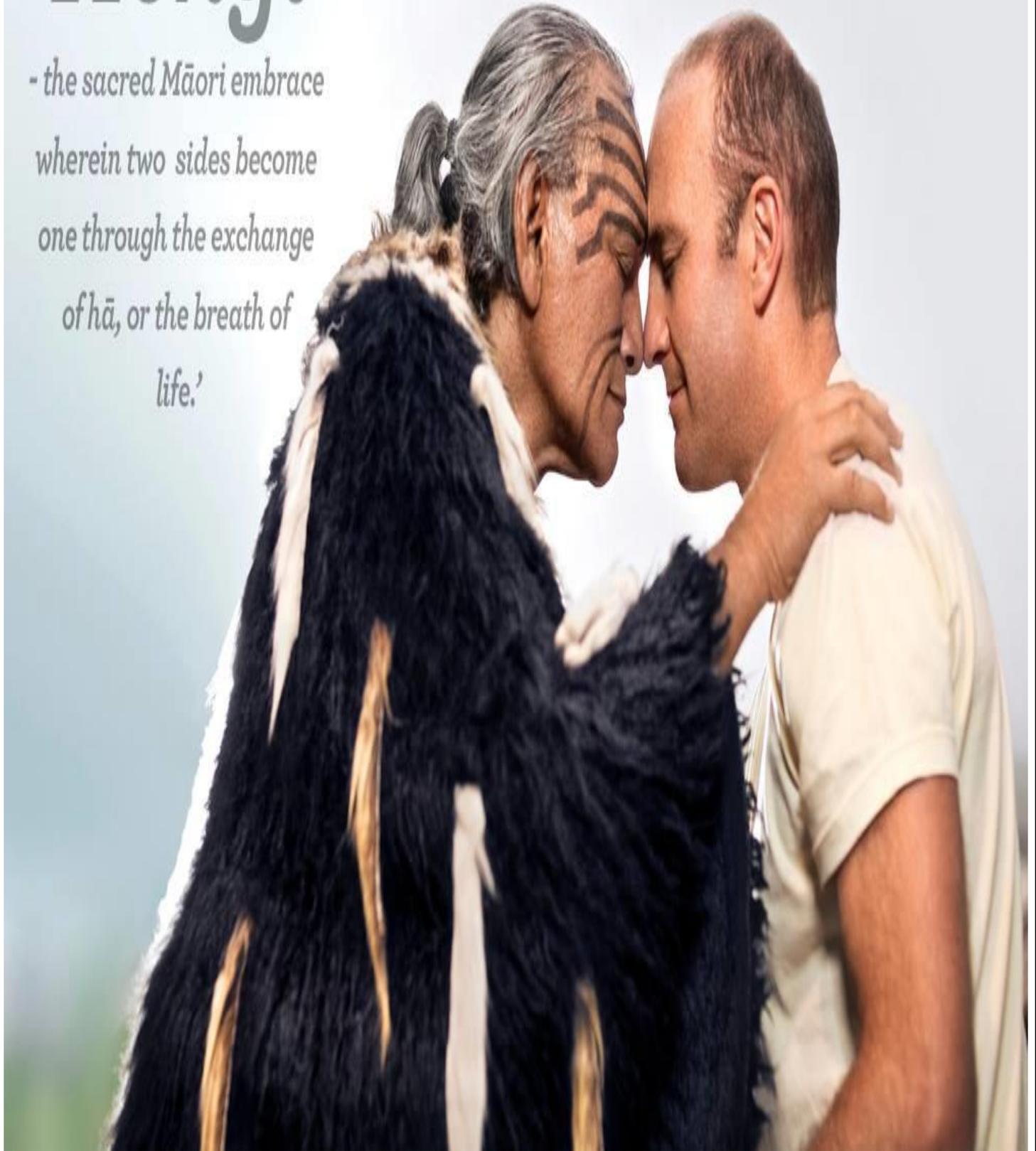
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# 'Hongi

*- the sacred Māori embrace  
wherein two sides become  
one through the exchange  
of hā, or the breath of  
life.'*



## **KIA ORA, TALOFA LAVA AND WELCOME.....**

Kia ora, Ta lofa lava and welcome to Polyethnic Institute of Studies Ltd (abbreviated as “PIOS”) – we wish you a very successful and pleasant study for the time you are studying with us.

NZQA is Confident in the Educational Performance and is Confident in the Capability in Self-assessment of Polyethnic Institute of Studies (External Evaluation and Review, 2016) placing the Institute in NZQA’s Category 2.

With the publication of this Student Handbook, the management of Polyethnic Institute of Studies with close co-operation with professionals that we have contracted to help develop this student guide endeavoured to take a step forward in an effort to maximise and maintain a close and informative relationship among those who study together at PIOS.

We sincerely hope and trust that you will enjoy your study with us and we look forward to Support your learning and development through your time here at PIOS. Please feel free to talk to any of our staff members at any time if you have any question.



**Fotuitaamai Jacques Theron**

**Managing Director**

## **PROGRAMME OVERVIEW**

### **New Zealand Certificate in English Language (Level 1) (60 Credits)**

This qualification is intended for learners of English as an additional language, attending NZQA approved programmes delivered in Aotearoa New Zealand or off-shore. It is intended for learners who have minimal command of English.

Graduates will have the language skills required to communicate with support, in basic, familiar, everyday situations in order to participate in an English language environment. This qualification is at a level comparable to the Common European Framework of Reference (CEFR) high A1 – low A2.

#### **Programme Aim**

This programme is intended for people who want to learn how to communicate in English, in familiar, everyday situations, so they can participate in an English language environment with some confidence.

#### **Content**

Students will learn how to speak to other people, and how to learn in English. Students will learn how to read and understand basic English for practical purposes. They will also learn how to write in basic English for practical purposes.

#### **Graduate Profile and Programme Outcome**

- Graduates can use their English language skills to understand and use familiar everyday expressions and very basic phrases to initiate and respond to short routine social interactions to meet basic needs. They can read and understand simple texts on familiar topics, and write simple isolated sentences on familiar topics.
- Graduates can seek work in positions that require basic, short memorised phrases, with an understanding of short, basic predictable spoken phrases, and an understanding of a small range of individual words.
- Graduates can seek further study opportunities.
- Graduates will be awarded the New Zealand Certificate in English Language (Level 1) [Ref: 1880].

#### **Pathway**

NZCEL Level 1 leads into NZCEL Level 2, or in any programme at Level 1 or 2, where English is a prerequisite for enrolment.

## **PROGRAMME REGULATIONS**

### **Admission Requirements**

Entry is open to all the learners who is over 18 years.

Learners are required to complete an application and enrolment form and supply this with required documentation to 'Polyethnic Institute of Studies.'

Programme fee payment is required immediately after the applicant receives notification of their acceptance into the Programme.

To be admitted to this programme, all applicants must meet the following requirements:

### Entry Requirements (Domestic students)

- have English as an additional (second) language; and
- be a New Zealand citizen or permanent resident.
- hold a NZCEL Foundation (Level 1) or equivalent; or complete a pre-course assessment successfully.

### Entry Requirements (PELT)

- have English as an additional (second) language;
- be a New Zealand citizen or permanent resident and have an evidence of "Agreement and Schedule" provided by Immigration New Zealand (a receipt issued by Immigration New Zealand to show the Migrant Learner has paid the pre-purchased tuition fees).
- hold a NZCEL Foundation (Level 1) or equivalent; or complete a pre-course assessment successfully.

### Entry Requirements (International students)

- have English as an additional (second) language; and
- have a valid student visa.
- hold a NZCEL Foundation (Level 1) or equivalent; or complete a pre-course assessment successfully.

**Note:** Prospective students will participate in an interview (Pre-test) which can be conducted face to face or via video call.

Prospective students will require to complete a need analysis form and they may get help to complete that form.

### Selection Criteria

Enrolment is subject to Academic Manager's approval.

Where the number of Programme applicants into the Programme exceeds the number of places available on the Programme, Learners will be selected on the basis of:

- meeting the entry and selection criteria;
- reception of fee payment; and
- order in which their a) and b) were received.

Places will be allotted on a first come, first enrolled basis. Other applicants will be wait- listed and informed when places become available.

### Selection Process

- Selection will be made by the academic team member, with the authority to offer places to applicants.
- Applicants will be required to demonstrate their ability in English through a pre-course assessment test.

### **Programme Structure and Delivery**

For you to achieve your qualification, Polyethnic designed a programme. Your programme is broken down into **three** modules. Each module will have a combination of class-room based learning and programme-directed learning followed by an assessment.

#### **Class-room based learning**

For this portion, you will attend scheduled sessions at Polyethnic Institute. These sessions are facilitated by a Polyethnic trainer. In this environment, you will have an opportunity to interact with the trainer and other students and have some robust discussion about the learning content. Each module will always start with class-room based learning as the content may be completely new to you.

#### **Programme-directed learning**

For this portion, you will work on your own. This may involve some tasks and activities you need to complete, reading, research and some question and answers that may be included in your learning material. This may form part of your 'formative assessment' which is designed to help prepare you for your assessment. Therefore, it is important for you to participate in these tasks and activities. Informal, supportive, positive, developmental, and critical feedback will be given verbally and/or in writing about your performance in formative assessment tasks. You will be supported to self-assess and become progressively more interactive with your peers and become more independent as well.

All class-room based learning will always be followed with programme-directed learning as you continue to build your new knowledge.

#### **Assessment**

At the end of each topic you will be assessed on your new knowledge and skills.

## Modules

The Programme has been structured to include 7 assessments in Listening and speaking, reading and writing.

Module	Week	Unit Standard
<b>Module 1: Listening and Speaking (30 Credits)</b>	<b>1-10</b>	<b>Preparing learners to understand audio messages</b>
		27988: Participate in basic spoken personal exchanges (EL) –Level 1/ 10 credits
		27990: Participate in basic spoken instructional transactions (EL) – Level 1/10 credits
		27989: Participate in basic everyday spoken transactions (EL) – level 1/10 credits
<b>Module 2: Reading (15 Credits)</b>	<b>11-15</b>	<b>Preparing learners to participate in a conversation and/or conducting a speech of a specific purpose.</b>
		27981: Read and understand basic texts for practical purposes (EL) – Level 1/7 credits
		27982: Read and understand basic texts on very familiar topics (EL) – Level 1/8 credits
<b>Module 3: Reading for information (15 Credits)</b>	<b>15-20</b>	<b>Preparing the learners to carry out reading tasks.</b>
		27996: Write basic texts on very familiar topics (EL) – Level 1/8 credits
		27997: Write basic texts for practical purposes (EL) – Level 1/7 credits

**Programme Timetable (Class Hours)**

NZCEL LEVEL 1 Timetable						
Day	Period	Time	Break	Period	Time	SDL
Monday	1 <sup>st</sup> Period	8:30-11:00am	11:00-11:30pm	2 <sup>nd</sup> Period	11:30am-3:00pm	1 Hour
Tuesday	1 <sup>st</sup> Period	8:30-11:00am	11:00-11:30pm	2 <sup>nd</sup> Period	11:30am-3:00pm	1 Hour
Wednesday	1 <sup>st</sup> Period	8:30-11:00am	11:00-11:30pm	2 <sup>nd</sup> Period	11:30am-3:00pm	1 Hour
Thursday	1 <sup>st</sup> Period	8:30-11:00am	11:00-11:30pm	2 <sup>nd</sup> Period	11:30am-3:00pm	1 Hour
Friday	1 <sup>st</sup> Period	8:30-11:00am	11:00-11:30pm	2 <sup>nd</sup> Period	11:30am-3:00pm	1 Hour

## SUPPORT AVAILABLE TO YOU

All students will be invited to attend a *Programme Advice Session* with staff in the first and eighth week of the programme to support you with your programme learning and future planning. Students will also be welcome to book a programme advice session with their education facilitators or the programme leader at any other point in time.

## PROGRAMME ADMINISTRATOR

The programme administrator's role is to organise and support both you and your work placement supervisor during work placement to ensure your learning and the workplace's needs are supported and met to the benefit of all parties. The programme administrator has overall responsibility for the planning, organisation, implementation, evaluation, and planned outcomes of all your work placement experiences. The programme administrator has ultimate responsibility for overseeing all aspects of this learning experience for you and making sure it is a success.

## ATTENDANCE

Due to the interactive nature of the programme all Learners are required to attend all classes whenever possible. Polyethnic addresses the needs of its students, and has a mixture of teaching methods. This varies between Self Directed Learning (SDL) and class attendance. Each student is unique in their circumstances and your Tutor will discuss with you, your needs and obligations in this respect.

It is important to note that if you have received self-directed learning, you will have to submit the assignment that was given to you, by the due date. You must also attend at least 80% of all teaching sessions that is not set as self-directed learning, to be eligible to pass the course, unless permission for further absences has been granted.

Consistently good attendance and timely submission of SDL is crucial to you gaining optimal education while you are studying with us, including passing your unit standards and exams. It not only affects your experience here with us, but impacts on your fellow classmates as well. Attendance and punctuality may be noted on your end of course documentation, so it is important for your future.

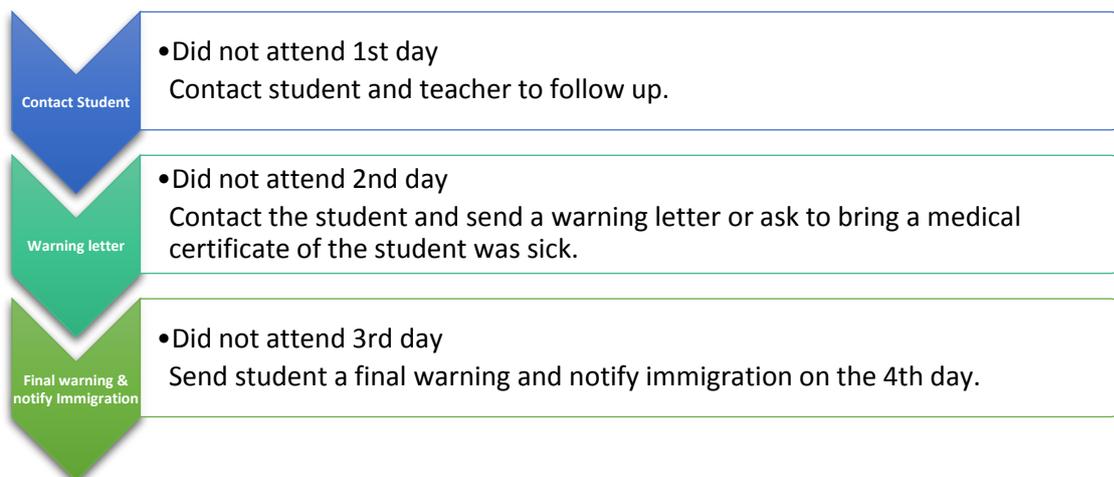
By New Zealand immigration laws, international students are required to attend their courses at all times, as required, unless they have genuine reasons for their absence. Any student who fails to meet this attendance requirement in a semester will be withdrawn from the course and reported to the Immigration New Zealand. (Please see our policy regarding withdrawals and refunds.)

If your absence is due to bereavement, illness or another situation that is beyond your control, you must notify your Tutor or Administrative team at least 1 day before you are going to be away. If that is not possible, then please ring or text your Tutor or Administrative team as early as possible on the day of your absence.

Please note that if you are absent due to illness for 3 or more consecutive days, you must still notify your Tutor or Administrative team, and when you return to class, you must bring with you a Doctor's Certificate.

During course hours, if you leave Polyethnic campus without the consent of your tutor, you will be marked absent for the day or partial day.

## International student attendance policy



### GETTING STARTED – Your orientation

Orientation and induction will prepare you for study at the Institute. Orientation helps students to understand their new learning environment and provides information on services available. Induction is to prepare the student to cope with tertiary level learning and to ensure students have the skill and knowledge to succeed in their studies. All students shall attend the orientation and induction programme, regardless whether they start as a group or individually. Orientation and induction shall take place prior to the commencement of the programme. Orientation topics include:

- **About Polyethnic Institute & New Zealand**  
We will talk about our history and New Zealand.
- **Introduction to the programme**  
We will take you through the following topics:
  - Programme outline
  - Your timetables
  - Expectation to the programme
  - Generic attributes
  - Educational and employment pathways
  - Plagiarism and cheating
  - Assessment
- **Policies and procedures**
  - Student discipline policy
  - Student attendance policy
  - Assessment policy
  - Student withdrawal and refund policy
  - Student complaint and grievances policy
  - Student orientation and induction policy
  - Code of Practice policy
  - Cheating and Plagiarism policy
  - Health and safety policy

#### - **Polyethnic student facilities**

These are the main facilities we have set up for the use of our students.

- Computers and Internet
- Printers and copy machines
- Student common room

#### - **Student service**

These are services that the Institute provides to their students, such as:

- Student medical and travel insurance
- Student Management System
- Library
- Plagiarism software

### **ASSESSMENT – EVERYTHING I NEED TO KNOW**

You must complete the prescribed 71 credits to meet the New Zealand Certificate in Health and Wellbeing with strand Support Work (Level 3) (71 Credits) qualification requirements. Each module consists of several unit standards. The outcome of the assessment of shall be recorded as follows:

**A** – Achieved  
complete

**C** – Completed but not qualified

**DNC** – Did not

**Cr** – Credit for Prior Learning    **W** – Withdrawn

#### **Assessment policy**

You must meet all performance criteria for each NZQA registered unit standard. The assessment is competency based and, as such, all aspects of the unit standard need to be completed to a competent standard. The course tutors, in consultation with other appropriate personnel or outside institutions, will determine competency. Other personnel may include industry advisory groups, other tutors, independent moderators contracted and NZQA moderators.

Failure to hand in an assessment by the due date or failure to attend a pre-arranged assessment will count as one attempt. If you have difficulty meeting a deadline, talk to your tutor. You may be able to arrange an extension at your tutor's discretion.

#### **Re-assessments/Resits**

A student who does not meet the competency standard (A) in an assessment can apply to re-sit or provide further evidence for the components in which he/she are not yet competent (NYC). The student and tutor arrange a mutually acceptable time and process for a re-sit opportunity. If learning support is required before the re-sit opportunity this will be arranged at this time.

#### **Complaints and appeal process**

A student who believes that an assessment of an item of work, test, or assessment has been incorrectly graded shall have that assessment reconsidered upon request (to the Programme Leader). If you have a complaint that is of an academic nature you should follow the Complaints Procedure listed in this Booklet.

In addition, you have appeal rights over assessments marked by your tutor(s). If you feel an assessment has been incorrectly marked, you may appeal the assessment decision by following the steps outlined below.

**Step One:** Discuss your issues with your tutor.

**Step Two:** If you do not believe that your issues have been satisfactorily resolved, complete an Assessment Appeal form obtainable from any academic staff member and file the form with the Managing Director. The Managing Director will advise you of an approximate time frame in which your assessment will be reviewed and a decision is made.

**Step Three:** If the Managing Director has not answered the complaint to your satisfaction, then the next step is to ask the General Manager to refer the Assessment Appeal to any of the Academic Advisory Board members who specialises in ESOL. Their decision will be final.

### **Credit transfer**

If you wish to transfer credits obtained from previous courses you attended that was run by other providers, you must let us know. We will consider applications to transfer credits on a case-by-case basis. As part of this process we will need to talk to your previous provider(s) to ensure the correct level of credits are transferred and acknowledged.

Where we cannot discuss your credits with previous providers, our tutors will be required to examine course material supplied by you and assess the level of credits to be transferred to you at PI. While PI will use all reasonable endeavours to facilitate the transfer of credits, PI cannot guarantee that you will be able to do so.

### **Recognition of prior learning**

Recognition of Prior Learning in NZ Certificate in Health and Wellbeing, Support Work strand, Level 3 achieved elsewhere. Credit recognition will be determined on a case-by-case basis.

RPL is a method of assessment whereby students can gain a credit for an academic course by showing that they have obtained the skills and knowledge imparted by the course in some other way. For example, these skills and knowledge could be gained through work experience, voluntary work, working at home or running a business.

If you wish to apply for RPL you must collect evidence showing that you meet the same learning outcomes and standards as any other student passing the course, and present this evidence to a PI assessor. You may apply for RPL in any PI course. However, in most cases, you would need to have several years of experience in the chosen subject area to satisfy the requirements for evidence. Ask your tutor or manager for further information.

### **Plagiarism**

The unacknowledged copying or quoting of others work, or representation of that work as though it is one's own is considered extremely serious in academic settings. Students who plagiarise the work of others in assessment work will be disciplined by having no marks recorded for that assessment task; a repetition of such conduct will mean a failing grade in that paper and may mean removal from the Programme the Student is enrolled in.

### **Cheating**

Any Student found to have cheated in an assessment by copying the work of another Student or individual will have no marks recorded for that assessment. A repetition of such conduct will mean a failing grade in that paper and may mean removal from the Programme the Student is enrolled in.

## **WITHDRAWALS AND REFUNDS – EVERYTHING I NEED TO KNOW**

### **Withdrawal**

You may withdraw from a course at any stage during the academic year. Please contact the Enrolment Officer who will formally withdraw you from your enrolment with PI and will assist you with obtaining a refund of payments made by you if you are entitled to one.

If you wish to defer your enrolment in one intake of a course to another intake of that course, you must complete an application to defer. Permission to defer is not granted automatically and your application must be considered by the Managing Director.

### **Refunds**

Any payment received by PI in respect of your enrolment or participation in your course (including payment because your Tuition Fee) will be deposited in an independent Trust Account and held in that Trust Account until the expiry of the period of eight working days (domestic students) and ten working days (international students) from your course start date. This is to protect you if you withdraw from your course during this time. Public Trust follows the most recent guidelines set out by the Government.

If PI cancels your course before the course start date, you will be refunded the total of any payments received by PI in respect of your enrolment or participation in your course.

If you should choose to withdraw from the course prior to, or within the first eight/ ten working days from, the starting date of your course, then the total of any payments received by PI in respect of your enrolment or participation in your course will be refunded less an amount equal to 10% of the total payments.

If you withdraw from your course after the first eight or ten working days from the starting date of your course, you will not be entitled to any refund of any payments made by you in respect of your enrolment or participation in your course (including your Tuition Fee).

This withdrawal and refund policy applies to any monies received by PI from you in respect of your enrolment or participation in your course, as set out in section 236A of the Education Act 1989.

### **Migrant Levy Refunds (pelt)**

The refund rules have been set in terms of the TEC rules PELT008.

Any payment received by PI in respect of your enrolment or participation in your course will be deposited in an independent Trust Account (Public Trust) and held in that Trust Account for the duration of the course and in terms and conditions set in the student fee protection rules with Public Trust.

If PI cancels your course before the course start date, PI will not invoice TEC for any of your fees in respect of your enrolment or participation in your course and no fees will be payable.

In addition, PI will not submit an invoice for Payment to TEC in respect of your enrolment in a Course during the Withdrawal Period of the Course.

If you formally withdraw\* or are withdrawn from the course due to lack of attendance\*\* at any time after the Withdrawal Period, PI will refund to the TEC the proportion of the Payment made to PI that corresponds to the proportion of the Course that you have not completed, which will be the difference in payment between the expected end date and the withdrawal date made to the Provider in respect of the Migrant Learner.

Example:

Your Migrant Level was	\$2550
Enrolment fee:	\$150
5 weeks on course before withdrawal (240x5):	\$1200
Amount to be refunded to TEC (\$2550-150-1200)	\$1200

If you complete the Course in which you are enrolled before the end date of the Course set by PI, PI will refund to the TEC the proportion of the Payment made to PI that corresponds to the proportion of the remainder of the Course on the date that the Migrant Learner completed the Course.

If the total cost of the fees charged to you is greater than the value of the Payment available under this Agreement, PI will ensure that the invoice provided to TEC:

- a) specifies the amount of the Payment;
- b) specifies any fees charged in addition to the Payment; and
- c) demonstrate that you have agreed to pay any additional fees.

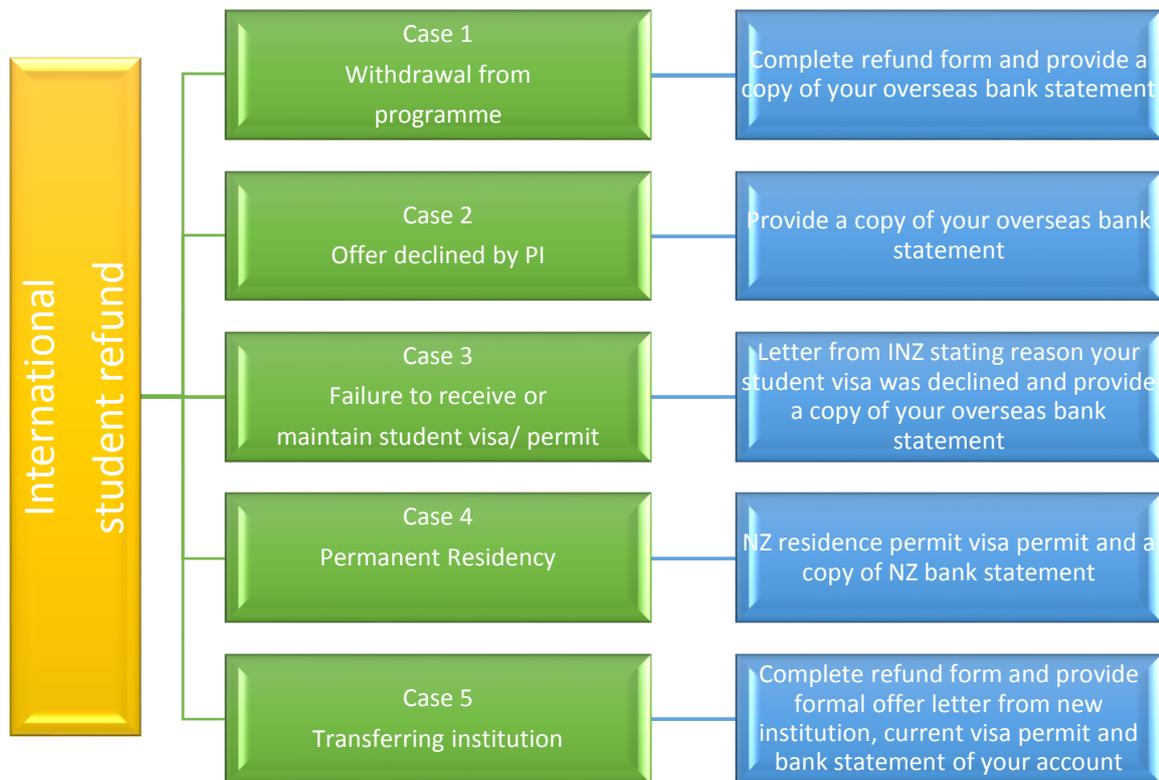
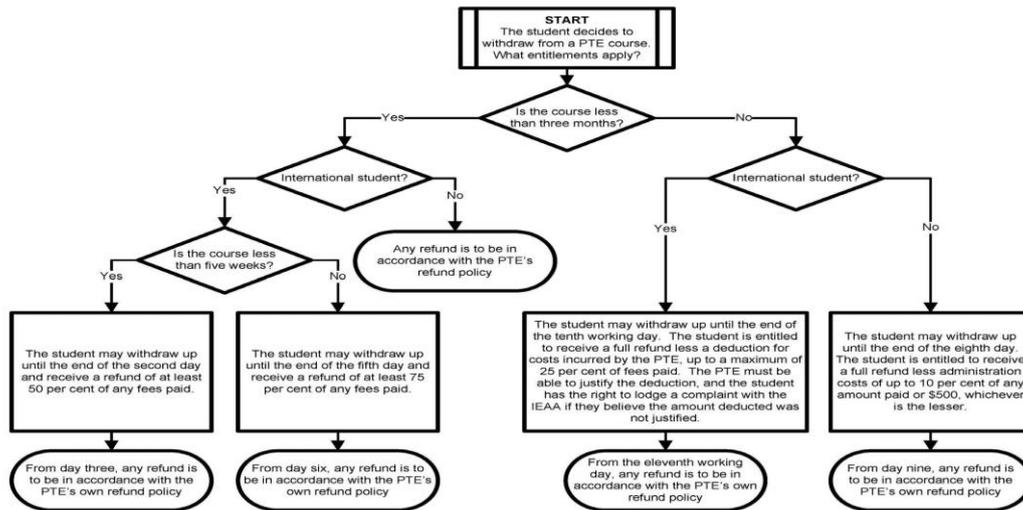
\* Formal withdrawal date means completing the withdrawal form. Please ask your enrolment officer or reception for refund form.

\*\* Withdrawal date due to lack of attendance will mean after two weeks of non-attendance.

**If a student withdraws during the Refund Period, what amount can my Provider retain?**

Students who withdraw within the Statutory Refund Period (as defined in the Education Act) are entitled to a refund of fees paid less an amount the Provider may retain to cover administration costs.

The portion of fees that your Provider can retain is dependent on whether a student is domestic or international and their course length.



### Termination of tuition due to serious misconduct

When tuition is terminated because of serious misconduct as outlined in this handbook, no refund will be made and if applicable the New Zealand Immigration Service will be notified immediately.

**Serious misconduct includes, but is not limited to:** Non-attendance of lectures, physical abuse of students or PI staff; theft or unauthorised possession of PI's property; wilful damage to PI's property; cheating and plagiarism; drunkenness; being under the influence of or in the possession of alcohol and/or illegal drugs; being in the possession of dangerous weapons including knives; being in areas of PI's centre that are not training rooms or student cafeteria without supervision of staff, or permission; hacking or unauthorised entry to any of PI's networks; serious breaches of PI's policies on

*email and Internet usage, and security procedures; sexual harassment and other breach of the rules for conduct.*

## **COMPLAINTS PROCESS – EVERYTHING I NEED TO KNOW**

General issues not of an Academic nature should be referred to the Managing Director.

The following complaint procedure (the Procedure) has been established to provide students with a process by which to raise concerns relating to their course with PI, and to ensure fair and reasonable consideration of those concerns within a reasonable time.

When making a complaint, it is necessary for you to follow the Procedure and the details relating to any complaint will remain confidential between PI and yourself until the Procedure has been completed. No court or other action to resolve the complaint is to be commenced before the completion of the Procedure, unless it is a situation where you or PI are seeking urgent interim relief from a Court. However, this does not prevent you from contacting the New Zealand Qualifications Authority if you do not believe that PI is adequately implementing the Procedure.

As each student, may have different needs and concerns, PI reserves the right at any time to require students who have collective concerns to follow the Procedure on an individual basis. A copy of the Procedure will be placed around the centre and on the main Student notice board.

**Step One:** If you have a complaint relating to your course then the first step is to discuss this with your tutor. That person will document the conversation on a Student Interview Record form (of which you will receive a copy). The tutor will make every reasonable effort to promptly investigate and respond to the complaint.

If the complaint relates to your tutor and you do not consider that you can approach this person directly about the complaint, then you should proceed directly to Step Two.

**Step Two:** If your tutor has not answered the complaint to your satisfaction or if you have decided to proceed directly to Step Two in the circumstances outlined above, then the next step is to refer the complaint in writing to the School Principal using a Student Issue Resolution form available from PI's reception.

Upon receipt of the Student Issue Resolution Form School Principal will attempt to resolve the complaint with you as soon as practicable and, failing agreement, will provide a written response which sets out its position.

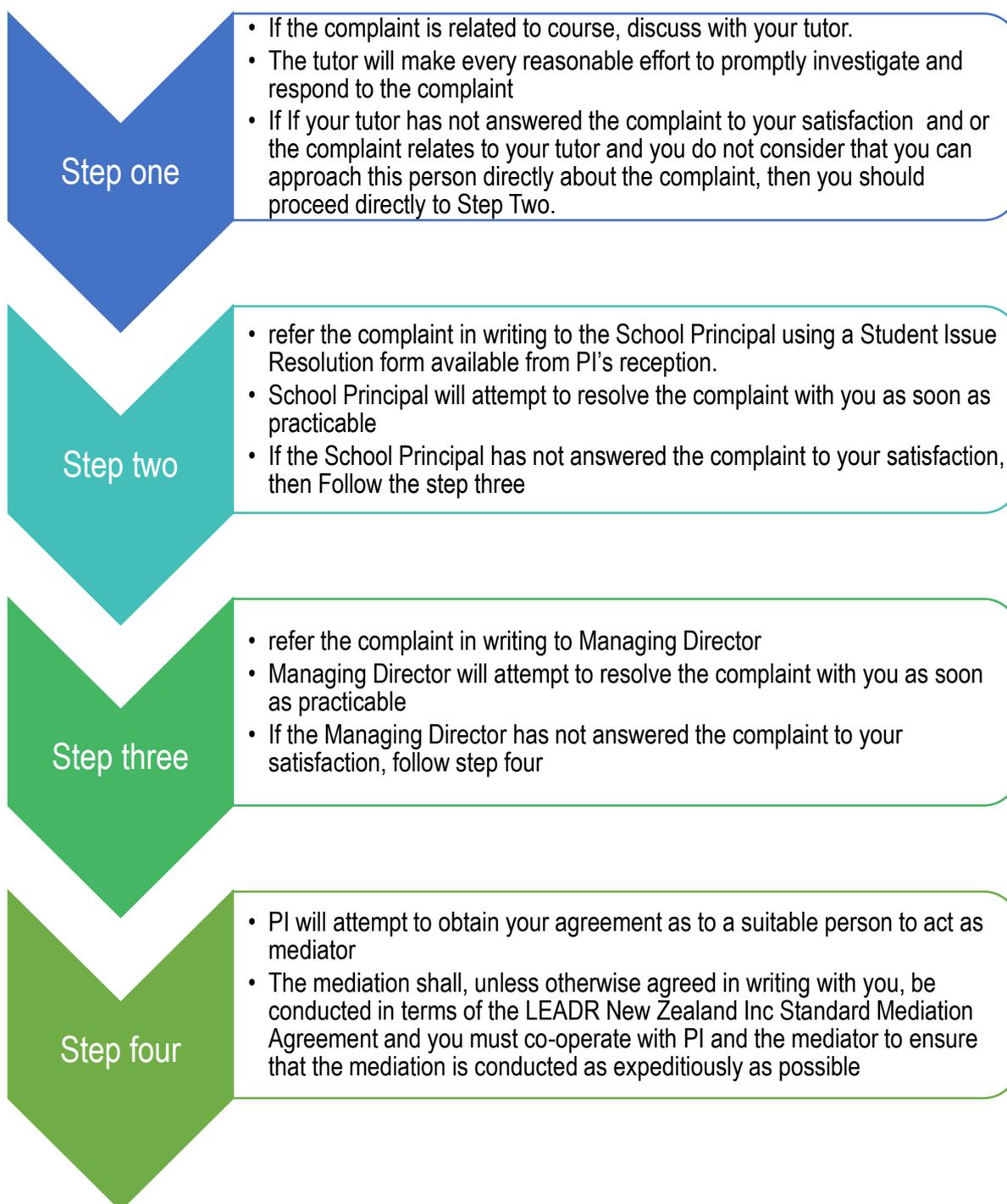
**Step Three:** If the School Principal has not answered the complaint to your satisfaction, then the next step is to refer the complaint in writing to Managing Director.

Upon receipt of the Student Issue Resolution form the Managing Director will attempt to resolve the complaint with you as soon as practicable and, failing agreement, will provide a written response which sets out its position.

**Step Four:** If the Managing Director has not answered the complaint to your satisfaction, then the next step is to request the Managing Director to refer the complaint for mediation.

Upon receipt of that request, PI will attempt to obtain your agreement as to a suitable person to act as mediator and will, failing agreement, request that the Chair for the time being of LEADR New Zealand Inc appoint a mediator.

The mediation shall, unless otherwise agreed in writing with you, be conducted in terms of the LEADR New Zealand Inc Standard Mediation Agreement and you must co-operate with PI and the mediator to ensure that the mediation is conducted as expeditiously as possible. All mediation costs shall be divided equally between yourself and PI, unless otherwise agreed upon during the mediation process.



### Student discipline and appeal procedure

If a student is found to be in breach of the policies in the student handbook the disciplinary procedure is as follows. You will always have an opportunity to answer any concerns or allegations raised, and we commit to ensuring that any investigations carried out on matters will be done in a fair and reasonable way: -

A *verbal warning* is given to students in incidences of substandard performance or minor breaches of PI's policies and/or procedures. A letter outlining the verbal warning is given to the student and a copy is placed on their student file.

A *written warning* is given for offences the student has previously been warned about verbally or in incidences of serious misconduct where instant dismissal is not warranted. A copy of this warning is placed on the student's file and a copy is given to the student.

*Dismissal* from the course may follow if a student fails to comply with any written warning or commits an act of serious misconduct.

***Serious misconduct includes, but is not limited to:*** *Physical abuse of students or PI staff; theft or unauthorised possession of PI's property; wilful damage to PI's property; cheating and plagiarism; drunkenness; being under the influence of or in the possession of illegal drugs; being in the possession of dangerous weapons including knives; being in areas of PI's centre that are not training rooms or student cafeteria without supervision of staff, or permission; hacking or unauthorised entry to any of PI's networks; serious breaches of PI's policies on email and Internet usage, and security procedures; sexual harassment.*

### Appeal rights

Anybody who has been subject to any disciplinary procedures and believes that she or he has been treated unfairly, or who believes that any action taken has been unjustifiable in the circumstances, may appeal in writing to The Managing Director, Polyethnic Institute, Auckland, New Zealand.

**Final Appeal:** If your complaint is not resolved – contact NZQA. If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz) If you need more information on the complaints process, contact NZQA on 0800 697 296.

## **GENERAL INFORMATION**

### **Printing and photocopying**

There is currently limited amount of free printing as part of your course. Please use this opportunity with the care, and do not abuse this privilege. If you who wish to have personal papers copied may do so by asking a member of the administration staff.

### **Telephone**

You may use the phone for brief personal calls or for the purposes of following through job vacancies and talking with employers. The Programme Administrator will take emergency messages for you. Although the office will endeavour to pass such messages on to you as soon as possible, PI will not be liable for any failure in this regard.

### **Mobile phones**

Mobile Phones maybe carried on campus but must be turned off prior to entering a learning and practice setting. Mobile phones, palmtop computers and mobile translators may not be taken into any examination or assessment space. Items taken into assessment spaces will be confiscated for a period of three weeks.

### **Library services**

A public library is accessible to all the students. This library is situated across the road from the Polyethnic campus.

### **Access to the computer equipment**

Computers are supplied for your use during your class's allocated computer labs. Computers may only be used outside your allocated computer labs where there are after-hours or breakout facilities available. Note that students share all computers and that at any time, different computer labs may be assigned to different classes.

You may only access those computer files that relate directly to your work.

You are responsible for the security of your login name and passwords - under no circumstances may you give your login name or your passwords to any other person.

You may not use computer disks obtained from outside PI's premises on PI's computers unless those disks are first certified clear of viruses by your tutor.

Unless you receive prior authorisation from the tutor, you may not:

- Install or copy software onto any part of PI's computer system; or
- Copy software from PI's computer system; or
- Use PI's computer system to transfer copies to another computer system or data storage; or
- Take from PI's premises or transfer electronically any data from PI's computer system that does not belong to you.

PI will not tolerate the use of pirated computer software. If you knowingly install copy or use pirated software on PI's computer system, you may be dismissed from your course.

### **Access to the Internet**

The Internet is provided solely as a teaching and business tool. To ensure the integrity of our data, under no circumstances are shareware or other computer applications to be downloaded from a web site to a local network computer network drive without the clearance of your tutor.

Users must strictly adhere to PI's virus protection protocols.

To maintain Internet access speed, avoid large downloads. Check the server where there is a selection of plugins and updaters.

All information downloaded from the Internet will be the property of PI. PI reserves the right to gain access at any time to all files held by a student on PI's property or premises.

The Internet is not supplied for the playing of Real Audio or downloading MP3/4s or movies. It is PI's firm policy that the Internet connection is NOT to be used by students for any of the following purposes unless permission in writing was obtained by the tutor:

- Downloading of movies;
- Playing or downloading games;
- Downloading of illegal programs;
- Downloading of any viruses, Trojans or hacking utilities;
- Viewing or downloading of pornographic material; or
- Using the PI servers to store or make any of the above available to others.

Anyone found in breach of this policy be subject to disciplinary procedures as set out under the heading "Student Discipline and Appeal Procedure" (below).

As all Internet usage is logged by PI and PI will assume that the person who is logged on has downloaded the offending material, it is therefore important that students do not leave computers logged on when they are not seated at the workstations or let other people know their login name and passwords.

### **Food and drink**

Food and drink are to be consumed in breakout areas only. No food or drink is allowed in any classroom or area other than the Student Cafeteria. You may take a sealed water bottle in to your class.

### **Cleanliness on campus**

Please always treat classrooms, building and equipment with respect, and handle all equipment with care. Everyone is asked to clean up after him or herself so that all areas are left clean and tidy. Please place equipment, books, rubbish and other materials where they belong. Chewing gum is not allowed on the premises.

Remember that your actions impact on others and theirs on you. If we all take care of our environment, and equipment, then everyone benefits.

### **What if I need to change my personal details?**

If at any time over the duration of the course your name changes from the name you enrolled with at PI or from that on your birth certificate, you must submit verified documentation of this change to the Managing Director. A verified document is a photocopy of an original document, which has been

verified and signed by an authorised person who has seen the original, such as a Justice of the Peace or solicitor.

If your address changes during your course of study, please also notify our General Manager in writing. This is to ensure that we have a correct address for all correspondence with you, as well as ensuring that information sent to NZQA regarding your address for certificates and Records of Learning is correct.

PI will not be liable for any correspondence that is not received by a student due to change of address, unless proper notification has occurred. Notifying PI of your change of address is your responsibility.

### **Notices and messages**

General notices will be emailed and/or mailed to students as and when appropriate. Any mail received will be forwarded to the student involved. Personal mail should not be sent to our organisation to be passed to you. We cannot accept responsibility for forwarding Student mail. Only in **urgent** cases will messages for students be accepted at our office.

### **Smoking**

Smoking is not permitted in classrooms, workshops, laboratories or on the campus grounds. No Student shall attend any class while under the influence of alcohol or drugs not medically prescribed, and any lecturer may, for suspected breach of this rule, exclude any Student forthwith from that class.

### **Alcohol, drugs and offensive weapons**

No alcohol shall be taken into the organisations precincts by any Student. Consumption of alcohol during class hours and during any day or evening breaks between classes is expressly forbidden.

Students who are found on PI's premises under the influence or in possession of alcohol or drugs, or in possession of offensive weapons, will be removed from the premises. In addition, any student who is found in possession of illegal drugs (whether using or selling) will be instantly dismissed from the course and the police will be informed.

If PI suspects that a student is carrying or selling drugs on the premises, PI may involve the police to assist in resolving its concerns.

### **Penalties**

Students may be charged for damage to the organisations facilities or resources. In cases of serious misconduct, the Chief Executive Officer may suspend or permanently expel Students. Suspension means short term exclusion from the organisation; expulsion is permanent exclusion from the organisation. In either of the latter situations no fees will be refunded to the Student.

### **Family practices**

We acknowledge that while studying with us you may have family responsibilities, and these responsibilities may impact on you at different stages of your attendance at PI. At PI we understand the challenges and have developed an environment that is equitable to those with family responsibilities.

Students are not only allowed to bring their children to the course or onto the premises unless prior approval is sought and only in exceptional circumstances. Any children that are brought on site will be the full responsibility of the parent / guardian that is studying with PI.

Children are not allowed in the classroom, but must wait in the cafeteria. The classroom areas are for learning and study, and therefore it is PI's responsibility to make sure that an environment for this is created for all students.

### **Sexual harassment**

It is PI's policy to provide an environment free of sexual harassment, and to uphold laws pertaining to sexual harassment. It is expected that all students and staff will comply with this policy. As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual.

In line with the Human Rights Act 1993 and for implementing this policy, the following definition of sexual harassment will apply:

Sexual harassment is language, visual or physical behaviour of a sexual nature, which is unwelcome or offensive and is either repeated or so significant that it has a detrimental effect on the recipient.

This might include but is not restricted to:

- Making unwelcome sexual advances;
- Making remarks or aspersions of a sexual nature relating to the other person;
- Making any request for sexual favours;
- Sexually suggestive remarks, innuendo, teasing;
- Subjecting another person to unwelcome conduct of a sexual nature, including through conversation, action, or the display of material that the other person finds sexually offensive;
- Electronic material (of a written, visual or aural nature);
- Staring or leering; or
- Intrusive / inappropriate questions about personal life

It is also unlawful for a person to request sexual contact that contains a promise of preferential treatment, or a threat of detrimental treatment.

In addition, one individual may have different boundaries for different relationships. It is the responsibility of all students and staff to recognise and respect the boundaries set by others. Sexual harassment is a disciplinary issue, and may be a dismissible offence. It will not be tolerated.

Any person who believes they have been the subject of sexual harassment has a right to raise this issue immediately and have it resolved. We do not want any students or staff feeling uncomfortable for being subjected to such harassment.

Please see your tutor or PA/QA Manager and discuss your concerns with them. If, for whatever reason, you do not feel comfortable doing this, please see another staff member with whom you feel safe in discussing your concerns. If you still do not feel comfortable to discuss these issues with any person at the Centre, ask the PA how you can contact a Social worker. They will address the issue on your behalf.

An investigation of all complaints will be undertaken as soon as PI becomes aware of the issue. Any person who has been found by PI, after appropriate investigation, to have sexually harassed a student or staff member will be subject to appropriate disciplinary action, depending on the circumstances. This may range from a warning to dismissal from the course (in the case of another student) or from employment at PI (in the case of a staff member). The disciplinary procedure applying to students is set out under the heading “Student Discipline and Appeal Procedure” (above).

## HEALTH AND SAFETY – EVERYTHING I NEED TO KNOW

### Student health and support services

If you find that you have personal issues that are affecting your studies, please make an appointment to talk to the Director (your tutor might also refer you). Student support is there to help you find solutions and, if necessary, external support systems.

Name	Designation	Contact
Fotuutaamai Jacques Theron	Managing Director	Email: <a href="mailto:jacques@polyethnic.ac.nz">jacques@polyethnic.ac.nz</a> Phone: 09-2716106
Lihua Chen  Songwei Chen	Pastoral Care	Email: <a href="mailto:lihua@polyethnic.ac.nz">lihua@polyethnic.ac.nz</a> Mobile: 0223506028  Email: <a href="mailto:songwei.chen@polyethnic.ac.nz">songwei.chen@polyethnic.ac.nz</a> Mobile: 021565345
Mamta Devi	Quality Assurance Manager	Email: <a href="mailto:mamtadevi@polyethnic.ac.nz">mamtadevi@polyethnic.ac.nz</a> Mobile: 0210576958 Phone: 09-2716156
Lihua Chen	Programme Administrator	Email: <a href="mailto:lihua@polyethnic.ac.nz">lihua@polyethnic.ac.nz</a> Mobile: 0223506028

### Fire and evacuation information

To assist us with our health and safety obligations, we request that you:

- Take all possible steps to prevent an accident to yourself or others.
- Report any potential dangers to health and safety to the administration staff.
- If an accident occurs, immediately inform your tutor if you are in class or report the accident to the Student Support. For all serious accidents, call the ambulance service on 111.
- Fire- get out and stay out of the building

Notices are displayed in the building explaining the procedures and exit routes to be followed in an evacuation. This must be present in case of an emergency such as fire or earthquake/natural disaster.

### Emergency procedures

#### In case of emergency

In any emergency (where there is imminent danger to life or property), call 111.

- State the emergency service you need: fire, police or ambulance
- Tell the emergency operator your location:
- Whirinaki building, 7 Springs Road, East Tamaki
- Give the emergency operator your phone number and extension number
- Send someone to the nearest entrance gate to help emergency services arrive. You should also phone **Pastoral care person +64 21565345 or QA Manager +64 210576958**.
- Do not hesitate to yell for help

#### If there's a fire

- When you hear the fire alarm, **STOP** everything that you are doing
- Immediately exit the building via the nearest fire exit
- Do not carry or go back for bags or personal items
- Do not run or push. Walk calmly.
- Do not use lifts under any circumstances
- Follow fire warden instructions
- Fire wardens are staff members who will be wearing yellow jackets or arm bands
- Go to the designated **assembly point**
- Do not re-enter the building until given the instructed **"all clear"** by the **Fire Service** and or your **building warden**

#### If you notice suspicious behaviour

Promptly report any suspicious persons or behaviour to **Pastoral care person +64 21565345 or QA Manager +64 210576958**, regardless of how minor it appears.

#### If you need building security or access

You can contact **Pastoral care person +64 21565345 or QA Manager +64 210576958** for any security-related enquiries including building swipe card access, triggered alarms, broken windows, etc.

### Reporting safety incidents and hazards

You must report incidents, near misses and hazards on campus immediately.

An incident is an event that may result in an injury, illness, or damage. An incident can also be a 'near-miss' – something that didn't cause injury, illness or damage but had the potential to. A hazard is anything that can cause harm.

### **How to report an incident or hazard**

If you witness or experience an incident, accident or hazard, report it immediately to your lecturer or any staff available. You must also fill in an incident or hazard report form.

These help us investigate issues, correct problems and also inform the Department of Labour if necessary.

### **Incidents and near misses**

Use the PI Incident Report form if you have an injury or illness caused as a result of your study at PI – such as a fall on a slippery surface or a cut while using equipment. You should:

1. Get [PI Incident Report form](#) from reception
2. Fill the form
3. Email or give the form to your lecturer or reception.

An incident report serves as a record in case there are complications later such as delayed health effects.

### **Disability support services**

If you have a disability or impairment, our Disability Support team can support you to participate as fully as you can in learning.

#### *Contact us before you start at PI*

Contact us if you're thinking about studying at PI – we can help identify the support you need for your studies before you arrive.

We use New Zealand Relay to help Deaf, hearing impaired, speech impaired and Deafblind people.

#### *Tell us about your disability when you apply*

You can also tell us about your disability when you apply to study at PI. At that point, we will ask you if you have a disability and if it will affect your study. If you answer 'yes', we will contact you to discuss the support you'll need.

#### *How we identify the support you need*

We'll invite you to a needs assessment interview so we can work with you to identify the support you need during your studies.

To make sure we can give you access to resources you might need, we need to see documents that verify your disability or impairment. We'll tell you what documents we'll need before your interview.

### Visitors to PI

Please ensure that your visitors report to the main reception area upon arrival at the training centre. Visitors may only enter the reception area. Under no circumstances will your visitors be permitted to enter the training rooms or breakout areas without the prior and express permission of your tutor or the after-hours supervisor.

### CONTACT LIST

The delivery of courses for the programmes offered by the Institute is held in New Zealand Qualifications (NZQA) registered teaching site at **7 Springs Road, East Tamaki, Auckland.**

Name	Designation	Contact
Fotuitaamai Jacques Theron	Managing Director	Email: <a href="mailto:jacques@polyethnic.ac.nz">jacques@polyethnic.ac.nz</a> Phone: 09-2716106
Songwei Chen	Marketing Manager	Email: <a href="mailto:songwei.chen@polyethnic.ac.nz">songwei.chen@polyethnic.ac.nz</a> Mobile: 021565345, Phone: 09-2716106
Charles Afiaki	English Lecturer	Email: <a href="mailto:charles@polyethnic.ac.nz">charles@polyethnic.ac.nz</a> Phone: 09-2716106
Jiali Xue	English Lecturer	Email: <a href="mailto:jiali@polyethnic.ac.nz">jiali@polyethnic.ac.nz</a> Phone: 09-2716106
Dr Mithila Gadkari	Healthcare Programme Leader	Email: <a href="mailto:mithila@polyethnic.ac.nz">mithila@polyethnic.ac.nz</a> Mobile: 0275296969, Phone: 09-2716106
Mamta Devi	Quality Assurance Manager	Email: <a href="mailto:mamtadevi@polyethnic.ac.nz">mamtadevi@polyethnic.ac.nz</a> Mobile: 0210576958, Phone: 09-2716156
Lihua Chen	Programme Administrator/ Pastoral Care	Email: <a href="mailto:lihua@polyethnic.ac.nz">lihua@polyethnic.ac.nz</a> Mobile: 0223506028, Phone: 09-2716106

### Institutional contact information

If you find that you have personal issues that are affecting your studies, please make an appointment to talk to the Director. (Your tutor might also refer you). Student Support is there to help you find solutions and, if necessary, external support systems.

Please see our Staff List<sup>1</sup> for current information about the name and role of each Polyethnic staff member.

## PRIVACY POLICY

PI collects, stores and uses personal information about you to comply with the requirements of the Ministry of Education (funding and student statistical returns), Skill New Zealand (funding and student statistical returns), New Zealand Qualifications Authority (Record of Learning registration and Unit Standard outcomes), Industry Training Organisations (funding and academic outcomes), Department of Work and Income New Zealand (confirmation of enrolment and academic outcomes), New Zealand Immigration Service (where students are not New Zealand citizens or domestic residents), Student Loans Management (where a student loan is involved) and Inland Revenue Department (student loan interest rebate).

From time to time, PI is required to supply personal information about its students to other educational institutions for verifying academic records. In addition, when required by statute, PI releases such information to Government agencies such as the New Zealand Police, Department of Justice, Department of Work and Income, and the Accident Rehabilitation Compensation Corporation (ACC).

PI (including members of PI's academic and administrative staff) may also collect, store, disclose or use personal information about you for purposes for internal administrative processes and reporting, purposes relating to your enrolment as a student (whether at PI or at any other private training establishment to which you may transfer subsequently) and for purposes external to PI when it is in statistical form.

By signing the Enrolment Form you authorised the collection, storage, disclosure and use of personal information about you in PI's possession as detailed in this Handbook on the understanding that PI will observe the general conditions governing such information, as set out in the Privacy Act 1993.

You should be aware that you have the right to see any personal information held by PI about you and to request that PI amends any errors in that information. Your personal information will be stored by PI at the training centre at which you are enrolled.

To access any your own personal data, please contact our General Manager.

## COPYRIGHT POLICY

Currently the New Zealand Copyright Act 1962 provides in Section 21 for special exemptions for libraries, universities, and schools. While the provision regarding the amount of copyright work that may be copied in general follow the British Statutes of 1956, it should be noted that the New Zealand Act has far more extensive provision about who may do or authorise copying. Section 21 provides that making a copy under certain conditions does not infringe copyright where the copy is made or supplied by or on behalf of a teacher or any university or school, or the librarian of certain libraries, which may generally be described as all those that are not conducted for profit.

The conditions, which must be satisfied and must be kept in mind when using photocopying machines, are:

1. The copy is made for research or private study and will not be used for any other purpose.
2. No person may be supplied with more than one copy of the same work.
3. Not more than one article shall be copied from any one periodical or publication, unless two or more articles in the same publication relate to the same subject matter.

## **INTERNATIONAL STUDENTS – EVERYTHING I NEED TO KNOW**

### **Code of Conduct**

The Polyethnic Institute is a signatory to the Code of Practice for the Pastoral Care of International Students. Here is a summary to give you an idea of what this means for you as an international student in our care:

Summary Code of Practice for the Pastoral Care of International Students

### **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.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides 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 educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

### **What is an "international student"?**

An "international student" is a foreign student studying in New Zealand.

### **How can I get a copy of the Code?**

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

### **How do I know if an education provider has signed the Code?**

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

### **What is Dispute Resolutions Scheme (DRS)?**

The DRS is a process for students to resolve contractual and financial disputes with education providers. It is called the International Student Contract Dispute Resolution Scheme and how to make a complaint

### **What to do if you have a complaint?**

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

### **Ask your education provider to resolve your complaint**

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

### **If your complaint is not resolved – contact NZQA**

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

You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz). If you need more information on the complaints process, contact NZQA on 0800 697 296.

**Or – if it is a financial dispute** – you can contact FairWay Resolution. FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

The NZQA complaint brochure is accessible from <http://www.nzqa.govt.nz/assets/Providers-andpartners/Code-of-Practice/int-students-make-a-complaint.pdf>

### **A summary of the Code of Practice for the Pastoral Care of International Students**

The Code sets standards for education providers to ensure that:

- The 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 recognized
- international students 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.

The Code also establishes the Dispute Resolutions Scheme (DRS) to receive and adjudicate on student complaints.

### **STUDENT WELFARE INFORMATION**

Living in a different country to study can be a challenge. Please contact our Programme Administrator if you feel:

Bullied

Sexual abuse  
Lonely  
Culture diversity issues including communication  
Financial issues of loss of belongings  
Frustration at not being able to communicate in English  
Homestay issues  
Learning difficulties etc.

### Accommodation

Students over the age of 18 are also encouraged to stay in homestay accommodation, but there are other options available including flatting, or staying in a hostel, backpackers or even a hotel or motel.

Please contact Polyethnic staff for any queries you may have that have not been covered in this Student Handbook.

#### ■ Homestay

You will stay with a New Zealand family in their home. This provides an opportunity for students to become part of a New Zealand family and to experience a traditional 'kiwi' lifestyle. You can expect your own bedroom with study facilities and two or three meals per day, in an environment that will encourage improvement of your English language skills.

If you stay in a homestay you don't have any extra costs – everything, such as landline phone access, internet, power, is included in your rent.

#### ■ Flatting

You will rent a flat or a house either on your own or with other students. You will have to provide and cook all your own food, clean the flat, etc. You will have to pay your own power and heating costs.

Some flats may be furnished, but usually you will have to buy your own furniture, too.

#### ■ Hostels

A hostel is a building where many students stay together and share facilities. You may have your own room, or share with a friend, which is cheaper. The rooms are basically furnished and electricity and heating are included in your rent. Shared facilities usually include kitchen, bathroom, TV lounge and laundry.

#### ■ Backpackers

Backpackers are similar to hostels, but may share with non-students.

#### ■ Hotels and Motels

These don't usually cater for students, so expect to pay high prices.

### Living Cost

<i>Accommodation Type</i>	<i>Cost per week</i>	<i>Food per week</i>	<i>Public transport AT HOP</i>
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Homestay	<b>\$270.00</b>	<b>\$60.00</b>	<b>\$25</b>
Apartment	<b>\$250.00</b>	<b>\$100.00</b>	
Flat	<b>\$200.00</b>	<b>\$100.00</b>	
Hotel/motel	<b>\$500.00</b>	<b>\$200.00</b>	
Hostel	<b>\$200.00</b>	<b>\$100.00</b>	

### Other Expenses

IELTS examination	<b>\$385.00</b>
Student visa application	<b>\$280.00</b>
Doctor's visit	<b>\$25.00~\$55.00</b>
Dental visit	<b>\$90.00~\$120.00</b>

### Transport

#### ▪ Bus

Buses operate throughout the cities as do trains. Ferry services are also available in Auckland. For information about routes, timetables and fares you can go to the Bus Exchange in Britomart in Auckland.

Further information – Auckland: <https://at.govt.nz/bus-train-ferry>

#### ▪ Car

If you get a car, you MUST read the following information:

#### Before driving around the city

- You must have a licence. You can use your international driver's licence for one year -

<http://www.nzta.govt.nz/licence/getting/>

- You need to know the road rules. The rules are explained in a book called the Road Code. Libraries have copies of the Road Code or you can buy one at most booksellers, or contact the Land Transport Safety Authority (LTSA) or free phone 0800 822 422.

- An overview of the road rules is available in LTSA's brochure called New Resident Drivers. It is available in 8 languages. Phone LTSA on free phone 0800 669 000

- Everyone in the car must wear a seat belt and babies must be in car seats.

- It is advisable to get car insurance from an *Insurance Company*.

### Obtaining a driver's licence

- You must get a New Zealand driver's licence after one year; see what to do and where to go for a licence.
- You will have to pass a theory test and possibly a practical driving test. You need to understand the Road Code to prepare for the test.
- In New Zealand you must carry your driver's licence or visa at all times when you are driving. If your overseas licence is not in English, you need to go to an official translation company to have your driver's license translated into English.

#### ■ Bicycles

When you ride a bicycle, you MUST wear a helmet and you will also need lights at night. You MUST ride the bicycle on the left hand side of the street, or in the special bicycle lane.

#### ■ Taxi / Cab

Taxis can be ordered by phone or hailed at taxi stands. There are many different companies. You will find their numbers in local telephone books.

### CONTACTS THAT YOU MIGHT FIND USEFUL

In some cases, students may have concerns or issues that are more appropriately handled by organisations that are outside of the Polyethnic Institute. Here is a short list of contact details for these external support services in Auckland:

<b>Organisation</b>	<b>Telephone Number</b>	<b>Website/email</b>
Lifeline	0800 543 354	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
Citizens Advice Bureau	0800 367 222	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Chinese Christian Church of Auckland	09 358 0661	<a href="http://www.nzchurchnet.co.nz/Auckland-Churches.html">www.nzchurchnet.co.nz/Auckland-Churches.html</a>
Community Law Office	09 378 6085	<a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
Disabled Citizens Society	09 638 8153	<a href="http://www.ibegin.com/">http://www.ibegin.com/</a>
NZ Family Violence Clearinghouse	09 923 4640	<a href="http://www.raeburnhouse.org.nz">http://www.raeburnhouse.org.nz</a>
Mental Health Foundation	09 623 4810	<a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>
New Zealand Aids Foundation	0800 802 437	<a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a>
Inland Revenue Department	04 890 1500	<a href="http://www.ird.govt.nz">www.ird.govt.nz</a>
Immigration NZ	09 914 4100	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
	09 302 6400	<a href="http://www.police.govt.nz">www.police.govt.nz</a>

Police Station Auckland Central		
Relationship Services	09 525 1051	<a href="http://www.relationships.org.nz">www.relationships.org.nz</a>
Sexual Abuse Help	09 623 1700	<a href="http://helpauckland.org.nz/">http://helpauckland.org.nz/</a>
Gambling Helpline	0800 654 655	<a href="http://www.gamblinghelpline.co.nz">www.gamblinghelpline.co.nz</a>