



# IN EDUCATION LTD

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# INTERNATIONAL STUDENT HANDBOOK

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# Welcome to New Zealand

New Zealand is located in the South Pacific Ocean. It consists of two main Islands. The country prides itself on having a wide range of natural features such as glaciers, active volcanoes, rainforests, snow-covered mountains, sandy beaches, lakes and rivers. New Zealanders love the outdoors and the many recreational activities available in New Zealand.

In Education Limited is based in the South Island, Christchurch City. Christchurch is well known as the Garden City and has approximately 400,000 residents. There is a wide variety of recreational activities and Christchurch is central to neighbouring locations that offer skiing, surfing, tramping, mountain bike riding and thermal pools.

The Christchurch campus is situated close to the centre of the city and has free parking available on site. The common room provides you with tea and coffee and a place to meet new friends.

The campus has resources available with all the information students need to help with their studies. In addition to books, there is access to high speed internet to a wide range of on-line learning resources.

Students receive a personal ID card. ID cards also provide discounts at shops and movies. The campus is situated in the Science Alive Building, a well known venue for many education providers. This building is close to a shopping centre with a supermarket, pharmacy and food court, a medical centre with x-ray clinic and blood lab services and other restaurants and computer services. There is close entertainment, a movie theatre and science activity centre.

**If you need any assistance with your enrolment, please contact the Student Services / Pastoral Care Team**

**Angela Wise (Christchurch) [enquiries@ineducation.ac.nz](mailto:enquiries@ineducation.ac.nz)**

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We welcome you to In Education Ltd and thank you for choosing us, we wish you well in your study. This handbook has been created to provide useful information that will enable you to get the most from studying.

In Education Ltd has policies and rules we expect all our students to uphold. These policies, which cover issues such as personal privacy, harassment, cheating and unacceptable behaviour, are all outlined in this handbook. The terms and conditions of your enrolment at In Education Ltd covers fees, refunds and charges for changing enrolments.

## **Company Profile**

In Education Ltd is registered as a Private Training Establishment (PTE) by the New Zealand Qualifications Authority pursuant to the Education Amendment Act, 1990.

The Director is accountable for the management, strategic planning and oversight of the day-to-day operations of the branches and divisions of In Education Ltd. The Director of In Education Ltd is Ross Tindall who operates out of the Campus situated at Level 1, West Wing, Science Alive Building, 392 Moorhouse Ave, Christchurch

In Education Ltd is accredited to deliver and assess against unit standards and approved courses included in our NZQA scope of accreditation. In Education Ltd has a Quality Management Systems Manual which includes all policies and procedures, outlining how we are required to operate as an educational provider.

## **Mission Statement**

### **Education Leads to Success**

In Education Ltd will provide quality educational opportunities to people that want to enhance their knowledge and grow their personal development. These programmes will support people to enter the workforce, retain jobs and integrate into the community. This

education is designed to promote quality of life and support people to make informed choices.

In Education has a strong commitment to accessibility and diversity. Its open door policy embraces all who desire a better quality of life, want to meet new people and build new friendships. In Education provides a broad range of integrated programmes and services and innovative learning approaches.

In Education is committed to taking a leadership role in providing, higher learning, community services and promoting cultural diversity for all people. In Education Ltd will maintain community presence, choice, competence, respect and quality.

In Education will provide a safe learning environment that will ensure achievement for all students. All student achievement will be monitored, analysed and reported to enhance learning and delivery. Attention to literacy and numeracy requirements to improve student outcomes will be a focus in all courses provided by In Education.

## General

### Course Dates

Course dates for In Education Ltd courses vary according to the specific course. Please check the course information for full details.

### Public Holidays (2010)

In Education Ltd will be closed for all New Zealand Public Holidays

January 1	New Years Day
January 2	Day after New Years
February 6	Waitangi Day
April 2	Good Friday
April 5	Easter Monday
April 25	ANZAC Day
June 7	Queens Birthday
October 25	Labour Day
November 12	Canterbury Anniversary Day
December 25	Christmas Day

December 26 Boxing Day

Your course information will advise of any holiday breaks during the year

### **Confidentiality and Non-Disclosure**

Any personal information that is provided by you will be stored and used by In Education Ltd for purposes relevant to your study. Under no circumstances will any use be made of this information where it does not directly relate to your study as a student at In Education Ltd. You may have access to this confidential information upon request.

### **Personal Details**

Any changes to your personal details should be given to your course administrator as soon as possible in order for your student file to be updated.

### **Health and Safety**

The Health and Safety and Employments Act 1992, states the legal requirements that employers and employees must adhere to while at work. These requirements also apply to you as a student while attending the In Education Ltd campus. During your orientation your tutor will advise of these requirements and also the relevant emergency and evacuation procedures.

In Education Ltd campus has a Health and Safety Officer who oversees the process of identifying hazards that may arise on the campus and ensures that actions required to control those hazards are implemented. If you identify a hazard or are involved in an accident on campus, please inform your course administrator. You will be asked to complete an accident or hazard form, which will be passed onto the Health and Safety Officer for further action.

### **Housekeeping**

Classrooms are to be kept tidy.

Your personal books, litter and clothing are not to be left in classrooms after lectures. Please respect the furniture and equipment. No food or drinks, other than water bottles are to be taken into the lecture/computer rooms or the library

## **Drugs and Alcohol**

Illegal drugs and alcohol are not to be consumed on In Education Ltd campus. You are also prohibited from being on a campus if you are under the influence of illegal drugs or alcohol.

## **Language**

Offensive language will offend people who work or study in and around our buildings and classrooms. Please do not use offensive language on campus.

## **Special Learning Needs**

Appropriate support can be organised for any students with special learning needs. Please advise your tutor of your requirements.

## **Dress Code**

There is no written dress code, but you are expected to attend classes dressed in a way that is generally acceptable. However you are expected to be “dressed for the occasion” when going on a site visit. You may be prevented from going on site visits if the staff member is of the opinion that you are not “dressed for the occasion”.

## **Cellphones/Pagers**

During class and examination times, you must ensure any cell phone or pager you have on you or in your bag is switched off. Both staff and students have a responsibility to ensure this happens.

## **Student Input**

In Education Ltd values student input, that may help improve the learning environment, resources, teaching methods and delivery material of its programmes.

## **Evaluations**

Evaluations are built into student programmes to allow students to make confidential comments and suggestions about every aspect of their courses. Your course administrator will arrange for student evaluations to be regularly scheduled, the findings to be summarised, and to advise students about any actions that will be taken.

## **Other Input**

For any other input, a student may approach their tutor and make their comments known. Alternatively, a student from a course may be elected to represent a group of students who wish to provide input. The representative may call a meeting with the group, then meet with their Tutor. If the student cannot discuss the matter with the Tutor, he/she may approach the course administrator or Program leader.

If it is input that will affect more than one specific group, representatives from all courses at the In Education Ltd campus may call a meeting and elect a representative to approach the Program Leader or Director

# **Student Services**

Administration support is available from our Student Services / Pastoral Care staff for all students. Our staff will help students with any queries that they may have, including following up on enrolment paper work. Our International Recruitment Officer is also available for student support.

## **Application Information**

This information is to help students with their application to enrol in our courses.

### **1. Cost of Tuition**

Course fees are outlined in the Fee Schedule available upon request. All fees are calculated in full weeks. Study for any part of a week will be calculated as a full week.

### **2. Course-related Costs**

Any specific course related costs are outlined on a separate Course Related Cost schedule. Students are responsible for their own basic stationery costs (approximate cost \$10 per month). The IELTS examination fee (\$295) is not included in the fees.

Recreational activities are not included as a part of the normal programmes. Our Student Services staff can help students to find information on the wide range of recreational activities available in New Zealand.

### **Estimated Recreational Costs**

A movie ticket with student ID \$13.50

Coffee or tea at a café from \$3.50 to \$4.50

Ticket to a show \$45 to \$100

A meal in a restaurant from \$20 - \$30 per person

Accommodation costs are referred to in Section 6.

### **Transportation costs to be considered are:**

Purchasing a second-hand car, if students have the appropriate drivers licence, can be a cost effective option if they are staying for several months. Students will need to allow \$5,000 - \$12,500 for a used vehicle.

If students choose to use a bus, the cost will be between \$4.00 and \$8.00 a day depending on where they are staying.

Walking and/or biking are also options, depending on the students location in the city.

All prices are in New Zealand dollars and include New Zealand taxes.

### **Changes to Courses**

Students who wish to change their course(s) after the commencement date need to complete an "Application for Change of Course" form setting out the reasons for the change and lodge the form with the course administrator. The application will be considered and, if agreed to, a new course enrolment form will need to be completed. A fee will apply.

## **3. Application Requirements and Procedures**

### **Application Process**

Apply for programme(s) as per the application form. An accurate outline of previous academic and scholarly results must be supplied. Original transcripts may be required. In finalising programme dates the student should be aware of the programme breaks.

We will provide a recommended Programme Outline (where required). Confirmation of Programme of Study and a quote for Fees and other costs that are payable.

Sign and return the Confirmation of Programme of Study. Pay the fees. A receipt will be sent (see Refund policy) with an Offer of Place.

Complete a student visa application with New Zealand Immigration Services in New Zealand or overseas (via Agent, where applicable). It is the student's responsibility to secure the appropriate visa for their desired programme(s).

Accommodation and travel details are finalised from this point.

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

### **Entry Requirements:**

Applicants whose first language is not English will be interviewed to assess their level of English competency. For applicants applying for programmes or qualifications at Level 5 or above they must have achieved an academic IELTS score of a minimum of 5.5 or equivalent. If an IELTS score has not been gained then you may be required to sit IELTS in New Zealand or take a In Education Limited placement indicator test.

If cross-crediting or recognition of prior learning (RPL) for previous study is required applicants will need to provide transcripts of study and course objectives for each course, along with English translations of these documents. The process of cross crediting or RPL is done on a case by case basis.

Other entry requirements specific to individual programmes such as auditions, police checks, references and interviews must be met as required.

### **Progressive Supply Agreement - Course Fee**

The course fee is payable on or before enrolment. In Education Ltd will deposit the course fee into an independently managed trust account. Periodic payments to In Education Ltd will be effected from that trust on a monthly basis over the term of the student's course.

## 4. Conditions of Acceptance

As part of students' application, they must demonstrate to us that our programmes are suiting their needs. To be accepted onto our programmes, students must:

- Be aged 18 or over (exceptions may be made on request over the age of 16).
- Follow the correct application procedures (outlined in 3) and accurately provide all the relevant information requested on the application form. Students must also meet any other specific programme entry criteria (including English language proficiency requirements) outlined in the relevant In Education Limited prospectus.

## 5. Refund Conditions

For courses up to 34 days duration:

- If students withdraw within the first two days of the start date of a course they will receive 50% of the total fees they have paid. If students withdraw after the first two days no refund will be made.

For courses of 35 days to 3 months:

- If students withdraw within the first five days of the course they will receive 75% of the total fees they have paid. If students withdraw after the first five days no refund will be made.

For courses of more than 3 months:

- If students decide to withdraw from a programme they must complete an Application for Formal Withdrawal Form (available from Student Services). To be eligible for a full refund, the application must be made within eight days of the start date of their programme (as per the Offer of Place). In this case, an administration fee of \$500, or 10% of course fees, (whichever is the lesser) will apply.

No refund of fees will be made for any reason after the eight day of the start date of the programme of study.

- If students decide to withdraw from their programme for any reason, or if students are withdrawn on disciplinary grounds, the refund conditions will apply. We will also be obliged to notify New Zealand Immigration Services.

If In Education Limited cancels a programme for any reason before the student begins and they have paid their fees, a full refund will be given. In the very unlikely event that the programme is cancelled after it has started a pro-rata refund will be given.

### **Student Withdrawal**

If you decide to withdraw from your course(s) within the first 8 days of the start date of the course, you must complete an “Application for Withdrawal” Form and hand it to your course administrator within those 8 days to receive their refund entitlement. A Registration Fee will be retained, either 10% of the fees paid, or \$500.00 whichever is the lesser, up to 8 days after the course begins. The Registration and Administrative Fee of \$100.00 is part of this non-refundable amount.

Should you have to withdraw from a course(s) due to unforeseen circumstances out of your control between the 9th and 28th day of your course(s), you must complete an “Application for Withdrawal” Form and hand it to your course co-ordinator before the 28th day after the start date of the course(s). In Education Ltd will at its discretion refund up to half of the course fees paid. An administration fee of \$100.00 will apply.

If you have enrolled and paid through an educational Agency/Agent and you are eligible to receive a refund, you will receive that refund via the same route in which you enrolled and paid.

No refund of fees will be considered after 28 days.

If you are dismissed from a course, no refund of fees will be made.

If you do not pay your fees you will be withdrawn from your course.

## **6. Accommodation**

Please note that international students under 18 not living with parents must choose either (a) In Education Limited home stay or (b) a designated caregiver. Please discuss with the administration office before enrolment.

## **Homestays**

If students are new to New Zealand we recommend that they let us arrange Homestay accommodation for them. Our Homestay Coordinator is qualified to help students, based on the information that they provide on their application form. All our Homestays have had the facilities inspected and the hosts interviewed and vetted by the police as to their suitability. Ongoing inspections are made regularly.

Our standard Homestay accommodation will provide students with their own room, study facilities, meals, heating, laundry, ablutions and the use of a phone. They will also be provided with 3 meals a day.

The minimum, non-refundable period of Homestay is four weeks (applications for two weeks will be considered under special circumstances). Up to 12 weeks Homestay fees are payable upon application. Any remaining Homestay fees (of up to 12 weeks) are payable in advance 2 months after Homestay has begun. Any further Homestay fees for up to 12 weeks are payable in advance 3 months after the previous payment. Two week's notice is required to cancel Homestay accommodation. Please note that the accommodation set-up fee is non-refundable.

At least two weeks notice is normally required to arrange Homestay on the students' behalf.

Depending on time frames we will start with the basic details (see application form) and confirm the specific placement with the student.

### **Rental accommodation - two options.**

Students can live with a group of people (from \$100 per room, per week) or alone (from \$150 per single unit, per week). Students will need to take into consideration their living costs, which could range from \$90 - \$170 per week (includes groceries and all utilities such as power, local phone calls and heating) depending on whether they are living alone or spreading the costs with a group. They will also need to consider the costs of setting up a flat, or the possibility of having to contribute household appliances if they choose this option.

## Private boarding

Hostel - In Education Limited can make recommendations only.

We will provide support as requested on the application form. Students can discuss these and other options with their agent, friends and family or relatives in the area.

## 7. Health and Travel Insurance

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

International students must have appropriate and current medical insurance while studying in New Zealand, and insurance cover for their travel to and from New Zealand. These requirements are set out in the Guidelines to the Code of Practice for the Pastoral Care of International Students which can be viewed on the website at [www.minedu.govt.nz](http://www.minedu.govt.nz).

Insurance cover can be arranged by In Education Limited and included in the student's fees invoice.

Please note that if their policy does not meet the requirements, students will be asked to arrange a new insurance policy.

## 8. Orientation

New students will receive a full orientation on their arrival in New Zealand by both our Student Services. If they have not done so already, students will be required to sign the tuition agreement at this time.

### **Student Orientation Programme**

During the first weeks of the programme there are various activities that will assist you to settle happily into the College and into Christchurch. The orientation programme offers all new students a range of activities and opportunities to form new friendships and to become familiar with Christchurch and major features of New Zealand culture.

The Orientation activities include:

- An opportunity to meet the staff
- Special sessions where students get to know one another

- Sessions of multi-cultural study where students are able to share characteristics of their culture with other students
- Opportunities to visit places of interest in central Christchurch, e.g. Library, Art Gallery
- Opportunities to participate with other students in activities e.g. preparing food to be shared, participating in tabloid sports games
- Opportunity to meet with your special tutor, with whom you will be associated throughout your time at College
- Features of New Zealand culture
- New Zealand political system
- New Zealand legal system
- The New Zealand road code
- Health issues and contacts

## 9. Support Services

Administration support is available from our Student Services / Pastoral Care staff for all students. Our staff will help students with any queries that they may have, including following up on enrolment paper work.

Student's care is our main concern. We want students to be able to do the best they can in their studies. We will respond to all concerns immediately.

Students are able to express their concerns as follows:

- through their trusted agent
- through our Student Services staff (see Student Handbook for details)
- directly with tutor and/or Head of School, or
- all of the above

There is a range of internal, as well as external support services available to students. Some may be found in our handbook, others by asking Student Services. If their concerns are not addressed immediately, please feel free to use the Complaints Procedure outlined in the Student Handbook

Our Student Input process, also outlined in the handbook gives students the opportunity to help us improve our overall services.

## 10. Performance and Achievement

We monitor the progress of all students carefully. Formal progress reports on student's class work are provided every four weeks and at the end of their course for all courses. If a student is found not to be performing in a course (indicated by attendance and academic achievement) clear systems are in place to address this situation.

These are as follows:

1. We will first discuss our concerns directly with the student. They will be able to call on whatever support they think they may need at this time. We will explore options

together with the student and help them to develop an action plan for success in their studies.

2. If the situation does not improve we will again discuss this with the student and a formal letter outlining what is expected of them will be given to them. If the situation still doesn't change, the withdrawal procedures outlined in our student handbook will be followed.

In the event that the student is withdrawn from a Programme of Study with In Education Limited, New Zealand Immigration Services will be notified. Our first interest, however, is that we provide all of the support possible for the student to succeed in their study in New Zealand and go on to achieve their overall career goals.

Other circumstances, which may lead to the termination of the student's Programme of Study (if they are not solved by following the procedure outlined above), are:

- Disciplinary issues
- Personal issues
- Health issues

If students are able to convince us that it is in their best interests to postpone or transfer their Programme of Study (which we may do at our discretion) the disciplinary, withdrawal and refund policies and procedures outlined in the student handbook will apply. As part of our monitoring process it is a requirement that the student's contact details and residential address are kept current, so please notify us immediately of any changes to these.

## 11. Discontinuation of Programme

If for any reason we cancel a course, including for low enrolments, the student will be given reasonable notice. A refund will be issued as per our fees policies outlined in No.5 above and in the Student Handbook.

## 12. Appeals

Any appeal against any part of this policy should be directed in writing to the National Principal clearly outlining any special circumstances that would warrant a variation to the policy.

### **Disciplinary Procedure**

The following regulations have been put in place to ensure that students can work in a safe and secure, working environment. Failure to comply with these regulations can result in instant dismissal and/or further action or referral to the appropriate authority.

### **Warnings**

In the event that a student's behaviour or attendance is unsatisfactory either on the course or at the workplace

The Tutor or Director will give a warning to the student and all assistance will be offered to the student to help them to modify their behaviour to the required level.

If the behaviour persists, the Tutor or the Director will issue a final written warning, outlining the issues of concern and the behaviour required by the student to rectify the situation

Continued failure to meet the required behaviour or to address the issues within the given timeframe outlined, will result in dismissal of the student.

### **Dismissal**

A student may be instantly dismissed if he or she:

- Assaults any staff member, industry representative or fellow student
- Deliberately misuses or abuses any training equipment or general facilities.
- Possesses and/or uses or is under the influence of, alcohol or drugs (other than those prescribed by a Doctor) while on an In Education Ltd campus or on work experience for a course
- Interferes with, or fails to comply with any Health and Safety procedures or equipment
- Assists any person to gain unauthorised access to any areas of the campus visited or used during the course.

Students have the right to appeal this process by using the Complaints Procedure outlined in this handbook if they feel that at any time they were treated unfairly.

### **Internal Student Support**

Students at In Education Ltd have the right to be treated with dignity and fairness at all times. Any concerns, queries or complaints that you may have are always treated seriously and should be addressed in the first instance to your Tutor.

If you feel uncomfortable approaching your Tutor, you may approach any other In Education Ltd staff member that you feel most comfortable talking to. Should the Tutor be unable to assist you, you may be referred to another In Education Ltd Staff member or to an outside agency. You may request a support person of your choice to be present during any conversations with the Tutor or staff member. If for any reason you feel that your query or concern has not been addressed, you may use our Complaints Procedure as outlined later in the handbook.

### **External Student Support**

If In Education Ltd staff members are unable to help you or if you feel uncomfortable approaching any of the staff, there are also a number of outside agencies that could be of assistance to you.

### **Harassment**

In Education Ltd finds any form of harassment unacceptable. If you are subjected to any behaviour that is sexually or in any other way offensive, please notify your Tutor about what is happening. You and the Tutor will discuss the incident and agree on an acceptable way of dealing with the issue which may include introducing you to an experienced person from our network of Student Support services. You will be involved at all times with all decisions relating to the incident.

### **Complaints Procedure**

The Code requires all Institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

The International Education Appeal Authority (IEAA) is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agent. The IEAA enforces the standards of the Code of Practice.

If your concerns have not been resolved by your provider's internal complaint process, you can go to the IEAA website [www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)

Or you can make your complaint in writing to the IEAA at:

#### **IEAA**

Tribunals Unit

Level 1, 86 Custom House Quay

Private Bag 32001

Panama Street

Wellington 6146

**Phone** + 64 4 462 6660

**Fax** + 64 4 462 6686

**Email** [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)[no spam]

**Website** [www.justice.govt.nz](http://www.justice.govt.nz)

The purpose of the IEAA is to adjudicate on complaints from International students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

## 13. Immigration

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

## 14. Accident Insurance

The Accident Compensation Cooperation 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 <http://www.acc.co.nz> .

# Computer Usage Policy

## Hardware

Students are not permitted to open any computers or tamper with any of the hardware.

## Downloads

The computers at In Education Ltd are intended for all students. Therefore, no password protected screensavers, etc may be installed on them. Furthermore, no installation of any other unauthorised programme or software by CD, external device or download is allowed, unless permission is granted by a Tutor. Where permission is given for the use of a CD, these discs must be virus-scanned by a Tutor to prevent the spread of viruses.

## Breaches of Policy

Any breach of this policy may result in any of the following

- A warning
- Summary dismissal from the college with no refund of fees
- Payment for damage caused to the computer or network
- Police and/or legal action

# Internet Usage Policy

## Personal Use

The internet access facilities provided by In Education Ltd are for academic purposes, which may generally be described as research related to the information requirements of subjects in qualifications for which you have enrolled. The research may be conducted by searching and browsing the internet or may be directed via e-mail request to external parties holding useful information.

However personal use of your In Education Ltd internet connection is also acceptable as long as this use does not adversely impact on the normal running of the In Education

Ltd either in terms of your productivity or the network load, and you do not breach any of the In Education Ltd values.

### **Privacy and monitoring**

The internet access provided to you is for your use only. You must not allow anyone else to use your user name and password to access the internet.

In Education Ltd reserves the right to monitor and inspect your web browsing activity at any time without notice. Particular attention will be taken if it is suspected that inappropriate usage is taking place. Inappropriate usage of your In Education Ltd internet connection may result in disciplinary action being taken. This may include a warning, summary dismissal from the college with no refund of fees, as well as police and/or legal action.

Claimed ignorance of content will not be an acceptable defence against a breach of this policy.

### **Inappropriate Usage**

Inappropriate usage includes, but is not limited to

- Hacking (attempting unauthorised access) into any computer system, site or data including those owned or operated by In Education Ltd
- Viewing, transmitting, downloading or storing offensive or pornographic material
- Using the internet to send messages that are likely to result in the loss of or damage to recipients work or systems and any other use which would cause congestion of the networks or otherwise interfere with the work of others. This includes participation in “spam wars” or chain letters.
- Use of discriminatory, inflammatory, abusive or offensive language or materials
- Tampering with intranet/internet material
- Conducting internet gambling
- Using the internet to promote or conduct any commercial venture or business for personal profit or gain not expressly authorised by In Education Ltd
- Intentionally downloading computer viruses
- Posting defamatory, libellous or other material that may bring In Education Ltd into disrepute.

- Downloading and installing software from the internet on an In Education Ltd PC without prior and specific permission from your Tutor, including music, movies and pictures
- Using false user identification or passwords on any Intranet/Internet service.
- Engaging in any other illegal activity
- Forwarding to third parties material which is the property of In Education Ltd or confidential to In Education Ltd

## Copyright

### Copyright Act 1994

The Copyright Act 1994 applies to and governs the storing, copying and using of all printed material, electronic works and information from the Internet. The default position is that copying is an infringement of the Act, whether or not it carries a © sign, unless there is a licence to copy

### Exceptions

There are some exceptions which are outlined below:

It is permissible to make a single copy of a work for the purpose of research or private study

If the work is electronic you may store it in your personal folder only

In the case of material authored by others, the use of material is further subject to academic privilege with limited reasonable quotation permitted. However, it is important that you acknowledge the source.

If you are uncertain whether or not you may be infringing the Copyright Act 1994 please check with your tutor. More information about the Copyright Act 1994 can be found at [www.lianza.org.nz/copyrightact](http://www.lianza.org.nz/copyrightact)

# Campus Facilities

## Student Cafeteria

Eating and drinking is restricted to this area only. However, approved drinking bottles are permitted. There are snack and drink machines available, Tea and Coffee are freely available in the café for use in the cafeteria. Please supply your own cup/mug. Wash and dry your own dishes.

## Parking

Car parking is available at the campus at free of charge.

## Class Resources

Unless otherwise arranged by the class tutor, class resources for use on the qualification are to remain in the class. Students have access during and after the class to the resources, but the resources have to remain in the class for all students use. Where In Education Ltd provides students with resources or library books which can be removed from the class, these remain the property of In Education Ltd and are to be returned by the due date or a late return fee becomes payable and due immediately. The students right to remove resources from the classroom is suspended until payment is received. If a resource is lost, damaged or not returned the student will be charged the cost of replacement that is due and payable by the student within seven days of being notified in writing.

## Smoking Policy

All In Education Ltd buildings are smoke-free zones. There will be no smoking inside or near any of the entrances to the buildings. You will be informed of the location of the smoking areas by your tutor.

## Fire Alarm

The lift and fire alarms are for emergencies only. Incorrect use of either results in In Education Ltd being charged a call-out fee. This charge will be passed onto the student(s) responsible. If you discover a fire, sound the alarm and/or notify reception who will call the fire brigade on 111. Should the fire alarm sound, all staff and students must leave the premises in accordance with the evacuation procedures and

assemble in the designated area. Fire wardens have been appointed to assist you in the evacuation process.

Remain calm, move quickly to your exit and DO NOT RUN

Do not collect personal belongings from any part of the premises

Do not re-enter the building until instructed to do so by either the Fire Service or the Fire Wardens.

### **Care of Property**

Students are responsible for their personal belongings. It is recommended that items of value are not brought to the campus and if they are that these are kept with you at all times. In Education Ltd property, equipment and resources are provided to enable all students to benefit from their time at the college, students and staff are required to respect the property of others and will be liable for any damage caused. All college property must be returned when required. Failure to return College property, or pay for replacement, will result in the withholding of the students academic transcripts.

### **Visitors**

All visitors to the campus must sign in at reception. Children and others are not permitted to the classrooms or to visit unattended.

### **Assessment in Maori**

If a student wishes to sit an assessment using Te Reo Maori they must advise their tutor in writing at least two weeks prior to the scheduled date of the assessment.

# Code of Practice for Pastoral Care of International Students

## Code

In Education Ltd has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.mineduc.govt.nz>

## Immigration

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

## Eligibility for Health Services

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

## Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

# Appendix 1: 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 is 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](http://www.minedu.govt.nz).

### **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](http://www.minedu.govt.nz). 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 do I do if something goes wrong?**

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

### **What is the International Education Appeal Authority (IEAA)?**

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

### **How can I contact the IEAA?**

You can write to the IEAA at:

Tribunals Unit  
Level 1, 86 Custom House Quay  
Private Bag 32001,  
Panama Street  
Wellington  
NEW ZEALAND

Phone: + 64 4 462 6660

Fax: + 64 4 462 6686

Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

Website: [www.minedu.govt.nz](http://www.minedu.govt.nz)

### **What will the IEAA do?**

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

### **What can the Review Panel do?**

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner

- the particular needs of international students are recognised
- international students 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 IEAA and the Review Panel to receive and adjudicate on student complaints.

## Appendix 2: National Certificate in Early Childhood Education and Care Level 5

### Compulsory Course Fees

Enrolment Fee (non refundable) \$ 200.00

Tuition \$14800.00

### Course Related Costs

Course Related Costs are approximate costs to expect that are not included in Course Fees.

### Compulsory Text Books

Developing Thinking and Understanding in Young Children \$ 74.99

Robson, Sue. Publisher Taylor & Francis Ltd. 2006. ISBN 9780415361088

Can be purchased from Fishpond

Te Whariki (1996) (MOE) ISBN 0478029802 \$ 25.00

Can be purchased from Bennetts

Magic Places, Brownlee, P. 2004 or any ed. ISBN 0908609515 \$ 15.00

Can be purchased from Bennetts

Techniques for teaching young children

McNaughton, Glenda. 2004 2nd or 3rd ed. ISBN 9781741031805 \$ 78.99

Can be purchased from Bennetts or Fishpond

Work & Play in the Early Years, Somerset, G. 2000 2nd or 3rd ed. \$ 18.99

ISBN 0908609388

Can be purchased from Bennetts or Fishpond

Practical solutions to Practically every Problem: The Early Childhood \$ 55.97

Teachers Manual. Saifer, Steffen. Publisher Redleaf Press. 2002 2nd

or 3rd ed. ISBN 1929610319

Can be purchased from Fishpond

Providing Positive Guidance (MOE). ISBN 0477050778 \$ 13.49

Can be purchased from Bennetts

Observation, Origins and Approaches to, Podmore, Valerie. \$ 26.95

NZCER 2006. ISBN 1877398136

Can be purchased from Bennetts or Fishpond

On Reflection: Reflective practice for EC Educators

O'Connor, Angela & Diggin, Cathy, The Open Polytechnic of NZ 2002

ISBN 0909009430 \$ 21.99

Can be purchased from Fishpond

Quality in Action (DOPs) ( MOE) \$ 30.00

Who am I in the lives of Children? Feeney, S and Christian, Doris

6th Editon. Prentice-Hall. ISBN 0130277991 \$ 84.99

Can be purchased from Fishpond

Photocopy (400 copies) \$ 40.00

USB 4GB Microdrive \$ 20.00

### **Additional Costs (approximate not included in Course Fees)**

#### **Stationery**

A4 Arch Lever Folders (2x)

A4 Hardcover Exercise Book (1x)

Lined Refills

Tab Dividers (2x)

Binding Coils

Laminating pouches

Pens, Pencils, felt pens, eraser, twink, highlighter pens \$100.00

#### **Art Supplies/Resources for Centre Placement**

Art Materials

Books

Toys, puppets etc \$ 70.00

### **Centre Placement**

Transport \$ 30.00

### **Field Trip\*\***

Marae Visit \$ 45.00

### **NZQA Costs**

Certificate Fee for printing of National Certificate \$ 15.00

### **Recommended Books**

Early Childhood Regulations \$ 7.45

An Illustrated History of the Treaty (Orange 1989) \$ 17.00

### **Places to Look For Books**

In keeping with other tertiary institutions you will required to take responsibility for the purchase of your own text books. The following are places you can purchase books from.

Whitcoulls	<a href="http://www.whitcoulls.co.nz">www.whitcoulls.co.nz</a>
Bennetts	<a href="http://www.bennetts.co.nz">www.bennetts.co.nz</a>
Borders	<a href="http://www.borders.co.nz">www.borders.co.nz</a>
Dymocks	<a href="http://www.dymocks.co.nz">www.dymocks.co.nz</a>
Trademe	<a href="http://www.trademe.co.nz">www.trademe.co.nz</a>
Fishpond	<a href="http://www.fishpond.co.nz">www.fishpond.co.nz</a>
Early Childhood Specialists	<a href="http://www.thebookgarden.co.nz">www.thebookgarden.co.nz</a>
Good Books	<a href="http://www.goodbooksnz.co.nz">www.goodbooksnz.co.nz</a>
BestBookBuys	<a href="http://www.bestwebbuys.com">www.bestwebbuys.com</a>