

---

# **EXCELLENT INTERNATIONAL ACADEMY**

---

## **STUDENT HANDBOOK**

Revised June 2011

This document is subject to change without notice

## Table of Contents

Excellent International Academy Organizational Structure.....	2
Being Selected to Enrol in the Courses.....	3
Visas .....	3
Entry Criteria for the Excellent International Academy General English Certificate.....	3
Orientation .....	3
Recognition of Prior Learning.....	3
Credit Transfer.....	4
Cancellation of Training by Excellent International Academy.....	4
Course Start Dates .....	4
Fee Information .....	5
Withdrawal, Cessation of Enrolment and Refund Procedures .....	5
Refunds.....	6
Rules and Regulations .....	6
Disciplinary Procedures .....	6
Complaints Policies and Procedures .....	7
Internal and External Complaints Procedure .....	7
Complaints Procedure: .....	7
External Bodies .....	7
Assessment .....	7
Reassessment.....	8
Assessment Appeals .....	8
General Student Information .....	8
Being on time .....	8
Attendance.....	8
Language.....	9
Smoking.....	9
Telephone Call Procedures .....	9
Personal Belongings .....	9
Eating and Drinking .....	9
Alcohol .....	9
Computers .....	9
Expenses .....	10
Student ID Card .....	10
Transport and Driving .....	10
Water .....	10
Living Expenses in Auckland.....	13
Living and Accommodation Information .....	13
Medical and Travel Insurance .....	17
New Zealand Immigration Requirements .....	17
General Advice Regarding New Zealand’s Culture.....	17
Health and Safety Procedures.....	18

Note: the building manager of the Auckland City Campus building may have procedures that supersede the following procedures.....	18
Display of Evacuation Notices.....	18
Trial Evacuations.....	19
Assembly Point.....	19
First Aid Kit.....	19
First Aid Procedures.....	19
Safety Rules.....	19
Emergency Procedures.....	19

## Welcome

Dear Student

Welcome to Excellent International Academy

This Student Handbook has been compiled to give you all the information you will need if you intend to study, or are studying, at Excellent International Academy.

If you are unsure about any of the information given or want to know more, please do not hesitate to talk to any member of staff at the Academy. If they cannot help you they will direct you to the person who can. Staff who can speak your native language may be available.

Management and staff at Excellent International Academy wish you every success with your training and your career pathway.

Best wishes

Vivian Wei

Managing Director

## Delivery sites

### Auckland City Campus

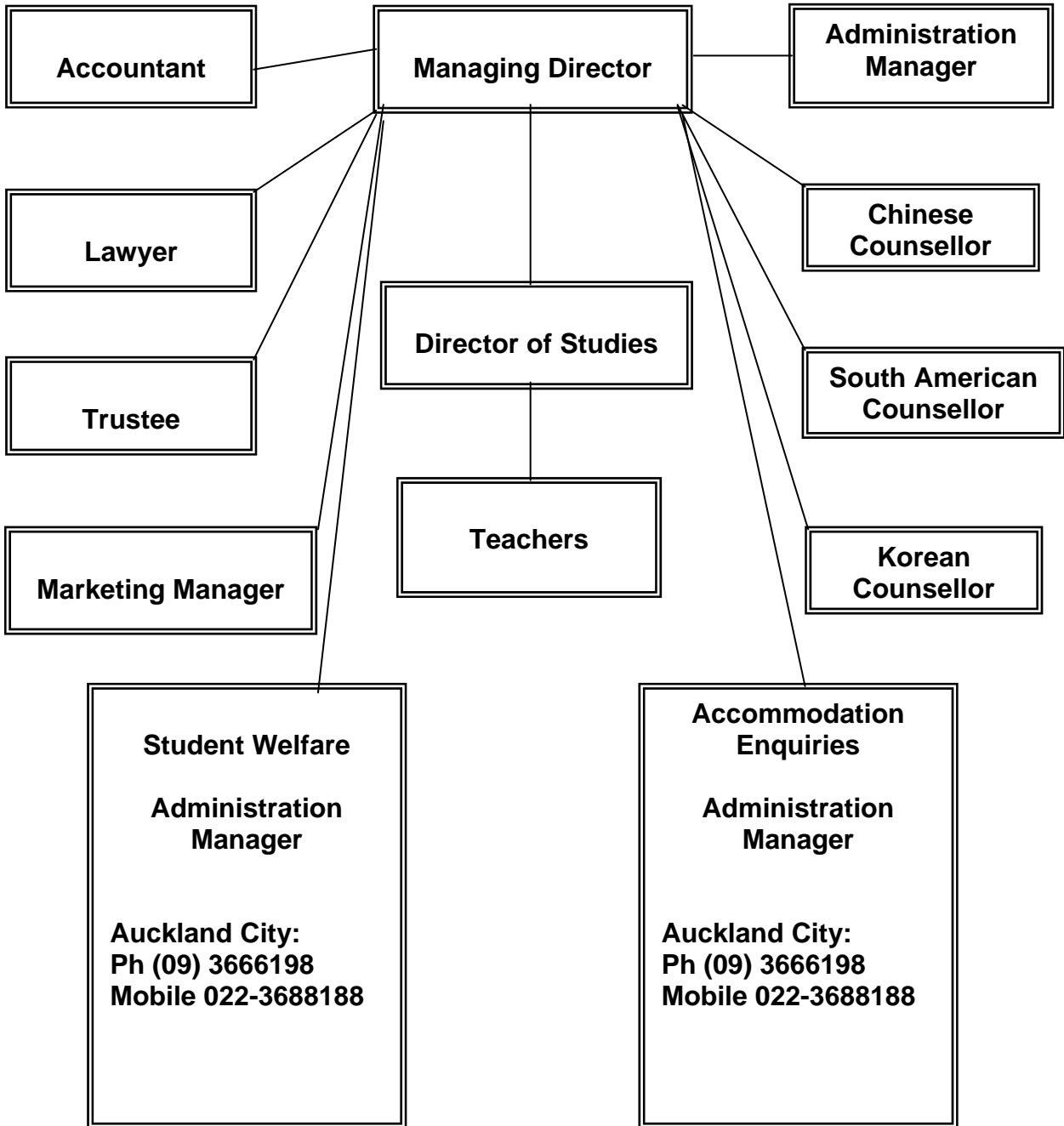
Address: Level 4, 16 Waverley Street,  
Auckland CBD, New Zealand

Phone: 09 3666198 Fax: 09 3666195 Email: [info@excellent.ac.nz](mailto:info@excellent.ac.nz)

Office Hours: Monday to Friday  
9.00 am to 5:30 pm

# Excellent International Academy Organizational Structure

This is a list of all our staff positions – we will give you help and assistance if you need it.



## Enrolment

### Being Selected to Enrol in the Courses

- Initial selection will take place in your country of origin or in New Zealand.
- You will need to complete an Enrolment Form. (If you are under the age of 18, your parents will need to sign the form on your behalf).
- Should you meet all the requirements for entry, a formal offer of a place on the course will be given. You will then have to pay registration and course fees. A receipt will be issued.
- You will then be able to apply for appropriate immigration documentation in your country of origin (or in New Zealand, if you are already here on a valid visa).
- When you come to Excellent International Academy you will take a 30 minute placement test which includes an interview and written test. We will also check your proficiencies and aspirations to ensure they match the training offered. Selection will be based on the fact that you have the level of oral and written competency or prior learning to be able to participate in the programme and that spaces are available on the programme. If you do not meet the criteria to get a place on the course, you will be given the reason why.

Your enrolment form contains various clauses that you must agree to prior to your enrolment being finalised. One of the conditions is that you agree to notify the Academy of your current contact detail and address at all times – should you fail to do so your enrolment could be cancelled.

### Visas

International students must hold a valid visa to study at Excellent International Academy.

### Entry Criteria for the Excellent International Academy General English Certificate

Entry-level skills and particular needs are assessed at interview.

- Students must be aged 14 or more.
- Students must possess the appropriate immigration documentation.
- Entry to the levels will be determined by the placement test.

Before you start the course you must:

- Obtain appropriate immigration documentation
- Read this Student Handbook and the Code of Practice for the Pastoral Care of International Students.

## Orientation

During the first week orientation takes place. You will be met by members of management and teachers and introduced to relevant staff, each other, the facilities and the requirements for training. If you did not receive it when you enrolled, you will be given our “Guidelines for Students”.

### Recognition of Prior Learning

The Academy acknowledges and supports your right to gain credit for existing skills and knowledge through recognition of previous learning or experience relevant to this course that you may have had. This experience is recognised by giving you credit for levels of the programme through the placement test so that you can enter the programme at your ability level.

## Credit Transfer

All Courses offered by Excellent International Academy are based on local qualification content. As you progress throughout the course, levels of attainment are gained. Should Excellent International Academy fail, you will be given a current record of learning from the Academy listing the module criteria and levels you have gained to date. Other providers offering similar courses will be able to recognise this record of learning and students will be able to pick up any training they have not yet received with these other providers.

## Cancellation of Training by Excellent International Academy

Excellent English Academy reserves the right to cancel training courses due to insufficient demand, unavailability of suitable trained staff or facilities or other similar major issues. In all cases if you are enrolled on a course that is cancelled, whether or not you have started studying, you will be transferred to another Excellent International Academy campus. If the school cannot arrange a transfer, you will be offered alternative training dates or a refund.

## Course Start Dates

Students may enrol for the General English Course to start studying on any Monday unless it is a public holiday in which case the start day will be Tuesday. The IELTS Preparation Course has fixed start dates so you should ask the Academy for the start date of the next Course.

## Course Information

Excellent International Academy 72 week (98 weeks including holidays) General English and IELTS Preparation Course (36 weeks per academic year divided into 3 terms per year).

The General English course consists of six levels. Initially, you will be placed in a level according to the placement test outcome. Each level consists of 12 weeks of English language study. The levels are:

1. *Beginner*
2. *Elementary*
3. *Pre-Intermediate*
4. *Intermediate*
5. *Upper-Intermediate*
6. *Advanced / IELTS Preparation*

The curriculum is based around the four macro skills (reading, writing, listening and speaking) with outcomes for each macro skill over the four class levels. Generally, there is more practical application of speaking and listening modules as it is your oral English that needs developing for you to be able to communicate effectively. The morning classes, as a rule, will concentrate on language over the four macro skills while the afternoon classes will integrate the skills through more practical activities. The course is classroom-based.

The generic language skills you will learn over a range of topics will help you more easily access pathways and destinations of your choice. These may be in New Zealand or in your country of residence and may include further study, employment and personal interest.

Assessment is carried out at all levels at regular intervals (about four weekly). If you pass the final assessment, you can proceed to the next level. You need to achieve at least 70% of the outcomes

across the four macro skills before you can proceed to the next level. In addition, if you are at the Advanced level (or a lower level if we agree), you have the option of taking the IELTS exam. The IELTS exam, which is externally assessed and moderated, reports levels of performance across the four macro skills.

### Fee Protection

Excellent International Academy has an agreement with the Public Trust to protect student fees. Fees are held in a trust account and transferred to the Academy on a pro rata, fortnightly in arrears basis. This, together with the Export Education Levy that we pay to the New Zealand government, protects all students' fees against the unlikely event of closure of the Academy.

A trust account has been set up for student fees:

Bank account name: The Public Trust - Excellent International Academy

Trustee: The Public Trust

## Fee Information

### General English Course and IELTS Preparation Course:

(See the current Fee page on our web site or ask for our Fee schedule)

The course fees include:

- GST (New Zealand government Goods and Services Tax of 15%).
- all class tuition fees
- use of learning equipment (other than course text books)
- access to school facilities during school hours
- processing/recording/reporting assessment results/personal data

Not included in your course fees:

- Registration Fee \$150.00, payable once only upon initial enrolment
- Course books and Student work books are on loan at \$100 and students can get \$50 back upon return of the books within 7 days after course completion date
- Student Handbook (if you require a printed copy) \$25.00
- Student visa assistance (if required) \$60.00
- Fee protection administration \$40.00
- IELTS materials fee (if required) \$40.00
- International funds transfer fee (if required) \$25.00
- ID card (if required) \$10.00
- Personal expenses you need to pay yourself:
  - Pens, pencils, writing paper and other stationery items
  - Airport pickup \$100.00
  - Optional activities after class
  - Accommodation placement fee \$220.00
  - Homestay fees
  - Accommodation bond (if required) \$300.00 (Refundable on conditions)
  - Medical and travel insurance (from \$456.00 for 12 months)
  - Attendance letters for banks, your embassy or enrolment at another institute \$25.00
  - Scan, email or fax of your personal document \$10.00
  - External examination fees e.g. IELTS

## Withdrawal, Cessation of Enrolment and Refund Procedures

You will be deemed to have withdrawn from your course if you fail to attend class within the withdrawal period as shown in the refund schedule below, or you stop attending for more than two consecutive weeks or you complete a letter stating that you wish to withdraw. You may withdraw from the course by written notice at any time. (See the refund schedule below as to whether any refund is available to you).

It is your responsibility to report your withdrawal from a course in writing.

Immigration New Zealand's form "Termination of enrolment of Foreign National Holding a Student Permit" will be completed and sent if you withdraw and were studying on a student visa or had applied for a student visa.

## Refunds

Refunds are issued by the authorised independent trustee of the school according to the following schedule and will be returned to the student or the student's nominated third party. All discussion concerning conditions of enrolment and withdrawal are subject to New Zealand law.

Period of enrolment	1 – 34 days		35 days – 3 months		More than 3 months	
	Withdrawal period	Amount of refund	Withdrawal period	Amount of refund	Withdrawal period	Amount of refund
	Within the first two days of the course	50% of total fees paid	Within the first five days of the course	75% of total fees paid	Within the first eight days (i.e. seven days after the first day of the course)	Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is the lesser of the two
	After more than two days	No refund	After more than five days	No refund	After more than eight days	No refund

## Rules and Regulations

### Disciplinary Procedures

Should you be disruptive or uncooperative while attending the course, a verbal warning will be given. If you fail to improve your behaviour, a written warning will be issued. If you still persist with the offending conduct the Academy may suspend or expel you at its discretion.

If you use drugs or alcohol on the premises during course hours, or come to class under the influence of drugs or alcohol, you will face disciplinary procedures and /or instant expulsion. Should you cause harm (being mental or physical) to any member of staff or other students while attending the course, you will be suspended and / or expelled depending on the seriousness of the incident.

If you break a New Zealand criminal law, expulsion will be immediate. Fees will not be refunded to a student who is suspended or expelled.

## Complaints Policies and Procedures

### Internal and External Complaints Procedure

We know you will enjoy your training with Excellent International Academy, and we welcome any opportunity to make things better for you.

Excellent International Academy will help you as much as possible, so if something is wrong, please let us know and we will put it right.

If you feel unhappy with your teacher for any reason, discuss it with your teacher first and then if necessary with management.

Personal grievances with other learners/students should be resolved outside training hours.

### Complaints Procedure:

- All complaints in the first instance should be brought to the attention of the class teacher.
- If the teacher cannot solve the issue, the complaint is to be taken to the Administration Manager.
- If the Administration Manager does not resolve the issue, the complaint can then be taken to the Programme Committee, the Management Committee and the Advisory Group. If none of these groups can resolve the issue, the complaint can then be taken to the NZ Qualifications Authority or the International Education Appeal Authority.
- NZQA can be contacted directly at PO Box 160 Wellington. Phone 0800 QAHELP.
- The International Education Appeal Authority can be contacted at:

IEAA  
Tribunals Unit  
Private Bag 32001  
Wellington

Phone (04) 462 6660  
Fax (04) 462 6686  
Email [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)  
Website [www.minedu.govt.nz](http://www.minedu.govt.nz)

Note: If the complaint is serious enough or the provider does not abide by the decision of the IEAA, the IEAA can refer the issue to the Code of Practice Review Panel whose actions could result in a suspension or removal of a signatory of the code.

### External Bodies

All students are advised of their recourse to the following external bodies if they are unable to resolve grievances through internal procedures:

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal
- International Education Appeal Authority.

## Assessment

For every course you enrol in, your knowledge and ability will be tested in different ways. How you are assessed will often influence the way you study so it is important to find out how you will be assessed in each of your courses. You will be given this information at the beginning of the

course at Excellent International Academy. Please ask your teacher if you do not receive this information.

The main types of assessment are:

1. Examination. These may be an essay style, multiple choice or with short answers.
2. Class work. This includes assignments and homework.

## Reassessment

You are required to gain 70% of the course criteria in order to achieve credit. If necessary, you will be given the opportunity to re sit all or part of the assessment. You only need to re-sit the criteria not achieved.

Reassessment is offered within two weeks of the assessment and different assessment methods and tools may be used.

## Assessment Appeals

If you think an assessment result is unfair, an appeal can be made to the Administration Manager or your teacher. The appeal must be made in writing, including reasons, and must be made within 48 hours of the assessment.

On receipt of the appeal the teacher or Administration Manager will:

- Take a note of the date of the appeal.
- Check the marking schedule and evidence supplied to ensure it is correct.
- Request a report from the relevant assessor and/or teacher of the assessment including the reasons for the result.

The appeal and the report will be considered by the Programme Committee (all of the teachers) and a reply given within one week of the appeal. If you are not satisfied with the outcome of the appeal you may appeal to the external moderator.

## General Student Information

### Being on time

You are required to be on time for learning and classes will start on time. If you are going to be late, you are expected to inform the Administration Manager.

### Attendance

A student on a student permit/visa cannot take a break that is not catered for by normal school holiday periods (unless prior arrangements are made).

If a student fails to attend classes regularly or make satisfactory progress, Immigration New Zealand will be notified.

The Teacher, Administration Manager or Managing Director will make contact with you to discuss the reasons for your absences and will endeavour to assist to enable you to continue to attend and meet your achievement requirements.

Students must attend at least 80% of classes to receive an attendance certificate and must achieve 70% of the module criteria and/or units in each of the macro skills in each level to gain the level. An attendance record is kept.

## Language

We will avoid using racist, sexist and inappropriate language. Likewise, students must not use offensive language.

## Smoking

There is no smoking in the school premises. All smoking must be outside the building. The legal age for purchasing cigarettes in New Zealand is 18. You may be asked to show identification before you buy them.

## Telephone Call Procedures

Students must ask a staff member's permission to make any calls. Reception phone may be used for URGENT calls only. All other calls to be paid for at Reception at the time of call. Phone cards are available for purchase. Mobile phones must be switched "off" when in class unless prior arrangements have been made that you are expecting an important call or text message.

## Personal Belongings

Any items you bring to the premises are your responsibility. The Academy is not responsible for loss or breakages. If you wish to have items stored/held in the main office, please ask either your teacher or other staff members.

## Eating and Drinking

No eating or drinking (tea, coffee, coke, etc) during class time, except water. Time is allocated throughout the day for breaks. No gum is to be chewed in the building.

## Alcohol

The legal age for drinking alcohol in New Zealand is 18. You may be asked to show identification before you enter a bar or club or when you purchase alcohol.

## Computers

Excellent International Academy provides you with free access to the internet. (You usually also have access to the internet at your homestay). The following rules apply to use of the internet at school:

1. No food or drink in the computer/library room.
2. Other people also want to check their emails, so use for short periods.
3. Do not download music or movies.
4. Do not change any computer settings.
5. Do not download and instal new programs.
6. Do not use during your class time.
7. You may not use the internet for offensive or illegal behaviour.
8. You may not download/view offensive or illegal material.
9. Viewing of pornography may result in expulsion from school.
10. Viewing of illegal material, e.g. child pornography, may result in referral to the Police.
11. You may use your own laptop/notebook computer to connect to the internet through Excellent International Academy's wireless connection. (Ask for the network code).

12. Excellent International Academy does not guarantee the quality or continuance of this service nor will it be liable for any damage to or loss of equipment you connect to our service.
13. In using Excellent International Academy's internet connection (whether on our PC or your laptop/notebook) you agree to the above rules.

## Expenses

We recommend that you budget your minimum basic personal living expenses around NZ\$14,000 per year. This amount includes accommodation, food, clothing, and entertainment, etc. It does not include tuition fees.

## Student ID Card

You may obtain a student identification card when you enrol. It identifies you as an Excellent International Academy student and entitles you to use Academy facilities. It also proves your age and helps you gain discounts in shops, at the cinema, etc. Keep it with you at all times as it also has emergency contact phone numbers.

## Transport and Driving

Auckland City has a comprehensive bus system. Weekly fares range from approximately \$14 to \$35. Special discounted passes can be purchased at a bus terminal.

Some students prefer to buy their own car. A second-hand car costs from approximately \$2,000 upwards, a new car costs from \$18,000.

If you want to drive in New Zealand, you must have a driver's licence. You can arrange to obtain a licence in Auckland. As a driver, you must wear a safety seatbelt and make sure that any passengers wear seatbelts too. You can be fined if you or a passenger is not wearing a seatbelt. Passengers can also be fined (about \$200) for not wearing a seatbelt, whether in the front or back seats. You may not use a hand held mobile phone for calls or text messages while driving. New Zealand has very serious penalties for driving while drunk.

All road users (vehicle drivers, cyclists and pedestrians) are subject to New Zealand's road rules. You can obtain the Road Code from the Automobile Association or the Police.

Not many people ride bicycles in Auckland, so if you ride a bicycle you should watch the movement of vehicles near you as the driver may not have seen you. Cyclists must wear a helmet.

In New Zealand we drive on the left hand side of the road. Therefore all road users should remember that, as you cross a road or an intersection, traffic comes first from your right. Then, as you move across the road or intersection traffic comes from your left.

There have been some serious accidents among international students using New Zealand roads, perhaps due to driver inexperience, unfamiliar road conditions, or other impatient road users. You are strongly advised not to drive a car or ride in a car with an inexperienced driver. Alcohol, excessive speed and peer pressure may contribute to these accidents which result in tragedy and pain for many people – including your family back home.

## Water

Auckland tap water is safe to drink.

## Student Guidance and Support

Staff will be available during office hours for guidance and support. If appropriate, staff may be available outside these hours. Students are encouraged to talk to their teachers to discuss any problems they may have. Staff will guarantee student confidentiality. Appointments can be made with the Managing Director (English Speaking), the Administration Manager or one of the native speaking counsellors if the teacher cannot assist.

New Zealand has strong laws about harassment and discrimination. If you are experiencing harassment of any kind or discrimination of any kind (whether from people within the Academy, accommodation providers, agents or any other person you believe is connected with your study at the Academy) you should talk with someone you are comfortable with (either a person at the Academy, your home, or an external support agency – see next page).

If outside support or expertise is required, the Managing Director (English Speaking), the Administration Manager or one of the native speaking counsellors can give details of this support to students.

The Academy has access to a number of organisations providing both specialist and general counselling and support.

You may discuss your progress with your teacher in order to identify any learning needs you may have. If a need of yours is identified, you and the teacher can work together to identify the support or assistance required and how this can be arranged. This support may be provided within the Academy or from an external agency or service.

The need for extra support may also become evident through continued or non-notified absence, or non-completion of course requirements. In this situation the Administration Manager will contact the student to discuss how they can make up for any lost work and re-enter the course.

## Code of Practice for the Pastoral Care of International Students

Excellent International Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international).

## Privacy of Information

Excellent International Academy collects and stores information from you to comply with the requirements of the Ministry of Education (funding and student statistical returns), New Zealand Qualifications Authority (Record of Learning registration and Unit Standard outcomes), Tertiary Education Commission (funding, student statistical returns and academic outcomes), Department of Work and Income (confirmation of enrolment and academic outcomes). The information is also used to select students for qualifications, to manage internal administrative processes, and for internal reporting. Information about students may be supplied to, and sought from, other educational institutions for the purpose of verifying academic records.

In addition, when required by statute, Excellent International Academy releases information to Government agencies such as the New Zealand Police, Department of Justice, Department of

Work and Income, Accident Rehabilitation Compensation Corporation (ACC), Immigration New Zealand, agents and parents.

In signing the enrolment form or by enrolling by email you authorise such disclosure on the understanding that the Academy will observe the general conditions governing the release of information, as set out in the Privacy Act 1993. You may see any information Excellent International Academy holds about you and amend any errors in that information.

## **External Support Agencies in Auckland**

### Counselling and Advice

Citizens' Advice Bureau 305 Queen Street Phone 377 3314

Chinese Lifeline Phone 522 2088

Chinese Christian Church of Auckland, 105 Vincent Street. Phone 358 0661

CRISIS Mental Health Services Phone 366 4287 (24 hour)

Disabled Citizens' Society 421-423 Dominion Rd Mt Eden Phone 638 8153

Japanese Christian Church Phone 623 0474

NZ Chinese Christian Church, 81 Ellice Road, Glenfield . Phone 444 8030

Problem Gambling Foundation of NZ, Ground Floor 7-9 Alpers Avenue, Newmarket. Phone 522 4823

Relationship Services 1 Robert Street Ellerslie Phone 525 1051

### Domestic Violence

Domestic Violence Centre 33 Wyndham Street Phone 303 3938

Shakti Asian Women's Centre, 138 Church Street, Onehunga. Phone 636 8512

### Drugs

Odyssey House 390 Mt Eden Rd Mt Eden Phone 623 0228

### General

Chinese News Phone 358 0735

Japanese Consulate General, Level 12, ASB Bank Centre, 135 Albert Street

Migrant Services North Shore, 7 The Strand, Takapuna. Phone 486 4081

Immigration New Zealand, Level 4, 280 Queen Street. Phone 914 4100

New Zealand Income Support Service 450 Queen Street Phone 913 0500

Peoples Centre 33 Wyndham Street Phone 302 2496

Police Auckland Central Police Station corner Cook St & Vincent St, Private Bag 92002

Tertiary Education Commission, Ground floor, Merial Building, corner Putney & Osterley Way, Manukau City. Phone 262 2100

### Legal Services

Community Law Office, Grey Lynn Centre, 449 Richmond Road. Phone 378 6085

Legal Information Service 52 Hepburn Street Freemans Bay Phone 378 7444

### Pregnancy Help

(Adoption and counselling) Bethany Centre, 35 Dryden Street, Grey Lynn. Phone 376 1324

(Abortion) Family Planning Centre, Anzac Street, Takapuna. Phone 486 1014

### Living Expenses in Auckland

New Zealand is not an expensive country, but it is not a very cheap one either. It is somewhere in the middle. Things are generally a bit cheaper here than in Europe, USA or Japan and a bit more expensive than in many other Asian and South American countries. The current favourable rate of exchange has made New Zealand an even cheaper option for many nationalities.

Here are a few examples of what you can expect to pay for things in Auckland. All prices are in New Zealand dollars and are approximate:

An unlimited ride monthly bus pass (North Shore and Auckland CBD)	\$138.00
Fast food lunch (fish and chips, Big Mac Combo etc.)	\$6.00
A pizza for two	\$12.00
A beer in a pub	\$6.00
A movie	\$12.00
A CD	\$25.00
A can of coke	\$1.20
A souvenir t-shirt	\$20.00
A postcard bought and mailed home	\$2.50
A cappuccino in a cafe	\$3.50
A haircut	\$15 men/\$25 women
A daily newspaper	\$1.60
A swim at the local pool	\$3.75

### Living and Accommodation Information

Excellent International Academy can arrange homestay accommodation for you or you may choose to stay in a variety of other accommodation options, including hostel, hotel/serviced apartment or furnished apartment. We recommend that you opt for a homestay placement when you first arrive. You can then explore other options once you are settled in Auckland. All enquiries regarding accommodation should be made to the Administration Manager.

#### Typical Homestay in Auckland

A typical homestay offers a room, two meals a day, laundry, inclusion in family life, an interest in improving the student's English language. Homestay families have a genuine interest in other cultures and people. Students who choose homestay will have a bedroom with study facilities, eat with the family and be part of the family. Meals include breakfast and dinners on school days and all meals at the weekend and on holidays.

#### The Home Stay Application Process:

You must confirm your enrolment with Excellent International Academy at least 14 days before the start of your course and you must complete the Homestay section of the Enrolment Form with your arrival details so we can arrange your homestay. If you arrive without giving two weeks' notice we may have to find you different accommodation, at your own expense, until a homestay becomes available.

The initial homestay period is expected to be for a minimum of three months. This allows you to adapt to New Zealand life and to improve your English in an English speaking home.

You must give at least four weeks' notice if changing from homestay to another form of accommodation. In this case, unused pre-paid homestay weeks will be refunded.

Hostels provide you with your own bedroom and shared bathroom and kitchen facilities. You may be able to buy meals or choose to cook your own. Prices for hostel accommodation range between \$135 and \$275 per week. You may have to pay up to \$150 as a deposit at the beginning but this is refundable. Some hostels need to be booked well in advance.

Hotels and serviced apartments in Auckland provide private bedroom, bathroom and living facilities, with prices starting at \$400 per week.

Furnished apartments can be single bedroom or multiple bedrooms to share with others. Depending on the location and size of the apartment, cost can range from \$100 to \$300 per person per week. Apartments can be difficult to find for short term rental. We recommend that students only consider this option after living in Auckland for some time.

The above information is to notify you of the existence of accommodation options available to you and is not a recommendation of any accommodation in particular, nor has Excellent International Academy assessed any accommodation in particular. Where students under 18 years old are placed in accommodation by our accommodation agent, the agent will assess the suitability of the accommodation and will notify students of the result of such assessments.

## Accommodation Policy for International Students

Excellent International Academy undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the school are:

- i) Living with a parent
- ii) Living with a designated caregiver
- iii) Living in a homestay
- iv) Boarding Establishment – as per Code of Practice.
- v) Temporary accommodation for group students and short courses only (for students 18 and over).

### Policy Objectives

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the residential carer in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

### Provision of Accommodation

For international students who are 18 years old and over, and at the student's request, Excellent International Academy may arrange accommodation, refer the student to accommodation providers or to a homestay agent.

### Use of Accommodation Agents

Excellent International Academy will make use of accommodation agents to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International Students.

## Administrative Requirements and Understandings

### *General*

1. Students under 18 years will not be permitted to rent a flat/room/house/apartment or live on their own.
2. All accommodation queries and issues will be dealt with initially by the designated person/unit for accommodation. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the appropriate pastoral care person/unit.
3. For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
4. Any serious concerns relating to accommodation will be reported to the Code Administration Manager.

### *Students not living with a parent*

For all students aged 14 to 17 years and not living with a parent:

1. Any accommodation to be used by international students will have:
  - An on-site assessment to determine that living conditions are of an acceptable standard.
  - If a homestay or designated caregiver, an assessment to determine that the accommodation type is not a boarding establishment.
  - An assessment of the residential carers' suitability and whether they will provide a safe physical and emotional environment.
2. Each student will be interviewed by Excellent International Academy at least quarterly to ensure that their accommodation is suitable.
3. All accommodation residences will be visited at least every three months to ensure that they remain suitable.
4. Police vetting will be carried out on all adults aged 18 years and over living in a homestay or boarding establishment and may be carried out for designated caregiver accommodation used by a student.
5. Excellent International Academy or its Accommodation Agent will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

### *Homestay*

1. Students in the school homestay programme must make homestay payments in advance at the beginning of each term.
2. Students must not make their own private homestay arrangements without the approval of the Administration Manager.
3. Students staying in a homestay are required to exhibit appropriate behaviour.
4. Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student may be sent home.
5. Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given in writing to the Administration Manager.
6. Any homestay bond paid will be refunded when the student leaves the homestay less any costs for damage or financial loss to the homestay host caused by the student.
7. Advice and a support infrastructure for homestay carers will be provided by the Accommodation Agent.

### *Designated Caregivers*

1. Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the

parents have selected the accommodation for their child, subject to Excellent International Academy approving the accommodation.

2. On or before enrolment, Excellent International Academy will meet and establish communication with the designated caregiver.
3. The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

#### *Boarding Establishments*

1. The boarding establishment will be checked to see that local government bylaws are being observed.
2. The suitability of the resident manager and employees of the boarding establishment will be checked.
3. Risks to safety of students will be monitored and managed.

#### *Temporary Accommodation (for students 18 and over)*

1. Ensure adequate supervision
2. Assess suitability of accommodation
3. Monitoring and managing risks to safety of students

### Divisions of Responsibility

Excellent International Academy will be responsible for:

- Monitoring the activities of any Accommodation Agents at least once a quarter.
- Recording the results of all quarterly student interviews.

#### *Accommodation Agent*

The Accommodation Agent will be assigned the following responsibilities by Excellent International Academy for the following, as set out in the Accommodation Agents agreement:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Selecting, monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all accommodation assessments.
- Visit accommodation residences at least twice yearly to ensure that they remain suitable.

#### *Caregivers*

Excellent International Academy will expect all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including:
  - 2 meals (3 at weekends) a day and access to snacks
  - own room
  - bed and bedding
  - study desk and chair
  - adequate bedroom furniture to store clothes, books etc.
  - lamp and adequate lighting
  - adequate heating
  - transport arrangements to and from school
  - bathing/showering/bathroom access
  - laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.
- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student, e.g. medical condition, misconduct.
- Notify the school immediately if the student seems very homesick or depressed.

- Look after the student in their home to the best of their ability.

Host Families will not be expected to:

- Pay for toll or mobile phone calls made by the student.
- Cook special food.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

### Review

This accommodation policy will be reviewed annually on or about 31 July.

## Medical and Travel Insurance

### Eligibility for Health Services

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

### Accident Insurance

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

### Medical and Travel Insurance

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

N.B. Students must provide evidence of medical and travel insurance on enrolment. The school will keep a record of the Insurance Policy number and the type of cover provided. Or Excellent International Academy can arrange insurance for you with Southern Cross. (For example, the cost is from \$300.00 for 12 months' individual cover).

## New Zealand Immigration Requirements

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

## General Advice Regarding New Zealand's Culture

New Zealand is a country of polite, friendly people.

When you meet people for the first time, look at their eyes and speak to them. Some people may want to shake your hand. If they put out their hand, shake it firmly. Some people may wink an eye when they greet you - it's OK, they're being friendly.

It's polite to smile and say "Good morning!" to your host family every morning. You may smile and say "Hello!" when you see someone you know.

New Zealanders will help you if you need it. Ask when you don't understand something - they will help you. Use "please", "thank you" and "sorry" where necessary to be polite.

In New Zealand, "yes" usually means "yes", and "no" means "no".

New Zealand life-style is casual.

#### Table Manners in New Zealand

- Wait until your host mother starts eating before you start eating.
- Talk between mouthfuls, not with food in your mouth.
- Chew with your mouth closed.
- Say "please" and "thank you" for food.
- Try not to make a noise eating.
- Pass the salt, sauce and food to other people.
- Use outside knife, fork or spoon first.

#### Western Table Talk

It is good manners to talk at the table. Just make a little conversation then resume eating again. It is polite to thank the person who made your meal and to carry your dirty plates to the kitchen.

#### Table Manners

- "Please may I have some carrots? I like carrots."
- "Would you like some sauce? The food is good, isn't it?"

#### Social Talk

- "How was your day? I heard you had a test."
- "We're going to the beach on Saturday. Would you like to come?"

#### Helping

Why you should help your host family:

- It is friendly and polite.
- It is normal in New Zealand.
- It makes you part of the family.

## Health and Safety Procedures

Note: the building manager of the Auckland City Campus building may have procedures that supersede the following procedures.

### Display of Evacuation Notices

Notices are displayed in the building showing the exits to be used in an evacuation.

## Trial Evacuations

Trial evacuations will be conducted once in each term, except when an emergency evacuation has already taken place during that term.

## Assembly Point

(City Campus) The evacuation assembly point is on the grass at Level 4, 16 Waverley Street, CBD Auckland.

## First Aid Kit

A first aid kit is kept at Excellent International Academy's Reception.

## First Aid Procedures

If you are ill and need to leave class tell our staff and we will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Administration Manager.

## Safety Rules

All persons on Excellent International Academy premises must observe the following safety rules:

- Do not run around the Academy - only walking is permitted.
- Use hand rails when going up and down the stairs.
- You are not allowed to drink alcohol on the premises.
- If you spill something you must clean it up immediately.

### Fire and safety compliance

- You are not allowed to smoke in any of the premises.
- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers.

## Emergency Procedures

The following procedures are to be followed in the case of an emergency.

### Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service (111).

### Serious Injury

Call for assistance.

Call ambulance (111).

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to Administration Manager.

**Bomb Threat**

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.

Call police (111).

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

**Earthquake**

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

**Electrocution**

Switch off the power supply.

Follow “serious injury” procedure referred to above.

Call the electricians.

**Robbery**

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person’s features, height, build, clothing etc).

Call the police (111).

Notify management.

**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 Immigration New Zealand 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:

International Education Appeal Authority  
Tribunals Unit  
Private Bag 32001  
Wellington

Phone (04) 462 6660  
Fax (04) 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.