

ACADEMY NEW ZEALAND

Guidebook for Prospective International Students

Kia Ora - Welcome to New Zealand and to the Academy. We know that it is a challenging time and hope the information in this booklet will be useful to you.

TUITION COSTS

Please refer to your pro forma invoice for tuition and course related costs.

APPLICATION REQUIREMENTS AND PROCEDURES

- Applicants must complete an enrolment application form in English and provide a copy of their full academic record. Application forms are available from all Academy NZ branches.
- A deposit as detailed in the Pro Forma invoice is to be paid at enrolment. However enrolment is not complete until students pay the required total course fees. Students will receive their official receipt in time to apply for their student visa.

CONDITIONS OF ACCEPTANCE

- Students must be at least 18 years old.
- Students must have a full secondary school qualification and present evidence of this at enrolment.
- Students must meet the English language requirement of a minimum of IELTS 5.5, TOEFL 550 or Cambridge First Certificate and present evidence of this at enrolment. These listed levels of proficiency may be higher for specific programmes, this will be detailed for you in the programme brochure and at interview.
- A satisfactory character reference such as behavioural record at secondary school must be supplied.

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 www.immigration.govt.nz.

REFUND CONDITIONS

Please see '*Essential Information for Students*' brochure for details of our refund policy.

FACILITIES, EQUIPMENT AND STAFFING

- Each campus has a common room for student use. At some campuses a cafeteria operates. One campus has its own gym.
- Computers are available at all sites.
- At each campus a Recruitment Officer operates as a Student Liaison Officer and is available to assist all students with questions relating to accommodation, work or study load or any other issue which could affect your progress at the Academy.
- All our tutors have recent industry knowledge as well as teaching skills. Many campuses also have access to a Literacy and Numeracy specialist, and if you have any concerns you can contact the Registrar at your campus.

- The staff to student ratio averages 14 students per tutor, often less and not more than 20.

INFORMATION ON COURSES

We offer a wide range of Advanced Learning courses – please see the individual leaflets for the most up-to-date information.

MEDICAL AND TRAVEL INSURANCE REQUIREMENTS

- International students must have appropriate and current medical and travel insurance while studying in New Zealand
- Medical and travel insurance is compulsory for all international students studying in New Zealand, and we must view and approve your insurance before we can confirm your enrolment

Organisations who may be able to help you with this if you are arranging insurance from New Zealand are:

- Uni-Care
- Global International Ltd
- Southern Cross Healthcare

Note: You do not need additional insurance to cover Fee Indemnity as Academy New Zealand has appropriate student fee indemnification in place.

ACCOMMODATION TYPES

During your stay in New Zealand, you can choose between a number of different accommodation options.

- *Hostels* – student hostels usually have between 50 and 200 students of many nationalities. They are usually in the inner city. Accommodation is normally a furnished single room and while no meals are provided you have access to a fully equipped kitchen. Bathroom facilities are shared among a number of rooms.
- *Homestay* – this is living with a family in their home. This is a great way to improve your English, and you will be treated like one of the family. You will share mealtimes, household chores and have to follow their house rules such as curfews.
- *Private boarding* – you have your own room in a private residential home of boarders and the host. You are likely to be responsible for your room and possibly to help with other chores but you are quite free to come and go as you please.
- *Flatting* – renting a house or an apartment, often with other students and you are responsible for rent and bills. This accommodation is often unfurnished, and you arrange to share cooking, cleaning and bills amongst the others sharing the flat or house.

HELPFUL WEBSITES ARE:

- www.homestayfinder.com
- www.interstudent.co.nz
- www.rentmart.co.nz
- www.nzeil.co.nz
- www.flatfinder.co.nz
- www.study-nz.com

Please note that Academy NZ Ltd does not have any contact with these organisations and has not recognised or approved them as our agents.

While we do not provide or check accommodation, your campus Registrar will be happy to assist if our International Students have problems with the accommodation they have found.

ACCOMMODATION FEES

Many accommodation agents charge letting, joining or finders fees which vary greatly. These are usually not refundable.

Homestay fees range from \$150 to \$200 per week. A homestay arrangement fee can be between \$150 to \$450.

Hostel fees can be from \$90 to \$180 per week.

Rent for a house or flat can range from \$180 to over \$300 per week depending on how large and the quality of the accommodation. This is shared amongst all the tenants.

ORIENTATION AND INDUCTION

All students are welcomed to the Academy on their first day, and receive an induction to the course, the campus, and their rights and responsibilities. The Registrar will be happy to advise you on any aspects of New Zealand life should you require it or if you have any difficulties in adapting to a new cultural environment. We will also be running a weekly meeting for our International students.

DRIVING

Information about driving laws, driver licensing requirements and road traffic safety can be found on the following website: <http://www.itsa.govt.nz>. Please note that the New Zealand Road Code is applicable to all road users including pedestrians, passengers and cyclists as well as drivers.

WELFARE FACILITIES

Our staff will be able to give you help and advise on your responsibilities, where to find help and your rights, and will refer you to the agencies that offer support and guidance for different situations. However, if you need any further help or if you don't want to discuss the matter with us, the following contacts may be useful.

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 at www.moh.govt.nz.

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>.

If you have any mental health issues or concerns, you can access the following website for advice on a range of disorders including risk factors and treatments and where to access support: www.mentalhealth.org.nz.

Problem gambling can be a real issue for students both domestic and international. You must be 20 years to get into a casino, 18 years to place a bet, and 18 years to use a "pokie" machine. Problem gambling is becoming an increasing worry amongst young people using PC game rooms

on the Internet. You can seek help from the Problem Gambling Foundation of New Zealand (PGFNZ) by ringing 0800 664262 (0800 NO GAMBLE) or on www.cgs.co.nz.

The legal age for drinking alcohol in New Zealand is 18 years. If you are under 18 years you are not allowed to enter a bar or nightclub, or purchase alcohol. You are likely to be asked to show identification before you enter a hotel bar or club and you must show your passport or driving licence that has your photo. It is against the law to drink in a public place such as a beach or park, or have alcohol in your possession in a public place if you are under 18 years and not with a parent or guardian. The fines for breaking any laws relating to alcohol can be between NZ\$200 and NZ\$2000. Laws relating to drug supply and use are much more severe, and can lead to lengthy prison terms. In New Zealand it is against the law to buy, sell, use or possess certain drugs.

The smoking of cigarettes or tobacco is not illegal in New Zealand, though it is illegal for shops to sell these items to anyone under 18 years. Restrictions exist as to where you can and cannot smoke.

There are many organisations that will offer support and counselling for people who are affected by drug and alcohol misuse themselves or who know someone with a drug or alcohol problem. Some of these are: Dare at www.dare.org.nz, tel 0800 DARENZ, Fade at www.fade.org.nz tel (09) 4881298, the Alcohol and Drug helpline on 0800 787 797, Quitline on 0800778778 www.quit.co.nz. For a fuller list of support agencies please go to: www.nzdf.org.nz/links.htm.

Help, advice and information on sexuality and sexual health concerns can be found through the Family Planning Association at www.fpanz.org.nz, the Auckland Sexual Health Service at www.sexfiles.co.nz and Lifeline at www.lifeline.co.nz.

You may find that you need help with legal matters, general support or even with harassment and discrimination. These organisations can help: Citizens Advice Bureau on 0800 FOR CAB (0800 367 222), www.cab.org.nz. Auckland Migrant Resource Centre including an ESOL service on www.arms-mrc.org.nz. Chinese Lifeline on 0800 888 880. Youthline on 0800 376 633. Human Rights complaints on (09) 309 0874. Rape Crisis on www.rapecrisis.org.nz with links to local organisations. Child Youth and Family Services on 0508 326 459. Youth Law on 09 309 6967.

RULES AND STANDARDS

You will be issued with a copy of the *Academy New Zealand Student Information, Rules and Standards* and *Essential Information for Students* booklets which detail our expectations of you, the procedures that apply when a student withdraws, what happens when a student is found not to be attending their course or programme, and the circumstances in which we can terminate tuition etc.

ADVOCACY AND GRIEVANCE PROCEDURES

The Academy's internal General Complaints, Sexual Harassment, Health and Safety policies are summarised in the *Essential Information for Students* booklet.

All our students are entitled to adequate and fair procedures for dealing with grievances. If you wish, you can appoint an Advocate who will liaise with us about your complaint on your behalf. Copies of the full procedures are available on request.

If necessary, you can also contact the International Education Appeal Authority on (04) 462 6660, email on ieaa@justice.govt.nz. This is an independent body established to deal with complaints

from international students about pastoral care aspects of advice and services received from their educational provider or their agents.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

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 the pastoral care and provision of information only, and not to academic standards.

A summary of the “Code”:

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.

Academy New Zealand has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available on request from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/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/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

WHAT 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 Appeals Authority
Tribunals Unit
Private Bag 32-001
Panama Street
WELLINGTON

International Education Appeals Authority
Level 1, 86 Customhouse Quay
WELLINGTON 6011

Phone: (04) 462 6660

Fax: (04) 4626686

E-mail: ieaa@justice.govt.nz

Website: www.justice.govt.nz/tribunals/international-education-appeal-authority

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 and if the breach is not remedied within a set timeframe, or the IEAA determine that it considers the breach serious the IEAA may 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.

ACADEMY CONTACTS

We hope you found this booklet of use. Should you have any questions on its content or any other matter pertaining to your decision to study, or study, at the Academy, please do not hesitate to contact the Registrar.

Campus	Registrar	Phone Number
Academy New Zealand – North Shore	Kerry Attwood	09 443 7640
Academy New Zealand – Otahuhu	Lynn Leech	09 276 0576
Academy New Zealand – Christchurch	Andrew Murray	03 366 3489