



STUDENT HANDBOOK LANGUAGE (General Information)

Imperial College of New Zealand

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WELCOME

Welcome to the Imperial College of New Zealand (ICNZ), an educational institute specialising in vocational education and English programmes, located in the heart of Auckland City. We are committed to providing quality teaching, enabling students to advance their career by attaining their educational goals.

Our teachers and administrative staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their training programme and to ensure that they have an enjoyable and meaningful learning experience.

Our College Profile

At ICNZ, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education. The College caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment and make our students a top-notch leader in their chosen profession.

We are confident that our students will have an enjoyable and enriching experience by choosing ICNZ as their pathway to success.

Our Guiding Principles

Our Vision

To be recognized as a premier education provider in New Zealand.

Our Mission

The mission of the ICNZ is to provide outstanding educational programs and services that are responsive to our students and diverse communities. We make every decision to support the career and personal development of our learners. Our curriculum, teaching and services demonstrate that we value the diverse profiles of our learners.

We accomplish this mission by:

- Providing high quality teaching and instruction to promote fulfilment of knowledge transfer requirements and encourage academic acquisition in our surrounding communities.
- Providing skills education and student services programs to help students become successful learners.
- Establishing partnerships with stakeholders as well as other educational institutions to advance economic development.
- Improving the quality of life of our students and communities through broad-based research and scholarship programs.
- Preparing students with the skills to function effectively in the global economy of the 21st century.
- Anticipating and preparing to meet challenges by continually assessing and prioritizing programs, services, and community needs.
- Seeking the academic resources required for the effective delivery of academic curriculum.

Our Values

We believe in the following values that guide our work every day as we endeavour to realize our vision and achieve our mission.

- Student-Centred – We hold the current and future success of our students as our highest priority.
- Excellence – We are committed to outstanding services, academic programs and teaching.
- Respect – We uphold the highest ethical standards, and affirm and protect the rights, dignity, and integrity of each member of our diverse community.
- Inclusion – We cultivate a working and learning environment where diversity is recognized as essential to our success.
- Innovation – We anticipate and respond to emerging trends to meet the evolving needs of our local, national and global communities.

Your 24/7 contacts

- Judy Jia: 021 196 6588
- Kanwalpreet Kaur: 021 264 8816

If you have an emergency that cannot wait until normal class hours, please contact above staff.

1 PURPOSE OF THE HANDBOOK

This Handbook is about how the Imperial College of New Zealand (ICNZ) care for their students. You should receive a copy of the handbook when you are offered a study place on a course. This enables you to learn before you enrol how the Imperial College of New Zealand operates.

Every part of the Handbook applies to international students.

2 OUR ORGANISATION AND OUR COURSES

The college was opened in 2002 under the name of Auckland Language School and changed its name to Imperial College of New Zealand in 2011. The change in ownership took place in November 2017 and is currently under new management.

The college is accredited by NZQA to deliver the following courses:

- Certificate in English
- Certificate in English (Advanced) (level 3)
- Interpreter Course (level 5)
- TESOL Course (level 4)
- New Zealand Diploma in Business Level 5
- New Zealand Diploma in Business Level 6

Our teachers are well qualified and experienced. You will enjoy studying with our staff as you work towards your goals.

2.3 Further Course Information

Please ask for our course brochures and course handbooks for more detail.

3 OUR CAMPUS

Our campus has spacious classrooms, computers for student use and a student common room with a kitchen. A major bus route passes outside our door and a railway station is close by. We are located in the heart of Auckland City where there are many students. The college is surrounded by a number of good eating places. All administrative offices, as well as classes, are located at the main campus at 16 Waverley Street. The campus is easily accessible by road and by public transport.

One of the things we concentrate on is providing support for students. Every staff member provides support but the Principal, has special responsibility for student welfare support. See the Welfare Support Services section of this handbook for more details. Just ask if you need help.

4 STUDYING WITH US

4.1 The Learning Environment

We work hard to make learning enjoyable and to get good results. We do this by using good tutors, good facilities, modern equipment, up-to-date learning resources and by constantly reviewing our programmes. You are expected to attend all classes and complete your assignments on time. Our tutors provide plenty of help and give quick feedback on your work. We want you to progress as fast as possible.

As a student at ICNZ, you can make use of our numerous facilities, including:

- ❖ computer lab with easy access for students
- ❖ access to library resources
- ❖ student recreation area
- ❖ tea and coffee making facilities

4.2 Assessment

For General English courses we ask you first to sit an English entry test so that we can be sure to place you in the most suitable class. When you enrol for courses other than General English you have to meet entry criterion requirements. If you apply for RPL (Recognition of Prior Learning, please note that the assessment for RPL is based on one or more of these pieces of evidence:

- a certified copy of your academic record
- a certified copy of a portfolio you have compiled
- an evaluation by NZQA of your overseas qualification/s (for this you must pay a fee to NZQA)
- early assessment for a part of the course

If the RPL assessment shows that you are already competent for part of the course, you may be awarded credits for that part.

Assessment results are notified quickly, discussed with students and recorded carefully. The discussions are to help with your future learning. You have the right to be re-assessed and, if you disagree with an assessment decision, you may appeal against it. Details about appeals are shown in Section 10 of the handbook.

4.3 Our Quality Management System (QMS)

We have a QMS to manage our quality with the purpose to make sure that all our students have an excellent chance of success. Our system provides:

- a secure and positive learning environment
- facilities, resources and methods necessary to deliver quality learning
- well qualified and committed staff, sensitive to the culture/s of their students.

4.4 Course and Teacher Evaluations

We get regular feedback from students on college atmosphere, course and teachers. On a separate form you may be asked for feedback/comments about your course. Teachers' also evaluate their own course and each other's performance.

4.5 Policies on Textbooks and other Learning Materials

Students must buy their own textbooks, either new or second-hand. They must also buy their own stationery. Learning materials other than textbooks – handouts, case studies, assessment material are provided.

4.6 Additional Reading

We have a small reference library for you to use. We have a long term plan to expand the library and operate it also as a research centre. Additional reading material can be obtained from your local public library. The Auckland Central Library is only a short walk from the College. The service is free - all you need to do is show a letter addressed to you at your home address. Administration can assist you to get a library card.

4.7 Additional Language Support

For all our students additional help with English is available from the college - ask us about it.

4.8 Equipment and Learning Materials

The College provides standard classroom equipment, reference books, teacher handouts and other learning resources. It also has a number of computers available to students for their assignment work, and has audio and videotape recorders, cassettes, CD-ROMs, DVDs and TV.

4.9 How to Become a Successful Student

The things mentioned above will help you reach your study goals, but success also depends on how you organise your life. It is important to:

- set realistic education goals
- attend classes regularly
- interact with tutors and classmates
- persevere with study and complete all assignments
- keep a balance in your life between study, recreation and rest

4.10 Plagiarism

Plagiarism is attempting to present another person's work or ideas as your own. This is a form of cheating and it is not allowed. Please read the Student Behaviour and Discipline policy.

5 APPLICATION AND ENROLMENT

5.1 Programme Information

You can get information about our programme either from our campus in Auckland, our website or from our agents in your home country. We provide full and up-to-date information in our course handbooks, brochures and other publicity information. You are welcome to contact us or our agent if you need extra information.

5.2 Meeting programme Requirements

International students must be aged 18 or over and hold a student permit to study diploma programmes at the College. For more information, please check entry criterion with administration.

5.3 Registration and Payment of Fees

- The first step is to register for a course by completing a Registration Form and supplying key information about yourself:
 - personal details
 - photocopies of certificates, with translations into English, if necessary (all copied documents must be certified as true copies by a Solicitor, Notary Public, Justice of the Peace, or Commissioner of Oaths) - the registration fee and the total tuition fees for the year

International students also need to provide:

- Evidence of their level of English
- If you meet the entry criteria for the course, we may send you a letter headed 'Offer of Place'. At this time we also send a copy of the *Student Handbook*. The 'Offer of Study Place' lists conditions which you must meet before your study place is confirmed.
- New Zealand applicants next provide any additional information needed, pay their tuition fees for the year and sign our *Tuition Contractual Agreement*.
- **For courses up to 12 weeks**, students may not require a student visa. You will be asked to complete an application for enrolment form and are given a student handbook, and a tuition contract and an invoice for the period of study. Once we have received your fees we will give you a receipt and you will receive a confirmation regarding the class start date and time of your first class on campus. Visa conditions apply.
- **For courses longer than 12 weeks**, International students use our 'Offer of Place' letter to apply for a student permit. We can accept you only if you obtain a student permit or visa which states that you will study for a named course at Imperial College of New Zealand.

To obtain a valid student permit you must provide Immigration New Zealand (INZ) with the following:

- signed INZ application form
- application fee
- passport valid until at least three months past the date you plan to leave NZ
- a recent passport-sized photograph
- evidence of financial support while in NZ (\$15,000 for a course more than 36 weeks/year, plus funds for air fares)
- an offer of a study place from a registered NZ provider such as Imperial College of New Zealand
- evidence that you have paid your fees for the first year
- evidence of a guarantee of accommodation (we can help you obtain this guarantee)
- an outline of the course you wish to follow in NZ
- a police certificate
- for people studying for more than two years, a medical and x-ray certificate
- any other documents or information required by the immigration officer

Further advice can be obtained from our agent or the INZ, as explained in the statement below.

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 Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

Medical and Travel Insurance

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

- International students must then send us the following:
 - a certified copy of their student permit
 - a signed *Tuition Contractual Agreement* form
 - certified evidence of appropriate 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

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.govt.nz

5.4 Enrolment and Orientation

Enrolment is completed when you arrive at our campus in Auckland. During enrolment all students provide up-to-date personal details about:

- their residential address
- type of accommodation (international students)
- contact details (telephone, mobile phone, email address)
- names of people to contact in an emergency, including next of kin

On Day 1 you are given a student ID (identification) card and information about your course. During your first week on campus you will have student orientation; here you will learn about the College and how it operates. You get to know the campus and key staff members. We also help you to find your way around Auckland.

We discuss the Student Handbook so you are clear about your rights and responsibilities as a student. We provide an introduction to New Zealand society, including information about the Treaty of Waitangi, the agreement signed in 1840 between Maori and the British government. International students are reminded what they must do to meet the requirements of Immigration New Zealand.

6 FINANCIAL MATTERS

6.1 Financial Dealings with Students

All dealings are conducted openly and fairly, according to New Zealand law and good accounting practices. Financial records are kept carefully and provided for students on request. Tuition fees cover:

- teaching
- use of learning resources, including audio and video recorder/players, CD online learning material and the use of computers, including after hours by agreement, and free access to the internet, by agreement

6.2 Student Withdrawals and Refunds Policy

Purpose of the Policy

Imperial College of New Zealand ensures that students and other stakeholders receive clear information about the student withdrawals and refund requirements. ICNZ ensures that the fee refund procedure fully meets the requirements of the regulators (NZQA and MoE) and the Education (Pastoral Care of International Students) Code of Practice 2016.

PROCEDURES AND RESPONSIBILITIES

- Students wishing to withdraw from any of the courses must complete the course withdrawal request form with the reasons for withdrawal from the College
- The Principal or nominee makes decision (either approves or declines) on the application. Refund requests are approved or declined by the Principal or nominee based on the withdrawals and Refunds schedule as below
- When the refund applications are approved, Public Trust refund forms are generated by the administration and are given to the students for their signature

and any relevant information. When the refund applications are declined, students are given opportunity to have meeting with Principal to discuss the reasons for decline

- Completed Public trust refund forms are then sent to Public Trust for authorisation and processing of fees held by Public Trust.
- In instances where a course is being cancelled, the College shall arrange for a full refund of fees paid by the students. In the event that a course is cancelled part way through due to unforeseen circumstances (including course closure or regulatory closure), a proportional refund of fees paid will be given.
- Students whose attendance is below the accepted percentage, or has failed to make contact with the College, despite warning letters being sent or phone calls made will be withdrawn from the course and Immigration New Zealand will be notified immediately, and no refund applies.

Refund Schedule

The amount of refund depends on the period of enrolment and period between the course start date and the application for withdrawal.

1

a. **Course length less than 5 weeks**

- i) Student withdrawing on or before the 2nd working day from the commencement of the course, the College will retain up to 50% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 2nd working day, there will be no refund

b. **Course length greater than 5 weeks and less than 3 months**

- i) Student withdrawing on or before the 5th working day from the commencement of the course, the College will retain up to 25% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 5th working day, there will be no refund

c. **Course length of 3 months or greater**

- i) Student withdrawing on or before the 10th working day from the commencement of the course, the College will retain up to 25% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 10th working day, there will be no refund

2 Students withdrawing before the course starts will also be subject to the above criteria, i.e they will be entitled to a refund less any amounts (such as Insurance fees if already applied by the provider, the homestay placement if already confirmed by the student) allowed to be retained.

3 A full refund of any and all course-related fees paid by students will automatically be given for courses which are cancelled by Imperial College

of New Zealand, or which did not start due to an insufficient number of enrolments.

- 4 Imperial College of New Zealand reserves the right to cancel any course for which there are insufficient enrolments.

6.3 Fee Protection

Imperial College of New Zealand has an arrangement with the Public trust, which acts as a trustee to protect student's fee by holding the fee amount in a trust account. This protects all students fee against the withdrawal of accreditation of the College, any unlikely event of insolvency or the regulatory closure. This is a NZQA approved arrangement for fee protection.

6.4 Costs Other than Fees

- A course textbook or textbooks may cost about NZ\$100, depending on the course
- A dictionary and stationery items may cost \$100.
- Transport to and from our campus may cost \$75 week (\$3,000 over 40 weeks) if you are staying at a homestay.
- Bus fares for class field visits may also cost \$75 over 40 weeks
- Re-enrolment Fees (Refer to the policy 6.7)
- Certificate Fees \$50.00
- Graduation Fees \$50.00
- Credit transfer fees to NZQA based on the credits

7 LIVING IN NEW ZEALAND

7.1 Accommodation Service

We help you to find suitable accommodation and we contract an accommodation agent, Kiwi Homestays Limited, to make the arrangements. If you have any questions or problems about accommodation, please contact our Administration.

7.2 Range of Accommodation Available

Four kinds of accommodation are available, as described below. Imperial College of New Zealand has not assessed any of these accommodation providers.

Nikau Street Student Hostel

This is especially useful for first year students living in a new country. It is an easy 10 minutes' walk to the college and has pleasant bed-study rooms, a large kitchen and recreation facilities.

Homestays

Homestays are family homes, usually with separate houses with their own gardens. A typical home has two adults and younger children. Normally you are provided with morning and evening meals from Monday to Friday and other meals by arrangement. The minimum time in any one homestay is four weeks. Homestay costs may be approximately:

- an initial payment (to the college) of \$880 at the time of registration (for the first four weeks)
- an additional \$220 a week (to the college) for every week you will be in that homestay, including the study breaks in your course

Private Boarding Establishments

This kind of accommodation provides full board, including all meals and sometimes extra services such as ironing. Boarding establishment costs are likely to be:

- an initial payment of \$880 at the time of registration (for the first four weeks)
- an additional \$220 a week (to the college) for every week you will be in that homestay, including the study breaks in your course

Flats (apartments)

A flat may be part of a house or a whole house which is shared between two or more flatmates. Flating or apartment accommodation is usually more expensive. Flats may cost between \$250-500 a week, depending on their quality, location or whether or not you are sharing. An initial bond will often be required. In addition to the rent you can expect to pay about NZ\$ 70.00 a week if you prepare your own food, \$40 a week for energy (heating, lighting, cooking, hot water) and \$20 a week for a telephone.

Wherever you stay you will pay extra for transport, entertainment and restaurant meals. These costs differ widely from person to person.

7.3 Alcohol and Tobacco

New Zealand has strict laws for the use of alcohol. You must be aged 18 to buy alcohol or enter a bar where it is sold.

Shop keepers must not sell tobacco to anyone under the age of 18. Smoking is banned in most public buildings and in many private buildings, restaurants and hotel bars – even at the Auckland Zoo.

Smoking is not allowed in any part of our campus buildings. It is a health hazard and it is not acceptable for non-smokers to breathe air polluted by tobacco smoke.

7.4 Driving and Traffic Laws

In New Zealand all vehicles travel on the left hand side of the road. Before you drive in New Zealand you should study the Road Code to learn the rules of the road.

If you have a driver's licence from another country or an international driving permit, you may drive in New Zealand for up to one year. After that you must get a New Zealand licence. There are three kinds:

- *Learner Licence*: theory test, then driving under supervision
- *Restricted Licence*: attempt practical test after six months as learner, supervised driving from 10.00 pm till 5.00 am
- *Full Licence*: apply after 18 months with a restricted licence (6 months if aged 25 or over), unsupervised driving

For further details please visit: www.nzta.govt.nz

7.5 Alcohol and Driving

It is recommended that no driver should drink and then drive. The current blood alcohol limit for drivers is 0.05ml for fully licensed drivers and this limit may be lowered. There are heavy penalties for people who drink and drive.

7.6 Motorists, Cyclists and Pedestrians

Motorists and cyclists have both rights and responsibilities on New Zealand roads, and pedestrians have rights and responsibilities when they are crossing roads.

Motorists:

- Give cyclists space (half a car width) and do not try to pass them unsafely
- Watch for sudden movements, especially in windy conditions which make cycling difficult
- Use dipped headlights for oncoming cyclists
- Park with care; look for cyclists before opening a door
- Stop for pedestrians on pedestrian crossings
- Stop when requested by school patrols which control children crossing roads

Cyclists:

- Always wear a safety helmet
- Wear clothing that makes you visible
- Ride single file in town traffic
- Think ahead and signal to show drivers what you intend to do
- Stop for pedestrians on pedestrian crossings
- Stop when requested by school patrols which control children crossing roads
- Do not: jump red lights; ride on pavements; ride on pedestrian crossings; ride up a one way street against the traffic

Pedestrians

- Cross the road on pedestrian crossings, if they are available, and walk quickly over the crossing
- Wear visible clothes at night and signal your intentions to drivers and cyclists

8 WELFARE SUPPORT SERVICES

8.1 THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016

Imperial College of New Zealand has agreed to observe and be bound by 'The Education (Pastoral care of International Students) Code of Practice 2016 (the code). Please refer to the attached copy of the code.

All staff members will make sure that the Code is honoured. Information about the Code is also displayed on our notice boards and in classrooms.

8.2 Internal Support

Requests for support should be made first to Student Support who will provide:

- advice about anything to do with college operations
- help and advice about any learning problem
- advice about accommodation
- financial advice
- limited personal advice
- advice about and contact with welfare organisations in Auckland
- advice on procedures for dealing with grievances or complaints

8.3 External Support

Listed on the following pages are key welfare organisations in Auckland. Ask Student Support to help you make contact with them.

<u>General Support</u>	
<ul style="list-style-type: none"> • Lifeline and Inter-church Counseling Services 95 Great South Road Epsom Phone: 522 2999 (24 hours) Also at 95 Great South Road: Chinese Lifeline Phone: 0800 888 880 Crisis counseling of all kinds 	<ul style="list-style-type: none"> • Youth line Phone: 0800 376 633 Email: talk@youthline.co.nz Web: www.youthline.co.nz Crisis counseling of all kinds: anxiety, risk, personal crises, etc
<ul style="list-style-type: none"> • Citizens Advice Bureau (CAB) Central Library 44 – 46 Lorne Street Central City Phone: 0800 367 222 Free advice about anything. Referral to other agencies which can help 	<ul style="list-style-type: none"> • Citizens Advice Bureau (CAB) 82 St Lukes Road Mt Albert Phone: 846 4023 Asian Community Help service. Also free general advice about any problem
<ul style="list-style-type: none"> • Iranian Community Trust 4 Olympic Place New Lynn Phone: 826 3940 General advice and support 	<ul style="list-style-type: none"> • Shakti Migrant Services Trust 5a Jordan Avenue Onehunga Phone: 634 5426 General advice and support
<ul style="list-style-type: none"> • Asian Health Support Service North Shore and West Auckland Phone: 486 8314 	<ul style="list-style-type: none"> • Auckland District Health Board Mental Health Service Manaki house, Central Auckland Phone: 0800 570 651

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	Advice about any health problem		
•	Chinese Mental Health Consultation Services 134 Pah Road, Royal Oak Auckland Phone: 09 624 3880	•	Mental Health Foundation of New Zealand Unit 109 – 111, Zone 23 23 Edwin St, Mt Eden 1024 Phone: 630 8573 Advice about depression, etc. People seeking help can refer themselves
Specialised Support			
•	Auckland Family Counseling and Psychotherapy Centre 33 Owens Road Epsom Phone: 638 7632	•	Community Council on Alcohol and Drugs Addiction Phone: 0800 787 797 Web: www.adanz.org.nz
•	Auckland Central City Mission 140 Hobson Street Phone: 379 2395 Help with addictions	•	Alcoholics Anonymous 78 Pitt Street Auckland 09-366-6688 Web: www.aa-auckland.org.nz
•	The Salvation Army 15 Ewington Avenue Mt Eden Phone: 630 1491 Email: akbridge@xtra.co.nz Web: www.sabak.org.nz Help with addictions	•	Auckland Sexual Health Service 16 Park Road Grafton Phone: 307 2885
•	Auckland Sexual Abuse HELP 2 Conway Road Mt Eden Phone: 623 1700 (24 hours)	•	AIDS Hotline 1-3 Poynton Terrace Newton Phones: 0800 802 437 and 358 0099
•	Gamblers Anonymous Phone: 0800 654 655	•	Gay line / Lesbian line Auckland Gay/Lesbian Welfare Group Level 2 39 Anzac Avenue Auckland Central Phone: 309 3268 Sexual and relationship matters
•	Disabled Citizens' Society 421-423 Dominion Road Mt Eden Phone: 638 8153	•	Domestic Violence Centre 409 New North Rd Kingsland Auckland Phone: 0508 144 633
•	NZ Immigration Service 480 Queen Street Auckland City Phone: 914 4100	•	Legal Information Service 52 Hepburn Street Freemans Bay Phone: 378 7444
•	Public Trust	•	Tenancy Services

<p>Phone: 0800 371 471 Website: http://www.nzcqt.co.nz/fee-protect/what-is-fee-protect.html</p> <p>Advice about student fee protect, etc</p>	<p>Level 11/67 Reserve Bank Building 67 Customs Street Auckland Central Phone: 0800 836 262</p> <p>Advice about renting flats, etc</p>
<ul style="list-style-type: none"> • Dr Li ZHUANG General Medical Practitioner 283 Ponsonby Rd Ponsonby Phone: 376 2760 	<ul style="list-style-type: none"> • Catholic Family Service 31 Lincoln Street Ponsonby Auckland Phone: 378 9650 Fax: 378 8671
<p><u>Further Information</u> Look up directories of support organisations – ask at the Help desk, Level 2, Auckland Central Library, Rutland Street, Auckland Central, for the directories listed below)</p>	
<ul style="list-style-type: none"> • <i>The GM Resource and Referral Directory (Auckland/Northland)</i> 	<ul style="list-style-type: none"> • <i>Community Help: The New Zealand Directory of Services</i>
<ul style="list-style-type: none"> • <i>Youth Services Directory</i> (published by Youth line) 	<ul style="list-style-type: none"> • <i>Auckland Community Resources Directory</i> (published by Lifeline and Inter-Church Counseling Service)

8.4 Job Search

College provide support to:

- Provide a summary of your academic record
- Provide a reference – although it is our choice whether to do so
- Advise on the preparation of your CV
- Advise you on job search skills
- Advise you on interview techniques

9 ADMINISTRATION

9.1 Weekly Timetable

Class hours are normally between 0830 and 1700 hours, Monday to Friday. Please check with your individual schedules for your class times. You must attend College for 20 hours per week. You are also expected to study for up to 15 hours a week in your own time. It may be possible to spend part of those 15 hours working at our campus – for example, if you wish to use a computer so that you can complete an assessment.

Good time-keeping is essential - staff and students are asked to be on time for all classes and meetings. Good time-keepers are more likely to be good students and, later, reliable workers.

9.2 Attendance and Absences

To qualify for a course certificate you must attend 100% of classes. Time off is allowed for illness, dental appointments, and other special circumstances. Students must provide evidence for their absence.

Please notify the Student Support staff, teacher or Administration by telephone when you know you will be absent. If you will be absent for three days or more, please give notice in writing. In some situations special leave can be given which does not affect your attendance record.

If your attendance record is unsatisfactory you will receive a reminder notice from us. If you are absent for three days without notice or if your attendance record falls below 90%, you will receive a warning letter from our College. Our main concern will be to help you solve any problems and to complete your assignments.

The Immigration New Zealand requires international students to have an excellent attendance record. **If your attendance is less than 90% and you have received two warning letters, the Immigration Service will be notified. This may lead to the withdrawal of your study permit.** Please read Policy 6.7 - Student Attendance and Academic Performance Requirements for detail.

9.3 Student Records

The Administration staff keeps your Records of Learning and other student records, including your address and contact details. If you change your address or contact details, please notify the administration immediately. You may ask for up-to-date details of your records at any time.

The College will provide a record of learning at the end of every academic year, if you wish for a copy at any other time please request it in writing to Student Support.

9.4 Safety

Safety is governed by our *Health and Safety Manual*. A copy is placed on the common room notice board. We also discuss health and safety during orientation. Any accident resulting in injury must be reported to the tutor in charge.

9.5 Food

Lunch can be bought from nearby shops. We provide a kitchen and common room where you can prepare your own hot drinks and eat your food in comfort. No food or drink (except bottled water) may be consumed in classrooms.

9.6 No Smoking Policy

Smoking is not permitted in any College area – for reasons of health, safety and courtesy.

9.7 Alcohol and Drugs

You must be able to prove you are 18 years or over to purchase alcohol at liquor outlets. Using nonprescription drugs is illegal in New Zealand. Therefore, no alcohol or drugs are allowed on College premises - except drugs prescribed by a doctor. Possession and/or use of alcohol or drugs on College premises will lead to early dismissal from the course. Action will be taken after the first offence – there will be no warnings. Dismissal will first be discussed with the student concerned and, if the student is under 18, with a parent or guardian. In the case of international students, dismissal from a course will be notified to the Immigration New Zealand.

9.8 Harassment and Sexual Harassment

Any kind of harassment is regarded as a serious matter. Sexual harassment is illegal and a serious offence. For the purpose of this Handbook, sexual harassment includes:

- Requests for sexual favours, including implied or overt promises of preferential treatment or threats concerning present or future employment status.
- Sex-oriented jibes or verbal abuse, i.e. jokes, teasing or abuse about sexual matters.
- Unwarranted and deliberate physical contact which may include patting, pinching or brushing against someone.
- The display of pornographic pictures in learning areas, e.g. pin-ups, calendars or other material which degrades.

At the College we have a duty to provide an environment free from sexual harassment. It is also the duty of any person who suffers from harassment, or observes it, to take action to stop it.

9.9 Withdrawal of Tuition Services and Exclusion from a Course

In some circumstances it may be necessary for us to withdraw tuition from a student and ask him or her to leave a course. If this happens to an international student, Immigration New Zealand will be notified.

Exclusion takes place if a student breaks their study contract through one or more of the following actions:

<ul style="list-style-type: none">• having no authority to study – e.g. a student permit has expired	<ul style="list-style-type: none">• providing inaccurate personal information
<ul style="list-style-type: none">• poor attendance	<ul style="list-style-type: none">• poor performance – e.g. failure to complete assignments
<ul style="list-style-type: none">• harassment or sexual harassment	<ul style="list-style-type: none">• damage to property of other students or to the College
<ul style="list-style-type: none">• breaking a New Zealand law	<ul style="list-style-type: none">• Plagiarism, in other words, copying, cheating, presenting work that is not original or done by the student

Students whose behaviour is regarded as unsatisfactory are entitled first to two verbal warnings. At this point the homestay host and parent of international students under 18 are notified. This is because we wish to discuss the matter carefully before any further action is taken.

If behaviour continues to be unsatisfactory, students receive a written warning which states what will happen if they continue their behaviour. Whenever the possibility of dismissal arises we shall first discuss the matter carefully with the students and whoever else is involved. Our main concern is to help you overcome problems and finish your course.

Students faced with withdrawal of tuition services and exclusion from a course have the right to have their case reconsidered by an external authority, as explained in Section 11 below.

9.10 Holiday Breaks

Students are entitled to holiday breaks between term breaks. Read your course handbook or ask for details when you enrol.

9.11 Personal Property

We try to keep your personal property as secure as possible, but we cannot accept responsibility if it gets damaged or lost.

9.12 Respect for others

On our campus we have a multicultural environment which makes it an interesting place in which to work and study. It also means that we must respect the beliefs and values of others at all times.

9.13 Telephones

We accept telephone messages for you and will notify you about them as soon as possible. Mobile phones are permitted but may not be used in class time.

10 DEALING WITH PROBLEMS

10.1 Grievances and Complaints

If you have a grievance or complaint about another person, an assessment, or anything else mentioned in this handbook, you should first try to settle the matter within the College. If it cannot be settled at this level, you may refer your problem to an external authority and you will have the full support of the Imperial College of New Zealand while it is dealt with. We will supply the external authority with information it needs and will cooperate with it in any other way necessary.

10.2 Procedures for Settling Grievances and Complaints

- First, talk directly to the person or persons concerned.
- If the problem is not resolved, discuss it with the Student Support and record the details on a 'Grievances, Complaints and Appeals' form (see Appendix 3). Keep a copy for your own records. It is important to create a written record of your complaint or grievance.
- If the Student Support is unable to find a solution, the next step is to ask the Principal to consider it.
- If a discussion with Principal does not find an acceptable solution, you may then refer the problem to an external organisation.
- NZQA deals with all student problems, NZ Qualifications Authority, PO Box 160, Wellington 6140, Phone 0800 697 296

If your concern is related to financial or contractual dispute, you can contact *istudent complaint* <https://www.istudent.org.nz/>

10.3 Reassessment and Appeals against Assessment Decisions

As far as possible, reassessment and appeals against assessment should be settled within the College. If you believe that your work has been assessed unfairly, or that your performance was affected by ill health, you must first discuss the matter with your tutor. If you remain dissatisfied with the assessment, speak to the Academic Manager. Then if the matter has not been resolved you may speak with the Principal. Please do not attempt to speak with the Principal without following the above procedure. These steps will be recorded on the 'Grievances, Complaints and Appeals' form.

External appeals may be made when an assessment matter cannot be settled within the school or college. The Principal can advise on how to make such an appeal. External appeals are made to the person who moderates our assessments.

The final source of appeal for assessment matters is: Moderation Services, New Zealand Qualifications Authority, PO Box 160, Wellington 6140.

Appendix 1

GRIEVANCES, COMPLAINTS AND APPEALS FORM
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Instructions: Student will fill section C, D and E of this form and give to Student support staff

A Dealing with Problems

We want to hear about your concerns. Please tell us about them early. We aim to settle problems within seven days of receiving notice from you. Try to deal with problems through talking directly with the people concerned. If this does not get results, ask Student Support for help.

B Purpose of the ‘Grievances, Complaints and Appeals’ Form

This form provides evidence of attempts to settle a problem. It can be used to record ideas for improving your course or our administration, to express a grievance or complaint, or to appeal against an assessment decision or any other concern.

C Your Name and Contact Details

D Type of Problem

Tick alongside the type of problem you want investigated.

<i>Course of Study</i>	<i>Learning Environment</i>
<i>Administration</i>	<i>Homestay Accommodation</i>
<i>Unprofessional Behaviour</i>	<i>Health and Safety</i>
<i>Assessment</i>	<i>Withdrawal from Course of Study</i>
<i>Absence</i>	<i>Leave</i>
<i>Other (provide your own heading):</i>	

E Details of Problem

For office use only:

Meeting required (Y/N) _____ **Meeting Date:** _____

Meeting outcome (including detail of appeal to an External Authority, if any)

Final Outcome of Investigation

Implications for the Imperial College of New Zealand

If a grievance, complaint or appeal is found to be justified, a change of policy or procedure may be needed. The Principal is asked to list below any suggested changes and to discuss them with the Management Team.

Signature of Support officer or principal:

Signature of student initiating the action:

Start date of investigation:

Finish date of investigation:

Appendix 2

Student Contact Details Form: *Please complete the details below and return to:*

The Principal
Imperial College of New Zealand
Level 3, 16 Waverley St, Auckland City
New Zealand 1010

<p>Contact details: Country of Origin</p>	<p>Student Name: _____</p> <p>Student ID: _____</p> <p>Country of Origin Address: _____</p> <p>Home Phone: _____</p> <p>E-mail: _____</p> <p>Next of Kin (Name): _____</p> <p>Address: _____</p> <p>Phone: _____</p> <p>Email: _____</p>
<p>Contact details in Auckland:</p>	<p>Accommodation Type: (please tick)</p> <ul style="list-style-type: none">• Homestay Accommodation <input type="checkbox"/>• Boarding Establishment <input type="checkbox"/>• Temporary Accommodation <input type="checkbox"/>• Other _____ (please describe) <p>Residential Address :</p> <p>_____</p> <p>_____</p> <p>Phone: _____</p> <p>E-mail: _____</p>

Appendix 3 - Cheating and Plagiarism

Academic honesty is one of the most important values of our organisation. Imperial College of New Zealand does not accept any kind of academic dishonesty, which includes: Cheating and Plagiarism.

Cheating:

Cheating is a fraudulent practice for the purpose of achieving course work. It includes any dishonest action taken by the student to gain credits.

Plagiarism

Plagiarism is also a form of cheating, which includes the “use/representation of someone else’s work as your own work”. This work could be published or unpublished, but it is considered as the intellectual property of someone else.

The college understands that student will need to include information from various authors, books, websites, articles, researches etc in order to do their assessments, but student need to be aware to include correct references.

Complete information on plagiarism and referencing are discussed during orientation; hence student must attend orientation. This information is also discussed on an ongoing basis as a part of student’s assessment conditions.

If a student is suspected of cheating, plagiarism or any kind of fraudulent activity, the following procedure shall be implemented:

1. Student will receive a letter to attend a meeting with a Panel (Academic Manager, Team Leader and Tutor). Information about allegation (Cheating or plagiarism) will be given to the student along with the letter.
2. During the meeting, student will be given a chance to discuss/explain about the allegations. Students are entitled to provide any evidence to prove that the allegations against you are not true.
3. After the meeting, a decision will be made by the panel.
 - If the Panel feels that student was unintentionally involved in the fraudulent activity, student will be given 7 days to submit/resubmit your work. Student may also receive warning letter.
 - If student accepts the allegation and it is found that this is the first offence, student may be given one chance to submit/resubmit the work. This will be the final attempt for the student. Student will also receive a written warning letter and this will be placed in student’s record file.
 - If student accept the allegation and it is found that this is not the first offence, then the College will have no choice but to terminate student’s registration and inform Immigration New Zealand.
 - If student deny the allegation but the Panel is satisfied the allegation is true then the student can appeal internally to the Principal of the College. The Principal will investigate the case, have a meeting with student and will make the final decision. If Principal is satisfied the allegation is true then the College will have no choice but to terminate student’s registration and inform Immigration New Zealand.

If student fails to attend the meeting, the college will assume that you accept the allegation.

4. If Student is unhappy with any of the decisions, student can appeal to the designated external authority. The contact details of the external authorities are given in your handbook and also are displayed on the notice board.

Appendix 4 - Policy 6.7 (a) Student Attendance Requirements

1. All international students attending the Imperial College of New Zealand must meet the attendance requirements as set out in the Student Handbook and curriculum document regulations for the course for which the student is enrolled.
2. Students who are unable to attend a class for any genuine medical or personal reason, e.g. bereavement, should advise the Student Support Staff the earliest possible opportunity.
3. Students who need to have an extended absence due to exceptional circumstances beyond the control of the student must apply to the Principal and/or nominee at the earliest opportunity. A decision about attendance requirements for students is at the discretion of the Principal who will consider all factors in terms of academic quality, unique circumstances and the need to maintain educationally sound practices.
4. For each qualification or course, a system for accurate monitoring and recording of student attendance is required to be in place, to an auditable standard.
5. Students, Teaching staff and administration staff will have equal responsibilities to implement this policy.

Responsibilities of Students: Following are the responsibilities of the students in regard to their attendance:

- Attendance is compulsory, as per the individual student's timetable
- They must inform student support staff in case of any absence. In case of illness, they must present medical certificate as evidence
- They must apply and get approval for any planned leave at least two weeks before the leave. Leave without approval will be marked absent
- They must contact the student support officer along with academic staff and make arrangement to make up any work missed during their absence/approved leave

Marking Codes:

- Absent: Student is not present in the class 15 minutes after class start time
- Approved Leave: If student's leave has been approved by the Principal.
- Late: If the student arrives up to 15 minutes late after the class start time
- Present: On time and present at the beginning of the class start time
- Sick: Student is not present in the class due to any serious sickness and has provided evidence of sickness (e.g. medical certificate)

Monitoring of Attendance

- Students receive attendance percentage on first week of every month
- Student will receive their first warning letter if it is found that their attendance does not meet the requirement i.e. minimum of 90%.
- Student will be given 4 weeks to improve the attendance. If after 4 weeks, it is found that the attendance does still not meet requirements, the student will receive a final warning letter and given 10 days to report to the College to appeal.
- If the student fails to contact the College, the student's enrolment will be terminated and NZ Immigration services will be advised about the termination.
- If the student wishes to make an appeal, the student will be given an opportunity to provide evidence within 5 working days. The Principal will review the evidence provided by the student to make a final decision. The final decision will be given to the student in writing.
- At every stage of the process, a designated attendance staff will ensure that the copy of each letter issued to the student is placed in the student administration file and updated in Enrolpro.

Absence Procedures for the policy

- If student requests leave during the teaching term, they will complete the "Student Leave Application Form" and submit it to the student support staff with the appropriate evidence.
- Support staff will forward the request to the Principal.
- Principal, in consultation with the support staff (also class Lecturer and/or Academic Manager if required) will make a decision of approval if they are satisfied with the reason and evidence provided. Approval is not automatically given.
- Please note the applications are accepted from the students, whose attendance is above 90%.
- Student support staff will advise the student accordingly with the outcome of the leave request.
- In the case of unplanned leave (e.g. leave taken in case of emergency), the student will complete the "Notification of Absence Form" and submit to the College as soon as physically possible by hard or soft copy (it is important that the College knows where the student is at all times). The request for unplanned leave may be approved retrospectively, depending on the circumstance or evidence provided.

Note: The student must make arrangements with the Academic Manager (or Lecturer), on their return from approved leave, to compensate for the missed work; this may include one to one sessions during the term break or additional tutorials. There is no extra cost for these sessions for approved leave students. Students are responsible to apply for their visa extensions, if required.

Policy 6.7 (b) Student Academic Performance Requirements

1. All international students attending the Imperial College of New Zealand must meet the competency requirements as set out in the Student Handbook and curriculum document regulations for the course for which the student is enrolled.
2. The Teacher will monitor students' academic progress. In cases where a student is failing to meet minimum performance requirements, the procedures as set out below will be followed.
3. For each qualification or course, a system for accurate monitoring and recording of student academic performance is required to be in place, to an auditable standard.
4. Students, Teaching staff and administration staff will have equal responsibilities to implement this policy.

Responsibilities of Students: Following are the responsibilities of the students in regard to their academics:

- They must submit their assessment by the due dates given by the Lecturer.
- If they are not able to submit an assessment on time, they may apply for an extension prior to the due assessment due date, giving a valid reason.

Monitoring of Academic Performance

1. Lecturers, in the first instance, to gauge when a student's academic performance falls below – or seems likely to fall below – the stated course requirements.
2. When a student's academic performance is identified as at risk, the Lecturer will bring the matter to the attention of the Academic Manager or Principal, and/or nominee, using the "International Student Concern Form".
3. The Academic Manager, Principal and/or nominee will contact the student as soon as possible, outline the nature of the concern, and explore various options to assist the student, which may include learning assistance or referral to counselling. A verbal warning may be given to the student at this stage, depending on the circumstances. Any communication in-regards to "International Student Concern Form" will be kept in the student's file.
4. If performance measures are not met and/or if there is an ongoing problem, appropriate actions will be taken on a case to case basis.
5. During term break, all academic results will be updated and students falling behind will be identified and appropriate actions will be taken.

Normal Progression of the programme – Following conditions are applicable to all the programmes offered by Imperial College of New Zealand:

- Students are given the programme delivery plan in the beginning of the programme. Students receive assessment details with due dates (for the term they are studying) in the beginning of the each term.
- Assessment due dates are strictly followed by Imperial. Students need to submit their assessments by due date
- Every assessment must be attempted by the student and submitted by due date
- The student is not able to submit the assessment on another date, without an approved extension
- If an assessment is submitted after the due date, it will not be marked but will be awarded a DNS grade (for papers) or NA mark (for unit standards).
- If an assessment is not submitted, a DNS grade (for papers) or NA mark (for unit standards) will be awarded.

Assessment conditions:

1. Student must complete all the required assessments within the term.
2. If student has failed to meet the point number 1 above, then following practice is followed:

Student has failed in the maximum of one assessment	Student will continue the next term with the condition to complete the failed assessment in the given timeframe. Additional academic support will be provided on case to case basis.
Student has failed in two or more assessments	Student will not continue the next term until the completion of the failed/pending assessments. Additional academic support will be provided on case to case basis. International student concern meetings will be conducted and appropriate actions will be taken

Number of attempts:

- All students are given two (2) attempts to achieve their assessments.
- If the student is not able to submit assessment on first due date then student will lose this attempt and will need to resubmit assessment by second due date.
- If the student is not able to submit assessment on second/final due date then student will have to re-enrol for the unit standard/paper by paying \$300.00. *(A re-enrolment offer shall be decided by ICNZ based on the student's academic and attendance records or any supporting evidences presented.)*
- Students are responsible to apply for their visa extension; if required.

Important notes:

- Only one resubmission/resit is allowed per assessment. If a student fails the resubmitted assignment or resit exam, the student will be deemed to have failed and may need to repeat the entire paper or unit standard at their own cost at a later date (re-enrolment fees will apply).
- A re-enrolment offer shall be decided by ICNZ based on the student's academic and attendance records or any supporting evidences presented.
- Resubmissions/resits are a privilege, not a right. Imperial College reserves the right to not offer a resubmission/resit attempt if the first attempt is deemed to be of an unsuitable standard. An assessment is deemed unsuitable if it was only partially attempted.
- Students who resit exams will write a completely new exam paper.

Appendix 5- Student policies and procedures

The following policies are detailed in the QMS of Imperial College of New Zealand. The College explains all of these policies during the pre-enrolment process. If you have not been given these policies, please contact the administration at support@imperial.ac.nz and ask for a copy.

- Policy 6.1 Student Support and Welfare
- Policy 6.2 Student Academic Support
- Policy 6.3 Student Information and Student Handbook
- Policy 6.4 International Student Enrolment
- Policy 6.5 Student Cross and Transfer Credit, Recognition of Prior Learning
- Policy 6.6 Student Orientation
- Policy 6.7 Student Attendance and Academic Performance Requirements
- Policy 6.8 Student Behaviour and Discipline
- Policy 6.9 Student Complaints and Grievance
- Policy 6.10 Student Accommodation
- Policy 6.11 Student Files and Records

Appendix 6-

Student Code of Conduct

Our aim is to provide student of Imperial College of New Zealand all the support and guidance you need to achieve success. We expect your cooperation on the campus so that we can help you to achieve your success in a supportive environment.

1. Be on time and attend all classes. You are expected to arrive on time and attend all your classes. Failing to do so may affect your attendance and academics.
2. Treat everyone with respect. Any form of bullying will be treated seriously and may lead to exclusion from the College.
3. Behave and speak in a way that does not offend others. This applies to all areas of the College.
4. Treat all College property with respect.
5. Carry your ID cards at all times and be prepared to show it to any member of staff when asked.
6. Switch off or silence your mobile phone in classroom as well as in the college - it disturbs everyone. You can use your phone as a dictionary during class – not for the texts, calls and/or social media chat.
7. Do not take any food or drink into classrooms. (Still water may be allowed).
8. Dispose of litter responsibly by using bins and recycling collection points located in/around the College.
9. Let others work in peace - do not distract them during individual exercises. Do all assessments/tests that teacher gives you.
10. Access of Facebook/You tube or any other social site is not allowed during class.
11. Bring all the necessary equipment (Pens/Pencils or any other stationary) for your class.
12. It is the students' responsibility to do their work and make an effort in class.
13. Speak English during class time

Appendix 7-

After your visa is approved

- Immediately advise the College administration, either through call at 09 377 1395 or text at 021 264 8816 or email at study@imperial.ac.nz
- Check you have valid insurance from the date of your visa
- College administration staff will advise you with the enrolment date (paper work)

Enrolment day

- Make sure you arrive on the given day/time with the following documents:
 - Passport
 - Your Visa (original copy)
 - Passport size photo
 - Medical insurance (if you have obtained by yourself)
- Administration and student support staff will assist you with the following:
 - Enrolment forms
 - Orientation details
 - Student ID card
 - Insurance
 - Any queries you have
- You will sit in a English test in order to find out your English level

Orientation Day

- Orientation is mandatory
- Make sure you attend all the days scheduled in the orientation week

Before the first class started, ensure that

- You have the course outline
- You have understood the student policies and procedures including the refund policy
- You have seen the campus and your classroom
- You have met your tutor
- You have met the student support team and Principal
- You have attended the orientation day

Appendix 8-

THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016 pamphlet