

EDEN^{NEW}ZEALAND
colleges

STUDENT HANDBOOK



TIHEI MAURIORA!

E NGA IWI O TE AO KATOA

To the peoples of the whole world

HAERE MAI, HAERE MAI, HAERE MAI

Welcome, welcome, welcome

HAERE MAI KI TE WHENUA O AOTEAROA

Welcome to the land of Aotearoa, New Zealand



Hello and welcome!

We eagerly anticipate having you joining EDENZ Colleges. We are proud of our history and dedicated to helping you build the future you want. We hope that you achieve your learning goals with us and much more.

This Student Handbook is a key reference for you, filled with useful information.

It should be clear to you from this handbook and from your orientation whom you can ask for academic guidance, practical advice and personal support.

Don't hesitate to get in touch staff for support and make use of all our available services.

Join us in a college environment that provides *Success for Life!*

All the best with your studies.

Peter Hine, Acting CEO

"Ui mai koe ki ahau he aha te mea nui o te ao; Māku e kī atu he tangata, he tangata, he tangata!" Ask me, 'What is the greatest thing in the world?' I will reply it is people, people, people

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EDENZ COLLEGES CAMPUS

Our campus is located in the heart of the city, close to all public transport. We do not have onsite parking but are close to many paid parking lots and have metered street parking outside the building.

Reception is located on level 1 at 85 Airedale Street, open from 8:00am until 5pm. phone: **+64 9 309 5208**. Feel free to ask the team any questions you may have. Some larger lectures are also held at LIFE Church, 95 Mt Eden Rd. It takes about 20 minutes to walk between campuses.

QUICK OVERVIEW

EMERGENCIES AND AFTER-HOURS SUPPORT

In an emergency, call 111. When you call, you will be asked if you need Police, Fire, or Ambulance. The dispatcher will be able to listen and advise you over the phone until help reaches you. For after-hours support from EDENZ, please call 021 928 597.

ATTENDANCE

Email attendance@edenz.ac.nz when you cannot attend class. It is expected that you will attend as close to 100% of your classes as possible. Lateness also affects your attendance negatively. If you are sick, please keep your medical records as evidence. Email classes@edenz.ac.nz if you have questions about timetables.

FEEDBACK

Email feedback@edenz.ac.nz or use the feedback box at reception to give feedback, make complaints, or offer ideas for improving your time at EDENZ.

STUDENT SUPPORT/PERSONAL COUNSELLING

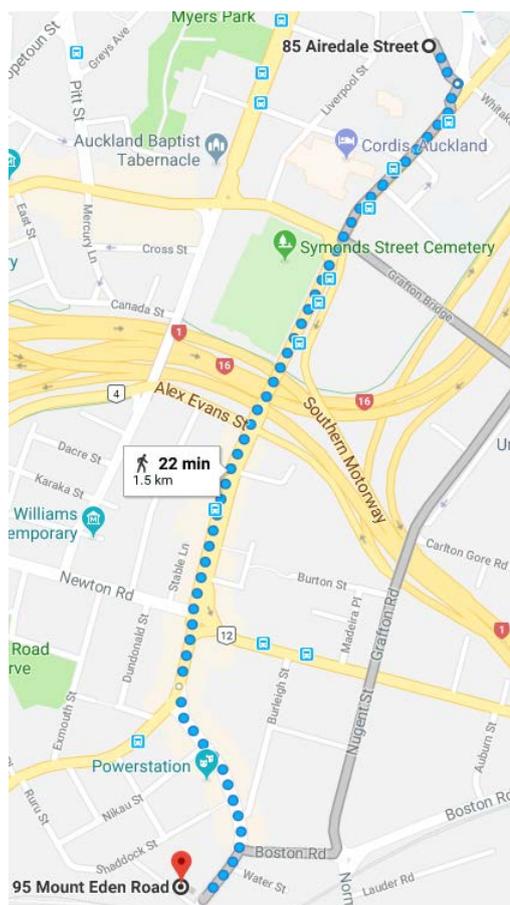
You can bring your ideas, complaints, hopes, and concerns to Sam, our Student Care Manager. He is a qualified counsellor with whom you can talk with confidentially about any personal issues, and who can also connect you to any external services. Find him on Level 1 Wednesday 9am-5pm and Thursday 9am-1pm. You can easily book a time here <https://samforde.youcanbook.me> or by putting your phone camera up to the QR code here.

STUDENT COUNCIL

We have an active student council which meets every fortnight. Through the student council, students have the opportunity to give feedback, complaints and suggestions for anything to do with EDENZ. The Student Council has a strong influence on the decisions that are made at EDENZ.

LIBRARY

EDENZ Colleges' library is open 8am-4.30pm on Monday, Tuesday, Thursday and Friday on Level 1, Airedale campus.



KEY ACADEMIC STAFF



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1.0—ABOUT EDENZ COLLEGES

EDENZ Colleges was established in 1988 and is a registered PTE (Private Tertiary Establishment). All courses are approved by NZQA (New Zealand Qualifications Authority). EDENZ is made up of the following faculties:

- Ministry Faculty
- Teaching Faculty
- Language Faculty
- Arts and Humanities Faculty
- Technology Faculty

Our facilities include a lecture theatre, classrooms of varying sizes, computer labs, editing suites, digital media suites, a library, and a large cafeteria. The facility includes reliable wireless internet capability for all your devices. There is a medical centre nearby as well as many cafes, bars, cinemas and other entertainment facilities.



We offer extensive student care at EDENZ. We provide academic support, practical and personal support, first language support, and career services. Please contact reception (09 309 5208 or in person at 85 Airedale street) if you need any help - they will point you in the right direction and find a person who can help you. You can also find a list of staff near the back of this handbook.

1.2—EDENZ COLLEGES COURSES

EDENZ Colleges offers the following programmes:

1.2.1 DEGREES

- Bachelor of Applied Arts (Digital Media Production).
- Bachelor of Applied Arts (Film Production).
- Bachelor of Applied Arts (Christian Ministry Leadership).
- Bachelor of Applied Management.

1.2.2 DIPLOMAS AT LEVEL 7

- Diploma in Business.
- Diploma in Management (Health Services).
- Diploma in Software Development.
- Diploma in TESOL.

1.2.3 TRINITY COLLEGE LONDON QUALIFICATIONS

- Diploma in TESOL (Level 7).
- Certificate in TESOL (Level 5).

1.2.4 NEW ZEALAND CERTIFICATES

- New Zealand Certificate in English Language (Level 1) (Foundation).
- New Zealand Certificate in English Language (Level 1).

- New Zealand Certificate in English Language (Level 2).
- New Zealand Certificate in English Language (Level 3).
- New Zealand Certificate in English Language (Level 4).
- New Zealand Certificate in English Language (Level 5).
- New Zealand Certificate in Christian Ministry (Level 4).
- New Zealand Certificate in Language Teaching (Level 4).
- New Zealand Certificate in Digital Media and Design (Level 4).

1.2.5 NEW ZEALAND DIPLOMAS

- New Zealand Diploma in Business (Level 5).
- New Zealand Diploma in Business (Level 6).
- New Zealand Diploma in Digital Media and Design (Level 5).
- New Zealand Diploma in Digital Media and Design (Level 6).
- New Zealand Diploma in Christian Studies (Level 5).
- New Zealand Diploma in Christian Studies (Level 6).
- New Zealand Diploma in Adult and Tertiary Teaching (Level 6).

1.2.6 CERTIFICATES

- Certificate in Applied Film and Television Production, (Level 4).

2.0—REGISTRATION AND ENROLMENT

2.1—ENROLMENT

During your orientation you provided your contact details. We have a duty of care for you and will need to take extra responsibility for you if you are under 18. It is important that your contact details are accurate and up-to-date: in an emergency we will need this information.

You must ensure that the college has copies of the most recent versions of your **passport**, **visa**, and **insurance**. You must also ensure that the college has a **signed Public Trust form**.

2.2—ORIENTATION

Orientation provides key information about EDENZ and its operation: you will be given more specific information about your course and timetable, how to use our IT systems, EDENZ Colleges' policies, grievance procedures, health and safety, emergency processes, the student support services available for you, how to access other health and counselling services, tenancy and flatting laws, learning pathways available to you, employment laws, and cultural information and support. You will also receive a guided tour of our library.

2.3—COURSE INFORMATION

Course specific information is provided at the beginning of each course. It may also be available on Moodle and on notice boards around the college.

2.4—CREDIT TRANSFER AND ADVANCED STANDING

Credit Transfer: You may be able to get previous study recognised and credited for your current programme. Discuss the possibilities with your head of department.

Advanced Standing If you have studied at EDENZ or Lifeway previously, you may be able to apply for advanced standing. Please discuss this with your head of department or a member of the Academic Staff.

Please note: All applications for credit transfer or advanced standing will require an administration fee and formal application: please see the Registrar staff for more information.

3.0—FEES, WITHDRAWALS AND REFUNDS

3.1—PAYMENT AND REFUND POLICIES

All tuition fees are paid into an account managed by Public Trust, a government agency. They pay the fees to EDENZ Colleges incrementally. This protects your fees. You must pay all fees due before your course enrolment can be confirmed.

COURSE WITHDRAWAL AND REFUND

EDENZ Colleges 2016 Limited

Student withdrawal and student fee refund policy

Dated: 25 July 2018

EDENZ withdrawal and student fee refund policies covering the following situations:

(a) Student withdrawal before, during and after the relevant refund period;

Before and during the refund period – up to 10 days from the student start date

EDENZ can claim those costs that are justifiable and reasonably incurred of up to 25% of the full student fees.

After the refund period – after the 10 days from the student start date

At EDENZ discretion we may retain up to 100% of the full student fees.

(b) The Provider voluntarily ceasing its Course or Courses;

EDENZ will refund as per NZQA Student Protection rule 2013

(c) Voluntary closure by a Provider;

EDENZ will refund as per NZQA Student Protection rule 2013

(d) A Course Closure Event; and

EDENZ will refund as per NZQA Student Protection rule 2013

(e) International students whose visa applications are declined.

EDENZ will retain an administration fee (as charged) and a refund processing fee of \$200.

3.2—HOMESTAY TERMINATION

If a student competes or withdraws from their course prior to completion of their homestay arrangements the student will be entitled to a refund of the unused accommodation fees. Students wishing to cancel their homestay are required to give two weeks' notice. There will be an administration charge for any cancellation.

3.3—COSTS OTHER THAN FEES

- You will need to buy some of your own stationary (notebooks, pens, and so on.)
- Students coming to New Zealand from overseas can be surprised by the high costs of food, transport and rent. Visit sites such as the following to get an idea of what to expect. <https://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs>
- Students studying more than 16 weeks can get a tertiary discount on their *AT HOP Card* for public transport. See <https://at.govt.nz/bus-train-ferry/at-hop-card/at-hop-card-concessions/tertiary-student-concession/>
- Transport and other costs for field trips or social events may be extra if they are not included in your course fees. EDENZ provides many free events, but also tries to connect students to available student-discounted tours and trips through local companies. These trips are always optional, and the cost is clearly stated.

4.0—MEETING IMMIGRATION REQUIREMENTS

4.1—MEETING IMMIGRATION REQUIREMENTS

Short-term international students (up to 13 weeks) may study under a visitor visa, or working holiday visa. Longer study requires a student visa. Please ask Student Services for advice.

Immigration New Zealand (INZ) expects 100% attendance. If your attendance falls too low, your enrolment may be terminated (and therefore your student visa revoked). If you wish to extend your visa, or change to another course, you must have adequate attendance, or INZ may not grant an additional visa.

CLASS ATTENDANCE

In order to pass a course and gain course credits, all students must have both a **minimum passing grade of 50%** on all courses together with a **minimum of 90% class attendance**.

If a student arrives or enrolls late for any reason whatsoever, 90% attendance for the full course is still required.

Diplomas, certificates, and confirmation of course completion will not be given to students whose attendance is below 90%.

Students who are unable to attend classes due to unavoidable circumstances should immediately inform both the head of department and the lecturers concerned. Supporting evidence may be requested.

LATENESS FOR CLASSES

Students who arrive late will be admitted to class at the sole discretion of the lecturer. A lateness of more than 5 minutes will be counted as an absence unless the student provides a reason that is

acceptable to the lecturer and/or Head of Department. Persistent lateness will be reported to the head of department for review of the student's status and disciplinary action.

IMMIGRATION ASSISTANCE

The Registrar staff can provide documentation for Immigration to assist students with student visas and extensions, variation of conditions for work or study, Section 61 applications, graduate work visas, and visa transfers. EDENZ Colleges can provide general assistance with immigration matters but is not permitted to give specific advice on immigration matters.

4.2—STUDENT OBLIGATIONS ON A STUDENT VISA

All correct documents should be collated before applying for a visa. You should apply (for renewals) six weeks in advance of your current visa expiring. If you do not have a current valid visa you will not be permitted to study. Please contact your marketer for information about visa processes and fees.

Ensure that you get advice from qualified and registered advisors regarding visas and study. All student visas are individual cases so it is important that you consult with the correct people before you make important decisions. **Please note EDENZ staff can give you guidance and support but we cannot give you immigration advice.**

You must be studying the programme that is mentioned on the visa you currently hold in your passport.

You must adhere to the conditions of your current visa(s), studying on the named programme(s) and working within the stated hours (if any). If your visa permits paid employment, you may only work a maximum of 20 hours per week outside of scheduled college holiday times.

4.3—MEDICAL INSURANCE AND TRAVEL INSURANCE

International students are legally required to have current and appropriate medical and travel insurance for the duration of their study in New Zealand. EDENZ Colleges can arrange insurance cover for you upon payment of the required fee.

Your insurance cover may cease around the same time that your student visa expires. In some cases, your insurance will cover personal liability, potentially covering you personally in the event you damage another person's property.

If you have purchased travel and medical insurance with Southern Cross you can download their claim form at <https://www.scti.co.nz/travel-insurance/make-a-claim> or collect one from reception. Depending on the type of claim, you may have to pay an excess. For example, if the insurance excess is \$50, and the claim is \$150, you will have to pay \$50 and the insurance will pay \$100.

Sometimes you will need to pay first and then submit receipts with your claim. Ensure you keep all receipts from medical treatment or medicines. If you need help making an insurance claim talk to your First Language Support person or the Registrar office.

5.0—INFORMATION ABOUT NEW ZEALAND

5.1—HOMESTAY ACCOMMODATION

You may have already requested us to find a homestay for you—if not, there is still time. Homestay is a live-in arrangement where you stay in a NZ family home. A NZ family home is usually a separate house with its own garden. A typical home has two adults and one or more younger people. In a homestay, you will have your own bedroom, mostly shared bathroom facilities, and are provided with breakfast and evening meals Monday to Friday. Other meals during the week are by agreement and may cost extra, but on the weekend three meals per day are provided.

Homestay families help you practise your English and get to know NZ culture and society. Your homestay family may invite you to join in family entertainment or visits. It is customary that when you live with a homestay family member that you offer help with the dishes, setting the table, or little chores around the house. It is considered polite to ask before using facilities such as the phone, TV etc., and to let homestay parents know if you are planning to be out late. We recommend that you stay at least four weeks in any homestay, both for your own benefit as well as considering the disruption it can bring to an established family unit to have a new 'member' join in. Living in a homestay is a real privilege, and often develops into long-term friendships that continue long after you have finished your studies.

- Call the 24/7 Student Support Number **021 928 597** for urgent need or crisis.
- For serious emergencies dial 111 immediately.
- For general homestay help and questions please contact Yoko Ueda on 021 195 1455.

If you are an international student under the age of 18, you must live and remain in approved accommodation. This is a legal requirement in NZ. You may not leave your homestay or change your living arrangements without written permission from the College and your parents. For our under 18's we always require living in a homestay (unless staying with parents), as this is the only option approved for EDENZ Colleges.

5.2—FLATS OR APARTMENTS

Students aged 18 and over may rent a flat or apartment. A flat may be part of a house or a whole house which is shared between two or more flatmates. Flats in Auckland can be expensive—they range from \$250 to \$750 a week, depending on their quality and location. Please note that students under 18 are not allowed this option.

Tenants and landlords have rights and responsibilities. If you are unsure about something, please contact EDENZ. Visit www.tenancy.govt.nz or call 0800 TENANCY (0800 83 62 62) for more information.

When selecting accommodation remember, carefully consider the options available to you. One of the most important decisions is not the type of accommodation but who you live with. Consider living with native speakers rather than people who speak your first language, and consider living with friends rather than strangers. You should also consider transportation and other things important to you, for instance how close the accommodation is to EDENZ Colleges and other places of importance to you.

5.3—PRIVATE BOARDING ACCOMMODATION

Students over 18 may consider private boarding accommodation; as a starting point see the list below. The prices range from \$130 to \$300 per week.

Kiwi International Hotel 411 Queen Street , Auckland Central Email: stay@kiwihotel.co.nz Web: www.kiwihotel.co.nz Phone:+64 9 379 6487	City Lodge, Auckland 150 Vincent Street Auckland Central Web: www.citylodge.co.nz Phone: +64 9 379 6183
YWCA 103 Vincent Street Auckland City Email: hostel@akywca.org.nz Web: http://www.akywca.org.nz Phone:+64 9 377 8763	YMCA Auckland Greys Avenue, Auckland Central Web: www.nzymca.com Email: hostel@ymcaauckland.org.nz Phone: +64 9 303 2068
Central Hostel 47 St Pauls Street, Auckland Central. Web: http://www.centralhostel.co.nz/ Email: info@centralhostel.co.nz Phone: +64 9377 6889	Auckland City Backpackers 15 Whitaker Place Auckland, NZ Web: www.aucklandcitybackpacker.co.nz/ Email: info@columbiaapartment.co.nz Phone:+64 9 950 8600

6.0—STUDYING AT EDENZ

6.1—LEARNING WITH US

Learning with EDENZ is fun and gets results. We have high quality and experienced lecturers and support staff, good facilities, modern equipment and learning resources.

We expect you to attend regularly. Work should be submitted on or before the deadline specified. Late work may be penalised according to college policy. Assessment work will be marked and returned to you within three weeks. Most academies use Moodle to communicate results with students. You will be provided with training and a login for your use of Moodle.

If you have problems accessing Moodle or your results, contact your lecturer. EDENZ Colleges maintains records of assessment results and can provide these to you given reasonable requests and timeframes. If you receive your results and do not understand or disagree with any feedback or grade then EDENZ has a formal complaints procedure which you must follow. First discuss the results with the lecturer concerned: if the matter is not resolved then contact your head of department. They can provide you with assistance for re-assessment or provide. The Student Care Manager can provide guidance for lodging a formal appeal.

6.2—ASSESSMENT

Each department has its own policies and methods of assessment, and these will be given to you by the heads of department. Some specific issues, such as cheating, are described in the “Regulations” for each qualification that the head of department will discuss with you.

6.3—COURSE AND TUTOR EVALUATIONS

You will be asked to provide feedback regarding your study and teachers. This is often during, or at the end of a course. You may also be invited to feedback discussion sessions. You are also welcome to use the feedback box at reception at any time, or email feedback@edenz.ac.nz

6.4—SUCCESSFUL STUDY

EDENZ will provide the environment and framework for your success, but this also depends on how you organise your study. It is important to:

- Immediately talk to your teachers and support staff if you have any worries or concerns
- Set realistic education goals
- Be punctual and attend all classes
- Interact with teachers, classmates and others to improve communication
- Persevere with study and complete assignments—submit work on or before the deadlines
- Keep a balance in your life including study, work, recreation and rest

6.5—ACADEMIC HONESTY

EDENZ Colleges regards academic honesty as a desired attribute of all members of the college community. Unless specified in the assessment **all work you submit must be your work and your work alone.**

It is everyone's obligation to protect the value and reputation of our college. Please encourage all your peers to never cheat or plagiarize materials for assessments. You should also never allow anyone to copy your work.

6.6—OPENING HOURS

- 85 Airedale Street Campus is open from 8:00am until 9:30pm.
- LIFE Campus (i.e. MA1 / MA2, 95 Mt Eden Rd) opens at 8:30am on the days you will have lectures.
- EDENZ' Library is open from 9am to 4:30pm Monday, Tuesday, Thursday and Friday.
- The cafeteria on Level 2 is open during Airedale Street opening hours, and the on-site café, which sells coffee, food and drinks, is open from 7:30am-2:30pm.

7.0—STUDENT SUPPORT SERVICES

7.1—SUPPORT SERVICES

Your first point of contact for any non-academic advice is Reception (09 309 5208), or your First Language Support person, or the Student Care Manager (021 518 839 or 09 309 5208 Ext. 334). If you are unsure whom to talk to, ask reception for assistance.

If you have concerns about your well-being or the well-being of others, please contact the Student Care Manager (021 518 839). The Student Care Manager is able to assist with:

- Personal counselling (e.g. help with relationships, stress, homesickness, depression, motivation, grief, addictions, goals, clarity and focus, and so on.)
- Emergencies
- Referrals to external services (includes other counsellors or health professionals)
- Support regarding accommodation or homestay issues
- Help and advice about learning difficulties

- Understanding the *Code of Practice for the Pastoral Care of International Students*
- EDENZ grievance procedure and complaint process

7.2—CARING FOR INTERNATIONAL STUDENTS

EDENZ Colleges has agreed to observe and be bound by the [Education \(Pastoral Care of International Students\) Code of Practice 2016](#) published by the NZQA. Copies of the Code are available on request at EDENZ Colleges, including explanatory pamphlets in various languages. Our aim is that International Students at EDENZ would be able to support themselves, achieve educational outcomes that support their future pathways and choices, are safe and well, and are welcomed, valued and socially connected.

7.3—FIRST LANGUAGE SUPPORT

First Language Support is available for most students at the college. See 16.0 for a list of first language support persons. College staff cares about your welfare and are able to offer you advice in their areas of expertise, including legal contacts, migrant support, and the *Code of Practice for the Pastoral Care of International Students*. Languages spoken by support staff at EDENZ include:

Chinese, Japanese, Russian, Tamil, Hindi, Portuguese, Tagalog, Punjabi, Spanish, French, Korean, Afrikaans, Marathi, Nepali, Vietnamese, Bicol, Bengali, Thai, Mandarin, Te Reo Maori

If you need first language support and your language is not spoken by one of our staff, an external person can be contacted to come assist you.

7.4—ACADEMIC SUPPORT SERVICES

Each academic department will support students on academic issues of that particular department. You will find the name of your support person on posters and notice boards. If you have trouble locating this person, please ask your teacher about him/her. Please visit reception if you have any questions: reception will be able to point you in the right direction. The college also offers additional academic support for you to improve:

- Your reading and writing skills
- Your numeracy
- English language
- Study skills

The college will offer workshops to support your learning, including:

- Academic reading and writing
- The Internet for learning
- Writing reports and essays
- Studying in New Zealand

7.5—CAREER SERVICES

EDENZ has a dedicated Career Services department. There are a wide range of career services available to students from the time they arrive, right through to beyond graduation. We understand and appreciate that students wish to support themselves during their studies. To assist students with this, we have a Career Notice Board with job postings direct from employers and up to date vacancies

from various websites. Career Services are also able to provide exclusive part-time and full-time job leads directly to students who have registered as job seekers.

Students will participate in interactive career training during their studies on CV writing, cover letter writing, job search, interviews and online branding. During these classes, students will have the opportunity to prepare their CV and a cover letter as well as practice their interview skills. Career Services work across all of the faculties to create industry connections, job leads, industry visits as well as finding guest speakers and advisory board members. Should students wish to have one to one meetings with a Career Counsellor, this can be arranged by emailing careerservices@edenz.ac.nz.

EDENZ Colleges also provides its students with a user-friendly CV maker.

7.6—STUDENT COUNCIL

EDENZ has a Student Council with student representatives from all EDENZ academies. The Council meets on a weekly basis with the Student Care Manager and discusses issues and recommendations. Students can talk to their representatives about anything they see necessary, or ask them for advice on how to process issues with the college. Please check notice boards for names of student representatives, or any news. If you have any questions or would like more information about student council, please email studentcare@edenz.ac.nz

7.7—EXTERNAL SUPPORT

Listed below are some key welfare organisations in Auckland. These are external services, many of which are provided free of charge. The Student Care Manager can help you make contact with these and other specific organisations that can support you. **In an emergency, please call 111.**

<p>Lifeline Counselling Services Phone: 09 522 2999 or 0800 543 354 (24/7 helpline) http://www.lifeline.org.nz/</p>	<p>Youthline Email: talk@youthline.co.nz www.youthline.co.nz Phone: 0800 376 633 + Free txt 234</p>
<p>Suicide Crisis Helpline: Phone: 0508 828 865</p>	<p>Citizens Advice Bureau (CAB) http://www.cab.org.nz Phone: 0800 367 222</p>
<p>New Zealand Police Help with crime, sexual harassment, drugs, intimidation, racism, or any other problems Corner Cook & Vincent Streets, Auckland Central Police Station, Central City Phone: (09) 302 6400</p> <p>In an emergency, call 111.</p>	<p>Family Planning Association Level 2, 5 Short Street, Newmarket, Auckland Phone: 09 524 3341 www.familyplanning.org.nz Information about everything to do with your sexual and reproductive health - from contraception, to STIs, the body, relationships, pregnancy, abortion, diverse sexual and gender identities, and more.</p>
<p>Problem Gambling Foundation 128 Khyber Pass Rd, Grafton, Auckland www.pgf.nz Phone: 0800 6642 62</p>	<p>Auckland District Health Board / Auckland City Hospital 2 Park Road Grafton, Auckland http://www.adhb.health.nz/</p>

Email: help@pgfnz.org.nz	Phone: 09 367 0000
Relationship Services Relationship counselling http://www.relate.kiwi.nz/ 94 Jervois Rd, Ponsonby, Auckland 1011	New Zealand Chinese Students Association Programs & help for Chinese students http://www.nzcsa.com/
Shakti Migrant Services Trust Women's development, empowerment and domestic/ family violence intervention, prevention and awareness Phone: 0800742584 http://shakti-international.org	Disabled Citizens' Society http://www.dcsinc.org.nz/ 421-423 Dominion Road, Mt Eden Phone: 09 638 8153
Help in situations of domestic violence http://www.2shine.org.nz/ Phone: 0508 744 633	Immigration NZ www.immigration.govt.nz Phone: 09 914 4100
Auckland City Mission 140 Hobson Street, http://www.aucklandcitymission.org.nz/ 140 Hobson Street, Auckland Central Phone: 09 303 9200 Email: info@aucklandcitymission.org.nz	NZ Aids Foundation Get HIV/AIDS tested Phone: 0800802437 Email: contact@nzaf.org.nz https://www.nzaf.org.nz/getting-tested/book-a-test/#!
Auckland Sexual Health Service http://www.ashs.org.nz/ Phone: 0800 739432	HELP- Support for Sexual Abuse Survivors (09) 623 1700 (24 hour confidential phone line) Email: info@helpauckland.org.nz
Mental Health Foundation of New Zealand www.mentalhealth.org.nz Email: info@mentalhealth.org.nz Phone: 09 623 4812	You can also find a list of helplines on this website: https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/

7.8—GENERAL MEDICAL SUPPORT

EDENZ staff will help you to contact any health professionals you may need. Staff can provide you with detailed instructions and maps for you to visit your health professionals. In some circumstances EDENZ staff may accompany you to the hospital or to the medical centre.

The nearest medical centre to EDENZ Airedale campus is the *Symonds Street Medical Centre*, located at 57 Symonds St, 2 minutes walking distance away (Ph.: 09-309 9577). If you are not comfortable calling the centre to make a booking, please ask the Student Care Manager or First Language Support for help.

7.9—SPIRITUALITY AND RELIGION

EDENZ Colleges welcomes all students regardless of their religious or spiritual beliefs. A prayer room is available for students and staff. For help finding religious support contacts or connecting to local religious groups, please email one of the following:

- buddhist.support@edenz.ac.nz

- christian.support@edenz.ac.nz
- hindu.support@edenz.ac.nz
- seikh.support@edenz.ac.nz
- islam.support@edenz.ac.nz
- spiritual.support@edenz.ac.nz

7.10—DISABILITIES AND SPECIAL NEEDS

EDENZ Colleges welcomes students with disabilities and will provide assistance. We will offer assistance to you for your studies. The college will provide help and guidance for special needs and disabilities; however, we can only provide reasonable, affordable, and practical support. For further information please contact disabled.support@edenz.ac.nz

If you have a disability and you are unhappy about the way you have been treated at EDENZ, or you wish to make a complaint, please talk to the Student Care Manager or contact a Health and Disability Advocate at this number: 0800 55 50 50. You can also call 0800 11 22 33 to make a complaint with the Health and Disability Commissioner.

Swipes to use the elevator are available from reception. Students need to pay a \$20 to retain a swipe.

7.11—COUNSELLING SUPPORT

EDENZ provides students with free access to on-site counselling with a qualified counsellor. Counselling is a confidential and safe environment where students can talk about whatever they wish. Any counselling provided at EDENZ is through a professional counsellor who abides by the *New Zealand Association of Counsellors (NZAC) Code of Ethics* (http://www.nzac.org.nz/code_of_ethics.cfm) and participates in regular supervision and ongoing professional development.

8.0—COLLEGE EXPECTATIONS

8.1—STUDENT RECORDS

You must ensure that EDENZ Colleges has your most recent contact information, if anything changes please email registrar@edenz.ac.nz or call +64 9 309 5208 Ext. 322. It is a legal requirement for us to have accurate contact information. If you change your homestay for any reason, you must update your contact information.

If you need a copy of your Academic Record please contact reception.

8.2—DUTIES AND OBLIGATIONS

The college relies on the good sense of individual students in matters of general conduct. Students are expected to behave responsibly and to conduct themselves both inside and outside the college in a manner that shows respect for others and for the college. Unbecoming conduct, as judged by the college, may result in disciplinary action. **Where you are in a practicum or internship, this also means that you are expected to follow reasonable requests from your supervisor in accordance with the internal policies and procedures of your host organisation.** The following duties should provide you with guidelines for expected behaviours.

Failure to follow lawful, reasonable instructions by members of staff may result in disciplinary actions, including the possibility of expulsion from the college.

8.2.1 DUTY OF MATURITY

- Accept personal liability when travelling on field trips or engaging in activities outside of college premises.
- Attend classes and internship/practicum in a coherent and sober state; neither alcohol nor drugs (other than for approved medical purposes) are permitted on the premises.
- Keep your classrooms and workspaces tidy at all times. Always remove litter.

8.2.2 DUTY OF PROTECTION

- Be courteous and considerate to all members of the college community.
- Protect members of the college community and report potential or actual hazards, breakages or loss to a member of staff.
- Ensure members of the college are not harassed directly or indirectly on grounds of their gender, race, sexual orientation, or religion, or by the use of threatening, offensive or abusive language.
- Be aware of and follow the building evacuation procedures.
- All visitors to the college must be approved and sign in at reception.
- Protect all college property at all times and replace or pay for a replacement item, if lost or damaged. This includes protecting the property of others when you are representing the college.
- Maintain acceptable standard of dress, personal hygiene and behaviour at all times. You must wear shoes at all times while on site.
- Stay away from the college while sick and notify the college of these absences. You must provide medical documentation as required.
- Keep the premises smoke free at all times as required by law. Do not smoke in the vicinity of the college including car park areas, entrance ways, and neighbouring buildings.
- Protect the security, cybersecurity, and integrity of the building and its infrastructure; connect only approved devices to the network. Refrain from allowing unknown persons into the building after hours, report any suspicious activity or persons onsite.

8.2.3 DUTY OF SCHOLARSHIP

- Be punctual and actively prepared for scheduled classes and project times.
- You must not plagiarise or cheat. Plagiarism or cheating will result in you failing the paper. The work presented for formative or summative assessment must be your work and your work only.
- Submit your work on or before the deadlines specified.
- Practice academic honesty in all your endeavours.

8.2.4 LEGAL OBLIGATIONS

- Meet copyright and intellectual property laws at all times.
- Obey the laws of NZ.
- Observe all health and safety regulations of NZ and associated college regulations.
- Obey the laws of your home nation that are applicable under International Law.

8.2.5 COMMUNICATION OBLIGATIONS

- Provide the college with up-to-date contact information.
- Respond to all formal requests from the college.
- Return all equipment borrowed from the college, staff or fellow students on time and in the same condition as borrowed—including library resources.
- Use appropriate channels of communication with students, staff and the college.
- Work effectively as a member of the college community using appropriate channels of communication and respect, including following the formal process for raising concerns and complaints.
- Refrain from public communications that could bring the college into disrepute without first following the internal procedures of the college.

8.2.6 SITE SPECIFIC RULES AND REGULATIONS

Regulations governing your study at the LIFE Campus and other external venues:

- No onsite parking is available for students at the LIFE Church Campus. All unauthorised vehicles will be towed at the owner's expense.
- You must only gain access to areas of the venue designated for your study.
- You must not smoke at the venue or on its premises, both internal and external to the venue itself.
- Avoid behaviour that would disrupt the employees of the venue undertaking their duties.
- Avoid behaviour that would disrupt the ability for staff to teach and learners to learn.

Regulations governing your study at EDENZ Colleges, all campuses:

- There is no free parking on-site at any of our campuses. Vehicles may be towed or fines accumulated while parking illegally or without appropriate tickets.
- You must only gain access to areas of the campus designated for your study.
- You must not smoke in the areas surrounding the building and in the building itself.
- Avoid behaviour that would disrupt the employees of the College undertaking their duties.
- Avoid behaviour that would disrupt the ability for staff to teach and learners to learn.
- Do not share any passwords, entry codes, keys, access to the site, or other privileged information or resources.

8.3—ATTENDANCE AND ABSENCES

Immigration New Zealand expects full class attendance from International students to enable visa extensions. EDENZ Colleges will allow you to graduate with 85% attendance and above, however, this does not guarantee that future INZ applications will be successful.

Notify your teacher when you know you will be absent—please give notice in writing, or in case of sickness, provide us with a valid Medical Certificate from a registered New Zealand medical practitioner. Please email all this information to **attendance@edenz.ac.nz**

If you continue to miss classes, you may be asked to leave EDENZ.

- For students with a student visa, we are required to notify Immigration NZ when your study is terminated. Immigration will cancel your student visa. You will be required to leave New Zealand or face expulsion. Expulsion from NZ will jeopardize your chances of returning here and possibly travelling elsewhere overseas.
- If you are a domestic student receiving a student allowance, Studylink will be notified that you have abandoned your studies and this may impact your future education.

- Students who have been sick for a period of their study must still maintain an attendance in excess of 80%. See section 10.9.

Please treat your attendance at college as you would at your workplace. Our strict attendance policy is to maximise the effectiveness of the learning environment and support you on your path to success.

8.4—FOOD AT THE COLLEGE

Food for most meals is available at *Cloud 9* cafe on Level 2. No food or drink (except bottled water) may be consumed in classrooms. Food may only be eaten in the café as prescribed by the building owner and according to the building code. Please note *Cloud 9* is open from 8:00 until 4:00 on school days.

8.5—INAPPROPRIATE MEDIA

EDENZ can host learners from 16 years old and above, or 14 year old student groups. As such, we have a duty of care and protection of young adults and younger students. It is illegal for people below the age of 18 to view material restricted to a higher age group.

No pornographic and/or disturbing media may be brought on site, used or shown. Expulsion may result from violating these rules.

You must also be careful if viewing motion pictures or clips from age restricted titles, as you may be inadvertently breaking New Zealand law, if younger people view this material. To keep yourself safe any material above the R14 restriction should be viewed at home. College staff will observe all appropriate regulations and practices when using restricted material for teaching purposes.

8.6—ACADEMIC DISHONESTY AND MISCONDUCT

“To no one will we sell, to no one deny or delay right or justice.”—Magna Carta.

The following are some of the actions that constitute academic misconduct:

- Gaining unfair advantage by deceiving members of staff including lecturers.
- Failing to cite and/or quote the works of others when used as reference material.
 - This includes articles, books, papers, TV shows, Motion Pictures, video games, technical works, as well as all digital or traditional art works.
- Attempting to bribe, coerce or threaten members of the college community in order to gain academic credit;
- Attempting to circumvent the academic policies and have grades or attendance altered;
- Cheating in any test, quiz or examination;
- Conspiring to commit an act of academic misconduct;
- Intentional falsification of information or data in any academic work;
- Intentionally assisting another to commit an act of academic misconduct;
- Knowingly be substituted by another person in an examination (guilty of deception by impersonation). Any accomplice is also guilty of academic misconduct;
- Obtaining prior knowledge of a confidential examination paper;
- Failure to acknowledge the source of 3rd party material, whether or not the student intended to deceive.
- Purposefully sabotaging another student’s work;
- Taking unauthorised materials into an examination;

- The inability to show work-in-progress artefacts at any time in order to provide documentation of the student's own work constitutes academic misconduct. It is a course requirement that all working files must be kept for the duration of the course and should not be deleted without consultation or written instructions from the Course Supervisor;
- When working on an approved collaborative assignment, there may be a requirement to identify individual contribution. However, for individual assignments collaboration is not permitted. Students working collectively in these circumstances are guilty of collusion. Please note helping your classmates in and of itself is not collusion.

Due to the circumstances of individual cases, the decision of the Academic Manager could range from requiring a student to re-submit the piece of work to suspension and/or expulsion from the college.

If the student is dissatisfied with the penalty for academic misconduct an appeal may be lodged in writing to the Academic Manager. The Academic Manager may decline to take action in cases where insufficient or unfounded reasons have been given by the student and the student will be informed in writing.

8.7—THREE STRIKES

It is school policy that a student will be given a **maximum** of three warnings. The first warning requires that you immediately correct the documented behavioural concerns. The second warning is a written notice that your behaviour has not been corrected. The final warning states that unless warning is heeded you will be expelled. A student who is given such notice will have to immediately present reasons why he/she should not be expelled.

A warning may be issued by any of the college staff or partnering organisations.

8.8—WITHDRAWAL AND EXPULSION

In some circumstances EDENZ Colleges may withdraw or expel you from your programme—this will mean your enrolment is cancelled. Possible reasons for this action could be:

- Academic Dishonesty (see Section 8.6 above)
- Poor attendance (see also the policy on attendance and absences in Section 8.3 above)
- Failure to pay fees or fines
- Poor performance (failure to complete assignments)
- Serious anti-social behaviour, harassment or sexual harassment
- Damage to property of members of the college community
- Damage to EDENZ premises or equipment
- Failure to obey the laws of New Zealand
- Attending classes or college in an intoxicated state
- Conduct unbecoming a member of the EDENZ community (see Section 8.2 Duties & Obligations)
- By triggering the three-strikes clause (Section 8.7)

Students faced with dismissal/expulsion have the right to appeal this decision once. For serious offences a student may be dismissed at short notice—e.g. for using non-prescribed drugs or violent behaviour causing harm to other people. However, dismissal (at short notice) will be an option of last resort, after a full and impartial hearing.

Whenever the possibility of dismissal arises we shall first discuss the matter carefully with you and other parties. Our main concern is to help you overcome problems and finish your course.

9.0—ENGLISH LANGUAGE LEARNING (ESOL)

9.1 ENGLISH LANGUAGE LEARNING AT EDENZ

EDENZ Colleges prides itself on providing a good environment for English Language learning. The curriculum at EDENZ has been carefully planned and designed in order for learning to be challenging and meaningful. The ESOL Academy has created different assessments and projects for you to undertake to get better at English.

9.2 TEACHERS

All EDENZ Colleges teachers are qualified and experienced.

9.3 PLACEMENT TESTS

When you arrive at EDENZ, staff will ensure that you are placed in the best class for your current English level.

10.0—INFORMATION

10.1—TIMETABLE

You will be issued with your timetable at orientation.

You are expected to do out-of-class study of approximately 17.5 hours per week. This will include assessment tasks, homework and other self-directed activities. You may be able to use the EDENZ facilities for your self-directed study—for example reading in the library or using computers to complete assessments.

Good time-keeping is essential—staff and students are asked to be on time for all classes and meetings. If you are late for some reason it is considered polite to apologise to the class and lecturer upon arrival. Likewise, your teachers will apologise if they are late for any reason.

10.2—KEY DATES AND HOLIDAYS

You may be entitled to holiday breaks during study if they are available in your department. Most departments have holiday breaks between semesters. Ask for details when you enrol.

Upcoming NZ Public Holidays

Good Friday	Friday, 30 March, 2018
Easter Monday	Monday, 2 April, 2018
ANZAC Day	Wednesday, 25 April, 2018
Queen's Birthday	Monday, 4 June, 2018
Labour Day	Monday, 22 October, 2018
Christmas Day	Tuesday 25, December 2018
Boxing Day	Wednesday 26, December 2018

EDENZ Term breaks

Autumn Holiday	April 9, 2018 – April 20, 2018
Winter Holiday	June 18, 2018 – June 29, 2018
Spring Holiday	August 27, 2018 – September 7, 2018
Summer Holiday	November 5, 2018 – November 16, 2018
Christmas Break	December 17, 2018 – January 6, 2019

EDENZ Term Start Dates

23 April
2 July
10 September
19 November

Next Graduation: 31 March

10.3—CAR PARKING

Most students travel to and from the college by public transport, i.e. bus or train. Some live in the inner city and are close enough to walk. However, we are not able to provide parking for students who choose to use a private car. There is plenty of parking available nearby, but it may cost around \$10 to \$30 per day.

10.4—TELEPHONES AND FAXES

We can accept telephone and fax messages for you and will notify you about them as soon as possible. Mobile phones are permitted but may not be used during class for non-educational purposes.

10.5—PERSONAL PROPERTY AND VALUABLES

We try to keep your personal property as secure as possible at the college, but we cannot accept responsibility if it gets damaged or lost. It is best not to carry valuables or large amounts of cash on you – most New Zealanders use EFTPOS or credit cards for day-to-day expenses, which means they pay directly from their bank account, eliminating the need for big amounts of cash.

10.6—HEALTH & SAFETY AND FIRST AID

Due to the Health & Safety laws in NZ we all have a responsibility to take appropriate care of ourselves. Students must conduct themselves in a safe manner at all times, be vigilant about potential danger or harm, have respect for those they interact with and for EDENZ property and must follow all instructions of those in authority. The college's *Health and Safety Manual* is made available to students and staff. Further information can be found at reception or on Moodle.

All students noticing a hazard at EDENZ, or who have an accident or near-miss incident occur, must report this to their tutor or lecturer who will then report it to the Health & Safety Officer. Any accident resulting in injury must be reported to the lecturer in charge. Any concerns can be raised through the student council or, if more urgent, with your head of department.

There are four First Aid Kits: one at reception, one in the Film staff room, one in the ESOL department, and one in the Business staff room. If you require first aid for anything other than very minor issues like *band aids* ensure that your lecturer informs the Administration Manager so that an Accident Form is completed.

In any event of emergency such as fire, earthquake or similar, follow the signs to the nearest EXIT immediately, without collecting all your personal belongings. Do not use the elevator. Please walk calmly (refrain from running) and meet at the assembly point, away from the college building. There

are wardens, wearing red or yellow hats or vests—please follow their instructions. When we initiate an emergency drill your complete cooperation is required. In such instances an evacuation bell will be heard.

10.7—VISITORS

Visitors who are neither a staff member nor a current EDENZ Colleges student are not permitted in the college teaching facilities at any time without permission from the college management. During business hours visitors may sign in at reception and wait for permission to enter college teaching facilities. Any person or people breaking this guideline risks serious consequences such as sanctions and trespass notices. EDENZ College takes the safety of our students and facilities seriously.

10.8—INTERNET

There are a number of computers throughout the school for students to use and access the internet. Access policies will be explained to you during orientation or by your teacher. Remember, you have a duty of care and protection to your school community and our younger students; refrain from watching materials that could be considered higher rated than R14 while on Campus.

Downloading or viewing material deemed to be pornographic, racially or religiously offensive, illegal, or material otherwise considered offensive is not allowed. The computers are not to be used for illegal activity, including but not limited to, breaches of copyright, privacy, and international laws.

A Wi-Fi network is available for students and information on this will be provided when you begin your course. For additional help please contact reception.

You may not remove an Ethernet cable from an EDENZ PC and connect it to your own device. This is a cybersecurity risk to the organisation that has the potential to harm our network and infrastructure. If you are caught you may face disciplinary action.

10.9—SICKNESS

When missing classes through sickness, you must inform the college as soon as possible by emailing attendance@edenz.ac.nz. A medical certificate is required as evidence when you are absent due to illness. If you are sick while at the college, inform your teacher or come to reception where First Aid Kits are available. For non-emergency daytime medical attention EDENZ Colleges is close to the following medical centres:

SYMONDS STREET MEDICAL

Ground floor, 57 Symonds Street
Central City
Auckland, 1010
TELEPHONE: (09) 3099 577

Operating hours:

Monday to Friday: 8am to 6pm (An appointment is necessary)
Saturdays: 8am to 1pm
Closed on Sundays and Public Holidays

K' ROAD MEDICAL CENTRE

Karangahape Road, Newton
Central City.
TELEPHONE: (09) 373 5041 or (09) 3792740

Operating hours:

Mon 9 am – 6:30 pm
Tue 9 am – 5 pm
Wed 9 am – 6 pm
Thu – Fri 9 am – 5 pm
Late nights Monday and Wednesday BY APPOINTMENT ONLY from 5pm to 6.30pm.

QUEEN STREET DOCTORS

Queen Street
Central City.
TELEPHONE: (09) 373 4055

Operating hours:

Mon – Fri 8:00 am – 5:00 pm (NO appointment necessary)

The local telephone book lists, in the first sections, hospitals, medical centres and dentists. Please note that

- Students who have been sick for a period of their study must still maintain an attendance in excess of 80%
- Medical certificates must be from a New Zealand registered doctor (i.e. this excludes homeopathy or international doctors)
- EDENZ Colleges reserves the right to verify a medical certificate or to require students to see a specified doctor.

General practitioners (family doctor) in New Zealand work in local medical centres or clinics, not hospitals. You should make an appointment (call the clinic) to see a doctor if you become sick. You can request a male or a female doctor for the appointment; you can also request a support person or other professional accompany you for your appointments. For medical assistance outside the clinic hours, you can go to the nearest after-hours medical centre without an appointment. **Only in the case of an emergency should you go directly to the hospital.**

In general, most international students are not entitled to publicly funded health services while in New Zealand. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

When you become sick, your travel and medical insurance may cover the costs for visits to the doctor. You need to make a formal claim with the insurance company. You must keep your receipts. Please visit reception for the necessary forms to assist you with making insurance claims.

VISITING THE OPTOMETRIST OR DENTIST

Look at the local directory yellow pages for a list of optometrists and dentists in your area. Most of your travel and medical insurance does not cover optometry or dental services so ensure you understand what is and is not covered.

GOING TO HOSPITAL

The Auckland City Hospital is in Park Road, Grafton which is ten minutes' walk from EDENZ. Hospital is restricted to emergency care or specialist treatment. **In the event of accident or serious injury, call 111 for emergency services or visit the hospital Accident & Emergency.**

INJURY OR ACCIDENT

The Accident Compensation Corporation (ACC) provides 24-hour personal injury or accident cover for visitors to New Zealand. For more information, free phone 0800 101 996 or check online at www.acc.co.nz.

DRUGS FROM THE PHARMACY AND DIAGNOSTIC TESTS

Many drugs are available directly from the pharmacy or chemist. However, some medicines require a signed prescription. A doctor writes the prescription and a pharmacy provides the medicine. The costs vary depending on the medication prescribed. You will have to pay for any diagnostic tests (such as blood tests) from a laboratory. These may be covered by your travel and medical insurance.

24 HOUR EMERGENCY CENTRE

When you require medical assistance outside of business hours there are several options available to you depending on where you live. Ascot hospital or White Cross clinics offer 24/7 service.

11.0—NEW ZEALAND LAW AND CULTURE

11.1—MULTI-CULTURAL ENVIRONMENT

New Zealand is 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, even though we may not always agree.

11.2—HUMAN RIGHTS ACT

In New Zealand it is unlawful to discriminate against people, or treat them differently because of their:

- Race, colour, national or ethnic origin
- Gender/Sex
- Marital or family status
- Physical or intellectual disability
- Sexual orientation
- Political opinion
- Age
- Religion

The Human Rights Act ensures people have equal opportunity in employment, education, the provision of goods and services, clubs, accommodation and advertising. For more information, contact the Human Rights Commission or talk to Student Services.

11.3—RACISM

Racism is where someone believes that another race, skin colour, ethnic background or nationality is inferior. Racism can be verbal or physical, or where someone is denied an opportunity because of their race.

EDENZ is opposed to racism. Any reports of racism on campus are taken seriously. If you feel you have been discriminated against, please speak to Student Services or another member of staff that you feel comfortable with for confidential support.

In New Zealand, it would be inappropriate to demand a person of a particular race as your teacher. Additionally, it would be unlawful under the Human Rights Act to agree to such a demand.

11.4—SEXUAL HARASSMENT

Sexual harassment is sexual behaviour that is physical or verbal, and is unwelcome. It includes:

- Offensive jokes
- Showing offensive pictures, posters, graffiti or messages, or pornography
- Persistent questioning about your private life, repeated and unwelcome requests for dates

- Offensive comments about your appearance or body
- Leering, touching, pinching or any sexual contact which you are not wanting
- Requests for sexual favours to gain better grades or threats about lesser grades if you refuse
- Explicit sexual violence

Sexual harassment is unacceptable at EDENZ. Any reports of sexual harassment are taken very seriously. If you feel you have been sexually harassed in any way, you should speak to the Student Care Manager or an EDENZ staff member you feel comfortable with for confidential support.

Depending on the nature of the Sexual Harassment EDENZ may be legally obliged to inform New Zealand Police and/or Child Youth and Family.

11.5—WORKPLACE RIGHTS

“Once you have permission to work while you study, you have the same workplace rights as all New Zealand workers.” (New Zealand Immigration)

In New Zealand workers have rights. As a student and perhaps as an international student you are more likely to witness exploitation. We encourage you to ensure you know your rights and help others understand this too. You have rights in the following broad categories:

- Employment Rights
- Wages and Pay
- Holiday and Leave
- Types of Employment Arrangements
- Workplace Health, Safety and Communication

The following website goes into more details about your rights and obligations as a New Zealand worker: <http://nzstudywork.immigration.govt.nz/work-rights-for-all-workers/>.

11.6—BILL OF RIGHTS ACT

The Bill of Rights Act sets out a range of civil and political rights, which arise from the United Nations International Covenant on Civil and Political Rights. These include the rights to freedom of expression, religious belief, freedom of movement, and the right to be free from discrimination.

11.7—PRIVACY ACT

The Privacy Act sets out a range of privacy principles, that relate to:

- The collection of personal information
- Storage and security of personal information
- Requests to access and correct personal information
- Accuracy of personal information
- Retention of personal information
- Use and disclosure of personal information
- Using unique identifiers

The college adheres to the Privacy Act at all times. We will not divulge personal information about you to any third party without your informed consent or without a court order. We may be required to give certain information about you to governmental authorities such as the New Zealand Qualifications Authority, Immigration or Studylink to enable your studies: please refer to the college application and registration forms. However, the Privacy Act also allows the college flexibility to deal with situations where we believe you are in danger or an emergency situation warrants the use of your personal information and you are unable to give consent.

To protect your privacy you may be asked to confirm your identity before accessing or editing your student records or other personal information.

11.8—ALCOHOL AND TOBACCO

You must be aged 18 or over to buy alcohol or enter a bar where it is sold. You are likely to be asked for identification when buying alcohol or entering bars. It is prohibited by law to purchase alcohol for other persons under the age of 18. Please be aware that it is illegal to consume alcohol outdoors in some parts of Auckland City.

It is illegal to drink and drive as alcohol is a contributing factor to many vehicle accidents; heavy penalties can be imposed by courts for driving under the influence of alcohol or drugs.

Cigarettes and tobacco cannot be sold to persons under the age of 18. In NZ, smoking is banned by law in almost all public areas, including restaurants, bars, shops and offices.

Smoking is never allowed on college premises. Those found smoking will face disciplinary procedures. Alcohol may only be consumed on college premises at formal events and functions that have approval from senior management. All members of the college community must be in attendance in a coherent and sober state. Failure to do so may result in disciplinary procedures.

11.9—SEXUALITY AND AGE OF CONSENT

Please be aware that the age of consent for sex is set under New Zealand law at 16. This may be different than your home nation. You should also be aware that New Zealand law does not have a close-in-age exemption or 'Romeo and Juliet' clause, meaning all parties involved must be a minimum of 16 years old. Additionally, taking explicit, as well as lascivious or nude, photographs of persons under the age of 18 could break New Zealand and international laws. You should also be aware that you may also have to adhere to your home country's laws even while studying in New Zealand.

You should never feel pressurised into engaging in any sexual acts: you can speak to Student Services if you have any concerns about this. You have a duty of care and protection of your fellow students. If you believe another student is being harassed or pressurised by anyone, please report this immediately to a senior member of staff.

Use of contraception, talk openly with your partner, and get tested regularly. These steps greatly reduce the risk of pregnancy or catching and spreading a sexual transmitted disease (STDs).

If you get pregnant or need advice while in New Zealand, visit your doctor or Family Planning New Zealand clinic straight away. The medical professional will supply you with information that will allow you make informed decisions about your sexual health. For online information and clinic locations visit <https://www.healthpoint.co.nz> or <http://www.familyplanning.org.nz>

11.10—MEDICINE AND DRUGS

The term ‘drugs’ generally means one of two things—one, legally obtained medication prescribed by a doctor or health professional and needed to treat a medical condition (e.g. painkillers or cold medicine)—or, two, illegal drugs obtained unlawfully that are generally considered dangerous and harmful to health (e.g. marijuana, P, ecstasy, etc.). Heavy penalties exist for possessing or selling illegal drugs.

Illegal drugs are not allowed on EDENZ Colleges’ premises. College management will have no option but to notify the Police if illegal items are found on the premises. If you participate in illegal activity it is likely that you will be excluded from classes: Immigration New Zealand will be notified of the exclusion decision and this may lead to cancellation of your visa. For Domestic students, exclusion may result in loss of student allowance entitlement.

EDENZ can offer a supportive environment and access to experts to help students overcome addiction, please see Student Support for a confidential meeting. If you have reason to believe that a member of our college community is suffering from addiction, please report this discretely to a senior member of staff.

You should never feel pressurised into taking illegal drugs. If you need help dealing with this form of pressure, please contact a staff member who you can trust.

11.11—DRIVING AND TRAFFIC LAWS (FOR INTERNATIONAL STUDENTS)

In New Zealand all vehicles travel on the left side of the road. Before you drive in New Zealand you need to study the ‘Road Code’ to learn the rules of the road. Driving without understanding the New Zealand rules is irresponsible and endangers you and others, and without a valid licence it is illegal to drive and can carry heavy penalties.

If you have a valid driver’s licence from another country or an international driving permit, you may drive in New Zealand for up to one year. If you want to continue driving, you must get a New Zealand licence. However, the earlier you change your licence the better for you and others.

There are three kinds of driver’s licences if you have no previous experience and want to drive:

- *Learner Licence*: theory test, then driving under supervision with an experienced driver
- *Restricted Licence*: practical test after six months as learner. You are restricted in the use of a car
- *Full Licence* –allows unsupervised driving after 18 months with a restricted licence (6 months if aged 25 or over).

For further details of the fees, and copies of the ‘Road Code’ contact the Land Transport Safety Authority – free phone: 0800 822 422, website: <http://www.ltsa.govt.nz>. You can also talk about this with your teachers or the Student Welfare personnel.

12.0—DEALING WITH PROBLEMS

12.1—EMERGENCY AND ACCIDENT PROCEDURES

In an emergency EDENZ and homestay hosts will act appropriately (e.g. remove the student from danger, apply first aid, and call an ambulance etc.). Whether a situation happens at the school or homestay the C.E.O. of EDENZ Colleges will contact the student’s parents and any appropriate local authorities, such as the New Zealand police.

If the student is injured or unwell and our level of concern is high we will take the student to the nearest accident and emergency centre or if appropriate call for an ambulance. If our level of concern is low or moderate, we will see that the student is taken to a doctor.

12.2—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 EDENZ Colleges. 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 EDENZ Colleges while it is dealt with. See process 12.3 below. We will supply the external authority with information it needs and cooperate with it in any other way necessary.

12.3—PROCEDURES FOR SETTLING GRIEVANCES AND COMPLAINTS

- First, talk directly to the person or persons concerned. In New Zealand it is usually considered the best option to resolve issues as soon as they arise, and in direct discussion with the other party. This may be different to your own culture, and we understand that you may not feel comfortable with this approach. However, remember that different doesn't mean it is wrong, and that the person will be thankful for your direct approach.
- First Language Support and the Student Care Manager can facilitate any conversations you wish to have with the person you wish to complain to.
- If the problem remains unresolved you should approach your associated head of department.
- If the situation is still unsatisfactory, you can
 - a) write a formal letter to the Academic Manager, who will attempt to find a satisfactory resolution for you and the College. Ensure you detail your concern and possible solutions that you would like to be considered, or,
 - b) fill in a *Student Appeals Form* (you can download one from Moodle or ask reception for a copy) and attend the *Appeals Committee Meeting*. This meeting is held Mondays at 3:30pm on Level 1 EDENZ Airedale street campus. The committee is made up of EDENZ' Registrar Manager, Marketing Manager, Academic Manager, Student Care Manager, and your Head of Department. The purpose of the committee is to have all key people who can help with your grievance available to hear your concerns. You are welcome to bring a support person and ask for First Language Support from EDENZ staff if required. If you have any questions about this meeting, please email studentcare@edenz.ac.nz
- You may appeal any decision made by the Academic Manager in writing to the C.E.O. You should ensure that all evidence and details are provided. Appeals may only be considered when additional evidence can be provided.
- If you have exhausted this formal complaints procedure you may take your concern/grievance to NZQA. Please be aware, that if you have not followed the internal procedure of the College these organisations will disregard your communication.

NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on **0800 697 296**.

Or – if it is a financial dispute – you can contact **iStudent Complaints**

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

Email: complaints@istudent.org.nz

Website: <http://www.istudent.org.nz/>

Phone: **0800 00 66 75**

iStudent Complaints is an independent service with experience in helping people to resolve disputes.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website: www.nzqa.govt.nz

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

12.4—CONCERNS/COMPLAINTS LETTER TEMPLATE

Please use the following template to formulate a letter of complaint or concern. Additionally, you should use this template when raising issues:

- Dating the letter
- Identifying the qualification and intake
- Describing complaints/concerns

- Listing possible solutions to each complaint/concern, by:
- Stating the desired outcome(s)
- Ensuring that the desired outcome(s) are reasonable and within the mandate of the school and/or department
- Attempting to discover the key issues associated with the complaint – avoid petty concerns that can be addressed informally
- Making it brief and to the point
- Only address evidence-based complaints—with hard facts
- Avoiding personalised issues that cannot be addressed
- Avoiding writing aggressive, sarcastic, or threatening letters
- Keeping a copy of all communications for their records
- Ensuring all issues addressed fall inside the scope of this policy

12.5—PROGRESSION POLICY

1.0 Purpose

In keeping with our core vision to inspire world changers through education, this policy governs how and who EDENZ Colleges will allow to progress in their course. The overarching purpose of this policy is to support students requiring additional learning assistance or provide alternate arrangements to students who are not meeting the academic requirements.

2.0 Scope

This policy applies to students who are undertaking additional courses because of failing or deferring previous courses.

Note: This policy does not apply to English language students.

3.0 Policy

To continue in their studies at EDENZ Colleges, a student must:

- Pass 50% of their courses at the original end date of their programme;
- Not fail a course more than twice;
- Be in a position to be able to complete the programme within the maximum time allowed for the respective programme.

3.0 Procedure

3.1 Further Enrolment

1. EDENZ Colleges communicates and confirms student results.
2. Student requests a new offer of place.
3. Where determining student eligibility, marketer confirms the student has not failed more than 50% of the courses in their programme
4. If student has failed more than 50% of their course, student is emailed a meeting invite to attend meeting with the Student Care Manager and Academic Manager.

5. Student Care Manager and Academic Manager review the eligibility of the student to continue in EDENZ Colleges and decide to:
 - 5.1 Give approval for the student to continue in EDENZ Colleges. A Provision Entry Qualification Period and Provisional Entry Requirements will be created and communicated to the student.
 - 5.2 Not approve the student to progress. The result will be discussed and confirmed in writing with the student.

3.2 Deferring Students

1. Student requests to defer a course or programme.
2. Registrar Manager, Academic Manager and Student Care Manager (as required) review the student request and
 - 2.1 Approve the student deferral. Where required, student may need to meet a mutually agreed Provision Entry Qualification Period and Provisional Entry Requirements on return.
 - 2.2 Not approve the student deferral. The result will be discussed and confirmed in writing with the student.

13.0—USEFUL LINKS

13.1—LIFE, STUDY, WORK, AND SAFETY IN NEW ZEALAND

Please visit these links for useful information about studying in New Zealand

- Auckland Public Transport: www.at.govt.nz
- Budgeting resources: <https://sorted.org.nz/guides/studying>
- Citizens Advice Bureau: www.cab.org.nz
- Earthquakes and other natural disasters: <http://getthru.govt.nz>
- General information on renting can found here: <https://www.tenancy.govt.nz/>
- If you work in New Zealand, you'll need an IRD (tax) number: www.ird.govt.nz
- Immigration New Zealand's Studying in New Zealand: <https://www.immigration.govt.nz/assist-migrants-and-students/assist-students>
- Information about accommodation for international students in Auckland: <https://www.aucklandnz.com/study-work-and-live/live>
- New Zealand auction website: www.trademe.co.nz
- New Zealand Immigration Service: www.immigration.govt.nz
- New Zealand Now: www.newzealandnow.govt.nz
- New Zealand Police lists useful resources for keeping safe. Information for students: www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide
- NZQA's Studying in New Zealand: www.nzqa.govt.nz/studying-in-new-zealand
- NZTA information for visiting drivers: www.nzta.govt.nz/safety/driving-safely/visiting-drivers/ and Drive Safe: www.drivesafe.org.nz/
- Real-estate: www.realestate.co.nz
- Study in New Zealand: www.studyinnewzealand.govt.nz
- Tourism Auckland: www.aucklandnz.com
- Tourism New Zealand: www.tourismnewzealand.com
- Want to drive in New Zealand? www.nzta.govt.nz/licence

13.2—HEALTH SAFETY AND WELL-BEING

- Alcohol laws and penalties: www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties
- Health Navigator New Zealand: <http://www.healthnavigator.org.nz/>
- Health safety and well-being
- Healthpoint provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments: <http://www.healthpoint.co.nz/>
- New Zealand Now: <https://www.newzealandnow.govt.nz/living-in-nz/healthcare/healthcare-services>
- Sexual and reproductive advice: <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>
- Students must be aware of the risk of exploitation. Anyone currently being forced to work in New Zealand illegally for less than the minimum wage and/or excessive hours is advised to call the Labour Inspectorate on 0800 20 90 20. They can also contact anonymously: <http://www.crimestoppers-nz.org> 0800 555 111.
- Sun safety: <http://sunsmart.org.nz>
- To find a private dentist, search www.dentalcouncil.org.nz/
- Water Safety New Zealand: www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety-code
- Your Local Doctor: www.yourlocaldoctor.co.nz

13.3—CODE OF PRACTICE

- For international students aged 18+,
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>
- For international students under 18,
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/school-guidelines-code-of-practice.pdf>

14.0—INTERNATIONAL STUDENT CARE

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016, which replaced the 2010 Code of Practice.

The new Code of Practice was released in March 2016 and applied from 1 July 2016.



15.0—KEY ACADEMIC STAFF CONTACT LIST

NAME OF STAFF	ROLE	PHONE	EMAIL
Nathan Polley	Academic Manager	09 309 5208 Ext. 380 021 0655 795	nathan.polley@edenz.ac.nz
Samira Kakh	Head of Language Faculty	09 309 5208 Ext. 360	samira.kakh@edenz.ac.nz
Mike Currie	Head of Teaching Faculty	09 309 5208 Ext. 341 022 123 1153	mike.currie@edenz.ac.nz
Richard Fountain	Head of Ministry Faculty	09 309 5208 021 0655 795	richard.fountain@edenz.ac.nz
Yury Zhukov	Head of Management Faculty	021044 9236 Ext. 383	yury.zhukov@edenz.ac.nz
Iain McKenzie	Head of New Zealand Film Academy	09 309 5208 Ext. 350 022 123 1161	iain.mckenzie@edenz.ac.nz
Ganeshan Kathiravelu	Head of Technology Faculty	09 309 5208 Ext. 345 021 683 272	ganeshan.kathiravelu@edenz.ac.nz
Mohammad Khan	Acting Head of Healthcare Management	09 309 5208	mohammad.khan@edenz.ac.nz
Huhana Forsyth	Arts and Humanities Head of Faculty	09 309 5208	huhana.forsyth@edenz.ac.nz
Varun Bhardwaj	Business Programme Leader (Level 6)	09 309 5208 Ext. 382	varun.bhardwaj@edenz.ac.nz
Eleanor Neil	Librarian	09 309 5208 Ext. 305	eleanor.neil@edenz.ac.nz library@edenz.ac.nz

16.0—FIRST LANGUAGE SUPPORT/MARKETING

NAME OF STAFF	ROLE	PHONE	EMAIL
Aman Lotey	Marketing Manager/Support Person for India & Bangladesh	09 309 5208 Ext. 332 022 123 1155	aman.lotey@edenz.co.nz
Antonio Franco	Marketing Manager/Support Person for South America	+55 19 991772626	antonio.franco@edenz.ac.nz
Olga Kovaleva	Marketing Manager/Support person for Europe and Middle East	09 309 5208 Ext. 340 022 123 1161	olga.kovaleva@edenz.ac.nz
Youngjin Park	Marketing Manager/Support Person for Korea	09 309 5208 Ext. 337 022 1231 154	youngjin.park@edenz.ac.nz
Nodendale Agnote	Marketing Manager/Support Person for the Philippines and Indonesia	09 309 5208 Ext. 336 022 123 1156	nodendale.agnote@edenz.ac.nz
Vinh Nguyen	Marketing Manager/Support	09 309 5208	vinh.nguyen@edenz.ac.nz

	Person for Vietnam	Ext. 329 021 202 7926	
Yo Piyolos	Marketing Manager for Thailand and SE Asia	+66 81 4239391	yomarketing@edenz.ac.nz
Wantana Prangjarote	Support Person for Thailand and SE Asia	09 309 5208 Ext. 333 022 123 1164	wantana.prangjarote@edenz.ac.nz
Luana Schramme	Marketing Coordinator	09 309 5208 Ext. 326	Luana.Schramme@edenz.ac.nz

17.0—ADMINISTRATION STAFF CONTACT LIST

NAME OF STAFF	ROLE	PHONE	EMAIL
Nathan Polley	Academic Manager	09 309 5208 Ext. 380	nathan.polley@edenz.ac.nz
Registrar Team	Registrar	09 309 5208 Ext. 322	registrar@edenz.ac.nz
Morgan Toki	Registrar Manager	09 309 5208 Ext. 320	morgan.toki@edenz.ac.nz
Sam Forde	Student Care Manager	09 309 5208 Ext. 334 021 518 839	sam.forde@edenz.ac.nz studentcare@edenz.ac.nz
Cassidy Presland-White	Receptionist	09 309 5208	reception@edenz.ac.nz
Yoko Ueda	Programme Administrator/ Homestay Co-ordinator	+64 9 309 5208 Ext. 324 021 195 1455	yoko.ueda@edenz.ac.nz

18.0—EDENZ AFTER HOURS SUPPORT/ URGENT HELP

NAME OF STAFF	ROLE	PHONE	EMAIL
Peter Hine	Acting C.E.O	021 928 597	peter.hine@edenz.ac.nz
Nathan Polley	Academic Manager	021 0655 795	nathan.polley@edenz.ac.nz
Sam Forde	Student Care Manager	021 518 839	sam.forde@edenz.ac.nz

Call 111 for Ambulance, Fire or Police assistance in an emergency situation. For example, if someone is badly injured or in danger or there is a serious risk to life or property.

www.edenz.ac.nz

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