



2020 Student Handbook

Auckland CBD | West Auckland | South Auckland | Hamilton
nzse.ac.nz | +64 9 827 6100

Contents

Introduction and Welcome	4
About NZSE and Seafield School of English	5
Campus Locations	6
Treaty of Waitangi	7
Student Life	8
New Zealand's Education System	8
Code of Practice	8
Equal Opportunity	8
Orientation	8
Enrolment Paperwork	9
Your Contact Details	9
Student ID Card	9
Health and Safety	9
Finding a Doctor	10
Health Information and Support	10
Emergency - Police, Fire and Ambulance	10
School's Emergency Contact	11
Student Information	11
Student Code of Conduct and Related Policies	11
Student Committee	11
Student Feedback	12
Attendance and Absences	12
Punctuality	13
Contacting your tutor	13
Holiday Breaks	13
Public Transport	13
On Campus	13
Smoke Free Campuses	13
Parking	13
Drugs and Alcohol Policy	14
Food	14
Email and internet	14
Computer Resources	14
Use of mobile phones	15
IT Support	15
Printing	15
Security of personal items	15
Bring Your Own Device (BYOD) Information	15
Buying a new device?	16
BYOD Specifications	16
Student Academic Life	17
Academic Policies	17
Recognition and Assessment of Prior Learning	17
Learning Resources	17
Submitting your work	19
Keeping a copy of your work	19
Attending an Assessment, Examination or Test	19
Extension of Assessment Deadlines	19
Reassessments	19

Conduct in Assessments, Examinations and Tests	20
Misconduct in Assessment	20
Plagiarism	20
Cheating	21
Results	21
Transcripts	21
Graduation	21

Additional Information 21

What we can do to help	21
Student Support Services	22
Numeracy, Literacy and Language Support	22
Supporting Student Well-being	22
Disability Support	22
Events and Activities	22
Peer to Peer Mentoring (For Vocational and Military Prep Students)	22
Student Committee	22
Bullying, Harassment and Discrimination	23
Personal Property and Lost Property	23
Student Complaints	23
Resolution of Complaints	23
Student Complaint Process	23
If your complaint has not been resolved	24
Student Appeals	24
Insurance (International Students)	24
Renewing your Visa (International Students)	24
Protection of Student Fees - Public Trust (International Students)	25
Cancellation of Enrolment	25
Withdrawal from a Course/Programme (International Students)	25
Withdrawal Process	26
Withdrawal from a Course/Programme (Domestic Students)	26
Academic Support	26
Financial Dealings with Students	26

Living in New Zealand 27

Auckland and Hamilton	27
Cultural Adjustment (International)	27
Accident Compensation Corporation (ACC)	28
Weather and Climate	28
Daylight Savings	28
The Cost of Living (International Students)	28
Working in New Zealand	29
Currency	29
Goods and Services Tax (GST)	29
Tipping and Service Charges	29
Home-stay Fees and Refund Policy (International Students)	29
Type of Accommodation	30
Evidence of Age Documents	30
Driving in New Zealand	31
Alcohol and Driving	31
Road Safety	31

Appendices 32

Introduction and Welcome

The staff of the New Zealand Skills and Education Group invite you to explore our world of exciting educational experiences. We offer you a great opportunity to gain skills in your chosen field of study and progress into further studies or career advancement either here in New Zealand or beyond its shores.

Your Student Handbook is a handy guide to all the things you need to know as a student. We encourage you to read the information carefully as it will assist you to settle in well and succeed in your academic journey. It contains important information about our schools, our services, health and wellness information, academic information, student support services and policies, to help you plan your life as a student. It is important that you keep this Handbook as a reference guide throughout your studies.

Ko te pae tawhiti whāia kia tata, Ko te pae tata whakamaua kia tina

Seek the distant horizon as you pursue your goals whilst you draw closer to your dreams

With our focus on creating a stimulating and active learning environment, our range of programmes will enable you to achieve your academic and career goals. Whether you want to pathway to a university degree to enter a highly skilled industry, we have the programme for you.

Our academic and support staff are here to assist and motivate you. They are all qualified professionals each with a strong personal interest in helping you succeed.

Our Vocational and Military Preparation programmes provides the framework to prepare domestic students to gain skills to meet New Zealand Defence Force standards. There is a high level of structure and discipline in this programme that will develop both your physical and mental strength.

Learn well, work hard, have fun, but most of all, take advantage of the opportunity to build your future. We wish you well in your studies and hope that your time at NZSE is rewarding and enjoyable.

Team NZSEG



About New Zealand School of Education

New Zealand School of Education (NZSE) was established in 2003 under the provisions of the Education Act 1989 as a Private Training Establishment and is funded by the Tertiary Education Commission (TEC). NZSE is accredited by the New Zealand Qualifications Authority as a Category One provider. The External Evaluation and Review (EER) can be found on our website:

NZSE EER: <https://www.nzse.ac.nz/assets/NZQA-Quality-Report-NZSE.pdf>

Our programmes are designed to provide you with recognised qualifications and clear pathways to either university degree study or to an employment outcome.

Our Career Services Team provides guidance from CV writing to interview preparation. We have strategic partnerships with several businesses and companies and we support our students to find full time and part-time work as well as internships. With an average of 25 to 30 students to a class, tutors have the extra time to provide our learners with individual attention.

During the year, NZSE co-ordinate fun activities such as cultural and sporting events, field trips and parties. This enables you to meet other students and also creates opportunities to make life-long friends.

NZSE Schools

Business

Early Childhood Education (Domestic only)

Foundation Studies

Healthcare

Information Technology

ATC Military and Vocational Prep (Domestic only)

Campus Locations

Our Auckland CBD, West Auckland, South Auckland and Hamilton campuses have comfortable learning spaces and student areas. All four campuses are close to shopping malls, local libraries and transport services.

Postal Address

PO Box 15-1293, New Lynn
Auckland 0640

Auckland CBD

Level 7/8, 238-242 Queen Street
Auckland CBD, Auckland

South Auckland

5A Ryan Place
Manukau, Auckland

General Contact Number

0800 99 88 11
or +64 9 827 6100

West Auckland

3033 Great North Road,
New Lynn, Auckland

Hamilton

848 Victoria Street
Hamilton CBD, Hamilton



Treaty of Waitangi (Tiriti ō Waitangi)

The Treaty of Waitangi (Te Tiriti o Waitangi) is an important legal partnership agreement that was signed by representatives of the British Crown and Māori tribal leaders on 6th Feb 1840. The purpose of the Treaty was to enable the British settlers and the Māori to live together in New Zealand under a common set of laws or agreements. It is important for our students, both domestic and international to understand the importance of this treaty as the founding document of New Zealand.

The Treaty of Waitangi established a partnership between the Māori who are the tangata whenua (indigenous people of the land) of New Zealand and the new settlers. Today, it continues to provide a framework for Māori and non-Māori to live together in this land. The Treaty reaffirms Māori rights to protect their way of life.

You can see the original documents of the Treaty of Waitangi at the National Library in Wellington. Waitangi Treaty Grounds (in the Bay of Islands where the treaty was signed) tells the history of New Zealand and coming together under the dictates of the treaty.

The Treaty Today:

The treaty was drafted in both English and Maori, with the English version being signed by the Crown and the Maori version by the Maori chieftains. The Maori and English texts of the treaty differ in their understanding of the partnership and this has been a subject of debate. Since the 1970s there has been a growing awareness and affirmative action to uphold the spirit of the principles of the treaty.

Today, the Treaty continues to act as a promise of partnership. It is an agreement, which is the basis of national unity and understanding between cultures. New Zealand proudly commemorates the signing of the Treaty and celebrates the 6th February every year as Waitangi Day which is a designated public holiday.

For further information on the Treaty of Waitangi:

- www.waitangi-tribunal.govt.nz
- www.nzhistory.net.nz
- www.treatyofwaitangi.net.nz

NZSE refers to the Māori Strategy in acknowledgement of Te Tiriti o Waitangi and the role of an Ako Advisor to lead this strategy. Our Ako Advisor will be facilitating interactive workshops for our students so look out for dates and times for the same OR contact the student support team.

Student Life

New Zealand's Education System

New Zealand's education system is regulated with strong quality assurance systems across the board. The Code of Practice for the Pastoral Care of International and Domestic Students ensures students are successful in their educational outcomes and are getting the support they need.

Code of Practice for the Pastoral Care of International Students

NZSE have agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. The Education (Pastoral Care of International Students) Code of Practice 2016 ensures that international students are well informed, safe and cared for properly when they come to New Zealand to study. The Code sets out the minimum standards of advice and care expected of New Zealand education providers to ensure the well-being of their international students.

To learn more visit www.nzqa.govt.nz/providers-partners/education-code-of-practice/

Code of Practice for the Pastoral Care of Domestic Tertiary Students (Interim Code of Practice 2019)

The general duty of pastoral care under the Code covers physical safety, access to advice and support services, physical and mental health support, freedom from discrimination and racism, support for transition to tertiary study and the opportunity to take part in decision making on support services.

To learn more, visit:

www.nzqa.govt.nz/providers-partners/domestic-code-of-practice/

Equal Opportunity

NZSE defines Equal Educational Opportunity as a process of providing a learning environment for students which is free from barriers which cause or perpetuate inequity in respect to the education of any person or groups of persons. We are committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, disability or gender orientation.

Please refer to our [A11: Equal Educational Opportunities Policy](#) available on our website at: www.nzse.ac.nz

Orientation

At orientation you will be warmly welcomed to your chosen campus by our team who will help and support you to settle in. Your well-being is our priority and we endeavour to make your experience with us the best it can be. Orientation includes activity based and team building sessions to help enable you to develop familiarity and engagement with NZSE and with your fellow students. During orientation, you will meet your tutor and Head of School who will provide you with course related details (requirements, content, timetable, term breaks etc). We welcome guardians of our Under 18 students to the Orientation.

In a fun-filled and engaging manner, the student support team and academic team will prepare you

with essential general and academic information including:

- Health and Safety
- Fire Evacuation Procedures
- Student Support Services available to you
- Learning approaches and our learning management system
- Assessment processes
- Academic administration
- Enrolment paperwork
- Life as an international student in NZ and at NZSE
- Life as a domestic student at NZSE
- Settling down – Accommodation, Bank Account, Emergency contacts etc (International)
- StudyLink loans and allowances advice and guidance (Domestic).

Enrolment Paperwork

We will ensure that all administration related to your enrolment is completed. This includes the Student Contract Agreement (ask for a copy if not included in this handbook), Student ID and your local contact details. We will also review of your visa and insurance papers (International) OR review of your StudyLink and related document, ID and clearances as necessary (Domestic). When you sign the enrolment form, you are signing a legally binding agreement with NZSE.

Your Contact Details

NZSE needs to be able to contact you during your studies. We will usually contact you using your NZSE email account so please check your emails regularly. Please advise your tutor or the Front Office Administrator if your address, phone number or emergency contact details change OR you can use the change of contact details form.

Student ID Card

Once your student ID card has been issued to you, it must be carried with you on campus for security reasons and you may be asked to show it at any time. Your ID card provides you with access to facilities and can be used for a range of discounts, e.g. movies and public transport. Do not lend your ID card to others (If you lose your ID card, a replacement card can be requested from reception for \$10).

For more information and details on the benefits of your ID card, please visit:

www.studentcard.co.nz

Health and Safety

NZSE Health and Safety information is displayed around the campuses and is introduced at orientation. All students must be familiar with the evacuation procedures, assembly areas and emergency exits for each campus. Emergency evacuation drills are carried out at least twice a year. Our health and safety information is displayed around all campuses and discussed both in class and at orientation. All incidents, injuries and near misses must be reported to reception. This ensures all incidents are investigated, recorded and reported and first aid can be given if required. Details about who the trained first aiders are at each campus are also displayed around all campuses.

Finding a Doctor

To find a General Practitioner or Doctor who practices close to where you live, you can check online at: <https://www.adhb.health.nz/your-health/find-a-gp/>.

Alternatively, you can talk to a student support member who will assist you to find medical centres and relevant medical services in your local area.

Health Information and Support

Mental Health

If you feel as though you may be experiencing depression or anxiety, or are anxious about living in a new country, please know that you're not alone and that there are many places you can turn to ask for help:

<https://depression.org.nz/>
Depression Helpline – 0800 111 757
Lifeline – 0800 543 354

Sexual Health

For advice, information, contraception, check-ups and consultations related to sexual health, visit Family Planning or Auckland Sexual Health Service. Both have clinics around Auckland and offer confidential advice and assistance for men and women of all ages.

ashs.org.nz
familyplanning.org.nz

Gender Identity Support

RainbowYOUTH is a charitable organisation providing support, information, advocacy for gender diverse people and intersex youth in Aotearoa New Zealand.

<http://www.ry.org.nz>

If you're wanting to talk to someone about anything gender identity-related, OUTLine provides confidential telephone support. Give them a call on [0800 688 5463](tel:08006885463) (OUTLINE).

Emergency - Police, Fire and Ambulance

Do not hesitate to call **111** in matters of life and death or if you are not sure about the seriousness of a situation. **111** is for police, fire, or medical emergencies when immediate action is required: someone's health, safety or property is in jeopardy or a crime is in progress. A trained operator will answer the call. Listen carefully, speak clearly and try to remain calm and clearly communicate your situation with the operator. The operator will stay on the line with you to make sure your call is directed to appropriate agency and you get timely assistance.

School's Emergency Contact

In case of an emergency outside working hours

Our 24/7 emergency contact is [021 881 069](tel:021881069) (International students only).

In case of an emergency in school hours

There is always a small chance of an emergency when you are on the premises. When there is an emergency, please follow the guidance of your tutors, NZSE staff and emergency services. In case of a fire, every campus has a fire warden and you will be guided to safety by the team. Emergency exits are marked and evacuation plans are displayed in each campus.

Any other important health and safety information will be provided by e-mail updating you on the situation for the campus and your courses. We will also publish updates on our Facebook page. For any concerns please call the campus on [09 827 6100](tel:098276100) or e-mail study@nzse.ac.nz.

Student Information

Student Code of Conduct and Related Policies

The Student Code of Conduct details NZSE's commitment to providing and maintaining a safe and healthy working environment and the behaviours expected of all students.

- A01** - Student Admissions and Withdrawal Policy
- A02** - Assessment of Prior Learning Policy
- A03** - Student Code of Conduct
- A04** - Misconduct Policy
- A05** - Student Attendance Policy
- A06** - Bullying, Harassment and Discrimination Policy
- A07** - Assessment and Moderation Policy
- A08** - Misconduct in Assessment Policy
- A09** - Student Feedback and Complaints Policy
- A10** - Academic Appeals Policy
- A11** - Equal Educational Opportunities Policy

These policies may be accessed through: Reception, Canvas (Learning Management System) and the NZSE website.

NZSE website: www.nzse.ac.nz/

Student Committee

Our students have a voice through our Student Committee and through a variety of feedback mechanisms. Student feedback helps shape the student experience at NZSE. Our Military and Vocational Prep programmes additionally offer peer to peer mentoring, where fellow students support each other. We believe that this not only develops skills and leadership that will advantage students in employment but that it is also a great way to get to know people.

Student Feedback

NZSE welcomes feedback and suggestions from our students. Surveys are administered throughout the programme and is an opportunity for students to provide feedback with respect to their admissions experience, administration, facilities, faculty and the programme of study. Students are encouraged to participate in all the surveys.

Changes made as a result of giving and receiving student feedback are reported back to students through the student committee. The aim of student feedback is to inform continuous improvement of the student experience at NZSE.

Attendance and Absences

Successful study requires regular attendance. It is your responsibility to attend all classes and ensure full attendance. Attendance is a course requirement and students' attendance is recorded and monitored. If you are absent for over three days from your regular class and you have not notified NZSE, you will be contacted by our support team.

If you are going to be late or absent from class, please call the school so that your tutor can be notified. If you need leave for exceptional personal circumstances, please contact your tutor at the earliest opportunity. Student support will guide you on how to apply for special leave. Absence from a test or examination, or a delay in submitting an assignment, must be supported by a valid medical certificate.

For further information please refer to policies [A01 Student Admission and Withdrawal Policy](#) and [A05 Student Attendance Policy](#), available on our website and at the front desk.

Attendance Expectations for Domestic Students

You are required to attend all classes and if your attendance drops below 90 per cent or more of your scheduled classes you may be contacted by the School. You must meet the attendance requirements for your programme as stated in your course outline. If you are unable to attend a class, you should inform the tutor or the Front Office Administrator of your absence before the scheduled class session.

If you are absent for more than three consecutive days for medical reasons you must provide a certificate from a registered medical practitioner. Regular absences will result in disciplinary action and your study could be terminated.

You can phone [0800 99 88 11](tel:0800998811) or send your tutor an email regarding your absence.

Attendance Expectations for International Students

Immigration New Zealand requires 100% attendance and high quality performance from international students for them to meet their visa conditions. Immigration New Zealand requires that you attend your programme of study at all times (100% attendance is ideal); and you must pass at least 75% of your courses for Immigration New Zealand to accept your online Student Visa Application for the renewal of your visa.

You may be contacted by NZSE if your attendance drops below 95%. Low attendance may result in difficulty applying for visas. International students are recommended to gain a medical certificate for all days of medical leave as this would be taken into consideration for their student visa conditions. In

cases of sustained non-attendance student enrolment is withdrawn, and Immigration New Zealand is informed for the termination of the visa and this may prevent eligibility for further studies.

You can phone **0800 99 88 11** or send your tutor an email regarding your absence.

Punctuality

It is important to be in class on time to ensure you gain all the information to assist your success. An absence will be marked for students who are late. Interruptions to the learning may result in late students being asked to join the class after the next break.

Contacting your Tutor

Your course outline provides your tutors' contact details, including their phone numbers and email addresses. You can also leave a message for a tutor by calling the NZSE's free phone number, **0800 99 88 11**.

Holiday Breaks

Holiday breaks may be scheduled into your programme. Details are provided at the time of enrolment and in your course outlines.

Public Transportation

There is a good public transport system covering the city and all the main suburbs both in Auckland and Hamilton.

Information about all Auckland bus, train and ferry services and fares: www.at.govt.nz

Information about Hamilton bus services and fares: www.busit.co.nz

Full-time students are entitled to discounted passes for buses and trains in Auckland. Please talk to the Student Support Team for more information.

On Campus

Smoke Free Campuses

NZSE campuses are all smoke free. Students will be guided to the best place to smoke.

Parking

There is no designated parking available for students in our campuses. Unauthorised vehicles parked in staff parking areas may be wheel clamped or towed. Please check parking options available to you before bringing your car to the campus. We encourage you to use public transport to reduce reliance on private motor vehicles.

Drugs and Alcohol Policy

NZSE does not tolerate the possession, use or distribution of alcohol, prohibited drugs or substances on the premises (with the exception of prescribed medications). It is important that all our students including international students are aware of the laws regarding drugs and alcohol in New Zealand and the associated offences and penalties incurred through the misuse of these substances.

For more information on drug and alcohol laws and penalties, go to:
www.police.govt.nz/advice/drugs-and-alcohol

Food

Food may be bought from home or nearby shops, cafes and takeaway outlets. NZSE provides student areas where you can make hot drinks and eat your food in comfort. Water coolers are also available for you to fill your cup or bottle. Only bottled water should be taken into the learning spaces. Please assist us to keep our immediate and wider environment clean and all facilities in good working order for the benefit of everyone.

Email and Internet

When you enrol, you will be given an email account and access to the NZSE's network. You may access the internet from a variety of devices via a wireless network across all our campuses.

All email and internet traffic including web page, email and other forms of electronic messaging are logged and monitored. Filters are in place to protect all users of the NZSE's network against objectionable content and malicious use.

Students may be withdrawn if found to be accessing, receiving, processing or sending objectionable material using internet or email services. These services include instant messaging, social media, online learning systems and any other system or service provided by NZSEG or one of its partners.

Computer Resources

NZSE operates a fair use policy for use of computer resource services required to support student learning needs. When students use the services for non-NZSE related activities the service can be restricted or removed.

The computer usage regulations can be found in the [A03 Student Code of Conduct](#) policy on our website: www.nzse.ac.nz

No student should infringe copyright regulations, in terms of the Copyright Act (1994) and the Copyright (Infringement File Sharing) Amendment Act 2011 or use computing equipment in any way detrimental to the lawful and efficient utilization of computing resources by NZSE. Copying of software is theft and NZSE will treat it as such.

No student shall:

- attempt to gain access to the IT system
- allow access to the system to any other person
- attempt to access, obtain, alter, add or erase any data to which they are not entitled
- make, hold or modify copies of software provided by NZSE, without prior written consent of the

IT Support Manager

- attempt to use the system so as to cause costs to be incurred by NZSE, any other person or organisation
- attempt to access any other computer system, whether elsewhere or overseas; and
- use the system in such a way as to contravene any requirements for its use notified by the Administrator. This includes but is not limited to, using the system for purposes other than those for which access was granted, wilfully impeding the operation of the system or any other user and any restrictions on use.

Students must abide by the relevant social media platforms terms and conditions.

Use of mobile phones

Mobile phones may be used for learning purposes. You may be asked to keep your phone away during assessments and assigned tasks. Please follow your tutor's guidance about use of mobile phones in class.

IT Support

IT support for students is available on all campuses to help you access the NZSE network. If you need assistance you can request help from your tutor or the IT Support person.

Printing

Students enrolled in certain programmes are given a quota for printing. Students may purchase more print quota if required from the reception at any campus. NZSE uses "Follow Me" printing so that your printing is released only to you. Information on access to printing will be given to you by your tutor.

Security of personal items

NZSE/Seafield make the best effort to secure the premises, however whilst on campus, you are solely responsible for the security of your personal items (laptop, tablet, phone etc.). NZSE is not liable for any loss or damage to personal items.

BYOD (Bring Your Own Device) Information

BYOD transforms students' experience of learning by enabling them to use their own devices to access learning materials and resources 24/7 on any campus and from home or any other place where they can connect to the internet.

NZSE and Seafield campuses with their dedicated premium fibre optic internet connections are designed to support student learning through the use of students' own devices.

Not all programmes at NZSE require students to bring their own devices. Students will be advised at enrolment if the programme they are studying has a BYOD requirement.

Buying a new device?

A number of retailers offer special discounts on electronic items for students. You can visit our preferred supplier PB Tech who will be happy to assist you.

BYOD Specifications

Existing devices - If you currently own a computing device, check the following minimum specifications:

Laptop (General)	<ul style="list-style-type: none">• 10-inch screen or larger• 4GB RAM• Hard drive with 50GB of free space• Windows 10 Pro (minimum) OR Apple Mac 10.8 (Snow leopard minimum)• Intel i3 processor• Up-to-date Anti-virus software• Wireless capable
Laptop (Information Technology students)	<ul style="list-style-type: none">• 10-inch screen or larger• 8GB RAM• Hard drive with 100GB of free space• Windows 10 Pro (minimum) OR Apple Mac 10.8 (Snow leopard minimum)• Intel i5 processor• Up-to-date Anti-virus software• Wireless capable
Tablet	<ul style="list-style-type: none">• 10-inch screen or larger• Keyboard accessory• Android v4.1, Windows 8, iOS v6 or higher• Wireless capable

New devices - If you decide to buy a new device, then the following specifications are recommended:

Laptop	<ul style="list-style-type: none">• 13-inch screen• 8GB RAM• Hard drive with 100GB of free space (SSD recommended for IT students)• Windows 10 Pro (minimum) OR Apple Mac 10.8 (Snow leopard minimum)• Intel i3 processor (for non IT students)• Intel i5 processor or equivalent (to support hardware virtualisation)• Up-to-date Anti-virus software• Wireless capable
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We recommend not using a Chromebook for IT programmes as they do not allow for virtualisation.

Student Academic Life

Academic Policies

Students are expected to perform to a satisfactory academic standard. NZSE has a number of academic policies and regulations as that are relevant to students and intended to provide a benchmark for students' academic achievement and a transparent and equitable process for students with academic performance problems.

These policies may be accessed through: Reception, Canvas (Learning Management System) and the NZSE website.

NZSE website: www.nzse.ac.nz

Recognition and Assessment of Prior Learning

Students are able to gain academic credits towards the completion of programmes of study based on previous experience and learning, whether formal or non-formal. Unless otherwise stated in programme/Qualification Regulations, academic credits may be awarded where course outcomes can be demonstrably met. This can be through cross credit, the transfer of credit from previous study or through the recognition of prior learning process.

For more information, see [AO2 Assessment of Prior Learning Policy](#) and talk to your tutor or course advisor as soon as possible.

Learning Resources

NZSE encourages and promotes the development of flexible modes of teaching and learning, the use of new learning technologies and computer assisted learning management systems. Some features are:

Canvas

Canvas is a web-based learning management system. Students will be given a detailed orientation to this system so that they can have 24/7 access to their learning needs and receive important notices and communications on this platform designed to make their academic and student journey a smooth and hassle free one.

Assessment

An assessment is used to determine whether you have met the learning outcomes of your course/unit standard requirements as well as graduate outcomes of your programme.

It is expected that you plan ahead and manage your time well so you can be ready for your assessments. At the start of each course you will be provided with a course outline which details the assessment requirements you will need to meet to successfully pass the course.

This includes:

- the assessment type.
- the assessment weighting.

- the assessment schedule/due dates
- any special conditions or characteristics which apply to a particular assessment.

Any assessment you submit should be your own original work, or, if it is a group assessment, the original work of your group. Your group or individual name should be on each page. Assessments should demonstrate the level of English competence expected for a student at the level at which you are studying. Academic support is available.

You need to be aware of the requirements around copyright and plagiarism. If you have any questions about these please discuss them with your tutor.

Online Real Time Assessment

Real Time Assessment means that assessments are taken online and results and feedback will be given electronically.

Turnitin.com

Turnitin.com, is an online plagiarism-detection software that checks submitted documents against its database and the content of other websites. Based on your programme of study, you may be required to submit your assessments via Turnitin.com. Your tutors will provide more information on this.

Online Delivery

When it comes to pursuing educational goals, location is no longer an obstacle. Some of our programmes (such as Early Childhood Education Level 4) are offered online. Online delivery allows our students the flexibility to learn when and where it's convenient to them. Students will experience a sense of community while participating in our online qualification. Our learning management system enables students to engage and interact with tutors and fellow students and share learning experiences.

Online delivery, while providing flexibility, also demands a high level of personal discipline in order to ensure that the course material and interactions with tutors and other students occur to the level required.

Our student recruitment team, student support team and tutors help our students to familiarise with the online learning tools. Online delivery requires students to have reliable internet access and a laptop or computer ([Bring Your Own Device Information available on page 16 if required](#)).

Blended Learning

Blended Learning combines both online and face to face learning. Students have a mix of classroom experiences where they work directly with their tutor and online instructions on NZSE's learning management system. The online learning hours are not timetabled but are part of the programme delivery. Blended learning requires students to have reliable internet access and a laptop or computer ([Bring Your Own Device Information available on page 16 if required](#)).

Aside from technical requirements in terms of equipment and skills, students must be aware of the following:

- Regular attendance and participation. Students will need to complete homework and prepare for assignments.
- Time management skills to balance the face to face hours as well as homework/assignments.

- Space to study to meet the requirements of the programme.

Submitting your work

Your course or assessment outline will contain information on how to submit your assessment. Some assessments may be required to be submitted online. The online system will acknowledge you have sent your assessment and will ensure your work is logged and tracked. If electronic submission is required, you will receive instructions on how to do this. The online system will acknowledge when you have sent your assessment and will ensure your work is logged and tracked. If electronic submission is required, you will receive instructions on how to do this.

Keeping a copy of your work

It is your responsibility to keep a copy of all work you submit to safeguard against such events as file corruptions or loss. If for any reason we do not receive your work, we may ask for a copy. When your marked work is returned you should keep it for at least six months after you have completed your course. However, all test material and notes made during in-class assessments cannot be removed from the test room.

Attending an Assessment, Examination or Test

Some assessments require you to be present on a particular day and time. You will be notified in advance of these requirements. If you fail to turn up for such an assessment, you may not be entitled to attempt the assessment unless there are exceptional reasons for your non-attendance. These reasons may include:

- illness
- sudden injury or disablement; or
- bereavement

You will be asked to provide a medical certificate or other appropriate evidence of the circumstances responsible for your non-attendance. Misreading a timetable cannot be accepted as a valid reason for failure to attend.

Extension of Assessment Deadlines

It is important that you make every attempt to submit your work on time. However, because of illness or other sustained interruption to study, you may not always be able to meet deadlines. As soon as you know you will have a problem meeting your assessment deadline contact your tutor OR Freephone [0800 99 88 11](tel:0800998811). The request for an extension of time should be made no later than three days before the due date. Do not wait until after the due date of the assessment has passed. If your tutor approves your request for an extension of time a new due date will be set. This date will usually be before any marked work or marking schedules relating to the assessment are released to students.

Reassessments

Reassessments are sometimes referred to as resubmissions or resits, may be allowed if part of an assessment has been failed. Each programme has its own set of academic regulations including whether a further attempt for a failed assessment is available. Specific information about what can be

re-assessed, the number of reassessments and any restrictions placed on the award of credit for work that has been reassessed can be found in your course outline.

Conduct in Assessments, Examinations and Tests

Students should seek clarification from their tutor before the start time of the assessment if they are unsure of any of the conditions surrounding the assessment. You should follow any special conditions or characteristics which apply to the assessment, examination or test.

In the assessment, examination or test:

- You should be prepared to present your Student ID card
- It is important that you arrive on time or a few minutes before the required time. You will not be admitted into an assessment, examination or test room 45 minutes after the time of commencement. No additional time will be allowed for time lost by your late entry.
- You cannot leave and re-enter the room while the assessment, examination or test is in progress unless you have had approved supervision while outside the room
- You must not disrupt other students or use cell phones, cameras or any other such devices, during the assessment, examination or test unless they are specified for use.
- You must not bring any materials into the assessment, examination or test room, other than those specified by your tutor.

Misconduct in Assessment

Academic Policy [A08 Misconduct in Assessment](#) details the procedures in place to detect and prevent academic misconduct in assessment. It also details the process to be followed when misconduct in assessment is suspected and the outcomes of misconduct. All cases of misconduct will be investigated. Misconduct may also be dealt with under [A04 Misconduct Policy](#).

Plagiarism

Copying someone else's work or ideas (from books, the internet, someone else's assignment or other sources) without citing the source in your references is called plagiarism. This applies whether you have quoted or copied exactly or paraphrased the source by putting it in your own words. You may be required to use plagiarism detection software to check the originality of assessments. NZSE views plagiarism and "ghost writing" (getting another person to write an assessment for you) as a form of cheating and significant penalties may apply. Ghost writing is forbidden and may result in a withdrawal from your programme.

There are two ways to avoid plagiarism:

- If you quote your source using exactly the same words, you should put the words in quotation marks and use an in-text citation to acknowledge the original source.
- If you paraphrase the source by using your own words you should provide a citation to indicate the original source.

Your tutor will provide you with guidelines for citing work and using academic references correctly using APA referencing. As well as avoiding copying others' work, you should not allow another student to copy from you. Sharing ideas is fine and a positive part of any study but when you are required to submit an individual assessment it must be your own work.

Cheating

Cheating will be suspected if a student who completed an assessment cannot explain both the intricacies of their work and the techniques used to generate their body of work.

Here are some examples that are clearly cheating:

- Turning in someone else's work, in whole or in part, as your own (with or without his/her knowledge).
- Allowing another student to copy or turn in your work as his/her own.
- Several people writing one assignment and turning in multiple copies, all represented (implicitly or explicitly) as individual work.
- Stealing an examination or solution.
- Using pre-prepared notes or material stored on cell phones or other electronic media in a closed book assessment or test.
- Paying someone to complete an assessment or test for you.

Here are some examples that are clearly not cheating:

- Turning in work done alone or with the help of the tutor.
- Submitting one assignment for a group of students if group work is explicitly permitted (or required).
- Getting or giving help to use the computer or access online resources.
- Getting or giving help to solve minor grammatical errors.
- Discussing assignments to better understand them.

Results

Unless otherwise advised in your course outlines, assessment feedback and results will be available to students no later than ten working days after the assessment submission date.

All assessment results are provisional until final course results are issued within ten working days of the final course completion date.

Transcripts

Transcripts are available ten working days after your results have been finalised.

Graduation

When you have met the requirements for a programme/qualification, you will receive a letter informing you of the date and processes for graduation. To ensure you receive this letter please ensure you have advised NZSE of any changes to your contact details.

Additional Information

What we can do to help

To ensure your success, it is important that you receive appropriate academic advice and support as soon as you experience a problem. If you are experiencing difficulties with your academic studies,

then you should first approach your tutor. They will be able to help or refer you to the Student Support team. For all other types of assistance or problems affecting your ability to study or with your general well-being please see the Student Services Team.

Student Support Services

Studying at NZSE is not only an opportunity for students to grow their skills and knowledge but also to add value to their communities by developing their leadership skills.

Numeracy, Literacy and Language Support

Numeracy and literacy support is embedded in NZSE's Level 1 to Level 4 programmes. Students also have access to resources to assist in improving their literacy, language and numeracy skills.

Supporting Student Well-being

If you are experiencing personal or financial problems which are affecting either your ability to study or your general well-being, please contact the Student Support Team. They will be able to offer assistance or refer you to a range of general and specialised support services available in your community. If you are unsure how to do this ask your tutor.

Disability Support

If you have a mental health condition, medical condition or have special needs, you must declare this at the time of application so we can ensure we can cater to your support requirements appropriately. Please contact Student Services for assistance.

Events and Activities

Events are organised regularly and range from cultural and sporting events to day trips. Students are also involved in other NZSE organised events like graduations, shared lunches and festival celebrations. Seafield School of English regularly holds Friday afternoon activities, usually departing from the reception area.

Peer to Peer Mentoring (For Vocational and Military Prep Students)

If a student requires help in settling with their academic studies or in general into their new environment, they can be paired with a senior student who will help them out. Group mentoring is also available by request.

Student Committee

A Student Committee is composed of student representatives who act as the voice of students and communicate any matters or concerns to the management. The committee is also an opportunity for our students to sharpen their leadership skills and enable them to participate pro-actively in the administration of NZSE. The committee will also give inputs on social functions and events for students.

Bullying, Harassment and Discrimination

We are committed to providing an environment which recognises the diversity, potential and contribution of all people which is free from all forms of bullying, harassment and discrimination (see policy A06 Bullying, Harassment and Discrimination Policy).

Personal Property and Lost Property

NZSE does not accept responsibility for any damage, loss and/or theft of personal property. Please keep your personal belongings with you at all times. If you see property of others left unattended on campus, please take it to reception. If you lose some of your property while on campus, please contact the reception.

Student Complaints

Students may express concern about anything they believe breaches their rights as a student or where they believe the standards of teaching or other services offered under their programme with NZSE are not met. All written complaints will be acknowledged in writing within five working days, including an estimated time frame for response to the complaint.

NZSE aims to resolve all issues as quickly as possible, with the agreement of everyone concerned.

Resolution of Complaints

The Head of School must make a decision in relation to the complaint and must notify the decision to the parties in writing, within 28 days of receiving the complaint. A copy of the letter must be provided to the Academic Director.

If the complaint involves a NZSE process or service and if, in the opinion of the relevant Head of School, the complaint has substance, the Head of School must arrange for the relevant process or service to be reviewed, with a view to preventing a recurrence. Should a matter not be resolved to the satisfaction of the complainant, they will have right of appeal to the Academic Director.

Student Complaints Process

In the first instance the student making the complaint should be encouraged to clearly define the problem

The student should talk informally with their tutor to resolve the concern or complaint. They may wish to take a support person with them.

If the tutor has not been able to address the concern/complaint, the tutor should then refer them to the most appropriate person.

Failing a satisfactory resolution, the student (or support person/s) should make a formal complaint in writing using the complaints form, to the Head of School.

If your complaint has not been resolved

If NZSE has not resolved your complaint and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority (NZQA). NZQA is a government organisation and they can provide an independent assessment of your complaint.

Download the formal complaint form from:

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Send your completed complaint form, along with any supporting evidence to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

OR email a scan of your completed form, along with scans of any supporting evidence to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

International students can contact iStudent Complaints for any financial or contractual disputes that have not been resolved. iStudent Complaints is an independent service with experience in helping international students to resolve disputes. There is not cost for this service. Call **0800 00 66 75** for assistance.

Student Appeals

Students may appeal misconduct decisions, see [A04 Misconduct Policy](#) for details. Students may also appeal to the Academic Director on any decision, action or omission in respect to academic matters relating to their programme of study: see [A10 Academic Appeals Policy](#).

Insurance (International Students)

All international students are required by Immigration New Zealand to have appropriate medical/travel insurance cover for the full length of their Student/Working Holiday/Visitor Visa period as a condition of the visa and must confirm their insurance cover at the beginning of each programme. If you do not have valid insurance, you will not be allowed to attend classes.

Insurance can be purchased through NZSE.

Renewing your Visa (International Students)

It is your responsibility to ensure you have a valid Student Visa to study with NZSE. Please record your visa expiry date on your phone/digital device. If you need to renew or change your Student Visa, please arrange your programme re-enrolment and tuition fee payment at least four weeks before expiry of your visa. If you do not hold a valid Student Visa; you will not be permitted to continue your study.

Book an appointment with the Student Support Team to update your visa at least eight weeks before it expires or apply online for a new student visa.

In cases of sustained non-attendance, student enrolment is withdrawn. For international students,

Immigration NZ is informed for the termination of the visa and you may not be eligible for studying further.

Protection of Student Fees - Public Trust (International Students)

International Student fees are placed in a special trust account operated by the Public Trust according to an agreement with the Government. Fees for each student are accounted for separately. The trustee (Public Trust) releases funds to NZSE each fortnight after you have received tuition. Under the agreement with the Public Trust, student fees are protected for the whole length of a course. This protects students from the unlikely situation where NZSE is unable to continue to deliver the programme you are enrolled in. If that happens, you are reimbursed for the weeks of the programme that cannot be delivered.

You will have the choice to receive any remaining fees back into your account or have the amount paid directly to an alternative provider of your choice where you intend to continue your studies.

In addition, NZSE will help you to enrol with another provider, which has a similar programme. Study credits will be transferred to the new provider.

Cancellation of Enrolment

NZSE may cancel the enrolment of students who:

- are not of good character;
- have been guilty of misconduct or breach of discipline.
- are enrolled in a full-time programme in another institution or secondary school;
- have made insufficient academic progress in their studies; or
- have poor attendance

Students who have falsified evidence or not disclosed required information relevant to the entry criteria may have their enrolment cancelled without refund of fees. NZSE may cancel the enrolment of international students if all agreed fees are not received by the course/programme start date. Students may cancel their enrolment for a course/programme at any time before the course start date. They will be refunded the full fees paid.

Withdrawal from a Course/Programme (International Students)

Early withdrawal from a course or programme can occur anytime up to ten working days after the programme start date. Students may make a written request for early withdrawal from a course/programme. International students will be refunded any fees paid, less an administration charge of up to 25% of the fees.

Unsatisfactory attendance, behavioural issues, failure to make satisfactory academic progress or outstanding fees may lead to the late withdrawal of a student by NZSE.

Students may make a written request for late withdrawal from a course/programme. There will be no refund of fees for a late withdrawal but in exceptional circumstances a student may apply in writing to the Directors of NZSE for a refund of fees.

Immigration New Zealand will be informed of international student withdrawals and this may lead to the termination of a student's visa. For full details please refer to A01 Student Admissions and Withdrawal Policy.

Withdrawal Process

Type of Withdrawal	Time Period	Refund
A visa was not granted	At any time	Refund of fees paid less registration fee (if Interim Visa, less charge equivalent to period studied on the interim visa)
Early Withdrawal	Up to the end of the tenth working day after the course start date	Refund of fees paid less up to 25% registration fee
Late Withdrawal	Ten or more days after the course start date	No refund of fees unless exceptional circumstances apply

See the full list of conditions for withdrawal and refunds in Appendix 3 of the handbook.

Withdrawal from a Course/Programme (Domestic Students)

Early withdrawal may occur any time from the programme start date until the end of the eighth day after the course/programme start date. Unsatisfactory attendance and behavioural issues may lead to the early withdrawal of a student by NZSE. Students may make a written request for early withdrawal from a course/programme. Late withdrawal occurs nine or more days after the programme/course start date. Unsatisfactory attendance, failure to make satisfactory academic progress may lead to the late withdrawal of a student by NZSE. Students may make a written request for late withdrawal from a course/programme.

StudyLink will be informed of domestic student withdrawals and this may lead to the termination of student loans and allowances.

For full details please refer to [A01 Student Admissions and Withdrawal Policy](#).

Academic Support

At NZSE we want all our students to succeed. Please talk to your tutor if you need help with your studies. Your tutor will be pleased to provide additional assistance with your course work and will let you know the times they are available for individual appointments. They may refer you to the appropriate student support services.

For students who have work placement or internships as part of their programme, tutors will work closely with you and the industry to ensure you have the desired learning outcomes.

For students who wish to further their studies with our pathway partners, the academic and student support teams will assist and guide you with the enrolment process.

Financial Dealings with Students

All dealings with students are conducted openly and fairly, according to New Zealand law and

accounting practices. Financial records are maintained in a safe environment with a full backup facility. Any transaction information held will be provided to the student upon their request.

Living in New Zealand

About Auckland

Auckland or Tamaki Makaurau is New Zealand's largest city with a population of 1.4 million people from a variety of cultural backgrounds. Also known as the City of Sails, Auckland is a modern and vibrant city, well-known for its mild climate, glorious scenery and very friendly people. There is so much to do here with great outdoor and indoor activities. To make the most of your time here, we recommend that you get out there and experience what Auckland has to offer.

About Hamilton

Hamilton or Kirikiriroa is at the centre of one of the richest agricultural and pastoral areas in the world and is a major service centre for the Waikato region. Hamilton has a diverse economy and is the third fastest growing urban area in New Zealand. Education and research & development play an important part in Hamilton's economy as the city is home to over 40,000 tertiary students. Hamilton's central business district is a bustling retail precinct with vibrant entertainment areas.

Here are some links you can explore to gain useful information on your life as an international student in New Zealand.

NauMai NZ: www.naumainz.studyinnewzealand.govt.nz

New Zealand NOW: www.newzealandnow.govt.nz

Cultural Adjustment (International Students)

Studying abroad may have you feeling nervous, unsure or homesick. Culture shock is a very normal process and many international students may experience this. Some students are more affected by it than others. Our student services team is here to help you navigate through this time and help you to settle into your new environment. It is important you engage in all the activities in school, keep active, make friends and keep improving your English language skills to assimilate faster in the local community. Remember, keep your expectations realistic, expect change, and try not to pass judgment on the people you encounter. You will learn new ideas, adopt new attitudes, and begin to behave in new ways as you find your feet in your new environment.

We honour and respect the cultural diversity and traditions of our students and we will support you in settling into the school.

If you ever feel as though you may be experiencing depression or anxiety, or are anxious about living in a new country, please know that you're not alone and can contact Student Support. Alternatively, there are several agencies that are ready to assist you. These include:

www.depression.org.nz

Depression Helpline – 0800 111 757

Lifeline – 0800 543 354

Accident Compensation Corporation (ACC)

The Accident Compensation Corporation (ACC) is responsible for administering the country's no-fault accident injury scheme. This covers everyone in New Zealand, including visitors if you are injured in an accident. This means it doesn't matter what you were doing when you were injured or who was at fault. While in New Zealand, if you have an accident resulting in an injury go to the doctor and lodge an injury claim. You will be covered as long as the injury falls within the legislation.

www.acc.co.nz

Weather and Climate

Auckland enjoys a warm coastal climate without extremes of temperature. The average daily temperature during January and February is 23 degrees Celsius (74 Fahrenheit), and during July and August, the average daily maximum is 14 degrees Celsius (57 Fahrenheit).

Hamilton City, lying on the Waikato River in Central Basin Waikato enjoys a hospitable climate year-round with warm, humid summers, cool to mild winters and moderate rainfall.

Summer is from December to February; Autumn is from March to May; Winter is from June to August; and Spring is from September to November.

Daylight Savings

New Zealand is 12 hours ahead of GMT (Greenwich Mean Time). On the last Sunday in September, clocks are put forward one hour to GMT+13 so that we can make the most of our long summer days. Daylight saving usually ends around the first Sunday in April.

The Cost of Living (International Students)

In order to live comfortably while you are in Auckland or Hamilton, you will need to have about NZ\$15,000 per year available for living costs, above the cost of your tuition fees as per the criteria set by the current, immigration policy of New Zealand.

You will receive advice from the Student Services Team during the orientation programme on how best to manage your money. It is important to note that you should have some New Zealand cash for immediate costs (e.g. airport costs or transport). You may need further funds in the form of traveller's cheques, which can be readily cashed. There are foreign exchange offices located at the airport, the central business district and local banks.

We strongly recommend that while in New Zealand you do not carry large amounts of cash on your person. We suggest opening a bank account as soon as possible after arrival.

- You can also purchase goods using an EFTPOS (Electronic Funds Transfer at Point of Sale) card issued by your bank at nearly all retailers.
- Any major amount of money may be sent in the form of a bank draft, but electronic transfers are, in most cases, the most efficient method of sending funds to New Zealand.
- Overseas cheques are sometimes difficult to clear and are not recommended.

Working in New Zealand

International students may work part time for up to 20 hours a week when they study in New Zealand (please refer to the conditions on your student visa OR check with our student support staff OR Immigration New Zealand if you have any doubts).

Currency

Local currency is the New Zealand Dollar. There are 10c, 20c, and 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Information regarding the current foreign exchange rate of the New Zealand Dollar against your currency can be found online.

Goods and Services Tax (GST)

All costs in New Zealand have 15% Goods and Services Tax (GST) added. Under law, the prices displayed must include the GST content.

Tipping and Service Charges

New Zealanders do not expect a tip for normal service, even in restaurants and bars. However, if you want to leave a tip for exceptional service, it will be appreciated. Service charges and gratuities are not added to hotel or restaurant bills.

Home-stay Fees and Refund Policy (International Students)

Placement Fee (non-refundable)	NZ\$280.00 including GST NZ\$310 including GST for Under 18 students
Accommodation Fee Half Board	NZ\$280.00 per week, per student, single room. Includes breakfast and dinner.
Accommodation Fee Half Board - Under 18	NZ\$310.00 per week, per student, single room. Includes breakfast and dinner.
Accommodation Replacement Fee	NZ\$120.00 per week
Airport Pickup	NZ\$100.00 to/from airport - to/from anywhere in Auckland.

Refunds:

- Once in their home-stay, students are required to give NZSE a minimum of seven days' notice prior to moving out.
- Should a student not provide the minimum seven days' notice, they will forfeit one week's fees.
- If a student withdraws prior to enrolment and has paid their home-stay fees, the home-stay fees will be refunded in full, with the exception of the placement fee which is not refundable. The seven-day notice rule will also apply.

Refer to [Appendix 1](#) for more information on refunds.

Types of Accommodation

Homestay:

Homestay is a popular option for international students. Students will usually have a room with a bed and study desk with laundry facilities, cleaning services, and utilities such as internet and phone. Normally you are provided with breakfast and evening meals from Monday to Friday and other meals by arrangement. The minimum time in any one homestay is two weeks.

NZSE can organise a homestay for you. To book a homestay, you need to complete an Accommodation Application Form. Two weeks' notice is required to arrange the same.

A minimum of one week's written notice must be given prior to departure from a homestay. Payment for the first two weeks of homestay accommodation is not refundable or transferable.

Quality Accommodation Guarantee:

Homestay families are carefully selected by NZSE's Accommodation Agent (appointed by the School). We have processes in place to ensure that families are vetted and appropriate accommodation is provided for our students who book through us.

NZSE and its Accommodation Agent promote the welfare of international students in accordance with the Code of Practice published by NZQA.

Accommodation for International students under the age of 18:

The Education (Pastoral Care of International Students) Code of Practice 2016 requires that students under 18 live in an accommodation approved by NZSE.

Apartments or flats:

Apartments or flats are usually a cheaper option. A flat may be part of a house or a whole house, which is shared between two or more flatmates.

Temporary accommodation:

Motels or hotels provide temporary accommodation. The cost is normally between \$75 and \$200 a night, depending on the location and quality of the facilities.

Your own house:

Your own house is also an accommodation option. For tenancy information visit, www.tenancy.govt.nz OR phone 0800 836 262.

Evidence of Age Documents

There are four 'evidence of age' documents accepted in New Zealand: New Zealand Passport, Overseas Passport, New Zealand Photographic Driver's License, and the Kiwi Access Card. The Kiwi Access Card can be used as an evidence of age and identity card throughout New Zealand and is available to both NZ nationals and overseas visitors.

The form can be downloaded from www.kiwiaccess.co.nz and costs \$55.00.

Driving in New Zealand

- All vehicles travel on the left- hand side of the road.
- Before you drive in New Zealand you should read the Road Code to learn about the rules of the road, especially the 'give way' rule which differs from many other countries.
- You must also take out a minimum level of insurance against damage to other people or their property.
- All occupants are required (by law) to wear a seatbelt.
- If you have a driver's licence from another country or an international driving permit, you may drive in New Zealand for a maximum of one year.
- If you would like to continue driving after this one-year period, you must hold a New Zealand licence.

Types of Licences

There are three kinds of licences in New Zealand: Learner Licence, Restricted Licence and Full Licence. Please ensure you are holding a valid licence when driving in New Zealand. International students who hold a full overseas drivers' licence from their country, the licence is valid for one year from the date of arrival into New Zealand (conditions may apply). Thereafter you must obtain a New Zealand drivers' licence.

Further information about driving in New Zealand can be obtained from the New Zealand Transport Agency - Freephone 0800 822 422, or visit the website at

www.nzta.govt.nz/driver-licences/getting-a-licence/

Alcohol and Driving

It is important to remember that there is no 'safe' level of alcohol for driving, and the best advice is to keep it simple and avoid any doubt by making the choice not to drive if you are going to drink. Call a taxi, take a bus or get someone who hasn't been drinking to drive you home. Think ahead - it's always easier if you have a plan. There are heavy penalties/punishments, including large fines or jail terms, for people who drink and drive. Should you have an accident whilst you are driving over the limit your insurance will not be valid.

For current information on drinking and driving please visit www.alcohol.org.nz

Road Safety

Please ensure that you familiar with the New Zealand Road Code and road safety in general, whether as a driver, cyclist or pedestrian. Motorists and cyclists have rights and responsibilities on New Zealand roads. Pedestrians have rights and responsibilities when they are crossing roads.

Advice for Motorists, Cyclists and pedestrians can be found at:

www.nzta.govt.nz/walking-cycling-and-public-transport/

Appendices

Appendix 1: REFUND SUMMARY TABLE - International Students

Conditions for programme duration	Evidence required	Timing	Amount of refund
Interim visa issue, full visa declined	An official letter from INZ indicating the rejection of the visa application	At any time	Tuition fee less registration fee, less charge equivalent to period studied on the interim visa
A visa was not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee less registration fee
Extension of visa is not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee less registration fee
New Zealand School of Education is unable to proceed with the programme	No documentation required from the student	The refund is automatic	Total fee paid (however if the student transfers to another programme, the refund will be applied to the alternative programme) OR If the programme contracted with New Zealand School of Education is cancelled for whatever reason, then the student shall be entitled to a total refund of programme fees but shall not be entitled to any other compensation, costs or consequential damages of whatsoever nature
Student no longer wishes to study at New Zealand School of Education	A letter from the student outlining the reason for their change of circumstances. New Zealand School of Education will advise INZ and request cancellation of student visa	Before the commencement of the programme of study	Total fee paid less the registration fee, accommodation placement fee, and any agency fees
		Up to the end of the 10th working day after the course start date	Total fee paid less the registration fee, accommodation placement fee, any agency fees, and a cancellation fee of up to 25% of the programme fee.

Compassionate reasons (serious illness etc.)	Documentation supporting application for a refund by the student	At any time	At the discretion of the Academic Director of New Zealand School of Education AND the CEO (Chief Executive Officer)
Non-attendance or failure to achieve	As per New Zealand School of Education International Policy	After the commencement of the course	No refund
Breach of New Zealand School of Education Regulations	As per New Zealand School of Education Regulations	At any time	No refund
Gains Permanent Residency	An international student in a semester based programme, gains Permanent Residency	At any time	Will not receive a refund of fees for the semester in which residency is granted However, they will be treated as a New Zealand Permanent Resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted
	International students in programmes designed with full year non-semester-based courses gains Permanent Residency	At any time	Must pay the international fees for the full year, regardless of the date Permanent Residence has been granted during that year
The Signatory ceases to be a Signatory	Refund the unused portion of fees paid to:	As directed	Unused portion of fees
	(a) the student (or the student's parent or legal guardian) OR		
The Signatory ceases to be a Signatory	(b) if directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian)		

AUCKLAND CBD CAMPUS

Level 7 and 8, 242 Queen Street
Auckland CBD
New Zealand

WEST AUCKLAND CAMPUS

3033 Great North Road
New Lynn, Auckland
New Zealand

SOUTH AUCKLAND CAMPUS

5A Ryan Place
Manukau, Auckland
New Zealand

HAMILTON CAMPUS

850 Victoria Street
Hamilton Central, Hamilton
New Zealand

nzse.ac.nz

+64 9 827 6100 | study@nzse.ac.nz