



2021 Student Handbook

Auckland CBD
seafield.ac.nz | +64 9 369 1906

Contents

Introduction and Welcome	4
About Seafield School of English	4
Campus Information	5
Treaty of Waitangi	5
Student Life	6
New Zealand's Education System	6
Code of Practice	6
Equal Opportunity	6
Orientation	6
Enrolment Paperwork	7
Your Contact Details	7
Student ID Card	7
Health and Safety	7
Finding a Doctor	7
Health Information and Support	8
Emergency - Police, Fire and Ambulance	8
School's Emergency Contact	8
Student Information	9
Student Code of Conduct and Related Policies	9
Student Committee	9
Student Feedback	9
Attendance and Absences	9
Punctuality	10
Contacting your Teacher	10
Optional Holiday Breaks (General English only)	10
Changing the time of your study	11
Homework	11
Textbooks Lending Policy	11
Public Transport	11
On Campus	11
Smoke-Free Campuses	11
Parking	11
Drugs and Alcohol Policy	12
Food	12
Email and internet	12
Computer Resources	12
Use of mobile phones	13
IT Support	13
Printing	13
Security of personal items	13
Bring Your Own Device (BYOD) Information (NZCEL only)	13
Buying a new device?	14
BYOD Specifications	14
Student Academic Life	15
Academic Policies	15
Recognition and Assessment of Prior Learning (NZCEL)	15
Assessments	15
Learning Resources	16
Study modes	17

Submitting your work (NZCEL only)	17
Attending an Assessment, Examination or Test	18
Extension of Assessment Deadlines (NZCEL only)	18
Reassessments	18
Conduct in Assessments, Examinations and Tests	18
Misconduct in Assessment	19
Plagiarism (NZCEL only)	19
Cheating	19
Results (NZCEL only)	20
Transcripts (NZCEL only)	20
Graduation	20

Additional Information 20

What we can do to help	20
Student Support Services	20
Supporting Student Well-being	20
Disability Support	21
Events and Activities	21
Student Committee	21
Bullying, Harassment and Discrimination	21
Personal Property and Lost Property	21
Student Complaints	21
Resolution of Complaints	21
Student Complaint Process	22
If your complaint has not been resolved	22
Student Appeals	23
Insurance	23
Renewing your Visa	23
Protection of Student Fees – Public Trust	23
Cancellation of Enrolment	24
Withdrawal from a Course/Programme	24
Academic Support	25
Financial Dealings with Students	25

Living in New Zealand 25

About Auckland	25
Cultural Adjustment	25
Accident Compensation Corporation (ACC)	26
Weather and Climate	26
Daylight Savings	26
The Cost of Living	26
Working in New Zealand	27
Currency	27
Goods and Services Tax (GST)	27
Tipping and Service Charges	27
Home-stay Fees and Refund Policy	27
Type of Accommodation	28
Evidence of Age Documents	28
Driving in New Zealand	29
Alcohol and Driving	29
Road Safety	29

Appendices 30

Introduction and Welcome

The staff of Seafield School of English, part 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 English Language skills to achieve your study goals.

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.

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. 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.

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 Seafield School of English is rewarding and enjoyable.

Team Seafield

About Seafield School of English

Seafield School of English 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: <https://www.seafield.ac.nz/school-credentials/>

Seafield offers English Language Tuition (General English), NZ Certificate in English Language (NZCEL), IELTS Preparation, and LanguageCert International ESOL (English for Speakers of Other Languages). LanguageCert is designed for non-native speakers of English worldwide wanting to provide documented evidence of their knowledge of English, for study or employment.

During the year, Seafield co-ordinates 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.

Courses

English Language Tuition (General English)

Maximum class size: 16

IELTS Preparation

Maximum class size: 20

New Zealand Certificate in English Language (NZCEL) - Level 4

Maximum class size: 25

LanguageCert International ESOL

Campus Information

Postal Address

PO Box 15-1293, New Lynn
Auckland 0640

General Contact Number

+64 9 369 1906

Auckland CBD

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

Treaty of Waitangi (Tiriti o 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 pact 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

Seafield School of English affirms the principles of the Treaty, celebrates it appropriately and provides our International students with awareness of it and te Reo Maori.

Maori proverb: Ko te pae tawhiti whāia kia tata, Ko te pae tata whakamaua kia tina

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

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 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

Seafield School of English has 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/

Equal Opportunity

Seafield School of English 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: <https://www.seafield.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 sessions to help enable you to develop familiarity and engagement with Seafield School of English and with your fellow students. During orientation, you will meet your teacher who will provide you with course related details (requirements, content, timetable 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 Seafield School of English
- Settling down – Accommodation, Bank Account, Emergency contacts etc

Enrolment Paperwork

We will ensure that all administration related to your enrolment is completed. This includes the Student Contract Agreement (ask your Course Advisor 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. When you sign the enrolment form, you are signing a legally binding agreement with Seafield School of English.

Your Contact Details

Seafield School of English needs to be able to contact you during your studies. We will usually contact you using your Seafield School of English email account so please check your emails regularly. Please advise your teacher 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

Seafield School of English Health and Safety information is displayed around the campus 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 \(OUTLINE\)](tel:08006885463).

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).

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 teachers, Seafield 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 **09 369 1906** or e-mail study@seafield.ac.nz.

Student Information

Student Code of Conduct and Related Policies

The Student Code of Conduct details Seafield'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, Microsoft Teams and the Seafield School of English website.

Seafield website: <https://www.seafield.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 Seafield School of English.

Student Feedback

Seafield School of English 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 Seafield School of English.

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 Seafield of English, 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 teacher can be notified. If you need leave for exceptional personal circumstances, please contact your teacher 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 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 Seafield 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 [09 369 1906](tel:093691906) 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 Teacher

Use Teams or e-mail to contact your teacher. You can also leave a message for a teacher by calling Seafield on [09 369 1906](tel:093691906).

Optional Holiday Breaks (General English only)

There may be other times outside of Holiday breaks where you might need to take additional time off. At Seafield, students with courses longer than 16 weeks may ask for a one-week holiday. Students with a course longer than 24 weeks may ask for a two-week holiday. All holidays will need to be approved by the Director of Studies at least 7 days prior to your holiday. Do not buy tickets or pay for accommodation before approval. To be approved for a holiday, collect and fill out a form from the Student Support Team or the Front Desk. Please ask Student Support if you have any questions.

Note: Holidays will change your study end date. You will need to make sure your visa still applies until the end of your new end date. You will also need to sign a new Public Trust form.

Changing the time of your study

Seafield English Language Tuition courses have both morning and evening sessions. Morning students can change to evening class and evening students can change to morning class. The first time is free of charge and every other time after that will require a \$150 administration cost. You need to ask for this change in writing at least one week before the change and it will need to be approved by the Director of Studies. If your new course costs more, you will need to pay the difference before the change. If the new course costs less, you will not be able to get a refund for the difference. Ask Student Support if you have any questions.

Homework

Homework is an important part of consolidating what you learn in class and an essential part of ensuring that you will meet your learning goals. Teachers will advise you of the homework required at the end of each class. Unless otherwise specified, this should be done by the start of the next class. Failure to regularly do homework is a serious issue. If homework is not done regularly, you may be required to discuss the issue with the Director of Studies.

Textbooks Lending Policy

Seafield textbooks are available to borrow for as long as your course lasts. If you wish to borrow a textbook, a \$100 bond must be given. Upon return, your bond will be fully refunded only if the textbook is returned in perfect condition (no handwriting, wet marks, stains or any other damage). If there is any damage to the textbooks, this may result in a deduction from your bond.

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

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

The Seafield School of English campus is 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

Seafield School of English 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. Seafield School of English 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

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 Seafield'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 Seafield or one of its partners.

Computer Resources

Seafield operates a fair use policy for use of computer resource services required to support student learning needs. When students use the services for non-Seafield 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.seafield.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 Seafield School of English. Copying of software is theft and Seafield School of English will treat it as such.

No student shall:

- attempt to gain access to the 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 Seafield School of English, without prior

- written consent of the IT Support Manager.
- attempt to use the system so as to cause costs to be incurred by Seafield School of English, 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 teacher'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 Seafield School of English network. If you need assistance you can request help from your teacher or the IT Support person.

Printing

Unless your programme provides a quota for printing, you may need to pay for printing at the reception.

Security of personal items

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.). Seafield is not liable for any loss or damage to personal items.

BYOD (Bring Your Own Device) Information (NZCEL only)

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.

The Seafield campus with their dedicated premium fibre optic internet connections is designed to support student learning through the use of students' own devices.

Not all programmes at Seafield 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	<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
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• Up-to-date Anti-virus software• Wireless capable
---------------	---

We recommend Google Chrome as your browser when using the Canvas LMS for the best experience.

Student Academic Life

Academic Policies

Students are expected to perform to a satisfactory academic standard. Seafield 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, Microsoft Teams and the Seafield School of English website.

Seafield website: <https://www.seafield.ac.nz/>

Recognition and Assessment of Prior Learning (NZCEL)

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 [A02 Assessment of Prior Learning Policy](#) and talk to your teacher or course advisor as soon as possible.

Assessments

Placement (General English)

Your level placement is a process that happens during your first week at Seafield. On your first day, you will take a placement test to check your grammar and vocabulary. You will be placed based on this test on the following day. Your speaking, listening and interaction will be assessed by your teacher on the following days. Your placement level is finalised on the final day of the week. We welcome you to speak to your teacher, the Senior Teacher or the Director of Studies if you believe you are in the wrong level.

Tests (General English)

General English classes have regular tests to provide feedback on your learning and show your progress. There are weekly formative tests to check your learning in one area and six-weekly summative tests to assess your progress. Summative tests have five sections: Listening Speaking, Reading, Writing and Grammar/Vocabulary. A 60% pass mark indicates that you are suitable for your current level. A score of 80% without failing a single section is a Distinction score, showing you can proceed to a higher level. If your score was not satisfactory, you may request to re-sit one section. This is when you will do a test section but with different material and tasks from your original test. If you achieve a higher score in this section, it will be accepted as your result.

Assessments (NZCEL only)

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 teacher.

Learning Resources

Seafield School of English 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:

Microsoft Teams

Microsoft Teams is a unified communication and learning platform that combines persistent chat, video online classes, file storage, and application integration.

Online Real Time Assessment

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

Canvas (NZCEL only)

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.

VitalEnglish (NZCEL only)

VitalEnglish is an online self-access learning platform providing solid general English instruction for grammar and vocabulary. As the NZCEL programme focusses strongly on skills and tasks that are expected in an academic environment, VitalEnglish provides you with the foundation that you may have missed before starting your study.

Study modes

For some courses and programmes, you study in the classroom. But other courses might be taught online, or through blended learning.

Online Delivery (Specific courses only)

When it comes to pursuing educational goals, location is no longer an obstacle. Some of our programmes may have blended and online delivery. 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 teachers 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 teachers and other students occur to the level required.

Our student recruitment team, student support team and teachers 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 Delivery

Blended Delivery combines both online and face to face learning. Students have a mix of classroom experiences where they work directly with their teacher and online instructions. The online learning hours are not timetabled but are part of the programme delivery. Blended delivery 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 assessments
- 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 (NZCEL only)

Your course or assessment outline will contain information on how to submit your assessment EL4.106.1. Read the instructions on any assessment carefully and ask your teacher if you have any queries. 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.

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 (NZCEL only)

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 teacher OR phone [09 369 1906](tel:093691906). 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 teacher 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 (“resits”) may be allowed if part of an assessment has been failed. For General English Summative Tests, you may choose to have a resit for any single section of the test if doing better in that section will lead to a different overall result (e.g., change an overall Pass into an overall Distinction). NZCEL 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 manual.

Conduct in Assessments, Examinations and Tests

Students should seek clarification from their teacher 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 teacher.

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 (NZCEL only)

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. Seafield 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 teacher 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 teacher.
- 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 (NZCEL only)

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 (NZCEL only)

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

Graduation

English Language Tuition will have graduations every Friday to acknowledge the achievements of our students leaving that week.

For NZCEL, 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 Seafield School of English 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 teacher. 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 Seafield School of English 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.

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 teacher.

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 Seafield School of English organised events like graduations, shared lunches and festival celebrations. Seafield School of English regularly holds Friday afternoon activities, usually departing from the reception area.

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 Seafield School of English. 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

Seafield School of English 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 Seafield school of English 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.

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

Resolution of Complaints

The Director of Studies 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 Chief Executive Officer.

If the complaint involves a Seafield School of English process or service and if, in the opinion of the Director of Studies, the complaint has substance, the Director of Studies 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 Chief Executive Officer.

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 teacher to resolve the concern or complaint. They may wish to take a support person with them.

If the teacher has not been able to address the concern/complaint, the teacher 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 Director of Studies.

If your complaint has not been resolved

Our school is a member of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance. The address is:

English New Zealand
P O Box 35283
Christchurch 8640

You can phone **03 383 7153** or email admin@englishnewzealand.co.nz.

If English New Zealand is unable to resolve your problem, or if you do not think your complaint has been dealt with adequately, you can contact the New Zealand Qualifications Authority (NZQA) if your complaint is about the Education (Pastoral Care of International Students) Code of Practice 2016. You can contact NZQA by phone on **0800 697 296** or email risk@nzqa.govt.nz.

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website:
<https://www.fairwayresolution.com/got-a-dispute/istudent-complaints>

NZQA has produced a brochure for international students about the complaints process:
<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

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

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 Seafield School of English.

Renewing your Visa

It is your responsibility to ensure you have a valid Student Visa to study with Seafield School of English. 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 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 Seafield School of English 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 Seafield School of English 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, Seafield School of English 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

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. Seafield School of English may also cancel the enrolment of international students if all agreed fees are not received by the course/programme start date or the students are enrolled in a full-time programme in another institution or secondary school at the time of Seafield course or programme.

Students who have falsified evidence or not disclosed required information relevant to the entry criteria may have their enrolment cancelled without refund of fees.

Withdrawal from a Course/Programme

Students can withdraw early from a course or programme can occur from the start date for a limited time for any reason. Please see the table below for the time after the start date and the guidance for refunds.

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 (for courses less than 5 weeks)	Up to the end of the 2nd study day after the course start date	Refund of fees paid less a deduction of 50%
Early Withdrawal (for courses longer than 5 weeks or but shorter than 12 weeks)	Up to the end of the 5th study day after the course start date	Refund of fees paid less a deduction of 25%
Early Withdrawal (for courses 12 weeks or longer)	Up to the end of the 10th working day after the course start date	Refund of fees paid less up to 25% registration fee
Late Withdrawal	Any withdrawal after the Early Withdrawal period stated above	No refund of fees unless exceptional circumstances apply

Unsatisfactory attendance, behavioural issues or failure to make satisfactory academic progress may lead to meetings with the Senior Teacher or Director of Studies, and the creation of Student Study Agreements to address the problem. If there is little or no improvement in the areas stated in the Student Study Agreements, it may also lead to the late withdrawal of a student by Seafield School of English without refund. Serious misconduct in behaviour or assessments will be investigated and if proven may result in the immediate late withdrawal of students without refund.

Academic Support

At Seafield School of English we want all our students to succeed. Please talk to your teacher if you need help with your studies. Your teacher 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 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.

Cultural Adjustment

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).

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

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

Full time international students with courses 16 weeks or longer, 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 Seafield 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.

Seafield 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 Seafield School of English'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.

Seafield School of English 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 Seafield School of English.

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 county, 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 terminating enrolment and terminating the contract	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	Before start of programme	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
Seafield School of English 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 Seafield School of English 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 Seafield School of English	A letter from the student outlining the reason for their change of circumstances. Seafield School of English 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 (Refer to Withdrawal Process)	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. (Refer to Withdrawal Process)

Compassionate reasons (serious illness etc.)	Documentation supporting application for a refund by the student	At any time	At the discretion of the Director of Studies, Seafield School of English AND the CEO (Chief Executive Officer)
Non-attendance or failure to achieve	As per Seafield School of English International Policy	After the commencement of the course	No refund
Breach of Seafield School of English Regulations	As per Seafield School of English Regulations	At any time	No refund
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

Student Handbook Agreement:



seafield.ac.nz/student-life/student-handbook-agreement

seafield.ac.nz

+64 9 369 1906 | study@seafield.ac.nz

Seafield School of English is a NZQA Category One accredited education provider and part of the New Zealand Skills and Education Group.