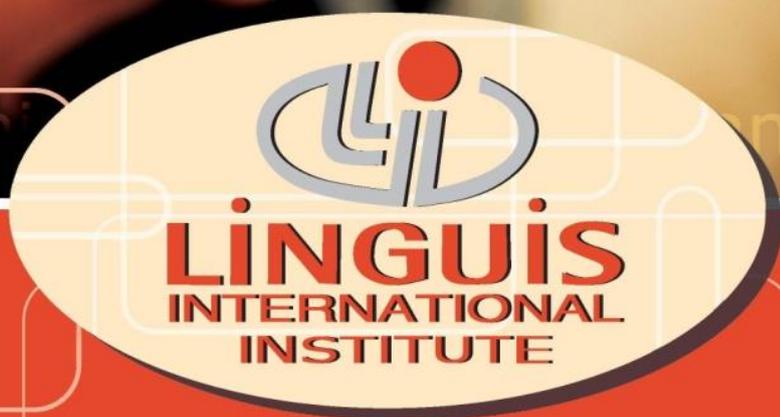


Linguis International Institute



Student Handbook

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KIA ORA AND WELCOME TO LINGUIS INTERNATIONAL INSTITUTE

Welcome to Linguis International Institute. This Handbook is a guide for all Linguis students. We encourage you to read it fully and carefully - its aim is to help you settle into your studies and provide important information to assist you during your time here.

Linguis International Institute is dedicated to offering a professional and stimulating environment for learning. Linguis has been providing education to international students since 1997.

The Diplomas in Business Level 5, Level 6 and Level 7 have proved to be very popular diplomas for career pursuit and employment skills and opportunities in New Zealand and overseas. We are very pleased that you have chosen to study with us. We are confident that you will find our carefully selected lecturers friendly, experienced and totally dedicated. Your classes will be stimulating and rewarding; but at the same time, enjoyable. Yes, serious learning can also be fun!

In addition to what you gain with us, we also have formal Agreements with organisations that can assist with job placement following your study and with Universities/Colleges for further staircase study options once you complete your studies with us and graduate.

You will also learn that study at Linguis is not only about meeting the academic requirements of New Zealand and developing class and professional skills; it is also about the development of personality, maturity, and beyond study opportunities.

To ensure that you have a most worthwhile and enjoyable stay, we are always willing to help you with any questions you might have about further studies, travel plans, visas, accommodation, or personal matters. Please feel free to talk to any of our staff members at any time.

Mike Dawson
Director

Mae Dawson
Director

OUR VISION

“To be a recognised professionally managed education provider of training and education, which actively promotes quality in education and enhances harmony amongst people of different cultures.”

OUR MISSION STATEMENT

- To provide a professional and stimulating environment in which to teach and learn
- To provide the opportunity to learn and practise contemporary adult-teaching techniques
- To provide students with a stimulating environment to maximise their learning potential and achieve their academic goals
- To facilitate closer interaction and understanding amongst people with different languages and cultures so as to enrich their lives and help create a harmonious multi-cultural society
- To provide students with a pathway to employment

OUR GOALS

- To provide training, courses and seminars of the highest quality
- To provide facilities and equipment to a high standard, conducive for learning
- To communicate in a positive and supportive way
- To engender a spirit of co-operation and equality regardless of language, race, nationality, culture, gender, religion, disability or age
- To promote multi-cultural understanding and harmony
- To introduce international students to the principles of the Treaty of Waitangi; New Zealand being a bi-cultural nation

OUR AIMS

We aim to live up to our motto: “*Learning To Succeed!*”

We aim to make your studying experience at Linguis a truly rewarding one, both academically and personally.

We aim to equip you with knowledge, skills, attitude and qualifications to ensure your time spent with us is rewarded throughout your career and life.

We aim to make your time with us a happy and personally fulfilling one!

1.0 ABOUT LINGUIS INTERNATIONAL INSTITUTE

Linguis International Institute is a Specialist Institute where we pride ourselves on the quality of our teaching and programmes. All of our courses are approved by the New Zealand Qualifications Authority (NZQA), and Linguis International is accredited to teach them.

Linguis International is proud to be a Signatory to the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students.

1.1 Directors, Management, Administration and Academic Staff

Directors

Director - Mae Ding

Director: Mike Dawson

Administration Staff, including the **Administration Manager**, ensure all Linguis' academic and student records and financial processes operate efficiently and accurately. They also can assist you with enquiries regarding timetables, class allocation, student insurance, student activities and so on.

Academic Staff – Academic Managers and Lecturers

The academic teams at each campus are highly qualified managers and lecturers. Managers have both research and teaching backgrounds and manage the academic processes and procedures. Many lecturers have doctorate qualifications and many also have other post graduate qualifications. All are qualified to teach our programmes of learning. Generally most of the academic staff have come from business, management and entrepreneurial backgrounds, and this and their experience in education is invaluable to students.

You will spend a great deal of your time at Linguis with different lecturers who are there to provide you with academic support to help you through your studies. You will develop mature professional relationships with your lecturers, so it is important that you utilise their knowledge and expertise as much as possible.

Contact for Pastoral Care and Accommodation issues:

Tel: **09 948 4854** (Auckland) and **03 388 4443** (Christchurch)

Emergency Contacts (24 hours)

Christchurch campus: **027 2986452**

Auckland campus: **021 02933422**

1.2 Our Programmes

We offer the following programmes and qualifications:

- ✓ Diploma in Business (Level 7)
- ✓ National Diploma in Business (Level 6)
- ✓ National Diploma in Business (Level 5)
- ✓ New Zealand Diploma in Business (Level 5)
- ✓ New Zealand Diploma in Business (Level 6)
- ✓ New Zealand Certificate in English Language (Level 4)
- ✓ New Zealand Certificate in English Language (Level 3)
- ✓ IELTS Examination Preparation
- ✓ English Studies (Levels 1 – 4)
- ✓ Group/Holiday Tours English

1.3 Pathways to further tertiary study

Linguis offers pathways for further tertiary studies to its students at:

- ✓ University of Canterbury
- ✓ Waiariki Institute of Technology
- ✓ Whitireia New Zealand Limited
- ✓ Auckland Institute of Studies (AIS) St Helens
- ✓ Christchurch Polytechnic Institute of Technology (CPIT)
- ✓ Otago Polytechnic

1.4 Hours of Operation

The Institute's hours of operation are posted in notices in prominent locations in each campus.

Your timetabled class hours are also posted in your campus. There are morning and afternoon tea breaks; these are arranged at convenient times during the lessons, and a lunch break of 1 hour.

1.5 Institute Facilities

▪ Reception

This may be your first point of contact for any questions or information. Your enquiry will be responded to as soon as possible, but as it is often a very busy area, we ask for your patience. Reception can provide you with phone and email details if you wish to contact a particular staff member to make an appointment.

▪ Common room

You can relax in your campus' common room outside of your timetabled class times. We provide newspapers, magazines and other reading material for you to catch up with local news and gain insights into NZ culture.

After your meals or drinks, please remember to wash and dry your dishes, and put rubbish in the dustbins provided. *We expect that you will at all times display the kind of behaviour that would be expected of you in the workplace and do not leave a mess behind you.* Consider it practicing a good work attitude that will greatly help you in the future.

- **Computer Rooms**

Our computer rooms are equipped with fast and networked computers, which are available for individual student use when not required for a timetabled class activity. Timetabled classes are organised through reception by your lecturers and the Director of Studies. All computers have internet access. If any problems are encountered, please report these to your lecturers or reception. **Interfering with computer or internet connections is dangerous and disruptive. Sorry, no games allowed!**

- **Telephones**

If you wish to make a phone call, please ask one of our staff for help.

Mobile phones must **NOT** be used to make calls in class in any circumstances except in an emergency situation.

1.6 Contact details

Auckland Campus 1

Level 9, 300 Queen Street, City Centre, Auckland

Tel: 64 9 948 4854

Email: admin@linguisinternational.ac.nz

Christchurch Campus

71 Beresford Street,

PO Box 18873 New Brighton,

Christchurch 8641

Tel: 03-3884443

Email: office@linguisinternational.ac.nz

2.0 LINGUIS STUDENT POLICIES

Students must abide by the laws of New Zealand and the Rules and Policies of Linguis Institute.

2.1 Behaviour

Failure to comply with these Rules and Policies may result in the termination of your studies at Linguis:

- We expect students to respect the Institute, your lecturers, official visitors and your fellow students and to behave in a responsible way at all times, and not to act in any way that might cause danger or harm to any other person and/or bring the Institute into disrepute.

- We expect you to interact appropriately with every person at this Institute. Violence or harassment of any person in or out of the Institute is absolutely unacceptable. Some examples of unacceptable behaviour and/or harassment are included below:
 - *You must not use foul, obscene or abusive language at the Institute.*
 - *You are not allowed to bring any weapon into the Institute.*
 - *You must not smoke on campus.*
 - *You are not allowed to bring into, or have alcohol or illegal drugs while at, the Institute.*
 - *Spitting is not allowed at the Institute. Spitting is considered a health risk and it is not an acceptable practice in New Zealand.*
 - *Putting chewing gum or other rubbish in the toilet pans or in the urinals in the men's toilets.*

At Linguis we recognise that for international students, part of the learning includes understanding how to behave and live in another country, as this may form part of your supported settlement should you wish to remain here. If you are ever unsure about rules or protocols that are used in New Zealand, then talk to the Staff Welfare Officer.

Minimum rights of employees

You can find these by using the following link. Within this web page there are links to the information in a number of different languages.

<https://employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/>

2.2 Administration

You must provide the Institute with your current residential address and contact phone number. If you change your address or your phone number, you must immediately advise the Institute of your new address and/or phone number. While you are studying in NZ on a student visa, the Institute and you are required by Immigration New Zealand to keep your contact details up-to-date.

2.3 Computing and Internet

- Students are reminded that no students can expect exclusive use of any one computer.
- You are not allowed to view or download pornographic images/music/software/etc at the Institute.
- No student is to install any software onto any Linguis computer without the permission of the Linguis IT Technician. If a student becomes aware that a Linguis computer is infected with a computer virus (i.e. through on-screen warnings etc.) they must contact the Linguis reception immediately before continuing to use the equipment. All students are responsible for all their own files. Students must take responsibility for all their files by backing up regularly and ensuring their files are password protected.

2.4 Warnings, Disciplinary Action and Termination Procedures

Linguis has Rules that have been designed to help you and your fellow students best achieve your study goals and for the Institute to run smoothly. All students who enrol with Linguis must accept and keep to these Rules as a contractual condition of their enrolment.

Linguis International Institute is fortunate in that the vast majority of its students work hard at their studies and do not attempt to cheat in their assessments or examinations or otherwise misbehave.

Should students misbehave, Linguis has the right to issue warnings to them and also to terminate their enrolment/tuition with or without warning for reasons which may include:

- providing Linguis with false and/or misleading information at any time, including when enrolling at Linguis or on Linguis' completed application to study form
- continued and/or unsatisfactorily explained absenteeism

-
- inadequate academic progress by a student
 - in the event of disruptive or criminal behaving by a student (including behaviour outside Linguis' premises)
 - an inability to attend classes for reasons such as illness or family obligations, where a student cannot make up the missed program time and needs to re-enrol if they wish to complete the program
 - slow academic progress
 - inappropriate or non use of APA referencing and/or plagiarism
 - any other forms of cheating
 - any breach of Linguis' disciplinary rules or procedures.

Students under 18

If you are aged under 18, the Institute is obliged to advise your parents or guardian of your dismissal or any formal disciplinary action that was taken.

Plagiarism and cheating

Before marking, Linguis lecturers check all assessments for plagiarism/cheating using electronic software, as well as manual checks.

Assessments containing plagiarism will not be marked and students submitting such assessments will be deemed to have failed the paper concerned and will have to re-enrol to redo it.

Preventing plagiarism strategies will be outlined at the Academic Orientation Programme and at the beginning of each paper/unit standard taught.

These steps are being taken to protect the excellent reputation of Linguis' staff and students in the community and, most importantly for you, it will protect the integrity of your Linguis qualification.

3.0 STUDENT INFORMATION GUIDE

This part contains information on requirements specifically for international students.

3.1 Four Important Matters All Students Need To Know About

1. Immigration

Full details of visa and visa requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand and can be viewed on their website at: <http://www.immigration.govt.nz>

*International students **must** at all times have a valid student visa in order to undertake a course of study in New Zealand. Evidence that a student has met this requirement will need to be provided before any enrolment can be officially confirmed and/or studies commenced.*

2. Medical and Travel Insurance

International students must have appropriate and current health, medical and travel insurance at all times while studying in New Zealand.

3. Eligibility for Health Services

Most international students are not entitled to publicly-funded health services while in New Zealand. If you receive medical treatment during your visit you may, if you do not have current medical and health insurance, be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website: www.moh.govt.nz

4. Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs unless you hold current health and medical insurance. Further information can be viewed on the ACC website: www.acc.co.nz

3.2 Attendance, Cheating and Misconduct

Linguis International Institute Attendance Policy

The Linguis attendance policy applies to students with low class attendance and poor academic progress in their course:

"Linguis students are required to maintain 100% attendance to meet their student visa requirements from Immigration NZ. Students must notify the school office in the advent of sickness and provide a medical certificate to justify recognition of their sick leave. In addition, students must complete leave/holiday forms authorising leave from classes. Students who are continuously absent for three (3) consecutive days or more without notification and/or have less than 90% class attendance will have disciplinary action taken against them, which could be warnings and/or termination of enrolment."

Non-attendance at classes is a major barrier to learning and a significant indication of at risk students.

1. Warning Procedure and Termination for Poor Attendance

- 1) **1st Warning** – issued where a student's attendance falls below 90%. The student will be monitored for one month from the date of the 1st warning letter. If a warned student fails to attend classes for 1 week or more of the 4 week monitoring period, that student will be issued with a 2nd Warning.
- 2) **2nd Warning** – issued where a student's attendance falls or remains below 90% or there is no improvement noted from the 1st warning. The student will be monitored for 1 month from the date of the 2nd warning letter. If a warned student fails to attend classes for 1 week or more of the 4 week monitoring period, that student will be issued with a Final Warning.
- 3) **Final Warning** – issued where a student's attendance falls or remains below 90% or where there is no improvement noted from the 2nd Warning. The student will be monitored for 1 month from the date of the Final Warning letter. If a warned student fails to attend classes for 1 week or more of the 4 week monitoring period, that student's enrollment may be terminated if that is considered justified in the circumstances.
- 4) **Termination** – If the student's attendance has not improved after 3 warnings have been given, a meeting will be arranged by the Student Welfare Officer with the Principal or the National Director of Studies. Following this meeting, a decision will be made on whether to terminate the student's enrollment or to continue with further corrective actions.
- 5) **NOTE: Warning letters for poor attendance during the current month, if required, will be issued by the 10th of the following month.**

Cheating, including plagiarism, is totally unacceptable at Linguist

The following are examples of some unacceptable student behaviours:

- a. Cheating 1 - A student submits an assessment that includes material copied or taken from another student's assessment.
- b. Cheating 2 - A student copies another student's exam paper or work during an examination.
- c. Cheating 3 - Getting someone else to do your work for you.
- d. Plagiarism - A student copies and pastes or otherwise uses material directly from a website, book, academic publication, article, etc, without APA citing of the source of that material as a reference.

Using the work of others in your assignments

Material taken from websites, books or other material or media that has been *re-written by students in their own words* is referred to as "**paraphrasing**". Material that is included *in unchanged form* is referred to as "**citation**" or "**quote**". In both cases, such material must be accompanied by both "in-text" and "list" referencing.

Note: Please ask your lecturer if you are unsure how to properly reference material taken from websites, books or other material or media.

Students using plagiarised material or other forms of cheating or , wrongful or non use of APA referencing will:

1. Automatically fail any Attempt (at achieving Competency) that contains any plagiarised material and will lose the right to submit any further Attempts and will receive a formal warning and will have to re-do the paper concerned.
2. Automatically fail any Attempt that contains another student's or person's material that is not APA referenced or if the work concerned is presented as if it was the student's own work or if the student is found to have otherwise cheated in any way and will receive a formal warning.
3. Automatically fail any Attempt if they are found to have cheated in any way and will receive a formal warning.
4. No further attempts will be given. Any student who fails a paper for any dishonest reason must re-enrol to re-do the failed paper at \$75.00 per credit.

For all Attempts at achieving competency, the person marking the student's work must mark where the student's work falls short of demonstrating competency, and any changes in the second attempt will be in **blue** and/or to the third attempt will be in **green** to distinguish where the improvement towards competency had occurred; provided that the marker must not advise the student what is specifically needed to achieve competency, which must come only as a result of the student's learning and/or acquired knowledge. **This is critical and must be followed at all times.**

2. Warning Procedure and Termination for Plagiarism / Cheating

1st Warning – will be issued for the first instance where a student's work is found to contain plagiarism or any other form of cheating (only 1 warning will/may be given per assessment/exam paper/local unit).

2nd Warning – issued for the second instance where a student's work is found to contain plagiarism or any other form of cheating in a re-sit or for a different assessment/exam paper/local unit and the student has been issued with a 1st Warning for plagiarism or cheating.

Final Warning – issued for the third instance where a student's work is found to contain plagiarism or any other form of cheating and the student has been issued with a 1st Warning and a 2nd Warning for plagiarism or cheating.

Termination – where a student's work is found to contain plagiarism or any other form of cheating and the student has been issued with a Final Warning for plagiarism or cheating, in which case a meeting will be arranged by the Student Welfare Officer with the Principal or the Director of Studies. Following this meeting, a decision will be made on whether to terminate the student's enrolment or to continue with further corrective actions.

Please take note: Warnings are to be treated very seriously as they may adversely affect your chances of obtaining references from the Institute or your lecturer as well as your working hour privileges currently permitted by INZ during the holiday breaks. Once terminated for Plagiarism/Cheating, Linguis is required by NZ law to notify NZQA and Immigration New Zealand.

NOTE: Linguis lecturers check all submitted assessments for plagiarism/cheating/lack of APA referencing using electronic software, as well as by way of manual checks, before marking. Strategies to help you avoid plagiarism are outlined at the Academic Orientation Programme and at the beginning of each unit standard taught.

3. Warning Procedure and Termination for Misconduct

Misconduct includes but is not limited to the following examples:

- Disruptive or threatening behaviour toward staff/students/visitors; or
- Punctuality – lateness; or
- Low productivity resulting in low achievement of credits; or
- Breaching by a student of their visa agreement between the student, Linguist Institute and Immigration New Zealand; or
- Damage, destruction or theft of staff/students/visitors/Linguist property.

1st Warning – for established 'misconduct'.

2nd Warning – for further established 'misconduct' while a 1st Warning is still current.

Final Warning – for further established 'misconduct' while a 2nd warning is still current.

Termination – If the student does not improve his/her performance or commits further acts of misconduct, a meeting will be arranged by the Student Welfare Officer with the Principal or the National Director of Studies. Following this meeting, a decision will be made on whether to terminate the student's enrollment or to continue with further corrective actions.

Warnings: All warnings given to students will be in writing and copies of them will be placed in the student's personal file; and

- The Student Welfare Officer will be involved in the student disciplinary process and will meet with the student to discuss the warning and outline processes for future performance improvements.
- Warnings shall have a time frame of 6 months from the date of issue.
- If a warning expires after 6 months and a student has a 2nd Warning, that warning will then be treated as a 1st warning, or a 3rd treated as a 2nd, etc. The primary purpose of issuing warnings is to encourage students to improve their performance and/or behaviour.
- Should a period of 6 months pass since the issue of a warning without further warning being issued, Linguist Management will give serious and reasonable consideration to recinding that warning and adjusting the numbering of subsequent warnings, if any, issued to the student to whom the warning relates. NOTE: This shall not apply to 'repeat offenders'.
- Should a student's enrollment be terminated from the Institute, Immigration New Zealand and NZQA must be notified.

In summary, the warning system applies as follows:

- 1. Poor Attendance** – 3 Warnings and if repeated poor attendance, enrolment/tuition termination may result.
- 2. Plagiarism/Cheating** – 3 Warnings and if repeated plagiarism or cheating while on a Final Warning, enrolment termination may result and, in addition to each Warning, a warned student must re-enrol to re-do each paper in which they have attempted to plagiarise/cheat.
- 3. Misconduct** – 3 Warnings for any kind of misconduct then if further misconduct established, enrolment termination may result.
- 4. Serious Misconduct** – **1 instance of serious misconduct may result in instant termination of enrolment without warning, particularly, but not limited to, dangerous behaviour or damage to a person’s health and safety; dishonesty; assault; or criminal act.**

Contact Linguist when late or unable to attend class

You need to email (or call if you don’t have internet access) the Institute using the appropriate one of the following email addresses:

For Auckland students: admin@linguistinternational.ac.nz

For Christchurch students: absence.chch@linguistinternational.ac.nz

3.3 NZQA Fees/Certificates

All results have to be submitted to the New Zealand Qualifications Authority (NZQA) within three months of you achieving them provided that you have paid the NZQA fees of \$1.58 per credit to Linguist (see Fees listed below).

Linguist will then pay your per credit achieved fees to NZQA on your behalf as you achieve your credits. After your credits have been submitted to NZQA, they will appear on your Record of Achievement on the NZQA website.

You will need an NSN number and password to log-in to view them once they have been uploaded by NZQA.

The NZQA Level 5 and Level 6 Certificate Fee is \$15.30 and is paid to NZQA once you graduate. There is no NZQA Level 7 Certificate Fee.

For Levels 5 and 6, NZQA Fees are paid by Linguist to NZQA as they become due and are as follows, minus any agreed reductions due to cross

credits students may have from previous recognised studies done in New Zealand:

- **\$204.90** for **Level 5** including NZQA certificate (120 credits x \$1.58 + \$15.30 for Certificate).
- **\$209.70** for **Level 6** including NZQA certificate (123 credits x \$1.58 + \$15.30 for Certificate)

For Level 7, Linguis Fees are paid directly to Linguis and are as follows:

- **\$196.00** for **Level 7** (124 credits x \$1.58).

Students enrolling overseas

Students enrolling from **overseas** pay the NZQA Credits Fee at the same time they pay their Tuition Fees.

Students enrolling locally

Students enrolling **locally** pay the NZQA Credits Fee at Linguis Reception before they commence their studies.

For Level 5 and Level 6 students, once the full amount of the Credits Fee and the Certificate Fee have been paid to NZQA on your behalf, NZQA will issue to you your National Certificate (Diploma). Reprinted Levels 5 and 6 Certificates need to be obtained directly from NZQA.

For Level 7 students a Certificate with evidence of NZQA approval is provided by Linguis at no cost to you. However, should a re-print of a Level 7 Certificate be required at a later date, a Linguis fee of \$25.00 plus postage, if any, applies.

To receive your award, you must first fill out the "Application for Award of National Certificates and Diplomas" as proof of payment of NZQA fees for Certificates (Principal, DOS, or Reception to sign the Application).

3.4 Recognition of Prior Learning (RPL)

RPL, which only applies to students who have completed studies in New Zealand, is available to students for all courses offered at Linguis. Where a student believes they already possess the skills or knowledge through prior learning, they should consult their subject examiner who will allow the student an opportunity to be assessed against the appropriate unit standard criteria.

Students proving competency in any Performance Criteria (PC) or unit standard will be credited with that PC or unit standard and gain an

exemption from class attendance and/ or assessment for part of the subject.

A course transcript is required as evidence of previous study. A maximum of 40 credits can be cross-credited (this does not apply to those who have achieved credits from relevant unit standard based courses in New Zealand).

To be eligible to be awarded cross-credits, the previous course of study must have been undertaken and completed in New Zealand, and be at least at the same level as the cross-credits being sought. For example, no Level 5 study credits can be granted for Level 6 or 7 unit standards.

Please note that Immigration New Zealand expects those graduating from one year courses to have completed a full year's study before it will consider granting a work visa.

This is something students need to be aware of when seeking cross-credits for the Diploma in Business Level 7. Further, no additional reductions will be given to students already given discounts on course fees. An administration fee is charged based on the number of credits approved to cover staff time for processing.

3.5 Student ID Cards

International Student ID Cards are the internationally recognised proof of student status and the key to opening the door to a large range of student discounts both in NZ and overseas. Student ID Cards can be obtained by paying a fee of \$20. Ask at reception for the application form.

3.6 Public Libraries in Auckland and Christchurch

There are many libraries in both cities. Generally, the libraries open Monday - Friday, 9am to 9pm and Saturday – Sunday, 10am to 4pm.

For Linguis – Auckland Campus – the closest library is 44-46 Lorne Street – Auckland City (behind the 300 Queen Street Auckland Campus building).

For Linguis – Christchurch Campus – the closest library is New Brighton Public Library – The Pier New Brighton.

Students can join, for free, any New Zealand Public Library. To become free members of the Public Library and get a library card you will need:

- An Application Form, which can be obtained at the library reception or you can download it at either:

<http://www.aucklandlibraries.govt.nz/EN/About/jointhelibrary/Pages/joiningthelibrary.aspx> or,

<http://christchurchcitylibraries.com/Services/Membership/MembershipForm.pdf> and,

- Your passport and a student confirmation letter, which can be obtained from Linguis reception counters.

3.7 Justice of the Peace (JP) Services

Students will at times need to use the services of a New Zealand Justice of the Peace (JP) for signing and authenticating documents.

In **Auckland** city JP services can be found at:

<http://yellow.co.nz/auckland-region/justices-of-the-peace>

In **Christchurch** JP services can be found at:

<http://yellow.co.nz/christchurch/justices-of-the-peace>

3.8 AT HOP Cards

AT HOP cards can be used for public transport journeys for buses, trains and ferries in Auckland. Linguis students qualify for concessions with AT HOP cards, and need to present their Student ID Cards. Information on AT HOP cards and student concessions can be found on:

<https://at.govt.nz/bus-train-ferry/at-hop-card/at-hop-card-concessions/tertiary-student-concession/>

The Christchurch equivalent of the AT HOP card is the **MetroCard**.

3.9 Banking

It is a good idea to open a bank account as soon as possible.

EFTPOS - most shops accept eftpos. With an eftpos card from your bank account you can make purchases and payments and the money is taken directly (debited) from your bank account. You can also withdraw cash at many retail outlets (shops).

Your bank will ask you to choose a PIN (personal identification number) for electronic banking. Do not show your PIN to anyone.

If you lose your bankcard or think someone else has your PIN contact your bank straight away on its free phone 0800 number.

Information about banks and their policies are available at the banks and on their websites. The main banks are: The National Bank, ASB, ANZ, BNZ, Kiwibank, and Westpac.

You can choose which bank you want to join; banks charge different fees and have different levels of services. You will also need a personal IRD number from the Inland Revenue Department (IRD).

You will be helped with banking and your IRD number (income tax number) during your orientation.

3.10 Shopping

Supermarkets selling food and other household items are found in all shopping malls. The main supermarkets in New Zealand are Pak’N’Save, Countdown, Woolworths, Fresh Choice, Supervalu and New World.

Specialty grocery stores are found in: *Supermarkets and Grocers and Asian Foods.*

- Malls are covered shopping areas that contain a variety of shops. The Central City has a wide range of shops, including department stores.
- Goods can also be purchased second-hand. Find in *second-hand dealers or on the TradeMe website.*
- You can find fresh vegetables, second-hand goods and crafts at any number of local markets.

3.11 Emergency Numbers and Procedures

In an emergency dial **111** (including mobile)

This number connects to **Fire – Police - Ambulance**

You can call this emergency number 24 hours a day, seven days a week from any phone, including a mobile phone. If you have a pre-paid mobile phone, and you have run out of airtime, you can still phone 111 and you will be connected.



Fire:

If the **fire alarm** sounds while you are at any of the Institute's campuses, please walk quickly from the classroom in the company of and under the direction of your Lecturer or other Linguis staff.

Use the exit stairs - as you **MUST NEVER** use the lifts and must **NOT RUN** in a fire emergency. The assembly point at which all students must assemble in the event of a building evacuation is:

Auckland Campus: Outside main doors – 300 Queen St – Auckland CBD
 Christchurch: Outside main doors of campus – 71 Beresford Street



Police:

Call 111 and ask for Police when:

- Someone is badly injured or in danger.
- There's a serious risk to life or property.
- A crime is being committed and the offenders are still there or have just left.
- You've come across a major public inconvenience, like trees blocking a state highway.



Ambulance

When you phone for an ambulance:

- Please keep calm, be clear when you speak.
- Tell the person who answers your call where you are (*your address*).
- Tell them who you are and your phone number
- Tell them what has happened and wait for their instructions.

Further details can be found at the front of the Yellow Pages Phone Books / White Pages Phone Books.

3.12 Transportation

▪ **Bus**

Buses operate throughout the cities as do trains. Ferry services are also available in Auckland. For information about routes, timetables and fares you can go to the Bus Exchange in Christchurch central city and Britomart in Auckland.

Further information – Auckland: <https://at.govt.nz/bus-train-ferry>

Further information – Christchurch: <http://m.metroinfo.co.nz/>

▪ **Car**

If you want to buy a car, please ask the permission of your parents and your local guardian if you are under 18 years old.

If you get a car, you MUST read the following information:

Before driving around the city

- You must have a licence. You can use your international driver's licence for one year - <http://www.nzta.govt.nz/licence/getting/>
- You need to know the road rules. The rules are explained in a book called the Road Code. Libraries have copies of the Road Code or you can buy one at most booksellers, or contact the Land Transport Safety Authority (LTSA) or free phone 0800 822 422.
- An overview of the road rules is available in LTSA's brochure called New Resident Drivers. It is available in 8 languages. Phone LTSA on free phone 0800 669 000
- Everyone in the car must wear a seat belt and babies must be in car seats.
- It is advisable to get car insurance from an *Insurance Company*.

Obtaining a driver's licence

- You must get a New Zealand driver's licence after one year; see what to do and where to go for a licence.
- You will have to pass a theory test and possibly a practical driving test. You need to understand the Road Code to prepare for the test.
- In New Zealand you must carry your driver's licence or visa at all times when you are driving. If your overseas licence is not in English, you need to go to an official translation company to have your driver's license translated into English.

▪ **Bicycles**

When you ride a bicycle, you **MUST** wear a helmet and you will also need lights at night. You **MUST** ride the bicycle on the left hand side of the street, or in the special bicycle lane.

▪ **Taxi / Cab**

Taxis can be ordered by phone or hailed at taxi stands. There are many different companies. You will find their numbers in local telephone books.

3.13 Health

- **Life and death emergency** - phone free **111** for an ambulance.
- 24 hour emergency health care is available from the local Medical Centres. Please find the numbers from local telephone books.

The Christchurch one is at corner of Bealey Avenue and Colombo St, phone 365 7777. There will be a charge.

- Christchurch Hospital - Accident and Emergency Department, Riccarton Avenue, phone 364 0640. This is free but it is a very busy department and you will get quicker service at the Bealey Ave Medical Centre.
- Auckland City Hospital - Auckland DHB Emergency Department, 2 Park Road, Grafton, Auckland, phone 367 0000. International students may be required to pay for their health care. Also try Whitecross Ascot, 90 Greenlane Road East, Ph: 520 9555.
- The *Accident Compensation Corporation* (ACC) provides personal injury cover for all New Zealand citizens, residents and temporary visitors to New Zealand.

The Institute has a first-aid kit at the reception. Please ask your Lecturer or other staff if you require first-aid assistance. Please inform a staff member immediately if you are not feeling well.

How to find a doctor

For regular health and medical care you may visit a General Practitioner or doctor (GP). To find a GP in your area check the front of the White Pages of your phone book *Registered Medical Practitioners & Medical Centres*.

You are free to register with a GP of your choice. You need not change your GP if you move to a different area especially if you are happy with the service you receive.

If you decide to change your GP, it is important to tell your new doctor about your previous enrolment, so your medical files can be transferred to your new GP.

General Practitioners (GPs) can set their own fees and provide different services from other GPs. Children under 6 years can visit the doctor for free.

If you have health insurance, some or all of your costs may be covered.

- **Harassment**

Harassment may be of a sexual, racial or bullying nature, and can take the form of comments, gestures or actions that are significant, repeated and/or unwelcome.

Harassment is unacceptable and students and staff are required to report any incidences of harassment.

Should you feel uncomfortable about any situation, please contact one of the following Harassment Contact Persons:

| | |
|--------------------------------------|-----------------------------|
| Student Welfare Officers: | (Auckland and Christchurch) |
| National Director of Studies: | (Auckland) |
| Office Manager: | (Christchurch) |
| Managing Director: | (Auckland) |

The **New Zealand Human Rights Commission** is the government organisation responsible for dealing with harassment and discrimination.

To seek their advice or to make a formal complaint about a person or group of people, contact them on their Infoline 0800 496 877, website www.hrc.co.nz. Their Christchurch office is located on Level 2, Plan B Building, Moeraki Suite, 9 Baigent Way, Middleton, phone 03 379 2015. The Auckland office is on Level 3, 21 Queens Street, phone 09 309 0874.

3.14 Student's bringing religious/cultural objects to Institute

- Purpose

Linguis International Institute wishes to promote a positive cultural environment for all students on its campuses.

The New Zealand Human Rights Act 2001 safeguards the rights of people to express their religious and cultural identity in public places. The New Zealand Health and Safety in Employment Act 1992 requires workplaces to take practical steps to maintain a safe environment.

- Policy

To ensure that students are able to express their religious and cultural identity in a safe manner in the Institute environment the following policy has been developed for students who may wish to bring an object to the Institute that is part of their religious and cultural background, which may be perceived by other students as potentially harmful.

Example of such an object: Students' who wishes to wear a ceremonial dagger for religious and/or cultural purposes.

- Procedure

- a. The student must inform the Institute office of their intention to bring the object on to Institute grounds.
- b. The Institute office must record the full name of the student and their reason for bringing the object to the Institute. This record must be placed in the student file.
- c. The Staff Welfare Officer must inspect the object to determine that it is safe and that it will not cause harm to others. Should the object be deemed unsafe the student will be advised to bring another object that is safe that meets the same religious/cultural requirements.
- d. The student must wear the approved object under their clothing or leave it in their Institute bag so that it is not visible to others.
- e. The student must not show the object to other people on Institute grounds if it has the potential to frighten other students.

A student who does not inform the Institute of their intention to bring the object and/or allow inspection of the object who is subsequently caught with the object in their possession will have their enrolment terminated and Immigration New Zealand informed if the object is judged as being a dangerous object and/or has the potential to be used in a dangerous manner towards others.

3.15 Policy on the Treaty of Waitangi

Linguis is committed to fulfilling its obligations to Te Tiriti o Waitangi (the Treaty of Waitangi) in all its activities. Where appropriate, Linguis will provide the opportunity for students and staff to develop an awareness of Maori culture, including forming links with the Maori community.

Linguis will seek the support and involvement of the local Iwi on correct protocol and cultural guidance where needed for its students and in particular where Maori students are enrolled at the Institute.

It is recognised that this must be an evolving process to be sure the expectations and spirit of Te Tiriti o Waitangi are always served. More information on The Treaty of Waitangi can be found at: www.treatyofwaitangi.govt.nz

4.0 PROTECTION OF STUDENT FEES

In accordance with NZQA requirements, Linguis has established a Student Fees Protection Trust Fund held by the NZ Government Public Trust. What this means is that all fees of more than \$500 that you pay are protected from any wrongdoing by, or insolvency of, the Institute. Linguis International Institute agrees to comply with S.239A of the Education Act, 1989, with regard to the protection of student fees:

- 4.1 All Student fees (for courses of 12 weeks or longer) are required to be deposited in the Student Fees Trust Account of the Institute.
- 4.2 Funds held in this trust account can only be released after the student has been at the Institute for 10 working days and after the Trustee has given his/her permission for the funds to be so released.
- 4.3 It is compulsory for all students enrolled at the Institute to take out insurance cover under our insurance plan for the duration of the time they are studying at the Institute. This plan covers – among other risks – the loss of student’s fees in the (unlikely) event of financial insolvency or bankruptcy of the Institute.
- 4.4 The Student will pay their Fees into the Public Trust account and authorises the Trustee to administer the Student Fee and any accumulated interest according to the Trust’s provisions and terms and in accordance with the payment schedule produced by the Institute. The student should also understand that after signing this document this authorisation cannot be revoked. The student acknowledges and agrees that:
 - a. In the occurrence of a course Closure Event and the student transfers to an Alternative Provider with the approval of NZQA then the balance of Student Fees held in trust will be transferred to that Alternative Provider.
 - b. If the student withdraws from a course and owes money to a 3rd party Loan Provider in respect of that course then the Public Trust is authorised to repay fees directly to the 3rd party.

- c. If the student withdraws from a course or a Closure Event occurs and the Trustee refunds the balance of the funds directly to the student, this will be carried out in accordance with the provisions of the Education Act 1989 and Linguis International Institute's Refund Policy.
- d. If a third party is entitled to receive any part of the Student Fees' refund then the Student will provide the Trustee with contact details for that party.
- e. Personal information regarding the Student and their Student Fees can be released to NZQA and the Institute for the purpose of monitoring both the Trustee and the Institute in terms of compliance.
- f. Once the payments outlined in the above (a, b, c & d) have been made then the obligations and duties of the Trustee will have been discharged.
- g. The student understands that any interest that has accumulated on the Trust account before any payments made under the above (a, b, c & d) will be payable to the Institute for its own purposes and the student will have no claim to this interest.

5.0 STUDENT REFUND POLICY

Cancellation, Withdrawals & Refunds

Refund period for international students

In addition to the following, New Zealand legislation information concerning student fee refunds can be found by clicking on the following weblink:

<http://www.legislation.govt.nz/regulation/public/2012/0312/latest/whole.html>

Where a student fails to obtain a student visa

- 5.1 An exception to the above policy applies where a student who has paid study fees to Linguis fails to be issued with a visa by Immigration New Zealand and is therefore unable to commence their course of study. In such cases, the full fees paid by the student will be refunded, less any actual expenses incurred by Linguis in the recruitment/enrolment of such a student.

Courses of less than five weeks duration

- 5.2 If the withdrawal occurs up to the end of the 2nd day of the start of the course, the student will receive a 50% refund of the total course fees. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100% of the payment.

Courses five weeks or more but less than three months

- 5.3 If the withdrawal occurs up to the end of the 5th day of the start of the course, the student will receive a 75% refund of the total course fees.

Courses of three months duration or longer

- 5.4 Cancellations made in writing before the course commencement date will result in a refund of all fees, less a deduction of up to 25% of the total course fees for costs associated with recruitment and enrolment of the student concerned.
- 5.5 Students who withdraw from the course within the first ten working days of the course will be refunded in full, less a deduction of up to 25% of the total course fees. No refund will be made after the first ten working days of the course, except at the discretion of the Director and/or Senior Management.
- 5.5.1 The refund period starts on the first day on which the private training establishment requires the student to attend the establishment to receive tuition as part of their programme or training scheme.
- 5.5.2 The fee total from which deductions for early withdrawal are determined is the sum of the cost components of all payments made by the international student to the private training establishment (Linguis) for any of the following:
- a) tuition fees;
 - b) examination fees;
 - c) administration and registration fees;
 - d) student service fees;
 - e) books, garments, and other similar costs relating to the programme or training scheme;
 - f) English for Speakers of Other Languages (ESOL) support;
 - g) airport pick-up;
 - h) insurance;

-
- i) accommodation;
 - j) marketing; and
 - k) recruitment.

5.5.3 The expenses incurred by a private training establishment in relation to the cost components in subclause 5.5.2 above may include overhead costs such as marketing, recruitment, and agents' commissions that the establishment recovers through fees.

All Conditions

- 5.6 No refund will be made after the first ten (10) working days of the course, except at the discretion of the Director and/or Senior Management.
- 5.7 Refund or course extensions will not be given to students taking time off during the course, unless by prior arrangement and recorded and signed by the students and Linguis at least two (2) weeks in advance.
- 5.8 Subject to legal requirements, refunds and/or course extensions will only be given upon reasonable grounds in circumstances not foreseen by the student at the time of paying their course fees.
- 5.9 In the event of a course being cancelled by Linguis or closure, all unused fees will be refunded.
- 5.10 Refunds may be granted for compassionate or medical reasons at the discretion of the Director. A 25% administration fee may be charged.
- 5.11 No refund will be made to a student who is expelled from the Institute. Immigration New Zealand must also be immediately informed of all student expulsions.

Refund of student fees where course can no longer be run

- 5.12 Should the situation arise where a student's course can no longer be continued for whatever reason, Linguis will ensure that:
 - students are kept well informed and understand the options that are available
 - students who choose to transfer to an alternative education organisation will continue their tuition with minimal disruption
 - students who discontinue tuition receive the appropriate refund of fees without undue delays. See [Withdrawals and refunds](#)
 - risk to student welfare, including interruption of accommodation, is minimised

- disruption to other organisations involved is minimised
- refunds in this situation will be either to the student or to another signatory to the Code of Practice as agreed with the students.

6.0 STUDENT SERVICES

▪ **Accommodation**

Students under the age of 18 are required to stay in approved homestay accommodation unless they are living with their parents or a registered caregiver. Students over the age of 18 are also encouraged to stay in homestay accommodation, but there are other options available including flatting, or staying in a hostel, backpackers or even a hotel or motel.

Please contact Linguis staff for any queries you may have that have not been covered in this Student Handbook.

▪ Homestay

You will stay with a New Zealand family in their home. This provides an opportunity for students to become part of a New Zealand family and to experience a traditional 'kiwi' lifestyle. You can expect your own bedroom with study facilities and two or three meals per day, in an environment that will encourage improvement of your English language skills.

If you stay in a homestay you don't have any extra costs – everything, such as landline phone access, internet, power, is included in your rent.

▪ Flatting

You will rent a flat or a house either on your own or with other students. You will have to provide and cook all your own food, clean the flat, etc. You will have to pay your own power and heating costs.

Some flats may be furnished, but usually you will have to buy your own furniture, too.

▪ Hostels

A hostel is a building where many students stay together and share facilities. You may have your own room, or share with a friend, which is cheaper. The rooms are basically furnished and electricity and heating are included in your rent. Shared facilities usually include kitchen, bathroom, TV lounge and laundry.

▪ Backpackers

Backpackers are similar to hostels, but may share with non-students.

- Hotels and Motels

These don't usually cater for students, so expect to pay high prices.

- **Counseling, Guidance and Support**

Should you have a problem, Linguis staff are available for you to receive basic guidance and counseling and advice on bank accounts etc. We are committed to offering basic guidance to students in support of their learning experience.

Confidential counselling is readily available in a number of languages at no extra cost.

7.0 STUDENT GRIEVANCE PROCEDURE

Students can make complaints in person or in writing. However if action is required of Linguis or a staff member(s), or the complaint is of a serious nature, then all such complaints MUST be in WRITING before that can be acted upon and:

- a) must be signed by the person making the complaint;*
- b) must identify in clear terms the subject matter of the complaint, including any relevant times and dates;*
- c) must identify whose actions or inactions (including Linguis' actions or inactions) the complaint relates to; and*
- d) must identify what it is that the person making the complaint wants to see happen as a result of their complaint.*

PLEASE NOTE: *If a complaint is about a person, as opposed to an organisation, such as Linguis, that person has the legal right to know who is complaining about them, what it is that they are alleged to have done or not done, along with specifics such as times and dates and parties involved.*

If a person whose actions or inactions are being complained about is not provided with the name of her/his accuser and the specifics of the complaint, then no other party can legally take action against the party complained about. This is an important and fundamental principal of law that must be observed at all times. *These same legal principles will protect your rights as well if a complaint is received about your actions or inactions.*

Who will you first make the complaints to?

1. If the complaint is about your **course or the learning environment or your lecturer**, you must attempt to resolve your complaint with the person you are complaining about. If the complaint is about the organisation, then you should discuss your complaint with the Academic Leader (ChCh) or the Director of Studies (Auckland).
2. If the complaint is about the **Academic Leader** (Christchurch) or the **National Director of Studies** (Auckland) or the **Directors**, you may make a complaint to the **Academic Board**.
3. If your complaint is about **non-teaching staff**, you may make a complaint to the **Administration Manager** (Auckland) or the **Office Manager** (Christchurch).
4. If your complaint is about one of the **Pastoral Care Officers** (who are also **Student Welfare Officers**), you may make a complaint to the **National Director of Studies** (Auckland) or the **Academic Leader** (Christchurch).
5. If the complaint is about your **classmates, Institute friends, or homestay provider or caregiver**, you may make a complaint to the **Pastoral Care Officer** in either Christchurch or Auckland.

What else can you do?

The key principal of the complaints procedure is that if you are unhappy with the suggested solutions the person you complained to provides and the problem is not resolved to your satisfaction, you may refer the matter by way of a **written complaint** to the person who is in charge of the person to whom you initially complained.

You must also include your name and current address and contact details with your complaint.

All written complaints will be responded to within 5 working days of receipt.

You may if you want request an opportunity to speak to the Academic Leader (Christchurch) or the National Director of Studies (Auckland) in support of your complaint and have a support person present.

4. If your complaint remains unresolved to your satisfaction after taking your complaint to the **Academic Leader** (Christchurch) or the **National Director of Studies** (Auckland), you may lodge your complaint, in which you have outlined all of the matters that you are concerned about and state what the outcome is that you are seeking, in writing to the **Academic Board**.

Student Representatives are elected by each of Levels 5, 6 and 7 and may be able to assist you if you need support when making a complaint or offering constructive suggestions.

If your complaint is not resolved – contact NZQA

If your education provider had not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation.

NZQA can provide an independent assessment of your complaint.

1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to:

The Complaints Officer
NZQA Quality Assurance Division
PO Box 160
Wellington 6140

or

email a scan of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz

For more information on the complaints process, contact NZQA on 0800 697 296

8.0 ORIENTATION PROGRAMME

All new students will attend an Orientation Programme at the Institute during the first few weeks of their studies at Linguis. We currently include 20 hours of Academic and Personal Orientation within the Orientation Programme. The programme will continue to be developed with additional materials and presentations to ensure all students are fully prepared to undertake their academic studies at the Institute and get the most out of their time in New Zealand.

9.0 ACADEMIC PROGRESS AND ASSESSMENT

9.1 Academic Progress

For English study, you will be assessed when you first arrive at the Institute to determine your current competency level in English. If you consider that you have been placed at an inappropriate level, you may apply to the Principal or the National Director of Studies for reassessment after you have completed your first two weeks of classes.

Your progress will be assessed regularly and you are entitled to receive regular feedback on your progress from your Lecturers. A formal progress report will be provided to you every term. A copy of this report will be sent to your parents or legal guardian if you requested this in your application.

9.2 Re-sit/Resubmission Policy & Procedure

For the National Diplomas in Business (Level 5) and (Level 6), two re-sits/resubmissions for assessments will be allowed for a student who does not gain an "Achieved" result in their initial Assessment/first attempt. There is only one re-sit/resubmission for the Diploma in Business (Level 7) and students may be given a maximum of two attempts at each assessment to demonstrate their competency in the learning outcomes being assessed.

This will provide any student who missed an assessment through sickness or another genuine reason with a chance to achieve/maintain academic progress. Our expectation is that student assessments should result in an "Achieved" mark within 1 or 2 attempts.

If the above situations all applied and the student still could not gain an "Achieved" result for the assessment, they will need to re-enrol to redo the particular unit standard/local module and they will need to pay a re-enrolment fee of \$75 per credit.

NO resit/resubmission is permitted if a student fails any assessments due to plagiarism/cheating.

Unless an extension has been granted, assessments/resits/resubmissions not handed in by the due date will be marked "Not Achieved".

Please take particular note of the following:

- Re-sit/resubmission opportunities and dates by which they must be completed are provided to students by their lecturers and must be completed within the term in which the learning is delivered.

In granting re-sit/resubmission opportunities, the lecturer in charge or the Principal or the National Director of Studies will take into account the student's readiness or lack thereof.

- Re-sit/resubmission opportunities must be taken by the dates provided and cannot be "carried over" beyond the end of the term.

Late Assessments

Due dates for assessments are confirmed by each lecturer based on the unit standard / local paper being taught. Extensions beyond the due date can only be approved by the lecturer teaching the unit standard /paper concerned. If students' do not submit their assessment by the due date, their assessment will be marked "Not Achieved" and they will have to reenrol to re-do the paper concerned.

9.3 Cultural Backgrounds

Students have the right for their culture to be respected at all times. Students should talk to their Lecturers about their specific cultural requirements to ensure that they feel included and able to participate in a positive learning environment.

9.4 Special Language Needs

Students with hearing impairments or special language needs should talk to their lecturer to arrange assistance and support to ensure that their learning needs are met.

English Support: All Linguis academic lecturing staff will provide English language proficiency support when and where required.

9.5 Academic Appeals

If you are not happy and believe your Lecturer has wrongly assessed your competency, you may appeal the assessment decision.

If you wish to appeal your academic progress results, you must apply in writing to the Principal or the National Director of Studies within **7 days** of receiving your results. The Institute will consider your appeal promptly and advise you in writing of its decision.

10.0 EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016

Linguis International Institute has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice [the Code] published by the NZ Qualifications Authority.

- Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare. This section provides an overview of the "Education (Pastoral Care of International Students) Code of Practice", and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

- What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

- Who does the Code apply to?

The Code applies to all educational providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

- What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

Copies of the Code are available on request from this institution or you can get a soft copy from the NZQA website:

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

- How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz.

If the educational provider that you are seeking to enroll with is not a signatory to the Code of Practice, you will not be granted a visa from Immigration New Zealand and you will not be able to study at that institution.

- What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Campus Manager, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution.

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

- How do I lodge a complaint?

Part 7, **Student Grievance Procedure**, on page 30 of this Handbook sets out the process for lodging a complaint and having that complaint dealt with by Linguis. Please refer to that Part 7 for guidance and information.

- What do I do if my complaint is not resolved?

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. NZQA can provide an independent assessment of your complaint.

To contact NZQA about your complaint:

1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
PO 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 regarding the complaints process, contact NZQA on 0800 697 296.

Q U E S T I O N S

If you have any questions or would like further information on areas covered in your Student Handbook – please feel free to contact Reception either in person or at:

Auckland: admin@linguisinternational.ac.nz

Christchurch: office@linguisinternational.ac.nz

We trust that you will enjoy studying at Linguis International Institute, and once again – Welcome – Nau Mai Haere Mai!

AUCKLAND EXTERNAL SUPPORT CONTACTS

List of External Support Available in Auckland

| Agency | Telephone Number | Website/email |
|---|---|--|
| Auckland Sexual Abuse Help | 623 1700 (24 hrs) | www.sexualabusehelp.org.nz |
| Bhartiya Samaj Charitable Trust | 443 0579 | www.bsct.org.nz |
| Chinese Christian Church of Auckland | 358 0661 | www.auckland.ac.nz/cir_students |
| Chinese Express Newspaper | 534 6789 | |
| Chinese Lifeline | 0800 543 354/909 8750 (522-2088 & 522 2808) | www.lifeline.org.nz |
| Chinese News | 358 0735 | |
| Citizens' Advice Bureau | 0800 367 222 (377 3314) | www.cab.org.nz |
| Auckland Community Law Centre (Office – Grey Lynn) | 377 9449 (378 6085) | www.aclc.org.nz (www.adls.org.nz/public/agent/gr eylyn.asp) |
| Women's Refuge (Domestic Violence Centre) | 0800 733 843 (303 3938 & 303 3939) | www.womensrefuge.org.nz (www.dvc.org.nz) |
| Family Planning Association | 0800 611 116 | www.familyplanning.org.nz |
| Japanese Christian Church | 623 0474 | |
| Japanese Consulate General | 303 4106 | www.nz.emb-japan.go.jp/ Auckland/consulate_guide.html |
| Korean Problem Gambling Services | 623 1400 0800 662 342 | |
| Lifeline & Interchurch Counselling Service | 522 2999 (24 hrs) | www.lifeline.org.nz |
| New Zealand Aids Foundation | 0800 802 437 (303 3124) | www.nzaf.org.nz |
| New Zealand Income Support Service | 913 0500 | |
| Immigration New Zealand | 914 4100 | www.immigration.govt.nz |
| Odyssey House Drug Rehabilitation Programme | 374 4556 | |
| Peoples Centre | 302 2496 | www.peoples-centre.co.nz |
| Police Auckland Central Police Station | 302 6400 | |
| Relationship Services | 525 1051 | |

CHRISTCHURCH EXTERNAL SUPPORT CONTACTS

List of External Support Available in Christchurch

| Agency | Telephone Number | Website/email |
|--|------------------|---|
| Christchurch Sexual Abuse Centre (For victims of sexual abuse) | 03 364 7324 | http://www.sexualabusehelp.org.nz/ |
| Chinese Lifeline (Provides counselling for people with personal problems - 24/7) | 0800 888 880 | www.chineselifeline.org.nz |
| Lifeline (Provides counselling for people with personal problems – available 24 hours) | 0800 543 354 | www.lifeline.co.nz |
| Citizens' Advice Bureau (General information about community services) | 03 366 6490 | www.cab.org.nz |
| Community Law Office (Legal Advice– consumer rights, tenancy and employment problems) | 03 371 3819 | www.canlaw.org.nz |
| Domestic Violence Centre Durham Centre (For victims of violence in the home) | 03 365 7776 | www.thedurhamcentre.co.nz |
| Family Planning Association (Provides advice on conception, pregnancy and abortion) | 03 379 0514 | www.familyplanning.org.nz |
| Gambling Helpline NZ (Helps people addicted to gambling) | 0800 654 655 | www.gamblinghelpline.co.nz |
| Alcohol and Drug Helpline (Provides help with addiction to substances) | 0800 787 797 | www.adanz.org.nz |
| New Zealand Aids Foundation (Provides help for people with Aids and HIV) | 03 379 1953 | www.nzaf.org.nz |
| Depression Helpline (Provides help for people with depression) | 0800 111 757 | www.depression.org.nz |
| New Zealand Income Support Service | 0800 559 009 | www.workandincome.govt.nz |
| Immigration New Zealand (Deals with student, work and residency visas) | 0508 558 855 | www.immigration.govt.nz |
| Christchurch Central Police Station (Please report acts of crime) | 03 363 2500 | www.police.govt.nz |
| Relationship Services (Provides help to resolve relationship problems) | 03 741 9201 | www.relationships.org.nz |
| Chinese Christian Church of Christchurch | 03 359 5986 | www.chinesechurch.org.nz |
| New Zealand Sikh Society | | www.nzsikhsociety.org.nz |

USEFUL LINKS

List of some useful countrywide links

- Police vetting service:
www.police.govt.nz/advice/businesses-and-organisations/vetting
- Tenancy Services: www.tenancy.govt.nz
- Trademe: www.trademe.co.nz and Realestate: www.realestate.co.nz
- Disputes Tribunal: www.justice.govt.nz/tribunals/disputes-tribunal
- Information about accommodation for international students in Auckland:
<http://www.aucklandnz.com/study/live>
- Information about accommodation for international students in Hamilton:
<http://www.studywaikato.co.nz/waikato-region/accommodation-guide>
- Information about accommodation for international students in Wellington:
<http://www.studyinwellington.com/getting-here/accommodation/>
- Information about accommodation for international students in Christchurch:
<http://www.christchurcheducated.co.nz/life/accommodation/>
- Information about accommodation for international students in Dunedin:
<http://www.dunedinnz.com/study/accommodation>