

STUDENT HANDBOOK

Business College NZ Limited
(T/A Zealive Institute of New Zealand)

Oct 2023

TABLE OF CONTENTS

Welcome to Zealive Institute of New Zealand	4
Zealive Institute Student Support Team	5
Asking for Help – Who to talk to at Zealive Institute	5
Student Information	6
Enrolment.....	6
Matters Required by the Privacy Act.....	8
Course Information	9
Course Timetable.....	11
Code of Practice for the Pastoral Care of International Students	Error! Bookmark not defined.
Assessments and Assignments	13
Computer Use Policy and Guidelines	18
Staff	19
City Campus.....	19
Student Services	21
Student ID Card	21
AT Bus Discount – AT Tertiary Sticker	21
IT and WIFI	21
Student Lounge.....	21
Library	21
Printing	21
Administration Matters	22
Accommodation (for students over the age of 18).....	22
Student Rules and Discipline	24
General Rules Regarding Misconduct and Performance Issue.....	24
Disciplinary Procedures	24
Academic Misconduct	24
Misconduct	26
Serious Misconduct.....	27
Performance Issue	30
Termination of Student Enrolment	31
Staff-Student Relationship	31
Attendance Rule.....	31
Medical Certificate Rule	32
Campus Rules.....	32
Student Welfare and Support	33
Welfare Concerns Identification	33
Pastoral Care Team.....	34
Student Learning Support	34
Support for International Student	36
Legal Rights and Obligations	36
Receiving Immigration Advice*	36
How to Effectively Interact with People from Different Cultural Backgrounds	36
Cultural Support*	40
Community Support*	41
How to adjust to New Zealand’s Cultural Environment*	41
Working in New Zealand.....	42
Study Pathway	43
Under 18 Students	44
Information on Life in New Zealand	45
New Zealand People.....	45
Living Expenses	45
Public Transport	45
Water.....	45
Discrimination.....	45
Gambling.....	46

Counselling	46
Illicit Drug Information	46
Driving in New Zealand.....	47
Cycling in New Zealand	48
Pedestrians	48
Tobacco / Cigarettes	48
Alcohol	48
Student Complaints and Appeals	49
Student Complaints.....	49
Minor Issues.....	49
Formal Complaints.....	49
Complaints Regarding External Parties.....	50
Complaints Regarding Another Student	50
Complaints Regarding Zealive Institute	51
External Bodies.....	51
Appeals Against Disciplinary Action(s)/Termination of Enrolment.....	51
Student Entry Appeals	51
Academic Appeals (Results and Assessment)	52
Escalating Appeals/Complaints	53
Student Withdrawal and Refunds	54
Withdrawal	54
Refund for Student Withdrawal	54
Refunds for International Students	55
Refunds for Domestic Students	55
Refund for the Closure of the College or its Course(s).....	56
Fee Protection.....	56
Credit Transfer	56
Treaty of Waitangi.....	56
Health and Safety.....	58
Display of Evacuation Notices	58
Trial Evacuations.....	58
First Aid Kits	58
Safety Rules.....	58
Mental Health Services	60
Useful Contact.....	61
Student Handbook Acknowledgement.....	62

Welcome to Zealive Institute of New Zealand

Welcome to Zealive Institute of New Zealand.

This handbook is designed to assist you with your studies at Zealive Institute of New Zealand and life in New Zealand. We strongly recommend that you read through this handbook as it contains highly useful information that will assist you in settling into New Zealand and provide guidance for your study at the College.

We are delighted to welcome you to Zealive Institute. Zealive Institute is committed to providing excellent education and high-quality delivery to support your success. Our teaching staff are all highly qualified professionals who are committed to ensuring you receive the best support and services at Zealive Institute. We have very high academic standards and we encourage our students to work hard to achieve their hopes and dreams.

At Zealive Institute, our goal is to provide students with the best learning experiences through top-quality courses and services to equip them with the skills needed for their future lives in New Zealand or the global community. Many of our students are from overseas, we want to make sure studying at Zealive Institute will not only provide them with the skills they need, but also help them experience the diversity of New Zealand's culture.

Life at Zealive Institute is not just about academic brilliance. The great strength of the college is its sense of community. Our students come to us from all over the world, but they share common bonds: they value learning, respect each other and appreciate the skills and expertise of their tutors. Students also find that the College is small enough to feel it is their home from home. This boutique learning environment allows students to get the attention and assistance they would not get in a larger public organization giving students a sense of belonging and community. In this supportive environment, we give young people the chance to develop the skills, self-confidence and maturity they will require in their adult lives.

Students also have the chance to live and learn in a wonderful environment. Zealive Institute is a unique and exciting educational community. It is very common to feel nervous or experience difficulties when you are studying in a new environment. Please be free to ask our staff for help, our

We look forward to welcoming you here!

Caroline Li
Director

Zealive Institute Student Support Team

Student Support		
Academic Support	Ms. Caroline Li	caroline@zinz.ac.nz
Complaints, Appeal and Student Welfare	Ms. Caroline Li	caroline@zinz.ac.nz
Learning Advice & Course Planning	Ms. Caroline Li	caroline@zinz.ac.nz
Marketing Advice	Ms. Caroline Li	caroline@zinz.ac.nz
Administration and Pastoral Care	Ms. Miranda Wang	miranda.wang@zinz.ac.nz
Accounts and Fee Protection	Mr. Terry Xu	terry@zinz.ac.nz
Emergency Contact		
24-hour Emergency Contact	+ 64 666 5582	Caroline

Asking for Help – Who to talk to at Zealive Institute

Students are encouraged to contact the relevant support using the contact details above, or they can come to the College's reception who will direct them to the relevant support persons. Students can follow the below table to help them find the right person:

Student Support	
Academic Support	Questions related to learning, class, assessments and other academic issues.
Complaints, Appeal and Student Welfare	Complaints regarding the College or other students; Appeals against assessments results and/or disciplinary actions; Issues regarding student welfare at the College.
Learning Advice & Course Planning	Questions related to course selections, class arrangements or study plans for private tuition.
Marketing Advice	Questions related to course prices, promotions or future course enrolment.
Administration and Pastoral Care	Questions related to: Attendance and absences Academic Transcripts Amending Enrolment Accommodation Pastoral care of international and domestic students General questions Student Card Sick leave and holidays
Accounts and Fee Protection	Questions related to course fee payment, refunds, fee protection or withdraws.

STUDENT INFORMATION

Enrolment

Enrolment Procedure

1. Students are considered to have accepted an offer when they paid the fees in full. The enrolment procedure is considered to have begun when a student pays the fees in full and a receipt is issued.
2. (International students only) Once students have received the offer, invoice and receipt for their selected courses, they should then send these documents together with any other required documents to the Immigration to apply for their student visa.
3. Students' course will commence on the start date according to their offers. (For international students, course commencement is conditional on receiving the relevant visa and providing appropriate insurance).
4. On the commencement day of the students' course, they will need to:
 - Bring their passports or Driver Licenses if they are domestic students.
 - Bring their student or other visas with valid study conditions (international students only)
 - Sign the Public Trust form
5. Students may also be required to complete an assessment on arrival at Zealive Institute to ensure that their study plans and career intentions match the course being offered. For English programme, students may be required to complete an entry test to assess their English level if they have no previous acceptable English qualification.
6. The enrolment form contains various clauses, which must be agreed to prior to students' enrolment is finalised. One of the conditions is that students agree to notify the college of their current details, address, accommodation type and immigration status at all times – should students fail to do so their enrolment may be cancelled.

Orientation Procedure

Before students start their classes, they will be greeted by the Tutors or the Director and induction will take place. Orientation will include a tour of the programme and how to use all the tools, information and associated assessments.

- During the first day of the first week, orientation takes place. The Student will be met by members of management and tutors and introduced to all the staff, each other, the facilities and the requirements for training. Areas covered include:
 - Site tour of facilities
 - Introduction to tutor
 - Going through the student handbook and agreed upon
 - Introduction to a friend who will assist you during your time at the school
 - Tour of facilities in the area – Buses – shops – doctors etc
 - Introduction to the course content requirements

- The orientation programme will be carried out following the below table:

General	Student handbook	Course content
Introduction to staff and the facility	Rules and regulations Safety	As applicable for each programme
People – who to talk to for specific issues	Withdrawal, refund and complaints Termination of enrolment	As applicable for each programme
Basic NZ life	General NZ expenses Accommodation	As applicable for each programme
Basic NZ customs	NZ culture Assessment process and procedures	As applicable for each programme
Introduction to the Treaty of Waitangi	Student guidance and support External assistant Signing of student contract	As applicable for each programme assessment

- All documentation pertaining to enrolment will be checked, photocopied and sighted as an original:
 - Offer of place, invoice and receipt
 - Public Trust Acknowledgement Form
 - Enrolment form/Tuition agreement signed and complete
 - Correct level of English for the programme, see entry criteria
 - Study visa and appropriate insurance for the duration of the programme
 - Relevant academic records
 - Interview Form

Requirements for International Students

Immigration Requirements

Students must provide evidence that they hold either permanent residence/citizenship status in New Zealand or a valid visa/permit or is eligible to apply for a visa to study at the College and undertake their chosen programme of study.

If the conditions of the student's visa/permit change, they will be advised to apply to the Immigration Service for a variation of conditions before an offer can be issued.

Agents recruiting students from overseas will:

- Clearly explain to the student the course requirements, fees and relative policy, refund policy and give the students the following documents and information:
 - Brochure pack including:
 - Orbit Protect/Southern Cross travel insurance brochure
 - Code of practice summary
 - Course description
 - Application form
 - Fees information
 - Refund policy
 - Payment instructions
 - Future study information

- Student handbook

Before student departure, the agent will clarify if the student clearly understands the code of practice and student handbook.

Insurance Requirement

As required by the Code, the College requires each international student who is enrolled with the College for educational instruction of 2 weeks' duration or longer to have appropriate insurance covering—

1. The student's travel—
 - i. to and from New Zealand (this does not include the student's travel to other countries, unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand); and
 - ii. within New Zealand; and
 - iii. if the travel is part of the educational instruction, outside New Zealand; and
2. Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
3. Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
4. Death of the student, including cover of—
 - i. travel costs of family members to and from New Zealand; and
 - ii. costs of repatriation or expatriation of the body; and
 - iii. funeral expenses.

International students whose insurance does not meet the above requirements will be required to purchase additional insurance that meets the school's requirements at their own costs.

Travel Outside Enrolment Period

The above Clause 1(i) and (ii) includes the student's travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period). International students will be required to inform the College regarding such travels in a timely manner that provides enough time for the College to arrange appropriate insurance cover.

If students provide no information regarding such travels, the College's insurance obligation will only cover the length of their enrolment periods by default. Except for international students holding non-student visas, it will not be considered as practicable for the College to ensure they have appropriate insurance covering travels outside their enrolment periods.

Matters Required by the Privacy Act

Personal information of the Student collected by the College and may be held, used and disclosed to third parties to enable the College to:

- Process the application for tuition.
- Provide tuition to the Student.
- Provide the Student with advice or information concerning products and services the College believes may be of interest to the student.
- To enable the College to communicate with the Student for any purposes.

All personal information provided to the College will be held by the College at the campus where the student is attending his/her course of study.

Failure to provide any information in the application for tuition may mean the College is unable to process the application.

The Student has the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the College concerning them.

Zealive Institute complies with the Privacy Act 1993. Students have been informed and given permission on their enrolment form for the College to communicate personal details to NZQA, Ministry of Education, Skill New Zealand, Department of Work & Income, Inland Revenue Department and other similar bodies.

In addition, Zealive Institute will release information, when required by statute, to Government agencies such as N.Z. Police, Department of Justice and Accident Rehabilitation Compensation Corp.

Course Information

General English Course

This course is designed to develop overall English language skills, with specific focuses on Reading, Writing, Listening and Speaking, hence it will develop skills at your pace enabling you to reach your goals. Whether you want to just learn the language, prepare for tertiary education in New Zealand or prepare for an English language test, this is the right course for you.

- Certification: NZQA Approved Training Schemes: English as a Second Language
- Duration: 12 weeks +
- Tuition Hours: 20 hours teaching + 10 hours self-directed study per week
- Intakes: Weekly

Entry Requirements

A minimum age of 16 years is required. Students will be tested to check their level of English so that the correct level is assigned. The test used is designed by Zealive Institute of New Zealand to test English proficiency. International students must also possess an appropriate visa with a valid study condition.

IELTS Preparation

The course is designed to address the skills and strategies required to improve bands in the International English Language Testing System (IELTS).

The course concentrates on all four key skill areas, including Reading, Writing, Listening and Speaking, with emphasis on vocabulary, grammar and language functions. Students will benefit from practice tests and resources based on actual IELTS tests.

- Certification: NZQA Approved Training Schemes
- Duration: 12 weeks +
- Tuition Hours: 20 hours teaching + 10 hours self-directed study per week
- Level: 5
- Intakes: Weekly

Entry Requirement

A minimum age of 16 years old is required. Students need to have an intermediate level of English demonstrated through a minimum score of 140 in the Oxford Placement Test (IELTS level) or other recognised international tests.

International students must also possess an appropriate visa with a valid study condition.

Tailored Private Tutoring

Zealive Institute has a team of experienced English tutors to assist students with unique English learning needs. This course is a part-time course. Students will have 1-1 or 1-2 private tutoring to quickly achieved their required English levels. Our experienced tutors will identify the weak points and will work on them to achieve the highest result.

- Certification: Short Training Schemes (Non-NZQA Approved)
- Hours per week: Based on the student's request
- Class Time: Based on the student's request
- Location: Auckland City Campus or Home visit

Entry Requirements

Domestic student or international student holding a valid student visa.

Pre-purchased English Language Tuition (PELT)

Zealive Institute has been approved by the Tertiary Education Commission (TEC) to deliver Pre-purchased English Language Tuition (PELT) courses to eligible migrants.

Entry Requirements

To be eligible to enrol in Pre-purchased English Language Tuition (PELT) courses you must be a migrant who has paid money for English language tuition to Immigration New Zealand before you arrived in New Zealand

Depending on students' individual needs, there are 3 types of courses to choose from:

English as a Second Language (TEC)

This is a full-time course covering four core learning skills of speaking, listening, reading and writing. We also include pronunciation, functional and topical English as well as New Zealand culture. These group classes are divided accordingly to students' needs from Beginner 1 to Upper-Intermediate levels.

- Hours per week: 20 hours
- Class Time: Morning class 9.30 am to 2.00 pm/Evening class 5.00 pm to 9.00 pm.
- Location: Zealive Institute City Campus

Highlights:

- High quality of group coaching with entertaining group activities
- Course content also approved by NZQA as a registered training scheme
- Suitable for students with low English level and focused on daily English content

IELTS Preparation (TEC)

This is a full-time course including General and Academic IELTS Preparation. General IELTS is required for Immigration applications only and academic IELTS is used for acceptance into vocational and university

programmes. In addition to studying the four macro-skills of listening, reading, speaking and writing, students also study exam techniques and strategies and each of the macro skills is dissected to give students a full understanding of the different types of questions used within each of the skills.

Focused students may expect to increase their IELTS score by the end of a 12-week study. During studying, every student has IELTS mock tests every 3 weeks.

- Hours per week: 20 hours
- Class Time: Morning class 9.30 am to 2.00 pm/Evening class 5.00 pm to 9.00 pm.
- Location: Zealive Institute City Campus

Highlights:

- High quality of group coaching with a native English teacher to help students build their confidence in Speaking and Listening
- Course content also approved by NZQA as a registered training scheme
- Suitable for students with some English foundation and looking to improve their IELTS results

VIP 1-1 or 1-2 (TEC) Tutoring

This is a part-time course. Students will have 1-1 or 1-2 private tutoring to quickly achieved their required English levels. Our experienced tutors will identify the weak points and will work on them to achieve the highest result.

- Hours per week: Based on the student's request
- Class Time: Based on the student's request
- Location: Zealive Institute City Campus or Home visit

Highlights:

- Customised private tutoring with flexible time arrangement
- VIP teaching with a tailored study plan to quickly improve English levels
- Suitable for students with specific English learning needs

Self-directed Study

Students are required to complete their self-directed study hours after classes during their own time each week. Students will be given tasks to complete during self-directed study hours which may include written exercises, research, reading or assignments to supporting students' learning.

On enrolment, students will be able to join the Auckland Libraries to access their online database for research and self-study.

Course Fees

Please refer to the latest course list.

Course Timetable

Programme	Class Time	Break Time
General English (Day Class)	9.00 am - 1.30 pm (Monday to Friday)	12.00pm - 12.30pm
General English (Night Class)	5pm-9pm (Monday to Friday)	

IELTS Preparation (Day Class)	9.30am-2 pm (Monday to Friday)	12.30pm - 13.00pm
English as a Second Language (TEC)	9.00 am - 1.30 pm (Monday to Friday)	12.00pm - 12.30pm
IELTS Preparation (TEC)	9.30am-2 pm (Monday to Friday)	12.30pm - 13.00pm
Tutoring - individualized learning	Weekly schedule	
VIP 1-1 or 1-2 (TEC) Tutoring	Weekly schedule	

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

Zealive Institute has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the NZQA website at <https://www2.nzqa.govt.nz/tertiary/the-code/>.

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.

The Code sets standards for education providers to ensure that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself.

Who Does the Code Apply to?

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

How Do I Know If an Education 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 <https://www.nzqa.govt.nz/providers/index.do>. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

Assessments and Assignments

Background

Assessment forms a vital linkage in the learning process. At Zealive Institute, there are mainly two types of assessments:

- **Formative Assessment.** Through formative assessment, the students receive feedback on their progress allowing them to see where they are succeeding and where they need to focus further effort. The tutor is able to monitor performance and achievement through the formative assessment process and is able to set goals for the students to achieve based on this information.
- **Summative Assessment.** Through summative assessment, students experience the rewards of success and recognition for achieving competency and completing units of learning.

Treaty of Waitangi

Students may request to be assessed in Te Reo Maori except for assessments that are designed to test students' knowledge in languages other than Te Reo Maori. As this is likely to involve engaging a suitably qualified third party to carry out the assessment or translate written submissions, a request must be submitted to the tutor in writing 14 days prior to the assessment taking place. On receiving such a request, the tutor will immediately forward the request to the Management Team and make arrangements for carrying out the assessment.

Pre- Assessment Procedure

Information for Course Attendees

Each student will be issued with a Course Outline at the start of the programme that includes:

- A programme overview that shows the unit standards and learning outcomes in the course, their credit value and the assessment method.
- Programme regulations indicating the overall requirements of completion, including attendance requirements, assessment requirements, level progression requirement within the programme.
- An assessment overview includes an assessment schedule that detail the timing, methods, standards, re-assessment opportunities, assessment appeals process, resits/ resubmissions and any specific requirements for the submission of assessments.
- Any other details specific to the relevant course.

Students are encouraged to discuss details of individual assessments with their tutors. All assessments and re-assessment procedures can be found in the student handbook.

Qualifying for Summative Assessment

Zealive Institute has a strict policy in regards to students sitting summative assessment. Students will need to show evidence of competence as part of the minimum supporting evidence for each unit. This can be evidenced as part of the formative assessment process and in-class activities. The College will not put students into a summative assessment unless this information is available; the College will not set up its students to fail.

Where it is found that the majority of students are not appropriately prepared for the summative assessment or if it is found that the majority are not achieving the summative assessment, the following will apply:

- Tutors will report formative and summative achievement at the Academic Committee meeting.
- Where concern has been raised, the Director will conduct a programme review (see programme review report for the criteria).

- This report will identify programme related issues and actions will be taken to rectify and address the issues, which may include, more time allocated for a particular subject area, redevelopment of teaching and learning tools, redevelopment of formative and summative assessments, upskilling and development of a particular tutor.

Assessment Procedure

The assessment process will ensure that all students are treated equitably and awarded competency appropriate to the level of learning they have achieved in regard to the stated learning outcomes. The methods employed in assessing students' achievement of the learning outcomes stated in the course outline shall:

- Maintain academic standards appropriate to the level of the learning outcomes in which students are enrolled;
- Ensure that the assessment of students is based on fair practices that do not disadvantage students;
- Ensure that assessment techniques are used which will enable students to demonstrate clearly the level of achievement they have attained in the areas being assessed.

Students will only be assessed against criteria to which Zealive Institute is accredited.

Formative and summative assessment will be augmented by peer assessment, self-assessment and tutor observation.

- Self-assessment will be used to strengthen the students' self-image and develop their ability to realistically measure their own and peer performance in a non-threatening environment. This process will provide supplementary, indirect evidence of performance which is useful to both the students and the tutor in gauging progress towards meeting the performance criteria and elements
- Integrated assessment tasks will be used as often as possible to draw together the performance indicators of one or more criteria/element to provide a holistic and efficient assessment of performance.

Formative assessment will be in written form and held in the individual student's assessment file, the tutor will complete the formative assessment form on a weekly basis and this will be available for the individual students to review also on a weekly basis. Specific goals or areas to work on will be communicated to the students as part of this weekly meeting.

Summative assessments will be conducted after the delivery of the content of the learning outcome on the relevant assessment day.

Assessment work completed must be the student's own work. Students will be expected to sign authenticity declarations and, where appropriate, submit working drafts. Where evidence indicates work presented is not a student's own work, the College policy will be followed:

- First breach – written warning and no credits for the unit standard will be awarded
- Second breach – the student will be ineligible for any award in that subject

Variations in Assessment

In the event of critical personal circumstances affecting students, the tutor may approve variations in assessment for those students.

Where a student is repeating a paper, the tutor may develop a special assessment or the student to take this into consideration.

Assessment Language

All students must submit their assessments in English.

Assignment

Preparation & Submission

Assignments shall be the student's own work unless otherwise allowed in the assignment requirements (e.g., submission of group assignments).

Assignments will be presented by the student in accordance with the requirements in the assessment criteria (e.g., submission via electronic and/or hard copy), and any special requirements as specified by the criteria (i.e., length, format, and referencing techniques to be used).

Late Submission

Students who require an extension to the due date for an assignment should make their request in writing to the tutor and include appropriate supporting documentation. The application must normally be made in advance of the due date.

The tutor shall consider all documentary evidence and critical personal circumstances (including statements from a health professional, employer, counsellor or independent member of the community as appropriate) accompanying an application for an extension, decide on the outcome, and inform the student of the outcome as soon as possible.

The tutors may refuse to accept assignments for assessment purposes that are submitted late without an approved extension and/or after marked assignments and/or feedback have been released. If critical personal circumstances appear to exist paper tutors must consider these before refusing to accept an assignment.

Marking

Marking will occur and the result will be reported to the student within 2 weeks of the assessment due date.

The assessment schedule will include statements describing the requirements to complete individual assessment items satisfactorily and the requirements for a student to be awarded a competent grade for the unit.

All assessment tasks will be marked against pre-stated criteria which are communicated to students in the assessment criteria or during the delivery and at the pre-assessment session.

If there is any assessed work to be returned to students, the timeframe for the return will be communicated to the students prior to the assessment.

Summative assessment results will be entered into the College's Student Management System following the completion of assessment marking and internal moderation.

Assessment work and assignments that are not returned to students will be kept on record for a period as required by PTE Enrolment and Academic Records Rules 2012.

If needs arise to adjust a group of students' marks as a result of moderation or other issues, the relevant marking criteria will be adjusted and relevant sections on the assessments will be remarked. Students will be informed of their updated grades and the reasons for the remarking.

All assessors must have an adequate understanding of the relevant assessment criteria and policy to ensure marking criteria is applied coherently and fairly. New assessors will be required to attend marking workshops to ensure an understanding of the relevant marking and moderation criteria.

In most cases, students' teachers will be appointed as their assessment assessors. In the case where a different assessor is required, the Director will be responsible for appointing a qualified assessor.

Privacy

As required by the Privacy Act (1993), students' assessments results will not be published, announced or displayed in any ways that that are reasonably "readable" by people other than the students, which includes the students' names or other identifiers.

Unless agreed by the students in writing, students' assessments results will not be disclosed to any other persons.

Each Student is to have his or her own file. All student assessments both summative and formative are to be kept on this file along with any Student meeting notes. These files at the request of the Student may be viewed by the Student at any time in accordance with the privacy act. Any notes taken regarding the student are to be factual with constructive options or assistance for the student provided. Files must be kept locked at all times.

Unless specifically required, students' assessments or assessment results may be used, in an anonymised way, for the purpose of:

- Internal or external moderation
- Self-assessment and EER
- Programme Review
- Resolutions of academic appeals and complaints
- Statistical analysis
- Other academic reasons as agreed by the Academic Committee

The Academic Committee will have the authority to make any exemptions to the above, in line with relevant legislation.

Alternative Assessment Arrangements

If a student is unable to attend or complete an assessment due to reasons that are considered by the Director as acceptable, alternative assessment arrangements can be provided. The arrangement will be approved by the Director and reported to the Academic Committee.

Where a student is allowed to sit an assessment before or after the scheduled date, the Director must take all reasonable steps to ensure the arrangement is fair, such as scheduling the alternative assessments on a date that is fair and reasonable to the students and taking steps to prevent information of the assessments being shared with other students.

Extensions to Hand-in Assignment

Extensions to assignment hand-in dates can only be approved if the Director is satisfied that there are justifiable reasons for extending the original due dates. The reason for the extension will be recorded along with the amended submission date, agreed with the student.

Students are required to submit their extensions request prior to the original submission date.

Details of extensions will be defined in the Programme Regulations but no extension will be given to beyond the course end dates unless agreed by the Director and reported to the Academic Committee.

Re-Assessment

Timeframe

When it is feasible, there is a provision for a reassessment opportunity for students who have not passed one or more elements in an Assessment.

Students apply for re-assessment twice each within 2 weeks of receiving the results of the original assessments.

Applying for Re-assessment

Any applications for re-assessment must be made to the tutor within the timeframe above.

Students wishing to be reassessed for standards involving research or project-based work will need to work on those standards in their own time and be prepared to resubmit the completed work on the date specified.

The opportunity is for reassessment, not for re-teaching. Materials will be made available for the students to prepare for their reassessment. However, students are expected to prepare for re-assessments at their own time.

The reassessment will have the same assessment criteria as the original assessment but may differ in content.

Consequences - Not Yet Competent

Should the Student not be judged competent after two further re-assessments the Director will in conjunction with the tutor decide whether they can transit to the next part/level of the course/programme based on the course progression criteria.

If a student has been judged not competent after two re-assessments and does not meet the criteria to move to the next level/course, then the student will be required to re-enrol in that level course at the end of the course, in order to continue study at Zealive Institute.

Marks carried forward

A student's assessments grades in the previous enrolment will be automatically carried forward to the next iteration of the relevant course, unless there are reasons found to be appropriate by the Director suggest otherwise, e.g., being too long since the student's previous enrolment.

The student's previous grades can only be carried forward for one re-enrolment.

The grades for both the original enrolment and re-enrolment may be included on the student's transcript to show the completeness of the course.

Additional Arrangements for Students with a Disability and/ or Special Need

Students with disability or special learning needs may be eligible for additional learning assistance such as reader/writer, interpreter, additional assessment time allowance and alternative assessment arrangements.

Students with the above special needs will need to provide evidence to support the College to make appropriate arrangement to meet the College's assessment principles.

All applications for additional assessment arrangements will be to the Director and reported to the Academic Committee for ratification.

Assessment Appeals

The procedure for student appeals against assessment or assessment results is outlined in the Student Appeals and Complaints section.

Student Grievances arising from Assessment

The student complaint procedures and appeals procedures specify the policy and procedures for student grievances including grievances regarding the assessment of course work.

Computer Use Policy and Guidelines

Zealive Institute provides computers for students to use for academic work, as part of a course or for personal use, (e.g., e-mail to family and friends). All students must use computers in an acceptable way. Read these guidelines.

Students who wish to use computers for learning or coursework have priority over those who want to use the computer for personal reasons. Zealive Institute uses e-mail to communicate with students and so everyone is expected to have an e-mail address.

Students are not allowed to use Zealive Institute computers for commercial work.

Zealive Institute computer staff are able to access all files on the system and will do this if it is necessary. It may be necessary to:

- Ensure the operational effectiveness of services,
- Prevent a breach of the law, this policy, or other college policy,
- Investigate a suspected breach of the law, this policy, or other college policy,
- Monitor standards.

Students should not download or use any materials that

- Might have viruses,
- Is offensive, obscene or abusive,
- May be illegal
- May contravene college codes on harassment.
- Belongs to anyone else
- Are 'spam'

Students are not allowed to copy someone else's work without their written permission. If you do copy from the Internet, you must write down the name of the site and the date that you accessed the material.

Students are not allowed to try and reach parts of the network for which they do not have the right of access.

This means that the following activities will normally be considered to be a breach of this policy and may lead to disciplinary action:

- The downloading, distribution, or storage of music, video, film, or other material, for which you do not hold a valid licence, or other valid permission from the copyright holder;
- The distribution or storage by any means of pirated software;
- Connecting an unauthorised device to the college network, i.e. One that has not been configured to comply with this policy and any other relevant regulations and guidelines relating to security, i.t. purchasing policy, and acceptable use;
- Interfering with or 'getting around' network access control;
- Monitoring or interception of network traffic, without permission;
- Probing for the security weaknesses of systems by methods such as port-scanning, without permission;
- Associating any device to network access points, including wireless, to which you are not authorised;
- Non-academic activities which generate heavy network traffic, especially those which interfere with others' legitimate use of i.t. services or which incur financial costs;

- Excessive use of resources such as filestore, leading to a denial of service to others, especially when compounded by not responding to requests for action;
- Frivolous use of (playing with) college-owned computer laboratories, especially where such activities interfere with others' legitimate use of i.t. services;
- The deliberate viewing and/or printing of pornographic images;
- The passing on of electronic chain mail;
- The posting of defamatory comments about staff or fellow students on a virtual learning environment or social networking sites;
- The use of college business mailing lists for non-academic purposes;
- The use of CDs, DVDs, and other storage devices for the purpose of copying unlicensed copyright software, music, etc.;
- The copying of other people's website material without the express permission of the copyright holder;
- The use of peer-to-peer and related applications within the college. These include, but are not limited to, Ares, BitTorrent, direct connect, Morpheus, Kazaa, skype;
- Plagiarism i.e. The intentional use of other people's material without attribution.

It should be noted that individuals may be held responsible for the retention of attachment material that they have received, via e-mail that they have never opened, via e-mail that they have read. Similarly, opening an attachment, received via unsolicited e-mail, especially if clearly unrelated to work or study, which leads to widespread virus infection, may result in disciplinary action being taken.

Acceptable uses may include:

- Personal e-mail and recreational use of Internet services, as long as these are in keeping with the framework defined in this policy document and do not interfere with one's duties, studies or the work of others;
- Advertising via electronic notice boards, intended for this purpose, or via other College approved mechanisms

However, such use must be regarded as a privilege and not as a right and may be withdrawn if abused or if the user is subject to a disciplinary procedure.

Disciplinary action may result in a student not being allowed to use computer resources, or in more serious cases, expelled from the College. Individuals may also be subject to criminal proceedings. This is because the College reserves its right to take legal action against individuals who cause it to be involved in legal proceedings as a result of their violation of acceptable use of the computer resources.

Students are requested to inform staff if they know of any breaches of this policy.

Staff

The Zealive Institute staff are highly qualified in their fields of expertise.

City Campus

Zealive Institute's sites are comfortable buildings in Auckland. It has several classrooms, independent study areas and a student common room. It has office space for academic staff.

Students can access the building from 9.00am to 5.30pm giving ample opportunities for out of class access to facilities and resources.

Zealive Institute of New Zealand

Enter to learn, leave to achieve.

All premises and facilities provide a comfortable atmosphere that is conducive to active learning, including both theory and practical.

Books and training videos are available for students to use from the administrator.

Kitchen with fridges and microwave facilities are provided. Student recreational area with TV, chairs and dining tables, couches and computer is provided in the lounge.

STUDENT SERVICES

Student ID Card

Zealive Institute has teamed up with StudentCard NZ to offer students with student ID cards that provide access to exclusive discounts to over 100 discount partners nationwide.

All students can apply for a student ID at the reception. Students do not need to bring any photos as the College's staff will be able to take a picture for them.

A student ID card will cost \$21 and will take at least 5 working days to be issued. Students will be informed once their student ID cards are available for collection.

AT Bus Discount – AT Tertiary Sticker

Students enrolled in a full-time course for 20 weeks or longer will be able to receive a AT Tertiary ID Sticker, which provides them with discounts on Auckland buses, trains and ferries when used with their AT HOP Card.

Students can go to the College's reception to request a sticker. More details regarding AT Tertiary Stickers can be found on <https://at.govt.nz/bus-train-ferry/at-hop-card/card-concessions-discount-fares/tertiary-student-concession>.

The College can assist students with activating their tertiary discounts on their AT Hop card. Students can contact the College's support team if they need assistance.

IT and WIFI

Zealive Institute offers free WIFI and computers on its campus for all students. Students can access these services whenever the campus is open. Computers are located in the computer room and students are free to use them when there is no an assessment taking place and not in use by any other people.

WIFI and computer passwords will be provided to students during orientation.

Students must follow the College's Computer Use Policy stated in this handbook when using the College's computers and WIFI.

Student Lounge

There is a student lounge on campus, which is available to all students. The lounge also has a kitchen area with microwaves, a fridge, an oven and access to tap water. There are also tables and chairs in the lounge where students can socialise or have their lunch after classes.

Library

There is a library on campus, which is open from Monday to Friday from 3:00pm to 5:30pm. The library provides various useful study resources such as English grammar books and novels, which can be used to assist with students' study.

Printing

Printing services are available to all students. The printer is located behind the reception. To access the printing services, students will need to purchase printing credit from the reception. Students will need to contact the reception for the latest printing costs.

Administration Matters

Document Requests

Students should contact the Administration and Pastoral Care person if they require any official documents from the College such as Confirmation of Address, Academic Transcript or Detailed Attendance Record. The College will provide the requested documents within 5 working days.

Checking Attendance

If students want to check their attendance, they should also contact the Administration and Pastoral Care person. Students should provide their names, student IDs and course names when requesting their attendance. The College will respond to the requests within 2 working days.

Applying for Annual Holidays

Full-time students are entitled to 2 weeks of annual holidays for every 12 weeks of study. Unless approved by the College, annual holidays must be taken in complete weeks and cannot be taken in advance.

If students want to take their scheduled annual holidays or take holidays in advance, they must complete a Holiday Request form and send it to the Administration and Pastoral Care person who will pass the form to the relevant staff members for approval. Students should submit their holiday requests at least 2 weeks in advance whenever practicable. Students must not take holidays without prior approvals from the College.

Making Changes to Enrolment

If students want to make changes to their enrolment, they contact the relevant support staff of the College in writing.

Making Changes to Enrolment Before Course Commencement

If students want to make changes to their enrolment before course commence such as deferring an enrolment, they will need to contact the Administration and Pastoral Care person, their agents or the College's marketing person and provide details of their requests in writing as early as possible. For refunds, please refer to the Refund Policy in this handbook.

Making Changes to Enrolment After Course Commencement

If students want to make changes to their enrolment after course commence, they should contact the Learning Advise & Course Planning, who will review and decide on the students' requests.

Requesting Attendance and Performance Reports and Graduation Certificates

All students can request their Attendance and Performance reports and graduation certificates on the last day of their study by contacting the Administration and Pastoral Care person. The College will provide the requested reports and/or certificates to students within 5 working days after receiving the requests.

Only students that meet both the attendance and course academic requirements to be eligible to receive a graduation certificate.

Accommodation (for students over the age of 18)

Information on Application Processes:

The administrator will be able to assist you to access New Zealand accommodation services e.g., through the Ministry of Housing, the Tenancy Tribunal, the local Citizens Advice Bureau and the Community Law Centre.

They will also be able to assist you with the application process and help you to complete any forms and answer your questions.

Zealive Institute does not assess the suitability of accommodation.

You can take accommodation in Auckland city or surrounding areas.

Living and Accommodation Information

Home Stay

Typical home stay offers a room, two meals a day, laundry, inclusion in family life and an interest in improving the student's English language. Home stay families are checked by the police and home stay officers. Home stay families have a genuine interest in other cultures and people. Students, who choose homestay will have a bedroom with study facilities, eat with the family and be part of the family. Meals include breakfast and dinners on College days and all meals at the weekend and on holidays.

General Home Stay Expenses

Single room \$200.00 - \$250.00 the price of the room can depend on factors such as walking distance to the college and the facilities the house offers e.g. en-suite bathrooms/ separate lounges.

Hostels

Hostels provide you with your own bedroom and shared bathroom and kitchen facilities. You may be able to buy meals or choose to cook your own. Prices for hostel accommodation range between \$125 and \$275 per week. You may have to pay up to \$150 as a deposit at the beginning but this is refundable. Some hostels need to be booked well in advance. Contact the hostel reception for information on securing this type of accommodation.

Hotels and Serviced Apartments

Hotels and serviced apartments provide private bedroom, bathroom and living facilities, with prices starting at \$400 per week. Contact the hotel reception of the hotel or serviced apartment for information on securing this type of accommodation.

Furnished Apartments

Furnished apartments can be single bedroom or multiple bedrooms to share with others. Depending on the location and size of the apartment, costs can range from \$150 to \$300 per person per week. Apartments can be difficult to find for short term rental. We recommend that students only consider this option after living in New Zealand for some time. Contact the individual owners or real estate agents letting the apartment for information on securing this type of accommodation.

STUDENT RULES AND DISCIPLINE

General Rules Regarding Misconduct and Performance Issue

The College is committed to acting in good faith and being fair and equitable in managing students' misconduct and performance issues. Where possible, the College will provide support to the students regarding their misconduct and performance issues.

The rules and regulations regarding student discipline will be clearly communicated to all students as part of their student information given upon enrolment.

Disciplinary Procedures

The below outlines the process to be followed for all students after misconduct or performance issues have been identified. Throughout the process, there will be ongoing communication between the College and the student to keep the student informed of the details of the issues identified and actions the College intends to take. The student will also be given the opportunity to respond and input into the disciplinary process.

Any decision regarding student misconduct and performance will be based on the facts of the situation and will not be predetermined. All processes and decisions will meet the requirements of relevant legislation, guidance and policies.

Standardly, a student will go through the below 3 stages before notice of dismissal is given:

- When a student first engages in misconduct or has performance issue while attending the course, a verbal warning will be given.
- If the student fails to improve their behaviour or performance, a written warning will be issued by the Director.
- If the student persists with the offending conduct or performance issue, a second written warning will be issued by the Director.

If a student fails to improve their behaviours or performance after 3 warnings have been given, the College may suspend or expel the student at its discretion. All warnings will be recorded.

However, it is not a requirement for students to go through all of the above 3 stages as long as the College has been acting in good faith and being fair and equitable in managing the students, the students are aware of dismissal as a potential outcome, and the Director, with help of the Academic Committee, considers there are reasonable grounds for dismissal. For example:

- If the student uses drugs or alcohol on the premises during course hours, or comes to class under the influence of drugs or alcohol, they will face disciplinary procedures and /or instant expulsion.
- Should the student cause harm (being mental or physical) to any member of staff or other students while attending the course, they will be suspended and / or expelled depending on the seriousness of the incident.

Academic Misconduct

Academic integrity is expected and required of all Zealive Institute students. Students are responsible and accountable for personally upholding that integrity. Academic misconduct will not be tolerated, and students found guilty of academic misconduct will be disciplined in accordance with this policy.

Plagiarism

Plagiarism means pretending that the ideas or work of another person are the students' own. Examples of plagiarism include:

- Copying unacknowledged passages from textbooks;
- Reusing in whole or in part the work of another student;
- Obtaining materials from the web and submitting them, modified or otherwise, as one's own work;
- Submitting work that is derived in whole or in part from the work of another person but which has been changed in superficial respects possibly by mechanical means.

Cheating

Cheating means that students do not abide by the conditions set for a particular learning experience, item of assessment or examination. Examples of cheating include:

- Copying another student's answers in an examination or allowing another student to copy the student's answers;
- Taking unauthorised materials into an examination;
- Sitting an examination for another student or having another person take an examination on your behalf;
- Removing an examination question paper from an examination room where this is contrary to instructions;
- Improperly obtaining and using information about an examination before an examination;
- Making changes to an assignment that has been marked then returning it for remarking claiming that it was not correctly marked.
- Altering or falsifying academic records in any way.
- Submitting false medical, academic or other documentation required by the college.

Collusion

Collusion means working with other people to produce work that the student then presents as being his/her own. Collusion includes, but is not limited to:

- Writing the whole or part of an assignment with another person;
- Using another person's notes to prepare an assignment;
- Using another person's resource materials if they have been annotated or parts of them have highlighted or underlined by that person;
- Allowing another student who has to submit an assignment on the same topic, to have access to the student's own assignment in a way that would give that other student an advantage in submitting their assignment.

What is NOT cheating?

Students are not cheating if:

- They discuss assignments, projects and any course material with others – there is no better way to learn than this. But the discussions must stop short of preparing answers together, or telling other students how they have answered the question.

- One assessment is submitted for a group if this is allowed by the assessment
- They hand in work for which they have received some help, so long as that assistance has been approved in advance by the tutor, and is acknowledged properly in the assessment.

Procedure to Investigate Academic Misconduct

When a student is suspected of academic misconduct, a staff member will, at the earliest opportunity, investigate the situation and prepare a report on the matter. This report will be submitted to the Director within 7 days of the alleged event. Where the event occurs during a formal assessment session, the tutor or other individual assessor will use their own discretion to determine whether the student should be allowed to continue the assessment without the offending material, or whether the student should be asked to leave the room.

The Director will nominate an appropriate member of staff

- To review the documentation; and
- To interview the student and any other relevant persons; and
- To prepare a report for the director in conjunction with the independent chair and if necessary the college lawyer indicating whether the student is guilty of academic misconduct (or any other offence).

Where the student is found to be guilty of academic misconduct in the steps above, the Director and the relevant teaching staff will determine an appropriate penalty, from the range given below.

Penalties

If a student breaches the assessment regulations above, one or more of the following penalties will be applied:

- The student will be graded as Not Yet Competent and may be allowed to re-sit the assessment if that is in accordance with the resit policy.
- When the assessment is a resit the student will be required to enrol and study the unit again (which will involve paying all fees for the term)
- They may be excluded from the College for a period of up to 2 years

Review of Decisions

A student who does not agree with the decision or the penalty regarding an offence may lodge an appeal following the Appeal Against Disciplinary process.

Misconduct

Misconduct happens when a student has been disruptive, uncooperative or break any of the College's rules while attending the course.

Example of misconduct includes but not limited to:

- Repeated lateness
- Behaving inappropriately towards other people
- Misuse of the College's computer or internet
- Theft
- Bring drugs or alcohol onto the Campus

The College's disciplinary procedure will be followed when misconduct has been identified.

Serious Misconduct

Serious misconduct is when a student does something that undermines or destroy the relationship of trust and confidence between students and the College.

Students engaged in serious misconduct will be provided with the opportunity to explain their conducts and their response will be recorded for review by the Academic Committee.

The Director, with the support of the Academic Committee, will decide the appropriate disciplinary actions by considering all the facts. Depending on the circumstance, students can be immediately expelled without the need to follow the student discipline process.

Harassment

Harassment is unlawful under both the Employment Contracts Act 1991 and the Human Rights Act 1993. A company that permits harassment and individuals, who harass, may be legally liable if harassment occurs. Many of the issues that constitute harassment are also offences or crimes.

Harassment is written, visual or physical conduct in relation to race, colour, ethnic or national origin, gender, age disability, marital or family status, religion, ethical belief, political opinion, sexual orientation, or health status and is:

- Unwelcome or offensive to the recipient;
- Of a serious nature or persistent to the extent that it has a detrimental effect on the individual's learning ability.

Any person who is concerned at any time about harassment is encouraged to initially take up the issue with the person(s) concerned.

Any person who is concerned at any time about harassment may confidentially approach the Administrator

The school views any harassment seriously and anyone found to be harassing another person, client or staff member will be dealt with accordingly.

Victimisation

Victimisation may be seen to occur where any person who treats or threatens to treat any person less favourably than he or she would treat other persons in the same or substantially similar circumstances because they:

- Made use of their pathways to redress issues outlined in these policies;
- Or encourages another person to make use of pathways for redress;
- Or is currently involved in any way in any respect of these pathways.

Allegations of sexual harassment or other serious offences will be presented to the Management Team for resolution.

Discrimination

Discrimination occurs when a person is treated differently from another person in the same or similar circumstances:

- It can be direct or indirect ;
- It is not always unlawful.

Discrimination covers past, present and assumed circumstances. Direct discrimination is relevant to each area of public life described and includes:

- Not being given an employment opportunity;
- Not being given access to a place or service;
- Being treated less favourably;
- Being subjected to a detriment.

Indirect discrimination occurs where any conduct or practice has the effect of discriminating against a person(s) even though it may appear to be neutral.

Unlawful Discrimination

Discrimination is only unlawful when it occurs in one of the prohibited grounds and in one of the prohibited areas of public life. Other forms of discrimination are also unlawful, including racial disharmony, racial harassment, sexual harassment and victimization.

Bullying

Bullying consists of repeated inappropriate behaviour whether by word, by physical action or otherwise, directly or indirectly applied, by one or more persons against another person or persons which undermines the individual person's right to personal dignity. Note: This is not to be confused with the good-natured banter that goes on as part of the normal social interchange between students or the normal professional classroom management by teachers.

Types of behaviour deemed to be inappropriate include:

- Humiliation; including name-calling, reference to academic ability etc.
- Intimidation; including aggressive use of body language.
- Verbal abuse, anonymous or otherwise.
- Physical abuse or threatened abuse.
- Aggressive or obscene language.
- Offensive joke; whether spoken or by email, text messaging etc.
- Victimization; including very personal remarks.
- Exclusion and isolation.
- Intrusion through interfering with personal possessions.
- Repeated unreasonable assignment to duties that are obviously unfavourable.
- Repeated unreasonable deadlines or tasks.
- Threats, including demands for money.
- An attack by rumour, gossip, innuendo or ridicule on any individual's reputation.

Anti-bullying

Anti-bullying policy applies to the whole College community in their relationships with students, teachers, management, management team, parents and staff.

The directors have a statutory obligation to ensure that a policy is in place that reflects the principles and values of the educational philosophy of the College.

Involving and encouraging all members of the College community in developing, formulating and reviewing this policy on bullying, promotes partnership, ownership and implementation of a living policy.

Statement on Bullying

Zealive Institute's statement on Bullying is as follow:

- Every person in the College is entitled to respect and to be free of any type of bullying.
- The College will work proactively, as far as it can, to ensure that bullying does not take place.
- Reporting incidents of bullying is responsible behaviour.
- A record will be kept of all reported incidents of bullying.
- The matter will be dealt with seriously.
- The College has a programme of support for both the bully and the bullied.
- Appropriate action will be taken to ensure that it does not continue.

Anti-Bullying Policy - Students

Consultation with education partners through:

- Discussion and agreement with students through Staff/Student Forum.
- Contribution from parents.
- Input from staff as agreed at Staff Meetings.

It is School policy to provide education on bullying in the following manner:

- A Mentor/Buddy system is in place, where students are paired with other students at the start of the new academic year; training is provided on how to be a good mentor/buddy. This pairing continues for the academic year.
- New students, who join the College at other times, are allocated a buddy – ideally, this is another student from within the same year group.
- Positive reinforcement of behaviour for the better good of the community is encouraged.

The College has an excellent pastoral care system in place, and reports of all incidents (wherever they may have been reported) will be filtered through the student's Tutor, who is the primary person for the pastoral care of the student in her/his class.

Procedures for Noting and Reporting Incidents of Bullying:

Students should discuss any incident of bullying with a teacher or another trusted staff member within the College system; this is responsible behaviour rather than "telling tales".

Parents/guardians should contact the Tutor regarding incidents of bullying behaviour which they might suspect or that have come to their attention.

Incidents of bullying behaviour, no matter how trivial, which are drawn to the attention of a teacher, will be dealt with in the following manner:

- Appropriate personnel will interview all of the students involved in a bullying incident.
 - The alleged victim and alleged perpetrators of the incident will be spoken to and encouraged to solve the problem.

- o The alleged victim and perpetrators will be invited to write down any relevant details and a “Bullying Report Form” will be completed. Written statements from all involved in the incident will be attached to the Report Form.
- o All interviews will be conducted with sensitivity and with due regard to the rights of all pupils involved.
- o Records will be kept of all incidents and of the procedures that were followed.
- The Tutors will be kept informed of all incidents and have access to relevant written records.
- Director will monitor the progress of students involved in a bullying incident by liaising with the tutors and students involved (separately) at follow-up meetings.
- Where the incident is deemed to be minor, a verbal warning will be given to the bully to stop the inappropriate behaviour, pointing out how she is in breach of the Code of Behaviour and trying to get her to see the situation from the victim’s point of view. If deemed appropriate, a guardian may be contacted however the student’s privacy must be taken into account. The incident will no longer be considered if there is no recurrence within that academic term.
- If there is a serious incident, perhaps repeated verbal assault or coercion, the matter should be reported to the Director, and appropriate sanctions applied.
- Where the incident is deemed to be more serious (e.g. gross misbehaviour or physical assault), the Director or the Director should be informed immediately and she/he will call a Management Team Meeting if necessary.
- Offenders and victims of bullying may be referred to counselling.
- Sanctions may include:
 - o A contract of good behaviour
 - o College community service
 - o Withdrawal of privileges
 - o Other sanctions as may be deemed appropriate
 - o Suspension
 - o Expulsion
- In the case of a complaint regarding a staff member, this should be referred immediately to the Director.
- Where cases, relating to either student or teacher, remain unresolved at the College level, the matter should be referred to the Management Team.
- In order to appeal a decision, a student may request a review by writing to the Director.

Performance Issue

Performance issue arises when a student fails to meet some or all of the course requirements that have been communicated to them. Examples of performance issues include, but is not limited to:

- Not achieving assessments
- Not engaging in-class activities
- Not making improvements after a performance issue has been identified and addressed informally by a tutor

If a student’s performance issue is found to be related to learning difficulties, the College will address the performance issues through its student progress support process.

However, if a student's performance issue is found to be related to misconduct or any other issues that are not related to learning difficulties or the student refuses to participate in the support process, the disciplinary process outlined in this policy may be used.

Termination of Student Enrolment

Termination of a student's enrolment will only be made once the relevant disciplinary and support processes have been followed.

Recommendation of termination of a student's enrolment will be made by the Director, in consultation with relevant teaching staff. The recommended termination will be sent to the Academic Committee for ratification.

Notice of termination will be made in writing.

On termination of enrolment, the relevant refund policy still applies where a student may entitle to receive a refund.

Students can appeal against a termination decision following the relevant appeal process in this policy.

Staff-Student Relationship

All students must respect their tutors and maintain the professional nature of the student/tutor relationship. The practicalities of training activities dictate that staff and students will be placed in an environment where a trusting relationship may be developed. Students must at all times conduct themselves in a manner that maintains this relationship at the professional level.

The tutor is in a leadership role and must be able to exercise that responsibility without fear or favour whether it be in making an assessment decision or in the extreme case of an injury befalling a student.

Attendance Rule

Students must attend classes every school day and arrive on time for morning and afternoon classes.

If a student cannot attend the College because of illness or another reason they must contact the Administrator/Tutor/Work Base Contact Person by the start of the class on the day they are unable to attend.

Students absent due to illness will be asked for a medical certificate. Sick leave may also be granted if the student's immediate family member is sick and needs to be looked after by the student. The student must supply relevant evidence showing the family member's illness.

Students must attend classes for a minimum of 90% of the tuition time or they may not be allowed to be eligible to sit an assessment. Students must attend at least 80% of their classes to be eligible to receive a graduation certificate (students will still need to meet their course academic requirements for graduation certificate).

If the student wants to take leave from the College this must be applied for in writing one week prior to the leave and approved by the Director. Unless there is a special circumstance that could justify the request and the College approves such request, students applying for leave of more than two weeks in duration will be required to withdraw and re-enrol in the programme.

If students do not attend the College regularly or are absent without good reason for 5 days or if their attendance falls below 90%, they will face disciplinary action and may not be allowed to continue their studies. The NZ Immigration Service will be informed and their visa may be cancelled.

The Director will arrange for any action required to address the reasons for a student's absence. Interventions may include:

- Counselling by a Zealive Institute staff member or an outside agency

- Referral to a doctor

Continuing absence will result in the student being interviewed by the Director and cancellation of enrolment may result. If this action is taken, the New Zealand Immigration Department will be informed.

Medical Certificate Rule

Students absent for classes due to illness will be marked as absent unless they provide a medical certificate following the rules below:

- You must inform the College of your absence on the first day of your illness.
- You must provide a medical certificate as soon as possible.
- Your medical certificate must cover all the days of your absence.
- Your medical certificate must be a signed certificate from a registered GP (doctor) in New Zealand.
- Your medical certificate must show the doctor's recommendation for you to not attend class and must not include wording such as "... reported to me that he was sick....".

Campus Rules

Language

Racist, sexist and inappropriate language is not allowed on campus.

Smoking

There will be no smoking throughout the campus. All smoking must be outdoors of the building at all times.

Telephone Call Procedures

Students may not use the Zealive Institute's phones.

You must ask a staff member for permission to make if you need to make urgent, emergency or toll calls. **Cell phones are not allowed in the classroom during lessons.**

Personal Belongings

Any items you bring to the premises are your responsibility. The College is not responsible for loss or breakages. If you wish to have items stored/held in the main office, please ask either your tutor or other staff members.

Eating and Drinking

No eating or drinking (tea, coffee) except water during class time. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.

STUDENT WELFARE AND SUPPORT

Zealive Institute is committed to observing the Ministry of Education Code of Practice for the Pastoral Care of International Students and taking all reasonable measures to monitor student attendance and progress to ensure student welfare.

Zealive Institute will adopt the following procedures in relation to the welfare of its students:

Welfare Concerns Identification

There is a range of indicators that may give cause for concern about a student's welfare. Two of the most common are that the student is not:

- Making the progress expected in their course, which in turn may be the symptom of homesickness, depression, personal relationship problems, or learning problems.
- Attending class regularly which in turn may be the symptom of health problems, avoidance of learning or personal problems, homesickness and depression.

All Zealive Institute staff are responsible for reporting to the Director any concerns about a student's welfare. At the initial meeting of staff and homestay families each year the importance of early identification and reporting of problems will be reinforced.

Student Progress

Students experiencing learning difficulties will be discussed at the Academic Committee and management team and referred to the Director who will determine the level of assistance needed and refer to an outside agency as required.

All students shall have access to appropriate guidance and support to ensure that their learning needs are met and barriers to their progress are minimised.

All students shall be provided with information regarding the pathway choices they may make whether these are employment or further training.

Staff will guarantee the confidentiality of student information.

Staff will maintain the professional nature of the tutor/student relationship at all times.

Nature of assistance could be but is not limited to:

- Extra One on One tuition
- Additional courses recommended to meet skill gaps
- Coaching Tutor to deal with a disability (e.g. hearing)
- Additional tasks
- Refer to external experts for identification and assistance with a specific need

Student Attendance

Tutors are responsible for reporting any student's absence immediately to the Director or Administrator who will ring the home if the absence has not been reported by the student.

The Director will arrange for any action required to address the reasons for a student's absence. Interventions may include:

- Counselling by a Zealive Institute staff member or an outside agency

- Referral to a doctor

If the student has not attended for one day and no contact has been received the Tutor/Administration will attempt to make contact with the student to determine the reason for non-attendance. This can be made by phone, email or text.

Should a student not be in contact with the College for a second day then the Next of kin or contact person will be contacted.

Physical, Mental and Emotional Protection

The College acknowledges the confidentiality of information requirements embodied in the Privacy Act and stipulates in all employment contracts that staff abide by these. As part of the College enrolment form, students are requested to sign a consent clause giving their permission for the College to pass on academic results and contact details to NZQA and other relevant agencies.

Physical, mental and emotional protection for students and the public is ensured through clear identification by Tutors of any potentially hazardous activities undertaken by students as part of the training. Adherence to the relevant occupational health and safety guide minimises any potential harm.

External Support and Guidance

Students will be referred to external agencies if assistance required is of a specialist nature which cannot be offered by the College staff. These needs may be identified at the initial selection interview or at some stage of the learning programme.

Where students are involved in offsite activities they will wear identification tags (where necessary) to warn the public of their status as students.

Should any member of the College suspect or believe that a student is or is likely to be ill-treated, harmed, abused or neglected, the College's management will notify the Child Youth and Family Service or the New Zealand Police of their concerns.

Health and Safety

For processes relating to student health and safety, please refer to the Health and Safety section.

Pastoral Care Team

Chain of support: Student / Buddy / Tutor / Administrator / Principal / Director / Ministry of Education / outside services such as the NZ Police, Social Service and Citizens Advice Bureau. Guidance Counsellors / Counsellors are available as support to the Pastoral Care Team.

Student Learning Support

The Tutors will initially be responsible for identifying special learning needs and ascertaining to what degree the College can cater to these needs.

- Should the tutor identify the student is struggling with an aspect of the programme the tutor will offer one on one tuition in the subject area and direct the student to the appropriate tutorial session. The tutor with the student will compile an individualised study plan to address the issues with time frames and actions and responsibilities. The study plan will be monitored on a weekly basis until the learning has been resolved. This plan and all other records will be kept on the student file.
- Identification of the student not achieving for each block of learning in specific subject areas will be identified through the following: (Note this could be over a period of one day but no longer than a week of learning)

- o Class-based activities- the tutor will review the exercises completed by the student in the class to check comprehension of the knowledge.
 - o Formative Assessments – the tutor will review the formative assessment activities to ascertain if the student has not comprehended the subject concepts.
 - o Self-Study exercises - the tutor will review the self-study exercises to ascertain if the student has not comprehended the subject concepts.
 - o Should subject learning issues be identified at the above points the tutor will then initiate the self-study plan as indicated above immediately.
- Should the one on one tuition and the tutorial sessions as stipulated in the study plan not improve the students learning issues the matter will be referred to the Director and Programme Leader who will at this point may set additional tasks for self-study and additional one on one tutoring, this will be documented in an additional study plan with time frames, actions and responsibilities. This plan and all other records will be kept o the student file.
 - Should this additional study plan do not resolve the learning issue the Director will look at additional courses the student could complete to meet the skill gap and or identify any disabilities which will involve external experts/agencies.

The limitations on support and guidance undertaken internally will be determined by the providing party and will be considered on a case-by-case basis.

SUPPORT FOR INTERNATIONAL STUDENT

Zealive Institute is dedicated to providing high quality and full support to international students to ensure they have a pleasant study experience in New Zealand. There are also various sources of useful information where students may find helpful to plan their study in New Zealand.

New Zealand government has created a website called NauMai to provide trusted information and help for international students studying or about to study in New Zealand. <https://naumainz.studyinnewzealand.govt.nz/>. Students are recommended to go to Naumai website to look for useful information regarding studying in New Zealand.

Legal Rights and Obligations

While studying in New Zealand, students need to be aware that the laws of New Zealand apply to them.

The Citizens Advice Bureau (CAB) <https://www.cab.org.nz/> highly useful information that help people know what their rights are and how to access services they need in New Zealand.

Publications of New Zealand legislation can be found on <https://www.legislation.govt.nz/>.

Receiving Immigration Advice*

Students should only be receiving advice from licensed immigration advisers. As suggested by Immigration Advisers Authority (<https://www.iaa.govt.nz/for-migrants/the-risks-of-relying-on-illegal-advice/>), receiving illegal immigration advice or services can have many risks such as:

- Students' visa applications will be returned by Immigration New Zealand (INZ) as INZ does not accept applications from unlicensed people acting illegally.
- Unlicensed people may not be honest with students or INZ. Lying on a visa application is a criminal offence and dishonesty may affect students' future visas or jobs.
- Students' application may be declined because the unlicensed person has no immigration knowledge or skills.

Immigration Advisers Authority also suggest that students should stay away from anyone who:

- Refuses to put their name on the students' visa application.
- Claims to have personal contacts at INZ.
- Asks students to sign a visa application before it has been filled out. Students should never sign a document they don't understand.

Additional information regarding licensed immigration advice can be found on Immigration Advisers Authority's website: <https://www.iaa.govt.nz/for-migrants/guides-and-resources/>.

* The information in this section is taken from Immigration Advisers Authority website under the Crown copyright protection. <https://www.iaa.govt.nz/for-migrants/the-risks-of-relying-on-illegal-advice/>.

How to Effectively Interact with People from Different Cultural Backgrounds

New Zealand is a culturally diverse country, a quarter of New Zealand's population was born overseas. Therefore, it is important for students to know how to communicate effectively with people from different cultural backgrounds.

Keeping Your Message Clear*

The immigration New Zealand has an excellent guide of how to communicating with people new to New Zealand. Although this guide is not specifically designed for students who are new to New Zealand, they can still use this guide to learn how to communicate with other people that are new to New Zealand.

1. Your audience - Why we need to keep it clear

A quarter of New Zealand's population was born overseas. Those new to New Zealand need clear information but they can find it challenging to understand the way New Zealanders communicate.

It can also be just as challenging for those of us who produce and write that information. So what works best for your newcomer audience may also work well for a broader audience too.

In putting together information for migrants we want to ensure it is informative, interesting and clear.

Your migrant audience

Many newcomers to New Zealand are English speakers, from countries such as Great Britain, South Africa, the USA and Ireland. But the fastest growing groups come from countries that are not predominantly English speaking, such as China, Argentina and the Philippines.

In any case we must provide information that migrants can clearly understand and act upon.

Even if a new migrant understands a bit of English or speaks it well – including as a first language – Kiwi English is often different from the English they know.

So it is helpful to remind ourselves of some tips by using this resource when communicating with newcomers.

Tips such as keeping messages short and simple. Using active language. Avoiding Kiwi expressions, idioms and metaphors.

2. Keep it short and simple - important information first

This is a good rule for all writing, but it is even more important for an audience that is new to New Zealand. If the critical information is not the first thing they read, they may stop reading before they get to it.

Get to the point

If it is not crucial to your meaning, do not include it. Write about the facts that your audience need to know; extra information may confuse the reader.

Use short sentences

Avoid long sentences. Check any sentence with more than 20 words to see if you can split it to make it easier to read. Sentences should be short and to the point. Try to express only one idea in each sentence. Try to avoid words that add little meaning to your sentence.

Use short words

When you use a longer word, some readers may skip to the shorter words that follow it. If this happens, your reader might miss important information.

Reduce redundancies

Redundancies repeat what you are already saying. They can add another level of complexity for those new to New Zealand who may have to unnecessarily translate both words. Avoid them to simplify your writing.

Stay Consistent

Try to use the same term consistently for a specific thought, concept or object. Using different terms can confuse your reader and may lead them to misinterpret your information.

Junk the Jargon

Try to not complicate matters by using jargon that your new to New Zealand audience will not understand. If you really need to use a technical term you can, but remember to explain what you mean the first time you use it.

Too Much Negativity

Occasionally in English we include two negatives to make a statement more subtle. For those who do not have English as a first language, a double negative can make a sentence even more difficult to understand.

Avoid Contractions

Contractions (such as it's, you're, it'll, they're) may confuse those whose first language is not English. They can hide what is being contracted. It is best to write in full.

- Contractions that end in 's can be mistaken for possessives.
- An 's can be read as either has or is.

Mind Your Meanings

A lot of English words have multiple meanings. Think hard about whether a word you are using has another commonly used definition. If it does, consider an alternative, or make it clear which definition you mean.

3. Keep It Active and Direct - Use the Active Voice

When you write for those new to English it is best to use the active voice. It is simpler, clearer and more concise than the passive voice.

In fact, many other languages do not use the passive voice. Online translators, which migrants often use, also cope better with active writing.

While passive voice is useful in some situations, it can make the reader feel at a distance from the information. Passive voice is impersonal and it can cause the new reader of English not to take action.

Be Direct

Make a direct appeal when you give important information to get the reader involved or to get them to take action. A good way to do this is to use the pronoun 'you' when referring to your audience. Using 'we' to refer to your organisation also makes you more approachable.

When you use pronouns in your writing it enables your audience to picture themselves in the information. Direct writing means that newcomers are more likely to understand and act on their responsibilities.

Direct writing helps you to carefully analyse what you want the reader to do. It makes it easier to put information in a logical order, answer questions and clearly assign responsibilities and requirements to your audience.

Address the Individual

Address your audience as an individual, not as a group. This will help you to avoid confusing plurals and gender references like 'she' or 'he'.

All Jokes Aside

You do not need to be an entertainer when providing information. Humour does not transfer easily across cultures. Your idea of humour could even offend your audience. This does not mean that your writing has to be dry and boring; if it is informative, interesting and relevant, you will hold the reader's attention.

Give It a Human Face

Those new to New Zealand learn better from other people's stories and experiences, rather than from abstract advice or instruction. If you can, find a relevant case study to help you put a relatable human face on your information. Your migrant audience will feel more connected to your information by picturing themselves in the situations you present.

4. The Kiwi context - choose your words

Those new to New Zealand can have difficulty understanding phrases and expressions that are unique to New Zealand English.

Te Reo Māori

Māori words and phrases are a common part of New Zealand English. It is likely that most newcomers will not know what they mean. If you use a Māori word or phrase, remember to give an English translation or include a glossary.

Yeah, Nah

While it is tempting to introduce newcomers to some of our Kiwi words, this will make your information less clear for your migrant audience.

Keeping things simple means you need to try to eliminate Kiwi slang or colloquialisms. Check for words, phrases and expressions that may confuse newcomers.

An Example of Kiwi Slang

Summer in New Zealand means going to the **bach**, having a **barbie**, and wearing shorts and **jandals**. But it is important to remember that in New Zealand our strong sun means that you need to be careful. If you are spending time outside this summer, make sure to use sun protection. Wear **sunnies**, rub on SPF 30+ sunscreen and put on a long-sleeved shirt. You can also get dehydrated, so if you go to the beach or on a long car trip it is a good idea to bring along drinks, and maybe a **chilly bin**, because you might not see a **dairy** on the way. Enjoy yourself and remember to be 'sun smart'.

Idiomatic Language

Idioms are so commonly used that we are often unaware they are idioms at all. After all, there are over 25,000 idioms in the English language. Many relate to our culture, meaning that they may not translate well across other cultures or languages. This means that migrants can find some idioms difficult to understand.

It is a good idea to get someone else to check your writing for idioms. If you have a migrant in your organisation they would be best suited for this.

Hidden Metaphors

In English, metaphor is very common and can be much less visible than idiom. It is important to be aware of this when writing for newcomers because they may struggle with understanding them. This is because the meaning of metaphors is not always obvious.

If a word has another more literal meaning than the sense you are using it in, then it is most likely a metaphor.

Clichés

Clichés are phrases or expressions that are overused. Idioms and metaphors can also be clichés. It is best for you to avoid these entirely.

* This guide is extracted from "Keeping it clear" by [Immigration New Zealand \(on behalf of the Crown\)](#), licensed under [CC BY 3.0 NZ](#). The full guide can be found here: <https://www.immigration.govt.nz/assist-migrants-and-students/keeping-it-clear>.

Building Friendship*

When students are new in a country, it is often easier to stick with their own culture and make most of their friends among people who are like them - from their own countries or ethnic groups.

It is true that other newcomers can provide valuable support in students' early days here. It is good to have someone to talk to who understands what they are going through if things become difficult. Newcomers networks <https://www.newcomers.co.nz/> are a good place to find people who are likely to relate to students' experiences.

But remember to also keep sowing the seeds of friendship with the wider community. Kiwis usually have a wide range of acquaintances and a small group of friends. This close group tends not to change much over time so students may need to be patient.

Students will find the balance in their circle of friends between other new arrivals and Kiwis will change naturally over time as they become more settled and their lives here evolve.

Students should start off by building up that circle of acquaintances and then see where that takes them.

* The information in this section is taken from NewZealand Now website under the Crown copyright protection. <https://www.newzealandnow.govt.nz/living-in-nz/tips-for-settling-in/meeting-people>.

Other Useful Resources

Office of Ethnic Communities has an excellent and free Intercultural Capability eLearning programme that can help students increase their cultural understanding so they can better interact or communicate with people from different cultural backgrounds.

The programme is online-based and students can complete the programme at their own pace. The programme can be accessed at: https://www.ethniccommunities.govt.nz/resources-2/intercultural-capability/?fbclid=IwAR2yxKDzlovLnV00_znCUjU8rkweah2F2_HvXyAlkuRvyPPUY5KioG2a3II.

Cultural Support*

Find out Where to Practice Students Religion

At Zealive Institute, we support a diverse learning environment. We want to make our students feel welcome and comfortable expressing their religions at the College. Students are always welcome to contact the College's support team if they have any religion-related requirements and we will try our best to cater to them.

Information regarding religions in New Zealand, including Christianity, Hinduism, International Society for Krishna Consciousness, Buddhism, Islam and Judaism, and where to find places nearby to practice these religions can be found on <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/life-and-culture/where-to-practise-your-religion>.

Students' Religious Rights

A century ago, New Zealand was a very religious country with most Māori and settler communities believing in some form of Christianity. These days, according to our national census, just over half of all Kiwis associate with a formal religion. Most Kiwis are open-minded and often still believe in spirituality even if they don't belong to a particular religious faith. New Zealand has no one official or established religion. It upholds the right to freedom of religion, worship and belief for all. This means students have the right to express their religious beliefs, including wearing religious items. It's against the law in New Zealand to discriminate against someone because of their religion.

Practising Religion Safely

New Zealand is a multicultural society which means that there are many cultures and faiths living alongside each other in peace. However, students' personal religious beliefs and practices may be new to or understood differently by some people in New Zealand. There might be cultural expectations related to their religious faith and practice that are different from Kiwi values and beliefs. For example, there are a growing number of New Zealanders who don't practice any religion at all. Sometimes practising their religion can be difficult in a foreign country, even when they have the right to do this freely (like they do in New Zealand). It can still be hard to understand how students' religious identity fits into their life here. There are things they can do to make sure they are comfortable practising their religion in New Zealand:

- Find out where students can practice their religion nearby.
<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/life-and-culture/where-to-practise-your-religion>.
- Find out if students' place of study has places to worship, or groups, organisations, activities or events for people who practice their religion. Connecting with others at their place of study can be an excellent source of support.
- If students have religious dietary requirements (like halal), be sure to let their hall of residence, hostel, or host family know ahead of time.
- Keep an open mind about other people's beliefs and views.
- Know that religion may have a smaller role here than it does in students' home countries.

Tip: Kiwis are a little reserved when it comes to talking about politics and religion. Some Kiwis are very religious, while many are not. When discussing religion, remember to be considerate and respectful of New Zealanders who may have different beliefs to yours.

* The information in this section is taken from NauMai website under the Crown copyright protection.
<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/personal-wellbeing/making-friends-in-new-zealand>.

Community Support*

There are a number of websites students can use to find organisations in students' local area for their ethnic group or culture.

- The Citizens Advice Bureau website has a comprehensive directory where students can search for different community organisations in their area. Search by the type of community students want and include the place.
- The Office of Ethnic Communities has a community directory with links to ethnic groups, organisations for arts and culture, education, sport, youth, women, business, faith groups, and refugees.
- Multicultural New Zealand (Federation of Multicultural Councils) is an organisation for ethnic communities in New Zealand. Their website will tell students where to find their regional offices.
- Students can also visit their local Citizens Advice Bureau (CAB) in person for more information. Check our regional pages for more information.

* The information in this section is taken from NewZealand Now website under the Crown copyright protection.
<https://www.newzealandnow.govt.nz/living-in-nz/tips-for-settling-in/meeting-people>.

How to adjust to New Zealand's Cultural Environment*

Meeting people in the community

While it's great to meet people from students' home country, or other international students who understand what it's like to be far from home, don't forget about the locals. Kiwis are famously friendly, but they can be a little bit shy too. Don't be afraid to take the first step and say hello!

When speaking English with Kiwi locals and students, try to bring a 'just do it' attitude. Kiwis will appreciate the friendliness and won't expect perfect English.

Tip: If students are shy about their accent or their English skills, they can use language apps such as Duolingo, Memrise, or Busuu to practice in their own time.

Getting out into the community

One of the best ways to meet Kiwis is to get involved in community events and activities. Check out local community notice boards online or the clubs and sports teams on your campus. If students are not sure how to sign up for something, they can ask their teachers, tutors or student advisors.

Volunteering is a great way to meet locals and make students' CVs (resume) look good. This could be for a few hours each week for six or twelve months. New Zealand and Australian employers like job applicants to have community experience. Students should Volunteer for something that interests them, for example, if they love animals they could help out at the SPCA (one of New Zealand's oldest charities, which helps protect animals) and meet other animal lovers.

* The information in this section is taken from the NauMai website under the Crown copyright protection. <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/personal-wellbeing/making-friends-in-new-zealand>.

Working in New Zealand

Working While Studying¹

Students on student visas with valid working conditions can work part-time (up to 20 hours a week) while they study. Some students can work full-time during scheduled breaks in study. Whether students can work during their studies depends on the programme they are enrolled in. Students should check Immigration New Zealand's website <https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>, for detailed information regarding working on a student visa.

Students can also refer to their visa pages, it will state whether they are allowed to work while studying in New Zealand. Students could also receive a letter from Immigration New Zealand suggesting if they can work.

Following Visa Conditions¹

Students must follow their visa conditions and must not work if their visas do not permit them to work. If students have any questions regarding their visa conditions, they should contact a licensed adviser or Immigration NZ

Types of Jobs Students Cannot Do¹

International students that can work while they study can only work as an employee, this means they cannot work as an independent contractor, be self-employed, or set up their own business or company.

International students also cannot provide commercial sexual services, this includes:

- Working as a prostitute.
- Operating a New Zealand prostitution business.
- Investing in a prostitution business.

1. Information in this section is extracted from "Working on a student visa" by [Immigration New Zealand \(on behalf of the Crown\)](#), licensed under [CC BY 3.0 NZ](#). The full guide can be found here: <https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>.

Minimum Wages*

In New Zealand, there is a legal minimum wage that ensures all workers including international students aged 16 and over get paid at least a minimum hourly rate for each hour they worked.

International students working with student visas should get paid at least the minimum wage for every hour they have worked unless they are a starting-out worker and a trainee. There is a lower minimum wage rate for starting-out workers and trainees.

Starting-out Worker*

Starting-out workers are 16- and 17-year-old employees who haven't done six months of continuous employment service with their current employer. After six months with one employer they are not starting-out workers and must be paid the adult minimum wage.

* The information in this section is taken from Employment New Zealand website under the Crown copyright protection. <https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/different-types-of-minimum-wage-rates/>.

Trainee*

Training minimum wage applies to employees aged 20 years or over whose employment agreement states that they have to do at least 60 credits a year of an industry training programme to become qualified in the area they are working in. Many of these employees will be [apprentices](#). An apprentice has the same minimum rights and protections under employment law as any other employee but may be paid the training wage.

Training minimum wage does not apply to:

- Employees who are being trained at work, for example, by their employer at the start of their employment; it only applies to employees doing an approved industry training programme
- An employee who is supervising or training other workers. These employees must be paid at least the adult minimum wage.

* The information in this section is taken from Employment New Zealand website under the Crown copyright protection. <https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/different-types-of-minimum-wage-rates/>.

Current Minimum Wage*

As at 1 April 2023, the below minimum wage rates (before tax) apply to employees aged 16 years or over:

Type of minimum wage	Per hour
Adult	\$22.70
Starting-out	\$18.16
Training	\$18.16

Students can go to Employment New Zealand website to check for the latest minimum wages.

<https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>.

There is no minimum wage for employees under 16 but all the other minimum standards and employment rights and obligations apply.

* The information in this section is taken from Employment New Zealand website under the Crown copyright protection. <https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>.

Study Pathway

Zealive Institute's support team can provide students with information and advice on pathways for further study or career development. Whether students are seeking higher education or work after finishing their studies, Zealive Institute can assist students with planning their study.

Students are free to contact the College's Learning Advice & Course Planning person to discuss their future plans and study pathway.

Under 18 Students

We have special procedures for students under 18 to ensure their safety and wellbeing here in New Zealand. Students under 18 must be living in one of the three options approved by the College:

- Living with parent(s)/legal guardian(s)
- Zealive Institute approved homestay
- Living with designated caregiver(s) approved by Zealive Institute

Designated caregiver means a relative or close family friend designated in writing by a parent or legal guardian of an international student under 18 years as the caregiver and accommodation provider for that student. The designated caregiver must be approved by the College before students arrive in New Zealand or course enrolment. For detailed information, please refer to Zealive Institute website.

INFORMATION ON LIFE IN NEW ZEALAND

New Zealand People

New Zealand is a small country with a small population (3.8 million). It is clean and green with plenty of space for everyone. New Zealanders love the outdoors and are friendly and informal towards each other and visitors.

You may notice that New Zealand people do the following:

- Say 'please' when they want something and 'thank you' when they get it. It is considered rude if you do not use 'please' and 'thank you'.
- Say 'sorry' if they bump into another person by accident.
- Say 'hello' to people they have never met before.

Make lines or queues when waiting for service. It is considered rude to push in and not wait your turn.

Living Expenses

New Zealand is not an expensive country to live in, but it is not a very cheap one either. It is somewhere in the middle. Things are generally a bit cheaper here than in Europe, the USA or Japan and a bit more expensive than in many other Asian and South American countries. The current favourable rate of exchange has made New Zealand an even cheaper option for many nationalities.

Public Transport

New Zealand has a comprehensive bus system. Weekly fares range from approximately \$11 to \$30. Special discounted passes can be purchased at a bus terminal. Train transport is available in the City

Water

Tap water is safe to drink.

Discrimination

Discrimination occurs when a person is treated differently from another person in the same or similar circumstances:

- It can be direct or indirect
- It is not always unlawful

Discrimination covers past, present and assumed circumstances. Direct discrimination is relevant to each area of public life described and includes:

- Not being given an employment opportunity
- Not being given access to a place or service
- Being treated less favourably
- Being subjected to a detriment

Indirect discrimination occurs where any conduct or practice has the effect of discriminating against a person(s) even though it may appear to be neutral.

Unlawful discrimination

Discrimination is only unlawful when it occurs in one of the prohibited grounds and in one of the prohibited areas of public life. Other forms of discrimination are also unlawful, including racial disharmony, racial harassment, sexual harassment and victimization.

Gambling

Some people find that gambling becomes a serious problem which they are unable to control. This is known as 'compulsive' or 'pathological' gambling. Compulsive gambling is recognised as a mental disorder, and is characterised by a chronic and progressive failure to resist the impulse to gamble.

It involves gambling behaviour that compromises, disrupts or damages personal, family, or vocational pursuits. It is known to increase during times of stress, and can lead to problems such as disrupted family relationships, inattention to work, financial crises and criminal activity in order to obtain money. These problems in turn lead to a further intensification of the gambling behaviour.

Compulsive gamblers often believe that money causes, and at the same time is the solution to all their problems. They make no serious attempt to budget or save money, and are often over-confident, very energetic, easily bored and often "big spenders". There are times when they show signs of personal stress, anxiety and depression. In fact, many compulsive gamblers report boredom/depression or stress as the main reasons for their gambling.

If you feel you may have a problem with gambling or need some advice, contact:

<http://www.gamblingproblem.co.nz>

Gambling Problem Helpline 0800 654 655

Gambling Debt Problems 0800 654 658

Mainline now opens 24 hours Thurs/Fri/Sat

All other days 8.00am to 11.30pm

Counselling

Counselling is available in New Zealand for any problems you may have.

If you feel you need any help with the following you can contact relationship services. Relationship Services provides counselling for individuals, couples, children, young people and families experiencing personal or relationship difficulties through:

- Relationship and life-skills education programmes;
- Stopping violence programmes;
- Mediation to resolve disputes;
- Workplace support, including counselling, employee assistance programmes, coaching, professional supervision and training

Illicit Drug Information

The drugs listed below are illegal in New Zealand and the use and sale of them are covered by either the Misuse of Drugs Act (1975) or the Medicines Act (1981). Drugs that are used as medicines (e.g., Ketamine) are usually covered under the Medicines Act. Most other illegal substances are covered by the Misuse of Drugs Act and are classified as Class A, Class B or Class C drugs (Class A being treated the most seriously by the law and Class C least seriously).

It is important to remember that although drug use is socially acceptable in some environments or sub-cultures, the legal consequences can be serious. Being involved in the manufacture or supply of drugs is treated more severely than possession of small quantities for personal use.

You must not take any substances that you are offered at a party or a nightclub as they are likely to be illegal and if you are convicted of drug use or possession your visa will be cancelled and you will be deported from New Zealand.

Substances covered by the Misuse of Drugs Act (1975) are:

- **Class A**
 - o Cocaine.
 - o LSD.
 - o Magic Mushrooms (psilocybin).
 - o Most other hallucinogens

- **Class B**
 - o Amphetamines (speed).
 - o Ecstasy (MDMA) – depending on what's in the E, it could be classified differently, e.g. MDA is a Class A
 - o GHB, GBI, 14B, GABBA, Sodium Oxybate

- **Class C**
 - o Cannabis (Hash, hash oil and other processed cannabis products are Class B drugs).

If you think you may have problems with drugs or need further information see the support service section of the book for contact details.

Driving in New Zealand

If you are thinking of driving in New Zealand you need to check before you drive that you meet New Zealand's **driving laws**:

- If you have an overseas driver licence or an international driving permit, you can drive in New Zealand *for a maximum of one year*. Note: you are only able to drive those types of vehicles you were licensed to drive in your own country.
- You must carry your licence or permit with you whenever you are driving. If your overseas licence or permit is not in English then it's a good idea to carry an official translation with you.
- If you don't have an overseas driver licence or an international driving permit, you must apply for a student licence before you can drive any vehicle in New Zealand
- If you plan to be in New Zealand for more than one year you must apply for a New Zealand driving licence before the end of your first year. You will have to pass a theory test and probably a practical driving test too. If you do not apply for a licence you will be considered an unlicensed driver and will be charged by the Police if you drive a motor vehicle.
- You can get more information about driving in New Zealand and New Zealand's driving laws by:
- Buying a copy of the *Road Code*. You can buy these in bookstores or from driver licensing agents. You can also borrow a copy of the Road Code from any public library. Or Contacting the *Land, Transport Safety Authority* on its website www.ltsa.govt.nz or free phone 0800 822 422.

Cycling in New Zealand

If you cycle in New Zealand you should be aware of the following safety guidelines:

- Wear a helmet – this is compulsory in New Zealand
- Be seen – wear light bright colours and use reflective tape
- Lights and reflectors must meet the requirements in the Road Code
- Have your seat at the right height so you can touch the ground but not too low
- Check the handlebars for movement and make sure the grips are secure
- Check the brakes are adjusted and work properly. Use both brakes for quick stopping
- Check the pedals spin easily and have reflectors on them
- Check that your tyres are inflated and that wheels spin easily without wobbling

Pedestrians

- Use the footpaths
- If there is no footpath, walk on the side of the road facing on-coming traffic
- At night wear light or reflective clothing:
- Cross the road only when it is safe to do so and walk straight across the road
- Use pedestrian crossings
- Cross near a light at night
- Wait until the bus has moved away before you check for vehicles and cross the road

Tobacco / Cigarettes

In New Zealand:

- People under 18 years cannot buy tobacco or cigarettes
- Smoking is prohibited in public buildings on public transport, in all bars and restaurants

Alcohol

In New Zealand:

- You cannot buy alcoholic liquor if you are under 18 years old
- If you are accompanied by a parent or guardian you can drink liquor in a restaurant
- You may be asked for evidence of your age in the form of a driving licence, a passport or an NZ 18+ card

STUDENT COMPLAINTS AND APPEALS

Student Complaints

All complaints will be dealt with fairly and in good faith.

Students are allowed to bring a support person during any stage of the complaint process.

Complaints may be used as evidence to evaluate Zealive Institute's internal processes and improvement as part of the College's ongoing quality assurance process.

Complaints may be made by students themselves, or someone on behalf, or someone who has witnessed something that they would like to complain about. To protect both the complainant and the complainee or any other involved parties, all complaints will be dealt with confidentially.

No investigation regarding the complaint will be made without the explicit consent of the complainant.

Minor Issues

Minor issues can be resolved with the minimum of difficulty, in keeping with the principle of dealing with minor problems quickly and effectively. Students are encouraged, in the first instance, to try to resolve a concern by using a direct and informal approach since this may allow them to reach a satisfactory outcome sooner.

Informal complaints are usually made verbally and should be first brought to the student's tutor's attention, who will try to investigate the complaints and offer resolutions to the student.

If the student is not satisfied with the tutor's response then they may take this issue to the Director, who may direct the student to the person best able to address the complaint and facilitate a speedy resolution.

If the student does not accept the outcome, they may lodge a formal complaint following the College's formal complaints procedures below.

Examples of Minor Issues that Could be Resolved Through Informal Complaint

- Minor classroom conflicts.
- Issues arose from miscommunication or misunderstanding.
- Facility resource issues such as internet connection.

Considering the Following Points When Complain Informally

- Express issues clearly and objectively.
- Focus on the issues rather than persons involved unless the complaint is about the behaviours of a particular person.
- What would be a satisfactory resolution?

Formal Complaints

All major complaints or grievances are required to be put in writing using the College's Student Complaint Form available at the reception, within 10 working days of the grievance occurring, to the Director.

On receipt of the grievance the Director will work to the following procedure:

1. All formal (written) grievances will be discussed with the Zealive Institute Management Team.

2. The complainant will be sent a written acknowledgement of receipt advising the expected next step and an approximate timeline within 5 working days.
3. Within 5 working days of receiving the grievance, the management team will investigate the grievance, including interviewing all parties, if necessary.
4. The management team will then make recommendations regarding the grievance. The student will be notified in writing of the outcome of the grievance along with the reasons for the decision made, which will include one or more of the following:
 - o No further action will be taken regarding the complaint
 - o Resolving through an informal resolution such as a conversation between the parties
 - o Resolving through a formal disciplinary procedure if the complaint is assessed to be about behaviour misconduct.
 - o Outlining ways in which the complaint will help improve the College's processes if relevant.
5. Any complainant who is not satisfied with the outcome of the grievance can contact a Zealive Institute Director who will put them in touch with Zealive Institute's Independent Chair to discuss the matter further. The complainant may also take the complaint up with an external body directly, such as the Police, Human Rights Commission, Employment Relations Authority, a Union etc.
6. If a student still wishes to obtain further advice, then they may wish to contact
New Zealand Qualifications Authority
125 The Terrace
PO Box 160
Wellington 6140
Phone: 0800 697 296.

A copy of the complaint procedure will form part of the induction material which is given to students upon enrolment

See Prospectus and student handbook for comprehensive information given to students prior to enrolment.

All formal complaints will be documented using the College's Student Complaint Response Form, together with the original complaint, communications with the complaint and any reports of resolutions agreed upon. This information will be held securely.

Complaints Regarding External Parties

If a complaint relates to parties external to Zealive Institute, such as a school partner, an agent or any parties that are outside of the control of Zealive Institute, the College will discuss with the complainant to see how they wish to deal with the complaints and any support the College can provide. This may involve the College helping the complainant pass the complaint directly to the relevant party, with the complainant's permission or ask the complainant to submit a complaint directly to the relevant party.

Depending on the circumstance, the College may not be able to remain involved with the complaints regarding an external party, and may not be able to offer the complainant support in the complaint process against the other party.

Complaints Regarding Another Student

If a student raises an issue with another student or students, the College will engage with both parties fairly and in good faith.

Complaints regarding unacceptable behaviour will be dealt with following the rules and processes in the Student Guidance and Support section.

Complaints Regarding Zealive Institute

The same complaint process will be followed for complaints made about Zealive Institute or its employees including volunteers and contractors.

The complaint will be referred to an independent chair if the complainant or the College considers it is not appropriate for the College to engage in the complaint process.

If a complaint is made about a Zealive Institute's employee, that employee will not be involved in investigating the complaint.

External Bodies

All students are advised of their recourse to the following external bodies if they are unable to resolve grievances through internal procedures:

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal
- International Education Appeal Authority.

Appeals Against Disciplinary Action(s)/Termination of Enrolment

A student who has been subject to disciplinary action/and or has their enrolment terminated due to a breach of the Code of Conduct can appeal the College's decision within 14 working days of receiving the decision by appealing directly to the Director in writing.

Such appeals can only be made on the ground(s) that:

- There is new information available that would affect the original decision; or
- The decision is not fair and equitable based on the evidence available; or
- The decision is disproportionate to the prohibited conducts and the full circumstances of the case; or
- The College did not follow its appeal processes.

The student will be required to provide evidence to support the grounds upon which they are appealing to the Director, who will review the decision following the relevant appeals and disciplinary action policies. An appeals committee that consists of staff, an independent chair, a lawyer and/or members of the Academic Committee may be established to assist in reviewing the appeals.

Outcomes of an appeal may be to uphold the original decision, or to modify the original decision or to reverse the original decision.

Student Entry Appeals

The sequence in the student appeals procedure relating to student entry issues is as follows:

- Appeal in writing using the Student Academic Appeal Form to the Director within 3 working days.
- Within 2 working days, an interview with the Director and the Director will be arranged to take place.
- If no satisfactory outcome is reached through the interview with the student, the appeal must go before the Independent Chair within 5 working days. On such occasions, the student appealing may be required to appear in person. The appeal must be conducted within 5 working days. The decision will

then be forwarded by the Independent Chair in writing to the Stakeholders involved within 5 working days.

- The person whose application is declined may complain to the New Zealand Qualifications Authority whose decision in the matter is final.

Academic Appeals (Results and Assessment)

Students may seek reconsideration of any assessment by applying in writing to the Director within 5 working days of notification of the results.

This procedure applies only where a student wishes to appeal the outcome of a summative assessment result.

Grounds for Appeal

An appeal of the outcome of seeking reconsideration of a summative assessment result, not able to be resolved between the Student and the Tutor may be made to the Director on the grounds that:

- The assessment instrument was unfair;
- The assessment process was unfair;
- The assessment marking was unfair;
- Personal circumstances were not adequately taken into account by the assessor.

An appeal of this finding may be made to the Management Team solely on the basis that the appeal to the Director was not heard in a fair and unbiased manner (procedural grounds).

Academic Appeal Procedure

Any student who wishes to appeal his/her mark for a summative assessment should use the College's Student Academic Appeal Form and hand it in the first instance to the Tutor. This must be completed within 5 working days of the assessment result notification otherwise the student forfeits the right of appeal.

Should the Student not be satisfied with the outcome and explanation discussed with the Tutor, the Student may then within 5 working days:

- Take the Form and the receipt to the Director who will arrange for another Tutor (inside or outside of Zealive Institute to re-mark the assessment(s) using the same Marking Guide for the assessment as used by the original Tutor. This will be completed within 5 working days.
- The new marks, given as a result of the re-marked assessment, will then be taken as the student's updated final marks.

Should the student not be satisfied with the finding the student can then take their appeal in writing to the Independent Chair for consideration within 5 working days of notification of the final result.

The Independent Chair will respond in writing within 5 working days of the written appeal.

Should the student still not be satisfied they can then take their complaint to the New Zealand Qualifications Authority.

Minor Issues

Minor issues regarding the exercises and tasks should be discussed with the tutor. Discussion with the Director is also available. Please also refer to Zealive Institute's Complaint process.

Escalating Appeals/Complaints

If a student is not satisfied with the College's final decision of his/her appeals or complaints, the student can raise the issues with NZQA using the 'Complaints Kits for Formal Complaints about Providers' <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>.

The International Education Appeal Authority can be contacted at:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140
Phone: 0800 697 296.

International students can also contact iStudent Complaints <https://www.istudent.org.nz/>, who is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS) to help resolve issues regarding finances, contract or other.

STUDENT WITHDRAWAL AND REFUNDS

Withdrawal

A withdrawal from a course takes place when a student stops attending for more than two consecutive weeks or completes a notice to withdraw in writing. A student enrolled for a course of study may withdraw from the course by written notice at any time.

It is the student's responsibility to report his/her withdrawal from a course in writing. Any fees outstanding will remain payable until official notification is received.

Immigration Services form 'Termination of enrolment of Foreign National Holding a Student Permit' will be completed and sent if a student withdraws and they were studying under a student visa.

Refund for Student Withdrawal

Application for a refund must be in writing accompanied by the original receipts and Offer of Place. If a student enrolled through an agent or representative of Zealive Institute, refunds will be made directly to the student.

Students will not be entitled to refunds if their notifications of cancellation or withdrawal are received after the relevant refund periods.

For the purpose of this policy, a programme or training scheme is of less than 3 months' duration if the period starting on the day on which the programme or scheme starts and ending on the day on which it ends (or is likely to end) is less than 3 calendar months, irrespective of the number of days on which the programme or training scheme is, or is proposed to be, provided during that period.

The enrolment and insurance fees are non-refundable.

The Following applies to student withdrawals:

International Student*		
Course Length	Refund Period End Date	Refund Amount
Less than 5 weeks	Up to the end of 2 calendar days of the course commencing	50% of the fee total, any additional refunds are at the College's discretion. However, no refunds will be made if two days constitutes the full amount of tuition paid for by the student.
5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the course commencing	The fee total less a deduction of up to 25%.
3 months or more	Up to the end of 10 working days of the course commencing	The fee total less a deduction of up to 25%.
Domestic Student		
Course Length	Refund Period End Date	Refund Amount
2 days or less	No refund period applies	Any refund is at the College's discretion
More than 2 days but Less than 5 weeks	Up to the end of 2 calendar days of the course commencing	50% of the fee total, any additional refunds are at the College's discretion.
5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the course commencing	The fee total less a deduction of up to 25%.
3 months or more	Up to the end of 8 calendar days of the course commencing	The fee total less the lesser of 10% of the fee total or \$500.

Refunds for International Students

Before commencement of the course

If notification of cancellation is received before the commencement of the study, 100% of the fee total will be refunded less the enrolment fee and the insurance fee (if arranged by the College).

After commencement of the course

- **For courses less than 5 weeks:**
If notification of cancellation is received within the first 2 calendar days after the start of the course, we will refund 50% of the fee total, any additional refunds are at the College's discretion. However, no refunds will be made if two days constitutes the full amount of tuition paid for by the student.
- **For courses 5 weeks or more but less than 3 months:**
If notification of cancellation is received within the first 5 calendar days after the start of the course, we will refund the entire fee total, less a deduction of costs incurred by Zealive Institute up to a maximum of 25% of the fee total.
- **For courses 3 months or more:**
If notification of cancellation is received within the first 10 working days after the first day on which the PTE requires the student to attend the establishment, we will refund the entire fee total, less a deduction of costs incurred by Zealive Institute up to a maximum of 25% of the fee total.

The above conditions also apply to students who unable to obtain a study visa or cancel their applications before their arrival in NZ or before the first date of their enrolment for which the attendance of students at the Zealive Institute is required. Zealive Institute will consider providing refunds if students 'requests are outside the refund periods in exceptional circumstances. However, such refunds will be made at the discretion of Zealive Institute.

For students that have paid accommodation fees, the unused portion of the accommodation fees less one-week notice will be refunded. This will be included as part of the percentage refund.

Refunds for Domestic Students

Before commencement of the course

If notification of cancellation is received before the commencement of the study, 100% of the fee total will be refunded less the enrolment fee and the insurance fee(if arranged by the College).

After commencement of the course

- **For courses 2 days or less:**
No refund period applies, any refund is at the College's discretion.
- **For courses more than 2 days but less than 5 weeks:**
If notification of cancellation is received within the first 2 calendar days after the start of the course, we will refund 50% of the fee total, any additional refunds are at the College's discretion.
- **For courses 5 weeks or more but less than 3 months:**
If notification of cancellation is received within the first 5 calendar days after the start of the course, we will refund the entire fee total, less a deduction of costs incurred by Zealive Institute up to a maximum of 25% of the fee total.
- **For courses 3 months or more:**
If notification of cancellation is received within the first 8 calendar days after the start of the course, we will refund the entire fee total, less a deduction of the lesser of 10% of the fees paid or \$500.

Refund for the Closure of the College or its Course(s)

Zealive Institute reserves the right to cancel training courses due to insufficient demand, unavailability of suitable trained staff or facilities or other similar major problems. If Zealive Institute cease to provide courses as contracted with the students, or the College ceases to be a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016, or the College ceases to be a provider, students enrolled on the cancelled course will be offered alternative training dates or refunds of at least the amount of a Pro-rata refund within 5 working days from the date of the closure or cessation.

Fee Protection

As an NZQA registered Private Training Establishment, the College is required to have an acceptable arrangement for the protection of student fees in the event that a course or the College ceases to operate.

Zealive Institute uses the Public Trust for fee protection, this ensures the fees are available in the unlikely event of insolvency, regulatory closure or withdrawal of accreditation of the College. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.

Changes to the fee protection suppliers must be approved by NZQA in writing before operating the new protection mechanism.

Credit Transfer

Courses offered by the College are based on local content. As students progress throughout the course competencies are gained. Should Zealive Institute cease to operate, students will have a current record of learning from the College of the units they have gained. Other providers offering similar courses will be able to recognise this record of learning and students will be able to pick up any training they have not yet received with these other providers.

Treaty of Waitangi

The Treaty of Waitangi is an agreement that forms a covenant between the Crown and Maori. It was signed in 1840. The treaty of Waitangi is the founding document of New Zealand, which recognised the prior occupation by Maori people of New Zealand and allowed the Crown to set up a government to establish laws.

Zealive Institute upholds the principles of the treaty of Waitangi and abides by the principles of the treaty at all levels of the operation of the organisation.

Any students or staff who identify themselves as Maori will be afforded the opportunity to comply with the appropriate protocols should circumstances dictate, for instance, to attend tangi or hui.

Staff and students who identify themselves as Maori are encouraged to seek the support of whanau or iwi members in their dealings with the College as appropriate.

Maori greetings and blessings may be included in the conduct of some classes as appropriate.

Maori cultural welcomes may be included in our formal activities for visitors & special guests. We will include input from Maori to the appropriateness of our responses through our Advisory contacts committee.

In 1989, the Labour Government announced the principles by which it would act when dealing with issues arising from the Treaty of Waitangi. These principles were:

- The principle of government or the kawanatanga principle
- The principle of self-management
- The principle of equality

- The principle of reasonable cooperation
- The principle of redress

HEALTH AND SAFETY

The school has documented Health and Safety policies and procedures. Students may raise Health and Safety concerns with any member of the College at any time. The school will ensure all requirements of ACC and Health & Safety at Work Act 2015 are applied on and off-site.

It is the responsibility of all students to carry out their work in a way that does not endanger the safety of themselves, of other people and the College. If there is the slightest uncertainty about a course of action then students should consult any staff member. Any injury, accident or damage to equipment must be reported immediately.

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

First Aid Kits

First aid kits are kept at reception.

First Aid Procedures

If students are ill and need to leave class, they need to tell their tutors who will make sure that students can get to a doctor if necessary.

If students have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the administrator.

Safety Rules

All persons on the College premises must observe the following safety rules:

- Do not run around the College, only walking is permitted.
- Use handrails when coming up and down the stairs.
- Students are not allowed to drink alcohol on the premises.
- If students spill something students must clean it up immediately.

Fire compliance

- Students are not allowed to smoke in any of the premises.
- Students must not use any matches or fire lighting equipment within the premises.
- Students must not tamper with fire extinguishers.

Emergency Procedures

The following procedures are to be followed in the case of an emergency.

Fire Safety

The Building has a fire safety certificate and a fire sensor/alarm system. Fire evacuation instruction can be found on the wall near the College entrance and will also be provided to students during orientation.

If you discover a fire;

- **Raise the alarm** – tell a member of staff or break the glass on the nearest alarm point
- **Leave the building at once**
- **Call 111**

If you hear the alarm

- Leave the Building immediately. **The Fire Alarm sirens are continuous, very loud and unmistakable.** There are no 'false alarms'. Everyone must evacuate the Building when they sound. Everyone must not come back into the building (even if the fire alarm stops) until a person in authority has stated that it is safe to do so.
- Once outside, move to the nearest assembly point.
- Inform a member of staff immediately if you suspect that someone is still in the building.

Serious Injury

- Call for assistance.
- Call an ambulance (111).
- If machinery is involved, stop the machinery.
- Give appropriate first aid and comfort the person.
- Do not put others or yourself in unnecessary danger.
- Report situation to the administrator.

Bomb Threat

- Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.
- Call police (111).
- Act according to the advice of the police.
- If advised by police, instigate an emergency evacuation plan.

Earthquake

- Keep calm – allow time to think.
- Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

- Watch for falling debris and other overhead objects.
- Do not attempt to run outside.
- Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
- After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

- Switch off the power supply.
- Follow “serious injury” procedure referred to above.
- Call the electricians.

Gas Leak

- Notify management, who will then notify gas engineers.
- If necessary, follow the fire and explosion procedure set out above.

Mental Health Services

Mental illness

Just as there are many forms of physical illness, mental illness covers a wide range of psychiatric disorders with a variety of different symptoms.

If you are experiencing any symptoms you must first see a doctor who will be able to put you in touch with the appropriate division of mental health service who will be able to help you.

Accessing information on sexuality education, health promotion, sexual and reproductive health services

Family Planning Association works to promote a positive view of sexuality and to enable people to make informed choices about their sexual and reproductive health and well-being.

Family Planning (FPA) provides sexual and reproductive health information, clinical services, education, training and research.

Services include - contraception, STI checks, menopause, talking to your children about sexuality, vasectomy, PMS, adolescent sexuality, pregnancy and many other topics.

If you need to make contact with FPA you will find their contact details in the support section of this book.

Useful Contact

Name	Contact	Website
Emergency (Ambulance, Fire and Police)	111	www.police.govt.nz/
Non-Emergency Contact (Such as theft, crime in the area and not life-threatening traffic matters)	105	105.police.govt.nz
Alcohol Drug Helpline	0800 787 797	alcoholdrughelp.org.nz/
Altered High (Auckland youth alcohol and drug service)	09 845 1893	alteredhigh.com/
Asian Family Services	0800 862 342	www.asianfamilyservices.nz/
Asian Health Service	09 486 8314	www.asianhealthservices.co.nz/
Auckland Regional Public Health Service (ARPHS) (Auckland smoke free complaints)	09 623 4600	www.arphs.health.nz
Auckland Sexual Health	0800 739 432	www.ashs.org.nz
Belong Aotearoa (New migrant settlement support)	09 625 2440	www.belong.org.nz/
Family Planning Association (sexual and reproductive health)	09 524 3341	www.familyplanning.org.nz/
Help Auckland (Auckland sexual abuse help)	0800 623 1700	www.helpauckland.org.nz
iStudent Complaints (International student complaints)	0800 00 66 75	www.istudent.org.nz
Lifeline, 24/7	0800 543 354	www.lifeline.org.nz
Mental Health Foundation (Mental health counsellor)	1737	mentalhealth.org.nz/
Ministry for Children (Child, youth & family services)	0508 326 459	www.orangatamariki.govt.nz/
Netsafe (Information and advice about cyberbullying and online safety)	0508 638 723	www.netsafe.org.nz/
NZQA Complaints	0800 697 296	www.nzqa.govt.nz/
Pregnancy Help Inc (Auckland pregnancy help and support)	09 373 2599	pregnancyhelp.org.nz
Shakti (Asian women's sexual abuse, domestic violence and discrimination support)	0800 742 584	shaktiinternational.org
Shine (Domestic violence)	0508 744 633	www.2shine.nz/
The Human Rights Commission (Human rights complaints)	0800 496 877	www.hrc.co.nz
Youth Law (Free confidential legal advice for young people)	0800 884 529	www.youthlaw.co.nz
Youth line (Support for young people)	0800 376 633	www.youthline.co.nz

Student Handbook Acknowledgement

By signing below, I confirm:

I have received a copy of the Student Handbook and am aware I can also obtain a copy from reception at any time by request. I also have been advised that the Handbook is available in every classroom and my tutor can assist me with any question I may have.

I am aware of all the costs of the course and any ongoing cost.

I agree to have appropriate and valid student medical insurance during my period of study.

I agree I will keep Zealive Institute updated with new address and contact details.

If I have a complaint this procedure is located in the Student Handbook and is available from reception or is posted in all classrooms.

I agree to abide by the Policies, Procedures, Rules and Regulations and the computer use policy and guidelines in this handbook.

I understand that I may face disciplinary action if I do not follow the college's rules and regulations or do not follow the guidelines for computer use.

I agree to be ready to start at the correct time. I will advise reception or a staff member in advance or as soon as practical if I am going to be late or unable to attend.

I will be honest in my dealing with the other students/students and with the Tutors.

I agree to commit myself to fully attend the training programme to the best of my ability.

I agree to try hard to complete any assignments on time and to work on them to the best of my ability.

I will ask for one to one session when I need them.

I will try to be cooperative and sensitive to the needs of the Tutors and other participants.

I give my permission to Zealive Institute for the usage of my image for any marketing purposes.

I will advise my Tutor of any matters that may be affecting my attendance and/or performance.

I will co-operate with any "housekeeping" rules of the group and our training room (i.e. dishes, keeping the room clean, etc.).

I have received a copy of the student handbook.

I confirm that the course I enrolled in will assist me in reaching my career/personal goals.

.....
Student Signature

Date: