



# **Demi Pair Training Scheme**

## **Student Handbook 2018**



**English Teaching College**

[www.etc.ac.nz](http://www.etc.ac.nz)



## Demi Pair Programme Information

Students on this programme study English in the morning for 15 hours a week, and learn childcare practices with their host family in the afternoons, evenings and the weekend for 15 hours a week. Students will typically help the family with childcare, meal preparation, light housework (laundry, dishes, vacuuming etc), school pickups and drop off.

There are five childcare assignments to complete in order to receive a certificate. Some students with a work visa may be able to be paid for additional hours. No fee is payable for accommodation or for meals as the student is required to live in the family home.

### Outcome

- International experience in a childcare position
- NZ Child First Aid Certificate
- NZQA Approved English and Demi Pair Certificate
- Ongoing support and advice throughout the programme from the Demi Pair Coordinator

**The rules in this Handbook are provided for student's and their host family's information and safety. We expect students to follow them. Breaking these rules could result in the student being sent home with no refund of fees.**



### Learning and helping with the children around the home

For Demi Pair students training might include:

- Dropping off or picking children up from school/afternoon activities
- Helping with the children's homework
- Childcare
- Washing the dishes or loading/unloading the dishwasher
- Helping to prepare meals/meal preparations
- Clearing the table after meals
- Laundry and general light cleaning



Every day, please make sure you have a conversation with all of the children. Talk to the parents about their day and what you and the children have been doing.

## **Important Pastoral Care information for ETC Demi Pair students**

- Students are encouraged to study in your room, but not to spend all your time in your bedroom. We ask students to talk to their family about different things every day. Students and families have many things to share and talk about. Talking with your host family will assist your English.
- Students are expected to comply with family rules. If you have questions, we encourage you to ask your homestay parents or the Demi Pair Coordinator.
- You will attend a first aid course for children as soon as possible after you arrive in New Zealand. ETC will arrange this.
- ETC wants students to fully understand their responsibilities, especially when it comes to dealing with children. Please ask the Demi Pair Coordinator, your teacher or your homestay parents if you don't understand something.
- Students will have an orientation during their first few days at school.
- If a Demi Pair student wishes to withdraw from the programme, they must give 2 weeks advance notice.

### **ETC will always provide:**

- Emergency contact information.
- Someone to talk to if you need help with anything eg; feeling lonely, a medical problem, difficulty settling into the homestay family etc.

### **ETC is usually able to provide:**

- First language support for Demi Pair students and for host families.
- Mediation and support for both parties.
- Additional services such as airport pick up, support with IRD number applications and SIM cards.
- After school activities.

## **Demi Pair students are expected to:**

- Students who request ETC arranges a Demi Pair homestay are required to sign a Demi Pair contract.
- Become part of the family.
- Respect the house rules of the family.
- Fulfil tasks and assignments as agreed with the host family.
- Phone or text the family if they are going to be late home.
- Not make phone calls very late at night. Pay for national or international phone calls. Local calls are free.
- Be sensible when using the internet. For high use eg; downloading movies, you will be expected to pay extra internet fees as the internet charges in New Zealand are expensive.
- Respect the family's bathroom rules eg; not to stay too long in the shower (10 minutes).
- Attend school as required. Be on time and ready to learn.
- Complete homework assignments and complete the ETC weekly timetable of hours and activities. Give this to your teacher or the Demi Pair Coordinator.
- Share aspects of your culture with your host family eg; cook a favourite meal, talk about your family and country, teach the family a song in your language.
- If you are planning to be away from the family overnight and during the weekend, this must be discussed and agreed in advance with the host family. Supply your own food for this trip, do not take food from the home unless the family gives you permission.
- If you smoke, you will be expected to smoke outside. No smoking in your bedroom or near the children.
- Students may be invited to accompany host families on short trips or visits around New Zealand or to places of interest. You should offer to pay for you own personal expenses eg; entry fees.
- Keep your room clean and tidy, make your bed and leave the bathroom and kitchen tidy.
- Buy your own personal toiletries eg; toothpaste, shampoo, conditioner and sanitary items etc.



## **Host Parents are expected to:**

- Treat the student as part of the family.
- Assist with your Demi Pair student's learning. There are some childcare assignments which the student is required to do in order to gain a NZQA certificate.
- Sign a weekly timetable indicating the Demi Pair training hours per week.
- Supply keys that enable 24 hour access to the house.
- Provide 3 meals a day including food or snacks for the student to take to school for lunches.
- When possible eat meals with your student. Introduce New Zealand food and enquire what your student's preferences are.
- Provide a warm, comfortable single room with study facilities.
- Set a reasonable time for students to be home after work/school.
- Provide free telephone use for local calls (students pay for their own toll calls).
- Provide free internet connection for general use and emails. Downloading movies and other high use activities are not acceptable and the student may be asked to pay for excessive use.
- If a host family wants to employ a Demi Pair, they must pay at least the minimum wage. It is the families responsibility to pay income tax, not ETC's.
- Set reasonable rules and provide child care information. (Please discuss house rules and child care expectations with your student. Don't assume anything!).
- Make sure students are covered by the homestay family's car insurance, if the student is expected to use the car.
- Provide laundry facilities.



## ETC Demi Pair Accommodation Information

Demi Pair accommodation is provided in good quality housing. New Zealand homes usually stand alone with a garden and lawns.

The host family understands that students are away from home, family and friends and will try to help them if they are lonely and homesick.



Students will have their own bedroom with a bed and desk. There must be a smoke alarm placed in or near the student's bedroom which must be in working order.

Demi Pair students must stay with the host family so accommodation and meals are requirements of the training scheme. Usually Demi Pair students study English for 15 hours a week and learn and practise childcare activities for a further 15 hours per week.

## Health and Safety Information

- In summer, the New Zealand sun is very hot and it is easy to get sunburnt in a short amount of time. If you are outside for a long time, wear a hat, sunglasses, long sleeve shirt and drink a lot of water. Always apply sunscreen to exposed skin, especially to your face, and reapply this regularly.
- In winter, it can be cold and wet, so wear several layers of clothing and a warm jacket. A woollen hat and gloves are advisable. Wear closed in shoes and warm socks.
- In winter, many people in New Zealand use an electric blanket to warm the bed. Do not sleep with the blanket turned on. Make sure it is turned off during the day otherwise it will use a lot of electricity and may cause a fire.
- Do not leave heaters turned on for long periods of time because this may cause a fire. Turn off the heater when you leave the room. Also electricity is expensive in New Zealand and it will upset your host family if it is left on.
- Do not share drinks or drink bottles. Meningitis and Hepatitis are dangerous diseases and are easily caught this way.
- Never accept a drink or a cigarette or a tablet/pill from another person.
- The legal age to consume alcohol in New Zealand is 18. Please drink responsibly. Do not drive if you have been drinking.
- The legal age to buy cigarettes is 18. We advise our students not to smoke. Most places in New Zealand are smokefree. If you want to smoke, you must do so in a designated smoking area.
- Do not take illegal drugs or other people's medicine.
- Do not lend or borrow money, credit cards, or cell phones.

## **General Information**

### **Family Outings**

Join in with your host family's outings and visits. This is a chance to have some fun, see the country, make new friends and practise your English.

### **Eye Contact**

In New Zealand it is polite to look at someone and make eye contact when you talk to them. Some students from different cultures can find this difficult, but practise this skill as much as possible.

### **Accidents around the house or ETC**

If you cause damage to something, please tell your host family or contact an ETC staff person. Often damage is covered either by your insurance, the family's household insurance or ETC's insurance. You will usually be expected to pay the excess if applicable.

### **Car Accident**

Do not drive if you do not have a current, valid car licence. Families must have motor car insurance to cover you if you drive the family car. Do not leave the scene of an accident, call your host parent/s or the Demi Pair Coordinator or ETC emergency contact, who will tell you what to do and come to help you. If you have an accident, you may be expected to pay the insurance excess. This could be \$1,000 or more.



ETC Class Timetable (Sample)					
Times	Monday	Tuesday	Wednesday	Thursday	Friday
<b>9:00 – 10:30</b>	Vocab test Reading	Writing	Listening & Speaking	Writing	Reading Test
MORNING BREAK					
<b>11:00 – 12:00</b>	Writing	Listening & Speaking	Reading	Vocab	Writing Test
LUNCH BREAK					
<b>1:00 – 3:00</b>	Listening & Speaking Childcare	Reading Childcare	Writing Childcare	Listening & Speaking Childcare	Listening & Speaking Childcare
<b>After 3:00pm</b>	Childcare as arranged with your Host family Homework and Assignments				

**NB:** Demi Pair students are expected to attend classes for 15 hours per week. This is generally every morning between 9:00am to 12:00pm. However, a family may negotiate to use the 15 hours childcare training during these hours. In this case a student will attend afternoon classes to fulfil the requirement of 15 hours English tuition.

Please discuss this with the Demi Pair Coordinator.

## Host Family Timetable (Sample)

Use this timetable when you discuss your host family's expectations of you. As part of your programme, please complete one for each week of the course. Hand a copy in to the school once a week.

Week ending \_\_\_\_\_

The Demi Pair completed 15 hours of childcare Yes / No

Signature of Parent \_\_\_\_\_

	Before School	During School	After School	Evenings
<b>Monday</b> Activity Hours				
<b>Tuesday</b> Activity Hours				
<b>Wednesday</b> Activity Hours				
<b>Thursday</b> Activity Hours				
<b>Friday</b> Activity Hours				
<b>Saturday</b> Activity Hours				
<b>Sunday</b> Activity Hours				

## English Teaching College Cancellation and Refund Policy

	Less than 3 months				3 months and greater		
Type of Student	International Students		International Students	Domestic Student	International and Domestic Students		
Course Length	Less than 5 weeks		Between 5 and 12 weeks	1 day to 3 months	13 weeks and greater		
Withdrawal period	Up until the end of the 2nd day of the course	From day 3 onwards	Up until the end of the 5th day of the course	From day 6 onwards	No set withdrawal period	Up until the end of the 9th day	From day 10 onwards
Amount of refund	50% of total fees paid	No Refund	75% of total fees paid	No Refund	No Refund	Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is the lesser	No Refund

### PAYMENT OF FEES

All fees are calculated in complete weeks and any part week is counted as a complete week. No compensation is given for Public Holidays when the school is closed. For domestic students, government fees will assist in the payment of course costs such as materials, NZQA fees, tutorial expenses and computer costs.

### CANCELLATION AND REFUNDS POLICY

No refunds will be made where Demi Pair students are asked to leave the school because they failed to comply with either the school, community or host family regulations or for poor attendance or behaviour.

In the 'No Refund' situations identified in the table, the Director reserves the right to make part refunds in exceptional circumstances.

### COURSE CLOSURE

If English Teaching College is no longer delivering or is incapable of delivering a course, the student enrolled will be entitled to receive a refund of the balance of the student fees held by the trustee, which have not already been paid to ETC. For a domestic student with a student loan, the loan provider will be paid the appropriate portion of the student's fees. If the student transfers to another course provider, then the trustee will transfer that student's fees to the other course provider's student fee protection arrangement.

## **TRUST ACCOUNT**

English Teaching College has arranged for the Public Trust to hold fees in accordance with s236A(2)(a) Education Act 1989.

## **PUBLIC LIABILITY**

English Teaching College holds public liability and contents insurance with NZI.

## **ETC LIABILITY**

The school shall not be liable if the services we state we offer, cannot be provided for reasons beyond our control.

## **GRIEVANCE & COMPLAINTS PROCEDURES**

Minor complaints and issues related to course assessment, should first be directed towards the tutor or person concerned. All other complaints can be directed to the School Manager or to the Director. If there is no resolution of the complaint, then the Manager or Director will discuss the situation with the appropriate staff who will give a consensus recommendation on the most appropriate action. The complainant will be informed of the decision. If the complainant is not satisfied with this process, he/she can ask for a review.

If the complainant is still not satisfied, the complainant may refer it to an independent authority, such as TEC, NZQA, PO Box 160, Wellington or the International Education Appeal Authority (IEAA) C/- Ministry of Education, PO Box 1666, Wellington.

Notes: Complaints may be either written or verbal. ETC will document all formal complaints. Complainants can bring a friend (or advocate) to support them.

## **CODE OF PRACTICE**

English Teaching College has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice administered by NZQA. Copies of the Code are available on request from this institution or from the NZQA website at

<http://www.nzqa.govt.nz/education-code>

## **IMMIGRATION**

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

## **ELIGIBILITY FOR HEALTH SERVICES**

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

## **ACCIDENT INSURANCE**

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

## **MEDICAL AND TRAVEL INSURANCE**

Insurance: ETC prefers to use an approved New Zealand company. If the student uses a different company, the Agency must ensure that the company meets the minimum New Zealand Pastoral Care Code requirements eg; Standard and Poors rating or A or B+

## **DISCIPLINARY PROCEDURES**

If a tutor considers a student to have broken an ETC rule, such as being late to class, or not doing homework, they will first discuss the situation with the student so that the student has the opportunity to explain.

If the issue is not resolved, the teacher will issue the first warning in the form of a coloured card (for absence, unsatisfactory effort or behaviour). The card goes on the student's file and a copy of the card is given to the student.

There is a first warning card, a second warning card and a final warning letter. After the second warning card is issued, the teacher makes it very clear to the student that any further breach of the rules will result in his or her dismissal.

If absences, unsatisfactory effort or behaviour continue, the student will be spoken to by the Director or Manager or Director of Studies and will be given a letter of termination and asked to leave ETC.

If the student wishes to appeal the decision, they can ask the staff for a review of the situation.

If a Demi Pair Student is uncooperative or does not follow host family instructions, ETC reserve the right to cancel the Demi Pair arrangement and place the student in alternative accommodation at the student's expense.

## **ATTENDANCE**

ETC expects that students will attend 100% of their classes. Disciplinary action will be taken when attendance falls below 80%. If attendance remains below 80%, a student's enrolment may be terminated. If a student's enrolment is terminated, no refund or fees will be made and affected agencies will be notified eg: Work and Income, Immigration New Zealand, Studylink etc.

## **INSTANT DISMISSAL**

For an action which could result in a criminal conviction, such as theft or assault on a staff member or another student, the student is liable to be dismissed. Verbal abuse of staff or students or any behaviour that may bring ETC into disrepute can also result in instant dismissal.

## **PLAGIARISM OR CHEATING**

Plagiarism or cheating is considered a breach of ETC rules.

## **RE-ASSESSMENT & APPEALS PRODEDURE**

Students who are unhappy with their academic results may approach their tutor or the Academic Director for a reassessment of their results within 3 months of completion. If the student is still unhappy with the assessment, they may use the grievance and complaints procedure which is outlined above

## **RECOGNITION OF PRIOR LEARNING**

During the enrolment, you will be interviewed to determine your previous education. Recognition of your previous learning may be accredited to your studies. For students who would like additional Recognition of Prior Learning, please request a copy of the RPL form.

# New Zealand Road Rules

## N Z Road Code Walking

Learn the NZ road rules at: [www.itsa.govt.nz/roadcode/index.html](http://www.itsa.govt.nz/roadcode/index.html)

Always use the footpaths. Use pedestrian crossings when crossing a road, because a car must stop for you. Where there are no footpaths, it is always safest to walk on the side of the road facing cars coming towards you, so you can see them coming.

## Hitch-hiking



ETC strongly advises you to use public transport when travelling. Hitching a ride from strangers can be dangerous.

## bikes



You must wear a helmet every time you ride your bike.

No riding on the footpath, it is for walking only.

Always have lights on your bike at night. Lock your bike when you are not using it, or it may get stolen.

## Motorbikes



Always wear a helmet. You need a driver's licence to ride a motor bike on the road.

## Cars



International driver's licences are legal for the first 12 months only and then you must get a NZ driver's licence. You must also carry an English translation for your international licence.

## NZ licences

Learners - no solo driving, must drive with another fully licenced driver

Restricted - no passengers (unless they have a full licence) and limited night driving

Full - carry friends and family in the car.

## Car safety

Always wear your seat belt. Young children must be in a child's car-seat in the car.

## W.O.F

You must get regular checks for your car so it's safe on the road. This is called a **Warrant Of Fitness (WOF)**. It checks for good tyres, brakes and lights etc.

## and

You will be given a sticker on the car window screen for the police to see.

## Car Registration

You must also have a registration sticker. If the car doesn't have a WOF or registration, you must not drive the car.

This is a sticker that you buy from the government so you can drive your car on the road. If you don't have current WOF and registration sticker's on your car's window screen, you will have to pay a LARGE fine to the government. Check the expiry date.

## Speed



The fastest you can drive in the city or towns is 50 km/hour and on the open road, its 100 km/hour. There are also places on the road where you must travel at 70km/hour. Look out for signs to make sure you are doing the correct speed.

Near schools and buses you **MUST** drive slower.



## Medical Assistance

If you are unwell or a family member is sick, please go to the doctor's clinic first, and they will send you to the hospital if needed.  
(Hospitals are for emergencies only)

### Visiting sick people in hospital.

Ring the hospital to find out which room they are in & when you can visit them.  
Most visiting hours are between 2 pm and 4pm.



### Medical Assistance Palmerston North

City Doctors, 22 Victoria St.	06 355 3300
The Palms, 445 Ferguson St	06 354 7737
Public Hospital	06 356 9169

### Wellington Medical Assistance

Newtown Medical Centre	04 389 9955
Newtown Union Health	04 380 2020
Kilbirnie Medical Centre	04 387 9758
Johnsonville Medical Centre	04 920 8850
Wellington Public Hospital	04 385 5999

### Medical Assistance Lower Hutt

Hutt City Medical Centre	04 5762009
Hutt Union Health	04 568 6392
Naenae Medical Centre	04 567 1066
Te Awakairangi Health Centre	04 566 5320
Hutt Public Hospital	04 566 6999

<b>Health Line</b>	0800 611 116
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This is a free service. You can phone the Health Line for advice about a medical situation.

## Some Useful National Phone Numbers

Police Station (Palmerston North)	06 351 3600
Police Station (Wellington)	04 494 3820
Police Station (Lower Hutt)	04 560 2600
Police / Fire / Ambulance (Emergency Calls only)	111
The Translation Service	0800 TRANSLATE
Citizens Advice Bureau (for free information and advice)	0800 367 222
National Auto Club	0800 501 508
CADS (Community Alcohol & Drug Service)	0800 787 797
Family Planning Association	0800 654 659
Gambling Helpline (help to stop gambling)	0800 654 655
Life-Line (if you are lonely or depressed)	0800 543 354
Youth Line (if you have a problem)	0800 376633
Plunket Line - information about children	0800 933 922
Health line - information if you are sick	0800 611 116

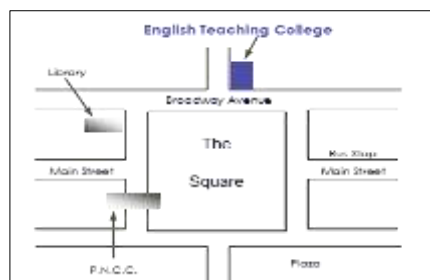
## Some Useful Websites

ETC - English Teaching College	<a href="http://www.etc.ac.nz">www.etc.ac.nz</a>
Driving in N Z Transport safety	<a href="http://www.ltsa.govt.nz/index.html">www.ltsa.govt.nz/index.html</a>
Immigration Service	<a href="http://www.immigration.govt.nz/index.html">www.immigration.govt.nz/index.html</a>
Ministry of Education	<a href="http://www.minedu.govt.nz/">www.minedu.govt.nz/</a>
National Auto Club	<a href="http://www.natauto.co.nz">www.natauto.co.nz</a>
CADS (Community Alcohol & Drug Service)	<a href="http://www.adanz.org.nz">www.adanz.org.nz</a>
Family Planning Association	<a href="http://www.fpanz.org.nz">www.fpanz.org.nz</a>
Gambling Helpline	<a href="http://www.inyaface.co.nz">www.inyaface.co.nz</a>
Information about buying car	<a href="http://www.carjam.co.nz">www.carjam.co.nz</a>



## Palmerston North Campus & Head Office

140 The Square  
Palmerston North  
Telephone: 06 357 7107  
Email: [john@etc.ac.nz](mailto:john@etc.ac.nz)



## Palmerston North Demi Pair Coordinator

Katrin Stoppel Jones  
Email: [stoppeljones@gmail.com](mailto:stoppeljones@gmail.com)  
Telephone: 06 3540222 or 0273049670



## Wellington Campus

204 Willis Street  
Wellington  
Telephone: 04 385 0066  
Email: [rozina@etc.ac.nz](mailto:rozina@etc.ac.nz)



## Wellington Student Services Coordinator

Patricia Marti  
Email: [studentservices@etc.ac.nz](mailto:studentservices@etc.ac.nz)  
Telephone: 021 204 8645



## Director – Head Office Palmerston North

John Brunsdon  
Telephone: 021 278 2709  
Email: [john@etc.ac.nz](mailto:john@etc.ac.nz)



## Study Contract (Student Copy)

I acknowledge that I have received, read and understand the contents of the ETC student handbook. I have had the opportunity to ask questions for clarification.

In signing this agreement, I agree to abide by the rules and conditions stated within the handbook and understand that should I breach any of the mentioned rules I may be subject to disciplinary action.

I understand that if I wish to withdraw from my course or my circumstances change in other ways that affect my course, it is my responsibility to inform the ETC office. This agreement also covers re-enrolments within 10 weeks from the end of my last enrolment period. Thereafter I will need to sign a new contract.

Students Full Name \_\_\_\_\_ [print]

Students signature \_\_\_\_\_ Date \_\_\_\_\_



✂.....

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