



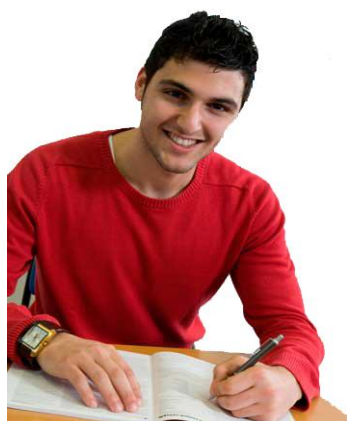
English Teaching College

# Student Handbook

New Zealand Certificate in  
English Language (NZCEL)

Intensive Literacy & Numeracy

Literacy & Numeracy ESOL



## Literacy & Numeracy Study Programmes

The New Zealand Government pays the fees for these programmes. There are some requirements:

- \* Students are expected to come to class on time and attend all classes.
- \* You may re-enrol in another ILN 200 ESOL course provided you have made satisfactory progress and have good attendance.
- \* It is a requirement of the New Zealand Government that you be assessed on the Adult Learning Progressions at the beginning and end of your course.

## Intensive Literacy & Numeracy

To enrol in an ILN programme, a learner must;

- be 16 years or older
- be a New Zealand citizen or permanent resident of New Zealand
- have low skill levels in literacy and/or numeracy as assessed by the TEO.
- have less than 80 credits on the New Zealand Qualifications Framework (NZQF); or
- if you have more than 80 credits on the NZQF, you have less than 12 credits in literacy and/or numeracy unit standards/achievement standards.
- usually you can enrol only once in the ILN 100 programme.
- you must complete between 80 - 300 hours

## Intensive Literacy & Numeracy ESOL

To be eligible to enrol in an ILN ESOL programme, you must be one of the following;

- a refugee (includes a protected person and people sponsored by a refugee or protected person)
- a migrant
- a person for whom English is his or her second language
- be a New Zealand citizen or permanent resident
- be 16 years and over
- have low English language and/or literacy skills.
- have less than 80 credits on the New Zealand Qualifications Framework (NZQF); or
- if you have more than 80 credits on the NZQF, you have less than 12 credits in literacy and/or numeracy unit standards/achievement standards.
- you can reenrol in this programme for up to 5 years
- you must complete between 20 – 500 hours per year

## Assessment Learning Progression Tool

### Computer Teaching and Testing

When you use the Assessment Tool, you need to know that TEC will collect information on your literacy & numeracy skill levels; the purpose for collecting the information is to help you learn, help you measure your performance, and report on your progress to funders.

The information will be disclosed to any tertiary education organisation that the learner enrolls with. TEC will hold the information

You may assess the information by contacting ETC where you undertook the assessment or if they are not available, you may contact TEC at [Privacy.Act@tec.govt.nz](mailto:Privacy.Act@tec.govt.nz)

(TEC's address is P.O Box 27-048 Wellington 6141)

If you find your personal information is incorrect, please ask at the ETC office for it to be corrected. When you sign the enrolment form, you are giving permission for ETC to use the Assessment Tool and to allow ETC to enter and use your personal information for teaching and learning purposes.

## New Zealand Certificate in English Language (NZCEL)

This qualification is designed for people who are learning English as an additional language. There are 5 qualifications; each one leads to a National Certificate in English Language (NZCEL). Each qualification level builds on skills learnt in the previous one.

At levels, 3 and 4 the qualification is split into three separate strands, general, workplace and academic. If you want to go to university you must select the academic strand. In the academic strand you may also have the opportunity to prepare for exams like IELTS, and FCE.

Each qualification is divided up into four courses worth 15 credits each. You are required to complete 60 NZQA credits to complete each qualification. The 4 courses are reading, writing, listening and speaking. Each credit involves approximately 10 hours of study.

Within some courses there are NZQA unit standards you can gain these as part of the qualification.

Each qualification involves 20 weeks study and two weeks holiday. The total length is 22 weeks.

Teaching hours are from 9am to 3pm Monday to Friday and it is expected that you will do at least 5 hours self-directed study (homework) per week. The total numbers of study hours per qualification is 600.

<b>Certificates</b>	<b>Courses</b>	<b>Credits</b>
NZCEL Foundation	Listening, speaking, reading, writing	60
NZCEL Level 1	Listening, speaking, reading, writing	60
NZCEL Level 2	Listening, speaking, reading, writing	60
NZCEL Level 3	Listening, speaking, reading, writing	60
NZCEL Level 4	Listening, speaking, reading, writing	60

## **English Language Entry Requirements**

Foundation level	Open
Level 1	Open
Level 2	Completion of NZCEL L1 or equivalent *
Level 3	Completion of NZCEL L2 or equivalent *
Level 4	Completion of NZCEL L3 or equivalent *

\*(IELTS, CEFR etc. at the appropriate level)

## **Domestic Students Entry Requirements**

Please show us any English test results you may have. We will also check your NZQA Record of Achievement. You will be asked to complete a placement test upon enrolment to ensure you are placed in the right class.

## **International Students Entry Requirements**

If you are an international student you will be asked to supply evidence of your English skills. If we are unsure of your level we will ask you to complete a written test by email or a verbal interview by Skype prior to accepting your enrolment. When you arrive at our school you will be asked to complete a placement test to ensure you are placed in the right class

## **Recognition of Prior Learning (RPL)**

During the enrolment process you will be interviewed to determine your previous education. Some parts of these qualifications are based on NZQA unit standards. If you have gained units in previous study, these do not have to be repeated and you will receive recognition of your previous learning.

For students who would like to apply for Recognition of Prior Learning, please request a copy of the RPL form.

## Assessment Provisions

Before any assessment, you will be given information about the requirements that must be met in order to be assessed as competent. You will also be provided with a number of opportunities to practise the skills required before undertaking the formal assessment. Each assessment includes instructions. You are required to sign a declaration of authenticity- a statement that declares the test to be assessed is your own work.

Students will be considered competent when they have successfully mastered the required elements and performance criteria.

Students who do not pass the assessment will be encouraged by the tutors to repeat the assessment if appropriate. Reassessment may be undertaken a maximum of 2 times.

Students who are unhappy with their assessment can ask the tutor to reassess their work. If the student is still not satisfied, they may ask the Director of Studies to assess their work. If the student is still unhappy, ETC can arrange for an independent moderator to assess their work. With the approval of the Director, the independent moderator's recommendation would normally be accepted. Students will be expected to pay part of the costs of independent moderation.

## Requirements for Qualification Completion

You will be required to complete each of the 4 courses to gain the qualification. You may re-enrol in courses you are not completed in. If you fail one or two of the courses you may be able to study at the next level but will not gain the first qualification until the previous course is passed. Within each course there may be some NZQA unit standards when you gain these they will be accredited to you.

## Documentation

School reports and attendance records

ETC reserves the right to contact guardian, parents, care givers or other agencies to provide information about your academic progress, social development and attendance results.

## Promotional Material

ETC may use student results or students photos for promotional purposes. Please contact the school if you do not want your personal information to be used for this purpose.

<i>Sample</i> <b>Class Timetable</b>					
Times	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 10:30					
MORNING BREAK					
11:00 – 12:00					
LUNCH BREAK					
1:00 – 3:00					
3:15	Self-directed study in the Library, Classrooms or Computer Suites				

<b>Foundation Level One (60 credits)</b>	
<b>Goal</b>	<b>Summative Assessment</b>
<b>Reading– 15 credits</b> To read and understand familiar names, words and very simple sentences	Read at least 10 items of 3-10 words. (30 items in total, of which at least 10 must be sentences) Responses may be oral or written. May include unit standards 27979 and/or 27980
<b>Writing – 15 credits</b> Copy letters and numbers with a degree of accuracy and legibility, and write very simple sentences	Copy at least 50 different symbols (50 symbols in total) and write at least 5 phrases or sentences of at least 3 words or more May include unit standards 27994 and/or 27995
<b>Listening and Speaking –30 credits</b> Understand and use familiar everyday expressions and very basic phrases to engage in clear, simple and routine social interactions and to meet basic routine needs	Speak at least three times on at least three occasions (9 exchanges in total) May include unit standards 27985 and/or 27986 and/or 27987 Listening may be assessed with speaking, or as separate assessments.

<b>New Zealand Certificate in English Language Level One (60 credits)</b>	
<b>Goal</b>	<b>Summative Assessment</b>
<b>Reading -15 credits</b> Read and understand simple sentences on familiar topics	Read at least three texts. Text length of approximately 300 words in total E.g. description, recount, information etc. May include unit standards 27981 and/or 27982
<b>Writing –15 credits</b> Write simple sentences on familiar topics.	Write at least three texts on different topics and text types. Write at least 5 complete sentences, using capital letters and full stops as sentence markers May include unit standards 27996 and/or 27997 and/or 27998 (optional)
<b>Listening and Speaking – 30 credits</b> Understand and use familiar everyday expressions and basic phrases to initiate and respond to short routine interactions to meet basic needs.	Speak and listen at least three times on three separate occasions (nine exchanges in total) May include unit standards 27988 and/or 27989 and/or 27990 Listening maybe assessed with speaking, or as separate assessments.

<b>New Zealand Certificate in English Language – Level Two (60 credits)</b>	
<b>Goal</b>	<b>Summative Assessment</b>
<b>Reading -15 credits</b> Read and understand simple texts on familiar topics and locate specific predictable information in short texts	Read at least three text. Text length of approximately 600 words in total (over the 3 texts) E.g. description, recount, information, practical purposes, instructions etc. May include unit standards 27983 and/or 27984
<b>Writing–15 credits</b> Write simple, comprehensible connected texts on familiar topics	Write at least three texts. Each text at least 125 words, using paragraphs. E.g. description, recount, information, practical purposes etc. May include unit standards 27999 and/or 28000 and/or 28001 (optional)
<b>Listening and Speaking – 30 credits</b> Understand and use basic language in familiar situations to engage in simple and routine tasks, social encounters and exchanges of information with emerging fluency and accuracy.	Speak and listen at least three times on three separate occasions (nine exchanges in total) E.g. give and follow instructions, ask and answer questions, conversations about personal and familiar topics etc. May include unit standards 27991 and/or 27992 and/or 27993 and/or 28022 Listening may be assessed with speaking, or as separate assessments.

New Zealand Certificate in English Language – Level Three. (General, Employment and Academic strands) (60 credits)	
Goal	Summative Assessment
<b>Reading – 15 credits</b> Read and understand a range of texts on familiar topics; scan, locate and gather information to fulfil a specific task	Read at least three texts, approximately 1500 words in total. E.g. information, recount, persuasive, practical purpose etc. May include unit standards 28056 and/or 28057 and/or 28058
<b>Writing – 15 credits</b> Write comprehensible, connected texts on familiar topics with reasonable linguistic accuracy, using a range of text types.	Write at least three texts, each text at least 200 words E.g. description, recount, information, persuasive, discursive, explanatory etc. May include unit standards 27068 and/or 28069 and/or 28070
<b>Listening – 15 credits</b> Understand the main points and key supporting detail in extended oral interaction and factual information in familiar contexts	Listen to two spoken texts, at least 300 words long E.g. monologue, dialogue, instructions, discussions, information lecture, etc. May include unit standards 28050 and/or 28051 and/or 28052
<b>Speaking – 15 credits</b> Speak with some coherence, fluency and spontaneity to express personal ideas and sustain interaction in familiar contexts.	Speak on at least two separate occasions E.g. interview, giving information, giving instructions, requesting information etc. May include unit standards 28062 and/or 28063 and/or 28064
<b>General Strand</b>	To achieve the general strand graduates must be able to use English relevant to everyday/social/community context to meet the outcomes
<b>Workplace Strand</b>	To achieve the workplace strand graduates must be able to use English relevant to a workplace context to meet the outcomes
<b>Academic Strand</b>	To achieve the academic strand graduates must be able to use English relevant to an academic context to meet the outcomes

New Zealand Certificate in English Language – Level Four (General, Employment and Academic strands) (60 credits)	
Goal	Summative Assessment
<b>Reading– 15 credits</b> Read and understand complex texts with a large degree of independence on familiar and sometimes unfamiliar topics(8 credits) and, use strategies to locate, organise and summarise important information in texts (7 credits)	Read at least three texts. Approximately 4000 words over three texts E.g. reports, reviews, news articles, information, procedural, novels, poetry, reference, formal documents, etc. May include unit standards 28059 and/or 28060 and/or 28061 For the Academic strand unit standard 22751 must be achieved
<b>Writing – 15 credits</b> Write coherent texts appropriate to audience and purpose, with few linguistic errors in a range of text types, synthesising and evaluating information and arguments from a number of sources	Write at least three texts on different topics in different text types. At least 500 words per text. E.g. information, persuasive, discursive, explanatory, evaluative etc. May include unit standards 28071 and/or 28072 and/or 28073 For the Academic strand unit standards 22750 and 22749 must be achieved
<b>Listening - 15 credits</b> Understand main ideas and key supporting details of complex oral texts on familiar and sometimes unfamiliar topics	Listen to spoken text at least two times for at least 5 minutes. E.g. monologue, dialogue, discussion, lecture etc. May include unit standards 28053 and/or 28054 and/or 28055 For the Academic strand unit standard 22892 must be achieved.
<b>Speaking –15 credits</b> Speak with fluency and spontaneity to communicate information, ideas and thoughts, with some details and examples, in a range of familiar and unfamiliar contexts (10 credits) and Use interactive strategies in discourse (5 credits)	Speak at least twice. E.g. discussion, negotiated interaction, seminar, presentation. Monologue must be at least eight minutes. Dialogue/multi-person discussion must be at least five minutes. May include unit standards 28065 and/or 28066 and/or 28067 For the Academic strand unit standard 22891 must be achieved
<b>General Strand</b>	To achieve the general strand graduates must be able to use English relevant to everyday/social/community context to meet the outcomes
<b>Workplace Strand</b>	To achieve the workplace strand graduates must be able to use English relevant to a workplace context to meet the outcomes
<b>Academic Strand</b>	To achieve the academic strand graduates must be able to use English relevant to an academic context to meet the outcomes

English Teaching College Cancellation and Refund Policy							
	Less than 3 months				3 months and greater		
Type of student	International Students		International Students		Domestic Students	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 school day of the course	From the 3rd school day onwards	Up until the end of the 5th school day of the course	From the 6th school day onwards	No set withdrawal period	Up until the end of the 9th school day	From the 10th school day 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

For domestic students who withdraw from the course up until the end of the eighth day, the Director at his discretion may transfer the balance of tuition to another course at ETC (in either Wellington or Palmerston North). No cash refunds will be given except in exceptional circumstances at the discretion of the Director.

No refunds will be made where domestic or international students are asked to leave the school because they fail to comply with either the school, community or homestay 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 not capable 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 Centre Manager Wellington, PO Box 9787, Newtown Wellington or the Director at Head Office, PO Box 995, Palmerston North.

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:

- Tertiary Education Commission (TEC), PO Box 27048, Wellington.
- New Zealand Qualifications Authority (NZQA), PO Box 160, Wellington.
- iStudents Complaints\*, Freephone: 0800 006675, email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)  
(\* for Financial and Contractual disputes only).

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

## **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, 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.

## **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 of fees will be made and affected agencies will be notified eg: Work and Income, Immigration New Zealand, Studylink etc.

## **Plagiarism or Cheating**

Plagiarism or cheating is considered a breach of ETC rules and will not be tolerated.



## Instant Dismissal

For an action which could result in a criminal conviction, such as theft, drug use or assault on a staff member or another student, the student is liable to be dismissed.

Verbal abuse of staff or students drug use, or any behaviour that may bring ETC into disrepute can also result in instant dismissal.

## Re-Assessment & Appeals Procedure

Students who are unhappy with their academic results may approach their tutor or the Director of Studies 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.



### International students - How to make a complaint

#### What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

#### Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

#### If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to [qadisk@nzqa.govt.nz](mailto:qadisk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296.

#### Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

### New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

#### About the Education (Pastoral Care of International Students) Code of Practice

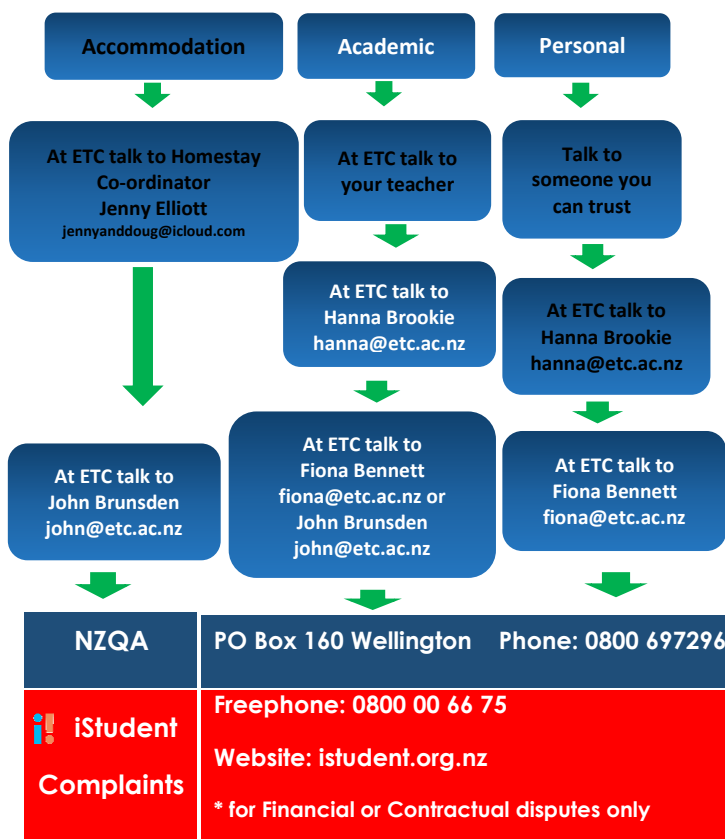
The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

#### About NZQA

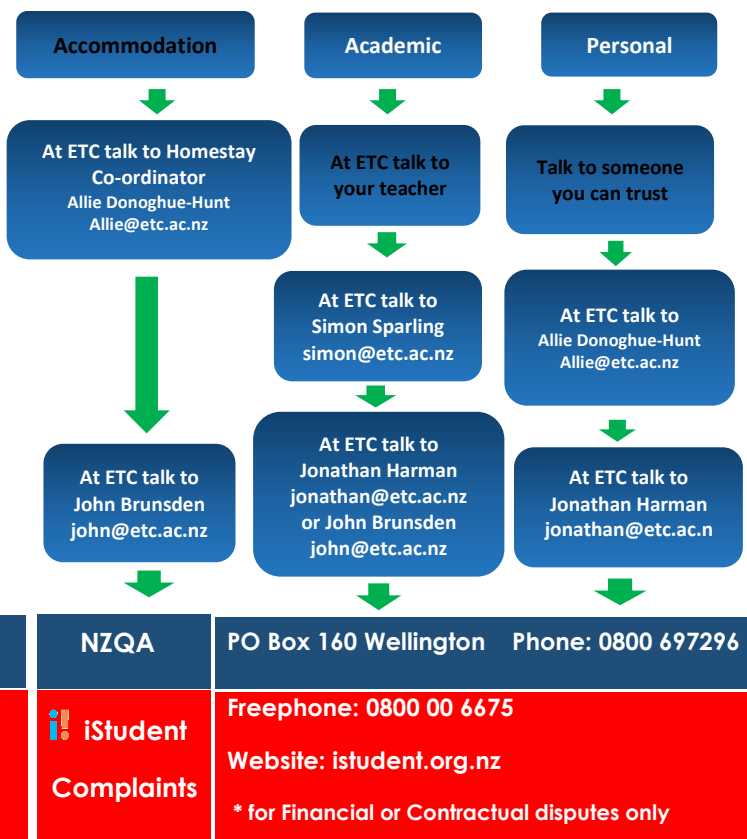
NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

[www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## International Students Problems or Complaints Palmerston North Campus



## International Students Problems or Complaints Wellington & Lower Hutt Campus

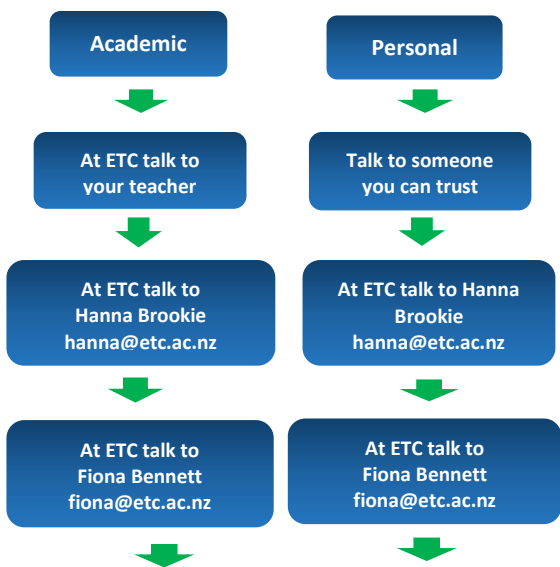


\* Financial and contractual disputes are complaints that involve the terms of your contract to study or complaints about money, such as refund requests.

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**Palmerston North Campus**  
140-144 The Square  
Phone: +64 6 357 7107  
Email: [office@etc.ac.nz](mailto:office@etc.ac.nz)  
ETC Director: John Brunsden  
140 The Square, Palmerston North 4410  
Email: [john@etc.ac.nz](mailto:john@etc.ac.nz)

**Domestic Local Students Problems or Complaints**



**NZQA** PO Box 160 Wellington Phone: 0800 697296  
**Code of Practice Office**



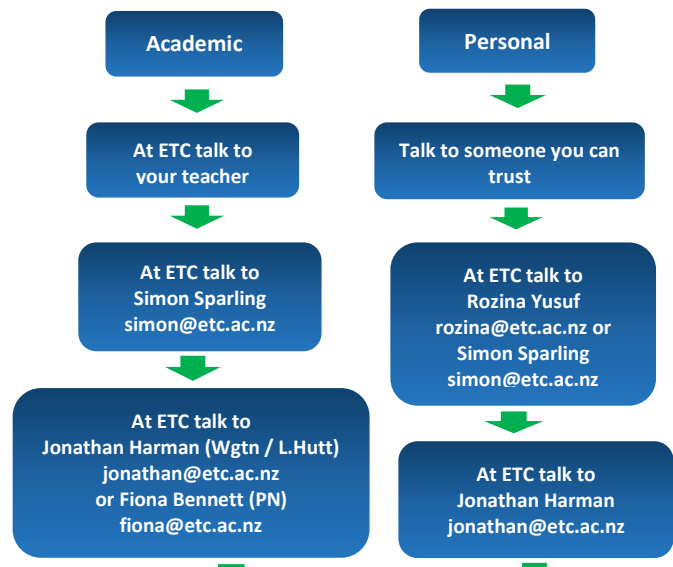
**Palmerston North Campus**  
Phone: +64 6 357 7107  
Email: [office@etc.ac.nz](mailto:office@etc.ac.nz)  
ETC Director: John Brunsden  
140 The Square, Palmerston North 4410  
Email: [john@etc.ac.nz](mailto:john@etc.ac.nz)

**Wellington Campus**  
204 Willis Street, Te Aro  
Phone: +64 4 385 0066  
Email: [rozina@etc.ac.nz](mailto:rozina@etc.ac.nz)

**Lower Hutt Campus**  
92 Queens Drive  
Phone: +64 4 974 9984  
Email: [Jacqui@etc.ac.nz](mailto:Jacqui@etc.ac.nz)

**Domestic Local Students Problems or Complaints**

**Wellington & Lower Hutt Campus**



**NZQA** PO Box 160 Wellington Phone: 0800 697296  
**Code of Practice Office**



**Wellington Campus**  
204 Willis Street, Te Aro  
Phone: +64 4 385 0066  
Email: [rozina@etc.ac.nz](mailto:rozina@etc.ac.nz)

**Lower Hutt Campus**  
40-44 Bloomfield Terrace  
Phone: +64 4 974 9984  
Email: [Jacqui@etc.ac.nz](mailto:Jacqui@etc.ac.nz)

# Helping international students and their education providers resolve contractual disputes



You



New Zealand education



Amazing experience



You



New Zealand education



Dispute or issue



Frustration



You



New Zealand education



iStudent



Amazing experience



## iStudent Complaints

Freephone: 0800 00 66 75

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

Website: [istudent.org.nz](http://istudent.org.nz)

Keep up with iStudent on:



## The Successful Student

- Has a strong reason to improve his/her English
- Learns at least 50 new words a week, using sentences as well as words in a list
- Attends class full-time every day
- Comes to school rested and ready to work ( 8 hours sleep)
- Does all their homework
- Takes all opportunities to speak with native speakers
- Reads books/ newspapers/magazines in English
- Listens to English on the radio and TV
- Asks questions in class
- As a realistic target
- Reviews classroom work
- Learns from corrections of his/her written work
- Has well-organised notes
- Extends his/her general knowledge
- Reads about and listens to current events information eg: Newspapers, Websites, Media etc.

### **Suggested Self-study Programme – try to do some of the following tasks every day**

**Vocabulary** - Review vocabulary and spelling words. Extend vocabulary into word families.  
Vocabulary strip reading tasks and update notes.  
Keep a notebook with you and write down new words as you find them.

**Reading** – Review reading tasks. Analyse question types.  
Read for personal enjoyment in English e.g. novels, poetry, newspaper, magazines, etc.  
Keep a reading log – Write down all the places you read English.

**Writing** – Review writing tasks and teacher feedback. Re-write using teacher comments to improve your work.  
Practise writing in a set amount of time.  
Write notes for yourself in English e.g. shopping list, to do list etc.  
Write emails to classmates and friends in English.  
Practise your hand writing

**Speaking** – Take opportunities to speak with native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)  
Practise speaking in front of a mirror, make eye contact and practise body language.

**Listening** – Take opportunities to listen to native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)  
Listen to the television and radio news. Watch movies in English ( you can turn on the sub titles in English and read along as well, or in your language to help you understand)

**Homework** – Do your homework promptly. Homework helps you remember what you learnt in class.  
Homework is often an important part of the next day's lesson.

**Study Skills** – Study in a quiet place. Turn off all distractions (phone, loud music, etc.) Organise your class notes in your folder. Make a study group with classmates.

# HOUSE RULES - English Teaching College

## ATTENDANCE:



You must attend all classes. If you are late, sick or going to be absent, you must telephone the ETC office or text your teacher before class starts. If you are sick for more than three days, your tutor may request a medical certificate from a doctor.

All appointments should be made outside class time. If you have an appointment during class time, your tutor may request written proof of the appointment.

To keep your enrolment at ETC it is necessary to maintain a good attendance of 100%. Certificates issued by ETC will include information about your attendance. When requested by New Zealand Immigration or other government agencies, ETC will supply a copy of your academic record and attendance.

## CHANGE OF ADDRESS OR TELEPHONE NUMBER



Tell us if you move to another address. If you change address or phone number, we need to keep your contact details updated, so please let us know.

## DRESS CODE

Clean and tidy clothing is required when you are attending the course.

When you are on work experience, visiting outside agencies, or you are attending a job interview, you must wear appropriate business clothes.



## BEHAVIOUR

A high standard of behaviour and respect for others is expected at all times, in & out of the classroom. This includes class trips away from the school.

## HOUSEKEEPING:



You are responsible for keeping the kitchen and common room areas tidy.

Tutors may establish a roster system for cleaning.

You are expected to participate in these duties.

## CELL PHONES

Please make sure your cell phone is on silent in the classrooms at all times.



## PERSONAL PROPERTY & INSURANCE

You are responsible for your own property such as bikes, cell-phones, MP3, books, and translators. ETC takes no responsibility for your own property.

## ETC EQUIPMENT & PROPERTY



All ETC property must be used carefully and any damage reported as soon as possible. Students may be required to pay for any wilful damage



## NO SMOKING

No smoking in the building at all times



## NO SPITTING

It is very unhealthy to spit. In New Zealand, it is very disrespectful to spit in public.



## NO ALCOHOL AND DRUGS

Alcohol and drugs are not to be used or brought to ETC.

You must not attend classes under the influence of drugs or alcohol.

Breaking these rules can result in instant dismissal from the course with no refund of fees



## COMPUTERS

No food or drink is allowed in the computer area. No computer games are to be played during class time. Do not use the Internet for any illegal purposes or for viewing pornographic or violent material.

Downloading of games, movies, programmes, music or other non-course related material is not permitted. Storage devices like memory cards/flash drives, cannot be used without the approval of the course co-ordinator.



# New Zealand Road Rules

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

## Walking

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

## and

## Car Registration

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

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

### Health Line

0800 611 116

This is a free service. You can phone the Health Line for advice about a medical situation.

## Some Useful National Phone Numbers

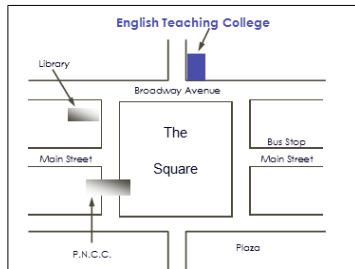
Police Station (Palmerston North)	06 351 3600
Police Station (Wellington)	04 494 3820
Police Station (Lower Hutt)	04 560 2600
Police / Fire / Ambulance (Emergency Calls only)	111
The Translation Service	0800 TRANSLATE
Citizens Advice Bureau (for free information and advice)	0800 367 222
National Auto 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>



## ETC Palmerston North – Head Office



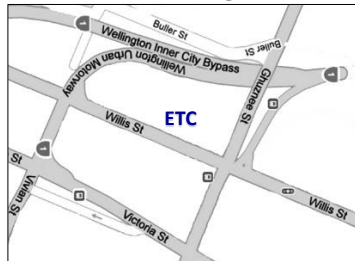
140 The Square, Palmerston North



ETC office Palmerston North  
Emergency after hours  
Emergency Homestay - Jenny Elliott

06 357 7107  
021 278 2709  
027 568 0336

## ETC Wellington Campus



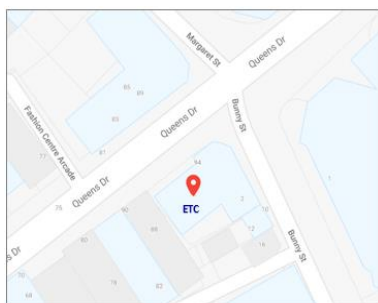
204 Willis Street, Wellington



ETC office phone Wellington  
Emergency Homestay  
Emergency after hours

04 385 0066  
027 8290678  
021 278 2709

## ETC Lower Hutt Campus



ETC office phone Lower Hutt  
Emergency after hours

04 974 9984  
021 278 2709

## 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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