



English Teaching College

Demi Pair Student Handbook



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Welcome to ETC

Haere Mai

Welcome to ETC - English Teaching College. We look forward to getting to know you over the weeks and months ahead as you study at ETC.

Our guiding principle is '*Helping Create Better Lives Through Language, Learning and Care*'. We achieve this through delivering high quality programmes designed to improve your English language and academic skills. We pride ourselves on providing a high level of academic and pastoral support to ensure that you are supported throughout your ETC journey. ETC's safe, family/whanau-like environment ensures you will feel safe and cared for which allows you to improve your confidence, make new friends and become more independent over time. Our small classes and one-to-one student support means that we are here for you as you learn English and settle into the New Zealand lifestyle.

Students are central to everything that we do. Each campus has a Student Council which allows ETC staff to engage with students and for the Student Voice to be heard. Through listening to our students' needs we can review and improve our support services to ensure that we are meeting the health and wellbeing needs of our students. A happy secure student is a successful student.

With campuses in two locations offering the Demi Pair programme: Palmerston North and Wellington, you can choose the ETC campus that best meets your academic and lifestyle needs. Each campus has its own unique character and cultural identity. No matter which campus you choose to study at, you will receive the same warm welcome and high level of support.

In NZQA's 2022 External Evaluation and Review regarding Quality Assurance, ETC was awarded excellence in: Student Achievement; Programme design and delivery; Student support and wellbeing; Compliance and pastoral care; and, Governance and management. ETC was given Category 1 status which is the highest status that NZQA can award an educational institution.

"Academic management is strong, and related processes and documentation are effective in maintaining academic standards and integrity across the three delivery sites."

"ETC provides individualised pastoral care and guidance for students with varied personal circumstances and educational backgrounds. ETC works closely with referring and support agencies and community groups to support students to achieve their study goals and enhance their wellbeing."

NZQA report 2022

We look forward to supporting you on your ETC journey.
He waka eke noa - We are all in this together.

ETC Contact Information

ETC Head Office

140 The Square
Palmerston North
Telephone: 06 357 7107
Email: office@etc.ac.nz
Website: <http://www.etc.ac.nz>

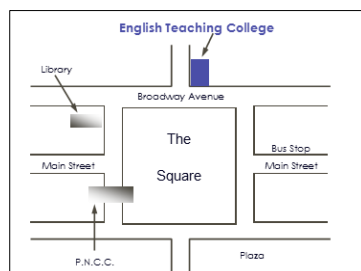
Senior Manager (National)

Fiona Bennett
Email: fiona@etc.ac.nz
Telephone: 064 6 357 7107
Mobile: 027 487 2238 urgent assistance

International Student Director (National)

Shiho Shindo
Email: shiho@etc.ac.nz
Telephone: 06 357 7107
Mobile: 021 518 358

ETC Palmerston North Campus



140 The Square
Palmerston North
Telephone: 06 357 7107
Email: office@etc.ac.nz

Director of Studies (Palmerston North)

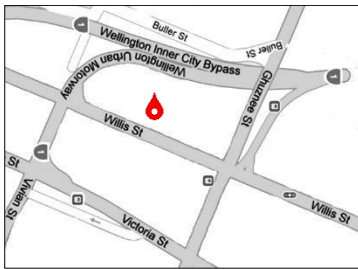
Hanna Svensson
Email: hanna@etc.ac.nz
Telephone: 06 357 7107
Mobile: 021 053 8276

Student Support Coordinator/Homestay Coordinator - Palmerston North

Julie Phillips
Email: julie@etc.ac.nz
Telephone: 06 354 6535
Mobile: 024 787 2238 - urgent assistance



ETC Wellington Campus



204 Willis Street, Wellington

Email: rozina@etc.ac.nz

Telephone: 04 385 0066

Mobile: 021 026 57977 - urgent assistance

Director of Studies (Wellington)

Simon Sparling

Email: simon@etc.ac.nz

Telephone: 04 385 0066

Student Support Advisor - Wellington

Rozina Yusuf

Email: rozina@etc.ac.nz

Telephone: 04 385 0066

Mobile: 021 026 57977 – urgent assistance

Homestay - Wellington/Lower Hutt

Contracted Homestay Provider: Host Families NZ

Email: hui.li@hostfamilies.co.nz

Telephone: 021 026 91882 - urgent assistance

Website: www.hostfamilies.co.nz/



Demi Pair Programme Information

Students on the Demi Pair 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 offs.

Occasionally a family may negotiate to use the 15 hours childcare training in the mornings. 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.

There are five childcare assignments to complete to receive a certificate. Some students who have a work visa may be able to be paid for working additional hours.

Students will attend a first aid course for children as soon as possible after they arrive in New Zealand. ETC will arrange this.

Students will receive a comprehensive orientation during their first few days at school.

No fee is payable for accommodation or for meals as it is a programme requirement that the student lives in the family home.

All students receive ongoing support and advice throughout the programme from the Demi Pair Coordinator.

Outcomes

- 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 the student and their host family's information and safety. We expect students to follow the rules. Breaking these rules could result in the student being sent home with no refund of fees.

Demi Pair in-home training might include:

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



Students are expected to:

- To comply with the host family's rules. If a student has questions, then they are encouraged to ask their homestay parents or the Demi Pair Coordinator.
- Fully understand their responsibilities, especially when dealing with children. Students must ask the Demi Pair Coordinator, their teacher or their homestay parents if they don't understand something.
- Study in their room, but not to spend all their time in their bedroom. Talking with the host family assists a student's English and builds connections and trust.
- Have daily interactions with all the children in the family.
- Have daily discussions with their host family parents about what they have been doing with the children every day.

We are here to help you if you need us!**ETC will provide:**

- The ETC urgent 24/7 phone number which is to be used if you need urgent assistance. If it is an emergency you must call 111 immediately and ask for Police, Fire or Ambulance depending on the emergency. When it is safe to do so phone the ETC urgent 24/7 phone number.
- Someone to talk to if you need help with anything e.g. feeling lonely, a medical problem, difficulty settling into the homestay family, you are being bullied or any other day-to-day problems that are affecting your academic study or health and welfare. Please do not hesitate to talk to someone at ETC if you have a problem at any time No problem is ever too big or too small.
- First language support for students and for host families if required.
- Mediation, advocacy and support for both parties if there is a homestay dispute.
- Additional services such as initial airport pick up upon arrival, support with exam applications, arrival orientation and purchase of SIM cards.

Tips for being a Successful Student - What does the successful student do to achieve success in their studies?

- They have a strong reason to improve their English and take every opportunity to speak English.
- They learn at least 50 new English words a week, using sentences as well as words in a list.
- They come to school rested and awake and ready to study and work (8 hours sleep on weeknights).
- They do all their homework.
- They read and listen to books.
- They read and listen to current events information e.g.: Newspapers, Websites, TV and radio media.
- They ask questions in class if they do not understand something.
- They have a realistic target of what they can achieve in a week.
- They review the work done during class.
- They learn from corrections to their written work.
- They have well-organised notes.
- They learn general facts to extend their general knowledge.

Academic Programme Information

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

Demi-Pair Training Scheme Competency Requirements - Beginner level – 12 weeks

Skill	Beginner
Vocabulary	You will be assessed as competent when you can competently use 80% of the first 1,000 word list.
Reading	You will be assessed as competent when you can read texts of 150 words. Three examples are required.
Writing	You will be assessed as competent when you can write texts of 125 to 150 words. One text of evidence is required.
Listening and Speaking	You will be assessed as competent when you can participate in a conversation using learnt language patterns.
Childcare and Cultural Practises	You will be assessed as competent when you have written two reports, one on at least 3 cultural similarities or differences and another on at least 3 childcare skills learnt in the home.
Safety and Health	You will be assessed as competent when you have produce a written or oral report outlining 3 health and safety issues you have recognised and learnt about during your time with the home-stay family. (Written minimum 125 words)
Self Reflection	You will be assessed as competent when you have completed a written reflection diary about your learning, identifying at least 3 changes in self observed behaviour. (Written minimum 125 words)

Demi-Pair Training Scheme Competency Requirements - Intermediate level - 12 weeks

Skill	Intermediate
Vocabulary	You will be assessed as competent when you can competently use 70% of the second 1,000 word list.
Reading	You will be assessed as competent when you can read texts of 250 words. Three examples are required.
Writing	You will be assessed as competent when you can write information text (familiar context) of 200 to 250 words. One text of evidence is required.
Listening and Speaking	You will be assessed as competent when you can participate in a conversation involving spontaneous replies.
Childcare and Cultural Practises	You will be assessed as competent when you have written two reports, one on at least 6 cultural similarities or differences and another on at least 6 childcare skills learnt in the home. (Length 200 to 250 words).
Safety and Health	You will be assessed as competent when you have produce a written or oral report outlining 6 health and safety issues you have recognised and learnt about during your time with the home-stay family. (Written minimum 250 words).
Self Reflection	You will be assessed as competent when you have completed a written reflection diary about your learning, identifying at least 6 changes in self-observed behaviour. (Minimum length 250 words).

Demi-Pair Training Scheme Competency Requirements - Advanced level 12 Weeks

Skill	Advanced
Vocabulary	You will be assessed as competent when you can competently use 60% of the third 1,000 word list.
Reading	You will be assessed as competent when you can read texts of 500 words. Three examples are required.
Writing	You will be assessed as competent when you can write information text (researched unfamiliar context) of 300 to 500 words. One text of evidence is required.
Listening and Speaking	You will be assessed as competent when you can participate in a conversation involving active listening and spontaneous replies.
Childcare and Cultural Practises	You will be assessed as competent when you have written two reports, one on at least 9 cultural similarities or differences and another on at least 9 childcare skills learnt in the home. (Length 300 to 500 words).
Safety and Health	You will be assessed as competent when you have produce a written or oral report outlining 9 health and safety issues you have recognised and learnt about during your time with the home-stay family. (Written minimum 350 words).
Self Reflection	You will be assessed as competent when you have completed a written reflection diary about your learning, identifying at least 9 changes in self-observed behaviour. (Minimum length 350 words).

Host Family Timetable (Sample)

Use this timetable when you discuss your host family's expectations of you. Please complete one timetable for each week of the course and hand a copy to the school each week. This is a requirement of your Demi Pair programme,

Week ending _____

The Demi Pair completed 15 hours of childcare Yes / No

Signature of Parent _____

	Before School	During School	After School	Evenings
Monday Activity Hours				
Tuesday Activity Hours				
Wednesday Activity Hours				
Thursday Activity Hours				
Friday Activity Hours				
Saturday Activity Hours				
Sunday Activity Hours				

Academic Administration

AI – Artificial Intelligence Tools

ETC does not allow students to use AI tools such as ChatGPT or DALL.E2 in their course work or assessments. Students are expected to complete their assessments without substantial assistance from other people or AI automated tools.

Plagiarism or Cheating

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

What is Plagiarism?

Plagiarism – adapted from <https://www.plagiarism.org/article/what-is-plagiarism>

According to the Merriam-Webster online dictionary, to "plagiarise" means:

- to steal and pass off the ideas or words of another person as your own.
- to use ideas, words, pictures, videos etc. without crediting the source.
- to commit literary theft.
- to present as new and original an idea or product that already exists.

Plagiarism is an act of fraud. It involves stealing someone else's work and lying about it afterwards.

All of the following are considered plagiarism:

- giving your teacher someone else's work and telling them it is your own.
- copying your friends' or classmates' work.
- copying words or ideas from someone else without saying where you got them from.
- not putting a quotation in quotation marks.
- giving incorrect information about where a quotation came from .
- changing words but copying the sentence structure of a source without giving credit.
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.
- memorising someone else's essay and then writing it in class as if it was your own.

In most cases plagiarism can be avoided by saying where you found it. Be truthful and say that specific material has been borrowed and provide the information needed to find the source. This is usually enough to prevent plagiarism. Your teachers will show you how to reference your work.

In New Zealand plagiarism is considered a very serious offence at school and by most New Zealanders. ETC and most schools use computer programmes to scan students' work to find plagiarism.

If you plagiarise at ETC the consequences are serious and you may be expelled from school. If you have paid fees you may not receive a refund.

If you plagiarise at university or other educational institution you may be expelled and get no refund of your fees. You may be banned from attending university again.

E.g. Massey University rules say that if you take more than 3 words in a row from any source you must use quotation marks. If you don't they consider it plagiarism.

If you steal your class friends' ideas or work and pretend to the teacher or to your boss that they are your ideas, you will soon have no friends and will be considered untrustworthy.

Always credit someone else's ideas and words. Even better, try to use your own.

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 ETC's Grievance and Complaints Procedure.

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.

ETC School Rules

Attendance

- ETC expects all students to attend 100% of their classes. This means attending all classes. All certificates issued by ETC will include information about a student's attendance. Sometimes Immigration New Zealand or other government agencies may request a record of the student's attendance. ETC will supply them with a copy of the student's academic record and attendance.
- 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 Immigration New Zealand will be notified.
- Students must attend all classes. If a student is late, sick or going to be absent, they must telephone the ETC office. If they are sick for more than three days, the Student Support Advisor may request a medical certificate from a doctor.
- All appointments should be made for outside class time. If you have an appointment during class time, your tutor may request written proof of the appointment.

Disciplinary Procedures

- If a teacher considers a student to have broken an ETC rule, such as being continually late to class, behaving badly or not doing their homework, the teacher will first discuss the situation with the student so that the student has the opportunity to explain. The student will be given a verbal warning. The teacher will advise that this is a verbal warning and if the behavioural issue, lateness or poor attendance continues then disciplinary process will be followed.
- If the behavioural issue is not resolved or attendance continues to drop, then the teacher will issue a First Written Warning, a green card, for absence, unsatisfactory effort or poor behaviour. The card goes on the student's file and a copy of the card is given to the student. The teacher will advise that this is a first written warning and if the behavioural issue, lateness or poor attendance continues then the disciplinary process will continue.
- If the behavioural issue is not resolved or lateness or poor attendance continues to drop after the first written warning, then the Director of Studies will issue a Second Written Warning, an orange card. The card goes on the student's file and a copy of the card is given to the student. The Director of Studies will advise that this is a Second Written Warning and if the behavioural issue or poor attendance continues then the disciplinary process will continue.
- If absences, unsatisfactory effort or poor behaviour continues, the student will be spoken

to by the Director of Studies or Senior Manager and they will be given a Termination of Study Notification , a red card and a letter of termination. The card goes on the student's file and a copy of the card is given to the student. The student will be advised that ETC has terminated the student's programme of study and that they will not be entitled to a refund of fees and that New Zealand Immigration will be informed.

- If, at any stage, the student wishes to dispute the warnings and termination process then they will be advised of the formal ETC Student Complaint Process and assisted to make a formal complaint in writing.
- If the situation improves at any time during the process then the Director of Studies can review the situation and the disciplinary warnings may be removed from the student's file.

Instant Dismissal

- For any action which could result in a criminal conviction, such as theft, threats using a weapon, drug use or physical assault on a staff member or another student, ETC may call the Police to report the incident and they may trespass the student from ETC premises. This means that the student is liable to be dismissed and is not allowed to enter ETC premises again.
- Verbal abuse of staff or students, excessive alcohol use, or any behaviour that may cause harm to ETC students and staff or bring ETC into disrepute can also result in instant dismissal.

ETC Student Complaint Process - Grievance Procedures

- If you have a concern or worry about something at ETC that you believe has directly affected you, then the diagram on the next page shows you what you can do. Your concern may be academic, administrative, homestay or pastoral care related.
- It is important that you follow ETC's Student Complaint Process for International Students to give ETC the opportunity to investigate and respond to your concerns.
- Put your complaint in writing to explain why you are making the complaint. An ETC staff member (Director of Studies or Senior Manager) will meet with you to discuss and work through your complaint to try and find a solution.
- You can ask a friend or relative to help you write the complaint and go with you to any meetings with the ETC staff member or their representative.
- ETC will investigate your complaint and give you a written response explaining the outcome to your complaint within 7 working days.

- If you are not satisfied with ETC's response and the outcome of your complaint, then you can take your complaint to one of the following appropriate authorities:

International students - Government complaints scheme

iStudents Complaints*, Freephone: 0800 00 66 75, email: complaints@istudent.org.nz

(* for Financial and Contractual disputes only)

NZQA

PO Box 160

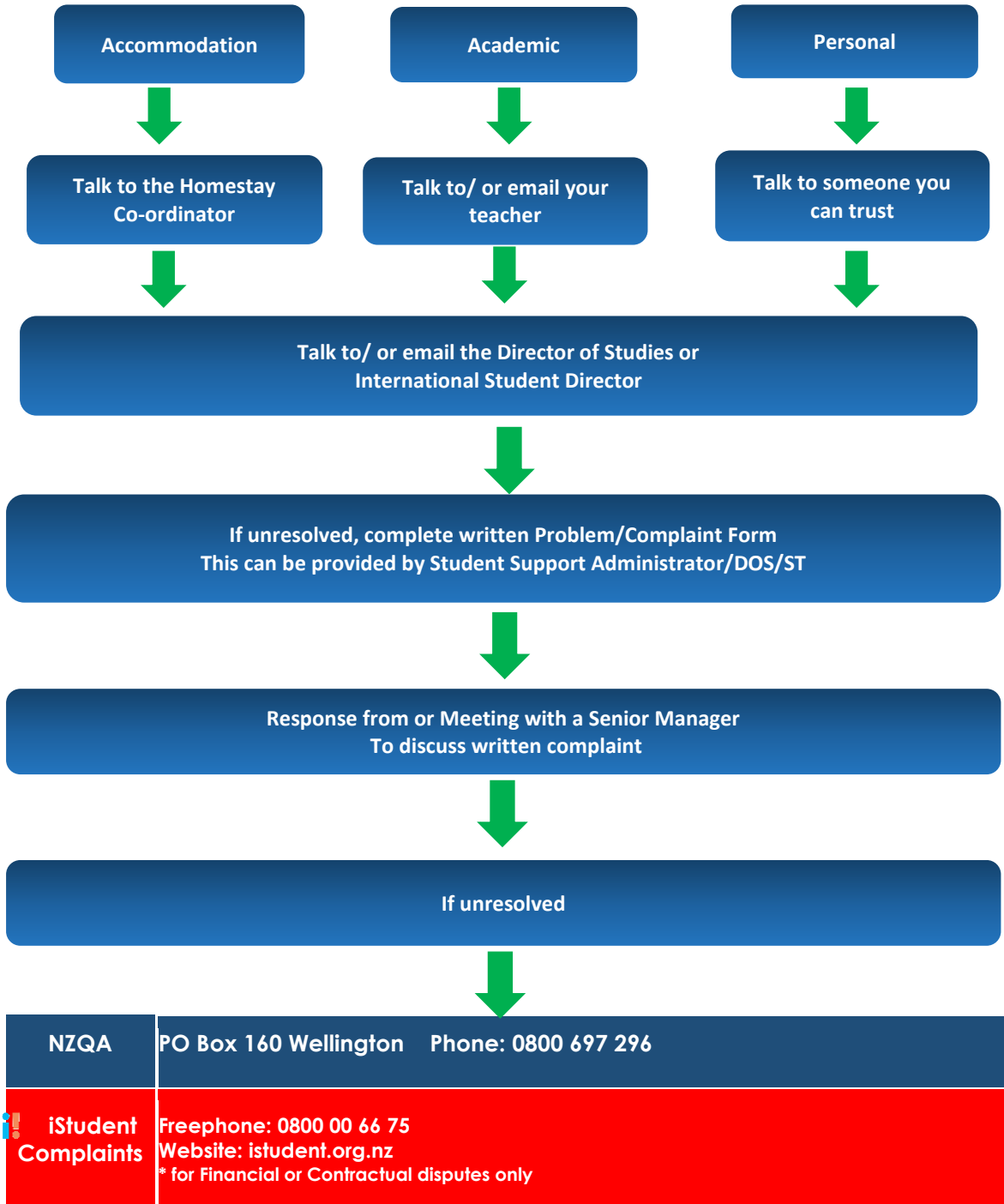
Wellington

Phone: 0800 69 72 96

ETC International Student Complaint Process

**International Students
Problems or Complaints**

**Palmerston North, 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.

Palmerston North Campus
Phone: +64 6 357 7107
Email: office@etc.ac.nz
140 The Square, Palmerston North 4410

Emergency Contact Phone: +64 21 228 8450

Senior Manager: Education email: fiona@etc.ac.nz
Director of Studies email: hanna@etc.ac.nz

Wellington Campus
Phone: +64 4 385 0066
Email: rozina@etc.ac.nz
204 Willis Street, Te Aro, Wellington 6011

Emergency Contact Phone: +64 21 026 57977

Senior Manager: Education email: fiona@etc.ac.nz
Director of Studies email: simon@etc.ac.nz

Lower Hutt Campus
Phone: +64 4 974 9984
Email: jacqui@etc.ac.nz
Level 3, McKay House, 92 Queens Drive,
Lower Hutt 5010

Emergency Contact Phone: +64 21 026 57977

Senior Manager: Education email: fiona@etc.ac.nz
Director of Studies email: simon@etc.ac.nz
Senior Teacher email: jeff@etc.ac.nz

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 qadrisk@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

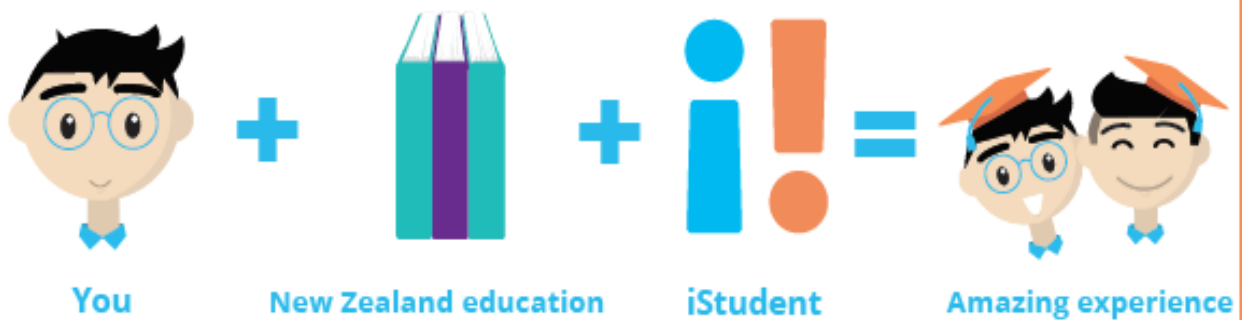
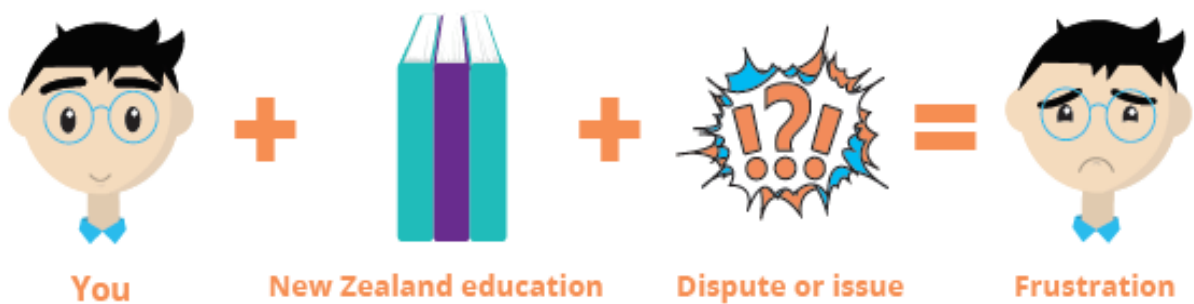
The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

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

Helping international students and their education providers resolve contractual disputes



Freephone: 0800 00 66 75
Email: complaints@istudent.org.nz
Website: istudent.org.nz
Keep up with iStudent on:



English Teaching College – ETC

Refund Policy

Student Fee Protection

Fees paid by domestic and international students are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of English Teaching College.

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.

Code Of Practice

English Teaching College – ETC is a Signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, (the Code).

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 college is closed.

For domestic students, government fees may assist in the payment of course costs such as materials, NZQA fees, tutorial expenses, and computer costs.

Course Closure

If ETC ceases to be a Signatory to the Code or ceases to be an education provider and is no longer delivering or is not capable of delivering a course as contracted with a domestic or international student learner, the student enrolled will be entitled to receive a refund of

the balance of the student fees held by ETC's trustee, which have not already been paid to ETC for academic tuition and administrative purposes.

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 ETC's trustee will transfer the student's fees to the other course provider's student fee protection arrangement.

For an international student, the appropriate portion of the student's fees can be transferred to another course provider with the permission of Immigration New Zealand. For under 18 year old international students the student's fees can be transferred with permission from the student's parents or legal guardian. ETC's trustee will transfer the student's fees to the other course provider's student fee protection arrangement.

Withdrawal and Refund of Student Fees

In accordance with s236A of the Education Act 1989.

Prior to course commencement date

If a student chooses to withdraw from their course, prior to the course commencement date, they must contact ETC in writing to withdraw their ETC enrolment application. The student will be entitled to a full refund less a non-refundable enrolment fee of \$400 and a non-refundable accommodation placement fee of \$300 included in the total programme price.

After course commencement date

If a student voluntarily withdraws from their programme of study, the English Teaching College Cancellation and Refund Policy sets out the student fee refund entitlements after the course has commenced.

English Teaching College Cancellation and Refund Policy

English Teaching College Cancellation and Refund Policy			
Type of student	Course length	Withdrawal period	Amount of Refund
Less than 3 months			
International Students	Less than 5 weeks	Up until the end of the 2 nd school day of the course	50% of total fees paid
		From the 3 rd school day onwards	No Refund
	Between 5 and 12 weeks	Up until the end of the 5 th school day of the course	75% of the total fees paid
		From the 6 th school day onwards	No Refund
Domestic Students	2 days or less	None	No Refund Director's discretion
	More than 2 days, less than 5 weeks	Up to the end of two calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
	More than 5 weeks, less than 3 months	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course
Three months and greater			
International and Domestic Students	13 weeks and greater	International: Up until the end of the 10 th school day Domestic: Withdrawal occurs up to the end of the 8 th day after the start of a course	International: From the 11 th school day onwards. Domestic: From the 9 th school day onwards.
		International: ETC may deduct up to 25% of the fees paid, provided ETC incurred costs to this amount and can justify these costs. Domestic: Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is lesser.	International: No Refund Director's discretion Domestic: No Refund Director's discretion

No Refund

In the 'No Refund' situations identified in the English Teaching College Refund of Student Fees table, the Director reserves the right to make part refunds in exceptional cases.

Student Visa Declined

Students whose visa application is declined will be entitled to a full refund less a non-refundable enrolment fee of \$400 and a non-refundable accommodation placement fee of \$300 included in the total programme price. Proof of visa rejection must be submitted to office@etc.ac.nz .

Transfer to another ETC course of study or change of ETC campus

For domestic students who wish to transfer to another course of study at ETC or another ETC campus, they may withdraw from their current course of study up until the end of the eighth day after their course commencement. The Director/Senior Manager, at their discretion, may transfer the balance of tuition fees to another course or campus at ETC (in either Wellington or Palmerston North), subject to availability of the requested course or campus. No cash refunds will be given except in exceptional circumstances at the discretion of the Director.

Termination

No refunds will be made where international students are asked to leave ETC because they have broken ETC School Rules or failed to comply with ETC's regulations, which include poor attendance or behaviour.

Method of Refund

- Where tuition fees have been paid by student loan or scholarship provider, any balance of fees, less academic and administrative costs, will be repaid directly to the loan provider.
- Where tuition fees have been paid by credit card then, where possible, refund of fees, less academic and administrative costs, will be made to the same credit card.
- Where tuition fees have been paid by bank transfer or internet banking then, where possible, refund of fees, less academic and administrative costs, will be made to the same bank account.
- Apart from the methods of refund outlined above, any refund, less academic and administrative costs, will be paid into the New Zealand bank account of the enrolled student.

ETC CAMPUS RULES

Please read the following important information about ETC's rules and expectations of student behaviour and conduct when students are attending ETC on campus

Behaviour

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

Change of Address or Phone Number

- Tell us if you move to another address or change your phone number. We need to keep your contact details updated so please let us know of any changes.

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 on ETC computers.
- Storage devices like memory cards/flash drives, cannot be used on ETC computers without the approval of the course co-ordinator.

Dress Code

- Clean and tidy clothing is required when you are attending your course.
- You must wear appropriate smart clothing during work experience, visiting outside agencies or attending a job interview.

ETC Equipment and Property

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

Housekeeping

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

create a class roster system for cleaning if common areas are not kept clean and tidy. Students rostered for duties are expected to participate in these duties.

Mobile / Cell Phones

- Please make sure your mobile is on silent at all times during class times.

No Alcohol or 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.
- The legal age to drink alcohol in New Zealand is 18. Students under 18 should not drink alcohol.
- Breaking these rules can result in instant dismissal from your course with no refund of fees.

No Smoking. Restricted Vaping.

- ETC has a **No Smoking** policy. This means that smoking is not allowed in the building at any time.
- ETC has a **No Vaping** policy. Vaping is not allowed in the building at any time.
- The building includes all classrooms, kitchens, bathrooms, balconies etc. We also ask that you do not smoke/vape in the entrance/exit areas of our buildings. Thank you.

No Spitting

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

Personal Property and Insurance

- You are responsible for your own property such as bikes, mobiles, MP3, computer equipment, books and translators. ETC takes no responsibility for your own property on ETC premises.

ETC Demi Pair Homestay Accommodation Information

(Demi Pair students in Wellington will be given additional information from Host Families NZ)

- Demi Pair accommodation is provided in good quality housing. New Zealand homes are usually stand alone with a garden and grassed areas.
- 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 outside the student's bedroom which must be in working order.
- It is a condition of the Demi Pair programme that students 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.

Demi Pair Homestay contracts.

Demi Pair homestay students are required to sign a Demi Pair contract with their ETC homestay host family in Palmerston North. In Wellington the contract is signed with the Host Families NZ homestay host family.

Demi Pair students are expected to:

- Become part of the family.
- Respect the house rules of the family.
- Carry out tasks and assignments as agreed with the host family.
- Phone or text the family if they are going to be late home.
- Avoid having conversations or video calls very late at night.
- Pay for any national or international phone calls using the host family's landline phone. Local phone calls are free.
- Be sensible when using the internet as high use and downloading movies can use up the

family's internet data allowance.

- Respect the family's bathroom rules around shower use e.g. one shower per day or not staying too long in the shower (5 - 10 minutes).
- Attend ETC as required. Be on time and ready to learn.
- Complete homework assignments. Ensure that the weekly ETC timetable of hours and activities is completed and given to the class teacher or the Demi Pair Coordinator.
- Share aspects of their home culture with their host family e.g. cook a favourite meal, talk about their family and home country, teach the family a game or song in their language.
- Discuss and get agreement from the homestay family in advance if they are planning on being away from their homestay overnight or during the weekend. Students will be expected to supply their own food for this trip and not take food from the home unless the family gives permission.
- Discuss rules around smoking and vaping with their homestay host family. If students do smoke or vape then they will be expected to smoke or vape outside with no smoking or vaping in their bedroom, in the family car or near the children.
- Offer to pay their own personal expenses if they are invited and accept accompanying their homestay host family on short trips or visits around New Zealand or to places of interest.
- Keep their bedroom clean and tidy and leave the bathroom and kitchen tidy after use.
- Buy their own personal toiletries e.g. toothpaste, shampoo, conditioner and sanitary items etc.

Host Parents are expected to:

- Treat the student as part of the family.
- Assist with their Demi Pair student's learning. There are some childcare assignments which the student must do to gain a NZQA certificate.
- Sign a weekly timetable setting out the Demi Pair training hours per week.
- Give their Demi Pair student keys that give them 24 hour access to the house.
- Provide 3 meals a day: breakfast, lunch and dinner, including food or snacks. Weekday lunches may be leftovers, noodles or sandwiches and snacks for the student to take to school for lunches.
- Sit down with the student for an evening meal. This provides an opportunity to share news of the day and it is a learning experience for the student.
- Allow the student to cook the occasional meal from their country to share with the family.
- Provide a warm, comfortable room with study facilities.
- Set a reasonable time for students to be home after work/school.

- Provide free internet connection for general use, emails, schoolwork and keeping in contact with family and friends.
- Set reasonable house rules and provide childcare information. These should be discussed with the student and, where possible, put in writing. Assumptions should not be made that the student will automatically know what childcare and house rules are.
- Add the student to their car insurance if the student is expected to use the family car.
- Provide laundry facilities.



General Information

- If a homestay family invites their student to join them for host family outings then students should join them when they can. This is an opportunity to have some fun, see the country, make new friends and practise their English. Homestay families will understand if, on some occasions, students cannot join them as they have other plans. Student may be expected to pay for their own entrance fees to events or activities.
- Electricity is expensive in New Zealand so bedroom heaters should only be turned on needed. In the first instance extra clothing should be put on and windows closed before turning on the heater. Heaters should not be covered or placed under the bed when turned on as this may cause a fire. Heaters must be turned off when leaving the bedroom.
- Computers or mobile phones should not be left charging on the bed as they may overheat and cause a fire.
- In winter, many people in New Zealand use an electric blanket to warm the bed. The electric blanket must be turned off before getting into bed. Electric blankets should be checked that they are turned off during the day so that they don't overheat. Items should not be placed on top of the bed if the electric blanket is on as this may cause over-heating and be a fire hazard.
- If students wish to colour or dye their hair at home then this should be discussed with their host family. Hair dye can stain bathroom sinks and floor coverings so the host family will advise a good place to dye hair. If any permanent damage occurs to bathroom or bedroom furniture or fittings then students may have to pay for the damage.
- Students must not lend or borrow money, credit cards, or mobile phones.

Accidents and Insurance

If a student breaks or damages something in their homestay or at ETC then they must tell their host family or an ETC member of staff. The cost of repairing or replacing the damaged item may be covered by the student's insurance, the homestay family's household insurance or ETC's insurance. Students may be expected to pay the insurance excess if applicable.

Car Accident

Students must not drive if they do not have a current valid car licence. Students must have motor vehicle insurance to cover them if you drive a car. If a student is involved in an accident then they must not leave the scene of the accident. The student must phone 111 in an emergency and then their host parent/s, the Homestay Coordinator, or the ETC urgent 24/7 phone. Students will be advised on what to do and someone will come to help the student if they can. If the student is at fault in an accident then ETC will make a \$1000 contribution. This covers the car insurance excess paid by the homestay host family for damage to the car by the student when carrying out duties as part of the student's Demi Pair programme.

Living in New Zealand

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. When outside for any length of time it is advisable to wear a hat, sunglasses and long sleeves. Sunscreen should be worn on exposed skin, especially to the face, ears and back of neck. Sunscreen should be applied regularly.
- It is important to drink lots of water to keep hydrated.
- In winter, it can be cold, windy and wet so it is recommended to wear several layers of clothing, a warm jacket, closed in shoes or boots and warm socks. A woollen hat and gloves are advisable.
- Drinks or drink bottles must not be shared. Meningitis, Hepatitis and other infectious diseases are easily caught sharing drinking and food utensils.
- Drinks, a cigarette, a vape or a tablet/pill should not be accepted from another person.
- Drinking is legal from the age of 18 years. It is illegal to supply alcohol to under 18 year olds. Students are asked to drink responsibly.
- Students must not drive if they have been drinking.

- The legal age to buy cigarettes and vaping products is 18 years. We advise our students not to smoke or vape. Most places in New Zealand are smoke free. This means that a person cannot smoke or vape in these places. Smoking or vaping can only be done in a designated smoking area.
- Students must not take illegal drugs or other people's medicine.
- Health information is available at ETC. Contact information for local doctors and health services is provided in the student's enrolment pack. Students may talk to their tutor, the Homestay Coordinator, their homestay host or Student Support staff to be given more specific health information.
- Any conversations regarding a student's health and wellbeing will be kept confidential.

Medical Assistance

In the first instance students should go to the doctor's clinic first. The doctor will send the student to the hospital if they are seriously ill. Students should not go to the hospital emergency clinic to see a doctor unless it is after the doctor's clinic has closed at night. Hospitals are for emergencies only.

Visiting sick people in hospital

- Phone the hospital to find out which room they are in and when the visiting hours are.
- Most visiting hours are between 2 pm and 4pm daily.

Medical Assistance - Palmerston North

City Doctors, 22 Victoria Avenue, PN	06 355 3300
The Palms, 445 Ferguson Street, PN	06 354 7737
Health Hub, Downtown Mall, PN	06 358 7282
Palmerston North Public Hospital, 50 Ruahine Street, PN	06 356 9169

Medical Assistance - Wellington

Newtown Medical Centre, 33 Rintoul Street, Newtown	04 389 9955
Newtown Union Health, 14 Hall Avenue, Newtown	04 380 2020
Kilbirnie Medical Centre, 21 Mahora Street, Kilbirnie	04 387 9758
Johnsonville Medical Centre, 24 Moorefield Road, Johnsonville	04 920 8850
Wellington Regional Hospital, 49 Riddiford Street, Newtown	04 385 5999

Health Line 0800 611 116

This is a free service. Phone the Health Line for advice about a medical situation.

Emergency and urgent assistance

*If a student has any concerns about their safety at any time in an emergency situation then they must phone **111** and tell the operator where they are and what service they want - Police, Fire, or Ambulance.*

If the student has any concerns about their safety when living in a homestay they must phone the ETC 24/7 urgent assistance phone immediately. The number is:

021 228 8450 for Palmerston North; and

021 026 57977 for Wellington.

Inclusivity and Inter-Cultural Practice

- New Zealand is a multicultural society made up of people from many different cultures. ETC provides a safe and inclusive community of students and staff and recognises and respects the cultural and spiritual needs of all cultures.
- ETC will not tolerate discrimination, racism, bullying, harassment or abuse of any student or staff member.
- All students are expected to respect the cultural and spiritual needs of those people from other cultures not their own.
- ETC provides shared community spaces where students can connect with other students, learn about each other's cultures, make friends and support each other, irrespective of their cultural and spiritual beliefs.
- ETC recognises that as part of the student's integration into New Zealand they will learn about New Zealand culture while, at the same time, maintain their own culture.
- If a student feels that they are being discriminated or suffering racial abuse then please speak to the Student Support Advisor, your teacher or ETC staff member to tell them of your concerns.

Te Tiriri O Waitangi/Treaty of Waitangi

The Treaty of Waitangi is New Zealand's founding agreement between Māori, the Tangata Whenua, the people of the land, and Pākehā, the settlers of the land. The Treaty protects the interests of Māori and is the foundation of partnership between Māori and settlers, migrants and visitors to New Zealand.

New Zealand Road Rules

New Zealand Road Code

- NZ Road Code. Students should learn the NZ road rules at: <https://www.nzta.govt.nz/roadcode>

Walking

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

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.
- Do not cycle on the footpath, it is for walking only.
- At night always have your bike lights on. 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.

Driving in New Zealand

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 carry an English translation for your international licence when you are driving.
- ETC strongly recommends you have car insurance if you are going to drive in New Zealand.

NZ driver licences

- **Learners** – do not drive alone, you must drive with another fully licenced driver.
- **Restricted** – do not drive with passengers (unless they have a full licence) and limited driving at night.
- **Full** – you can drive with friends and family in the car at any time.

Car safety

- The driver and passengers must always wear a seat belt. Young children must be in a child's car-seat in the back seat of the car.

W.O.F - Warrant of Fitness

- You must get regular checks for your car so it's safe to drive on the road. This is called a Warrant Of Fitness (WOF). The car is examined and checks that everything in the car is working e.g. good tyres, brakes and lights etc.
- You will be given a sticker for your car window screen for the police to see that your car is safe to drive. <https://www.nzta.govt.nz/vehicles/warrants-and-certificates/warrant-of-fitness/>

Car Registration

- Your car must be fully registered to drive. If your car doesn't have a WOF nor registration, you must not drive the car.
- You buy your car's registration from Waka Kotahi so you can drive your car on the road.
- Your car needs to show both your WOF and car registration stickers on your car's window screen at all times. If you do not have current WOF and registration stickers on your car's window screen you will have to pay a fine to the government.
- Check the expiry dates of your WOF and registration stickers so you know when to renew them.
- For further information go to [nzta.govt.nz/vehicles/licensing-rego/vehicle-licensing-rego/](https://www.nzta.govt.nz/vehicles/licensing-rego/vehicle-licensing-rego/)

Speed Limit

- The fastest you can drive in New Zealand is 100 km per hour. Look out for red circle road signs which show a number in the centre to make sure you are doing the correct speed. Some examples of road speeds are:
- When passing a bus in town it is 20 km per hour. Passing a school you must drive at 40 km per hour. In the city or town it is 50 km per hour. In the country, on the open road, it is usually 100 km per hour.

Work/Employment Rights

Important note:

If a host family wants to employ their Demi Pair student over and above the 15 hours per week then they must pay at least the minimum wage. It is the family's responsibility to pay income tax. It is not ETC's responsibility.

International Students who are studying at ETC on 24 and 36 week programmes only can work part time (up to 20 hours a week) whilst they have a current Student visa.

Domestic students can work without restrictions

A guide to workers' rights in New Zealand can be found at:

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

The information on this website is available in English and 40 other languages.

Summary

Every full-time, part-time, fixed-term and casual employee in New Zealand has a legal right to minimum employment entitlements. These standards are applicable by law and designed to make workplaces safer and fairer for everyone.

An employer cannot force an employee to agree to less than the minimum standards, but employers and employees can negotiate for better terms in an individual or collective agreement.

What do the Minimum Rights cover?

In New Zealand, all employees and employers are entitled to the following benefits:

- ✓ minimum pay wage
- ✓ equal pay and equal rights
- ✓ health and safety
- ✓ accurate record keeping
- ✓ break entitlements
- ✓ public holidays and annual holidays
- ✓ sick leave
- ✓ bereavement leave
- ✓ parental leave and parental leave payments
- ✓ flexible working arrangements
- ✓ trial periods
- ✓ the right to join a union

Employers who do not comply with the minimum standards may incur a penalty from the **Employment Relations Authority**. These penalties also apply to employers who do not follow proper health and safety guidelines.

An employer cannot force an employee to sign an agreement that contradicts or offers less than minimum entitlements. Even if an employee does not sign an employment agreement or agrees to less than the minimum standard, they are still entitled to their minimum employee rights under employment law.

What are the Minimum Employment Rights?

The following is a list of the minimum employee rights in greater detail:

- four weeks of paid annual holiday per year
- 12 public holidays per year
- up to 52 weeks' parental leave
- five days of paid sick leave per year after the first six months, and an extra 15 days can be carried over to a maximum of 20 days
- three days' paid bereavement leave for certain family members, one day for non-family members
- rest and meal breaks must be provided or compensated for
- all rest breaks are paid
- relevant [minimum wage](#) paid
- overtime paid at minimum wage per hour
- payment of wages to be made in cash
- unpaid leave while on jury duty

These are just some of the minimum rights and obligations that employers and employees must abide by. Every employment agreement is different depending on the industry, job title and the organisation itself. But the entitlements can never be less than the minimum standard.

There are a few jobs that international students are not allowed to do. These are in the commercial sex industry.

If you want any more information or help with your C.V etc., please talk to your teacher or the office staff who can help you.

Adapted from: <https://employsure.co.nz/guides/other-employment-relations/minimum-employee-rights/>

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Head Office P.O. Box 995, Palmerston North, New Zealand. www.etc.ac.nz

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