



English Teaching College

# 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 three locations: Palmerston North, Wellington and Lower Hutt, 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 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: Education (National)

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

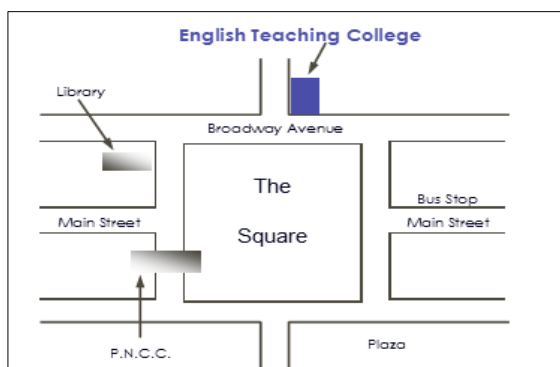
### Business Manager (National)

Aitziber Polo Gomez  
Email: aitziber@etc.ac.nz  
Telephone: 064 6 357 7107  
Mobile: 027 497 0942 urgent assistance

### International Student Director (National and Palmerston North Campus)

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 Administrator (Palmerston North)

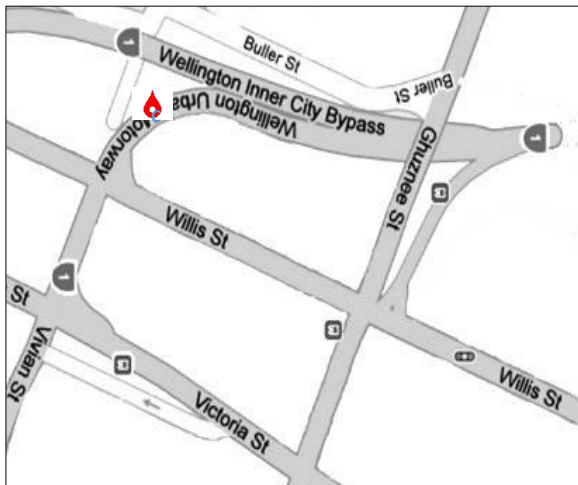
Julie Phillips  
Email: julie@etc.ac.nz  
Telephone: 06 354 6535  
Mobile: 024 787 2238 - urgent assistance



### Homestay Coordinator - Palmerston North

Jenny Elliot  
Email: jennyanddoug@xtra.co.nz  
Mobile: 027 568 0336

## ETC Wellington Campus



204 Willis Street, Wellington

Email: [rozina@etc.ac.nz](mailto: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](mailto:simon@etc.ac.nz)

Telephone: 04 385 0066

### **Student Support Administrator – Wellington**

#### **Rozina Yusuf**

Email: [rozina@etc.ac.nz](mailto:rozina@etc.ac.nz)

Telephone: 04 385 0066

Mobile: 021 026 57977 – urgent assistance

### **International Student Support Administrator**

#### **Carol Xu**

Email: [carol@etc.ac.nz](mailto:carol@etc.ac.nz)

Telephone: 04 385 0066

Mobile: 021 026 57977 – urgent assistance

### **Homestay - Wellington/Lower Hutt**

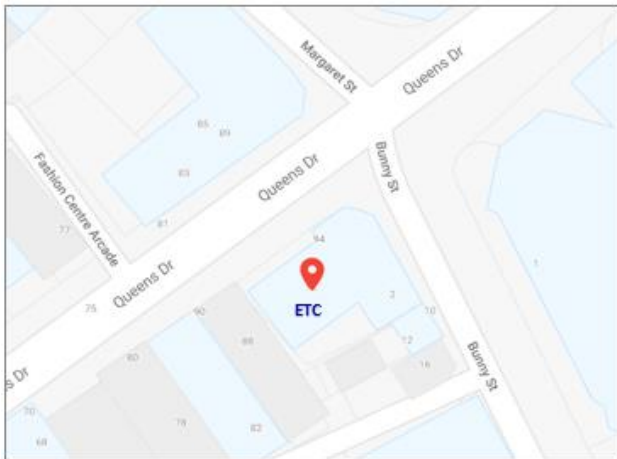
Contracted Homestay Provider: Host Families NZ

Email: [hui.li@hostfamilies.co.nz](mailto:hui.li@hostfamilies.co.nz)

Telephone: 021 026 91882 - urgent assistance

Website: [www.hostfamilies.co.nz/](http://www.hostfamilies.co.nz/)

## ETC Lower Hutt Campus



Level 3 MacKay House  
92 Queens Drive, Hutt Central  
Lower Hutt 5510  
Email: [heike@etc.ac.nz](mailto:heike@etc.ac.nz)  
Telephone: 04 974 9984  
Mobile: 021 026 57977 - urgent assistance

### **Senior Tutor (Lower Hutt)** **Jeff Handscomb**

Email: [jeff@etc.ac.nz](mailto:jeff@etc.ac.nz)  
Telephone: 04 974 9984

### **Student Support Administrator – Lower Hutt**

Heike Fetting  
Email: [heike@etc.ac.nz](mailto:heike@etc.ac.nz)  
Telephone: 04 974 9984  
Mobile: 021 026 57977 - urgent assistance

### **Homestay - Wellington/Lower Hutt**

Contracted Homestay Provider: Host Families NZ  
Email: [hui.li@hostfamilies.co.nz](mailto:hui.li@hostfamilies.co.nz)  
Telephone: 021 026 91882 - urgent assistance  
Website: [www.hostfamilies.co.nz/](http://www.hostfamilies.co.nz/)

## **ETC's Student Support Services**

### **ETC will provide:**

- The ETC emergency 24/7 phone number 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.
- Assistance with arranging after school activities when applicable.

## **Studying at ETC**

### **Tips for being a Successful Student**

#### **What does the successful student do to achieve success in their studies?**

- 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 awake and ready to study and work (8 hours sleep on weeknights).
- Does all their homework.
- Takes every opportunity to speak with native speakers.
- Reads books/ newspapers/magazines in English.
- Listens to English on the radio and TV.
- Asks questions in class if they do not understand something.
- Has a realistic target of what they can achieve in a week.
- Reviews work done during class.
- Learns from corrections of his/her written work.



- Has well-organised notes.
- Extends his/her general knowledge.
- Reads and listens to current events information e.g.: Newspapers, Websites, Media etc.

## **Attendance**

- ETC expects all 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.
- You must attend all classes. If you are late, sick or going to be absent, you must telephone the ETC office. If you are sick for more than three days, the Student Support Advisor 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.
- A condition of your enrolment at ETC is good attendance of 100%. This means attending all classes. All certificates issued by ETC will include information about your attendance. Sometimes Immigration New Zealand or other government agencies may request a record of your attendance. ETC will supply them with a copy of your academic record and attendance.

## **Disciplinary Procedures**

- If a teacher considers a student to have broken an ETC rule, such as being late to class, or not doing their homework, the teacher 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 third warning card with 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 Director of Studies for a

review of the situation.

- If the situation improves, the disciplinary warnings may be removed from the student's file.

### **Instant Dismissal**

- For an 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, the student is liable to be dismissed.
- Verbal abuse of staff or students, excessive alcohol use, or any behaviour that may bring ETC into disrepute can also result in instant dismissal. ETC may contact the Police or other agencies if it sees fit. This may result in a Trespass Order.

## **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 (Domestic Students) or ETC's International Student Complaint Process (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-Education) 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 10 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:

### **Domestic students - Tertiary Education Dispute Resolution service**

Tertiary Education Commission (TEC), PO Box 27048, Wellington.

New Zealand Qualifications Authority (NZQA), PO Box 160, Wellington.

### **International students - Government complaints scheme**

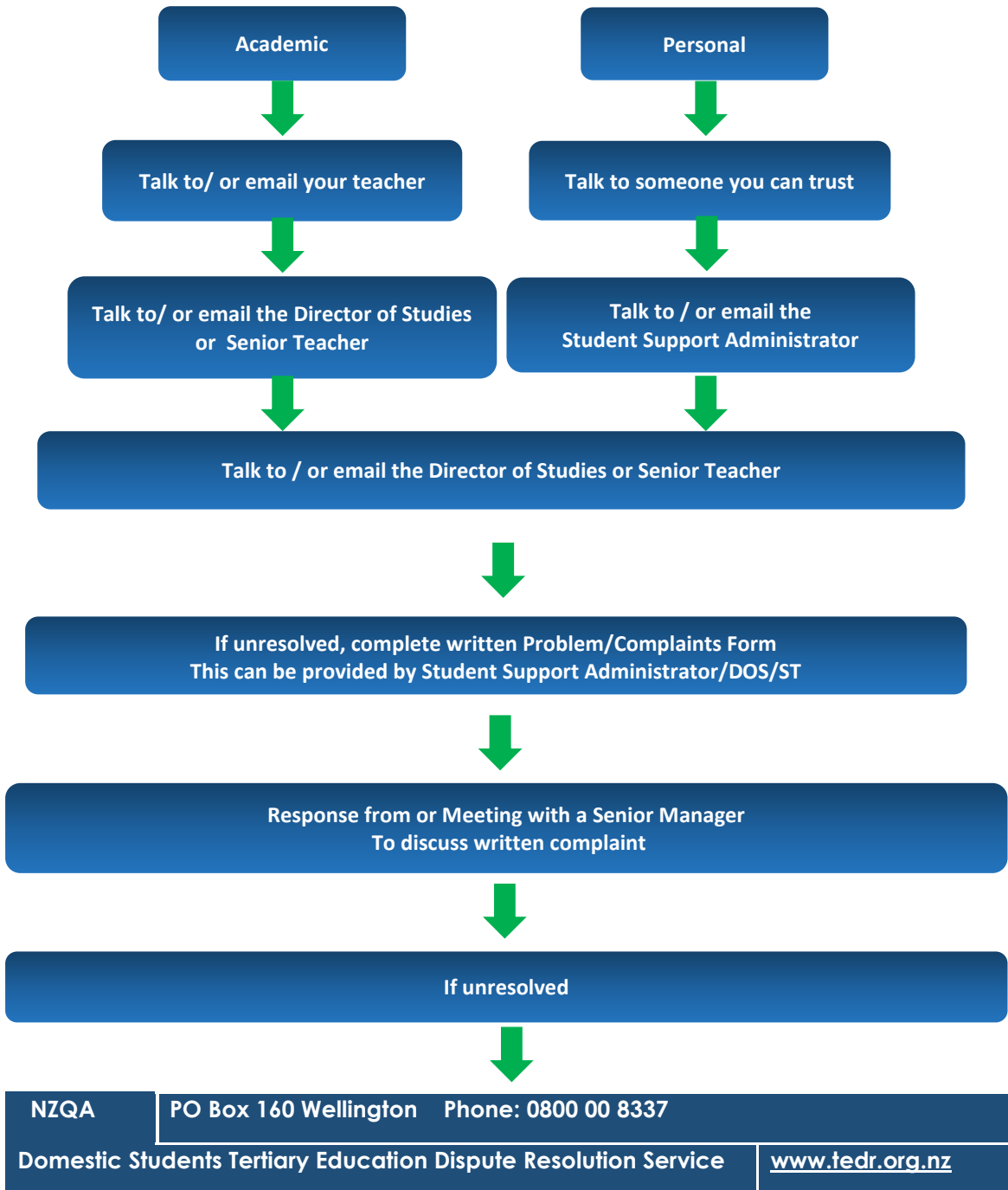
iStudents Complaints\*, Freephone: 0800 006675, email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

(\* for Financial and Contractual disputes only)

# ETC Student Complaint Process

**Domestic Local 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.

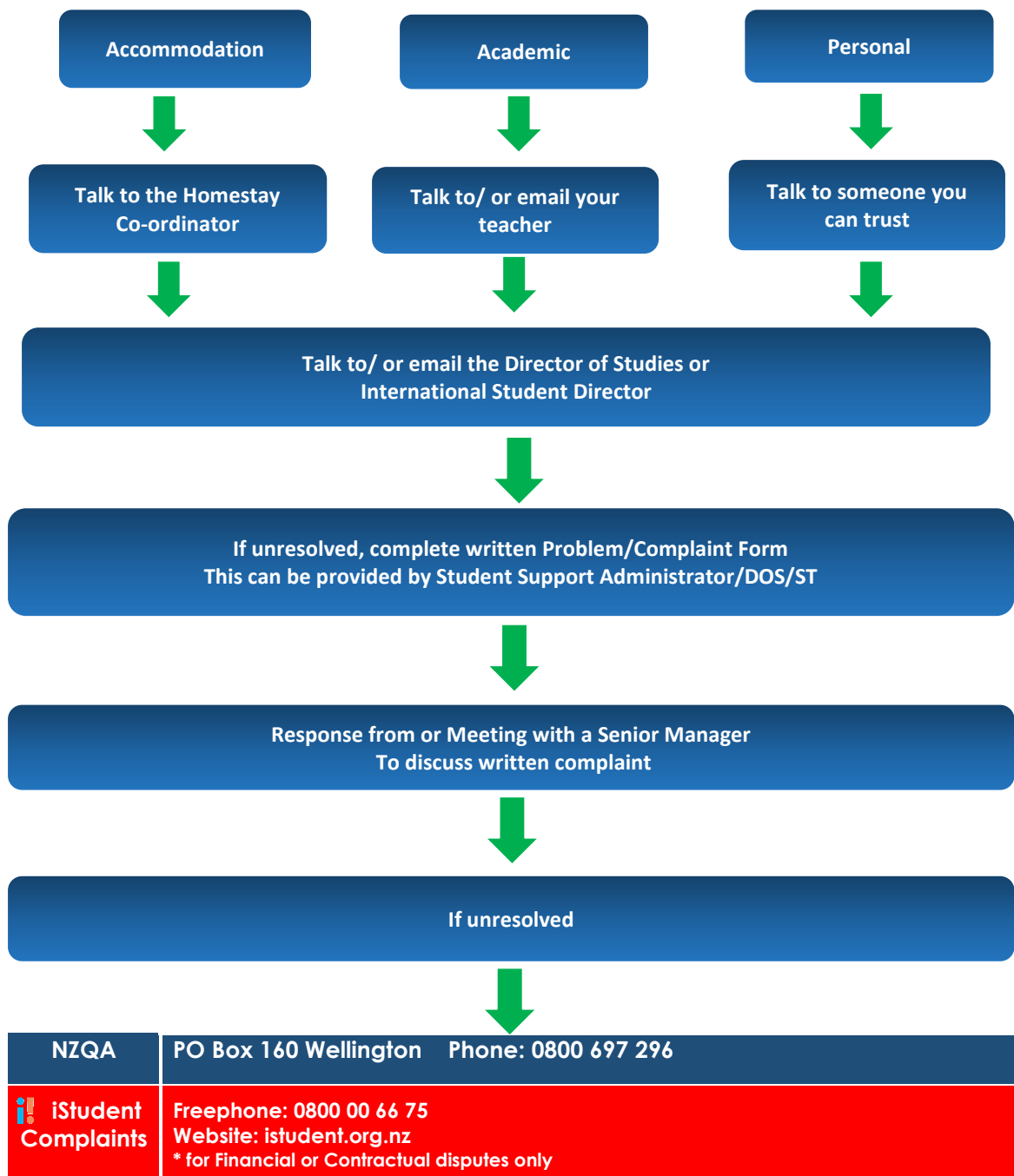
**Palmerston North Campus**  
 Phone: +64 6 357 7107  
 Email: [office@etc.ac.nz](mailto:office@etc.ac.nz)  
 140 The Square, Palmerston North 4410  
 Emergency Contact Phone: +64 21 228 8450  
 Senior Manager: Education email: [fiona@etc.ac.nz](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [hanna@etc.ac.nz](mailto:hanna@etc.ac.nz)

**Wellington Campus**  
 Phone: +64 4 385 0066  
 Email: [rozina@etc.ac.nz](mailto: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](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [simon@etc.ac.nz](mailto:simon@etc.ac.nz)

**Lower Hutt Campus**  
 Phone: +64 4 974 9984  
 Email: [jacqui@etc.ac.nz](mailto: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](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [simon@etc.ac.nz](mailto:simon@etc.ac.nz)  
 Senior Teacher email: [jeff@etc.ac.nz](mailto:jeff@etc.ac.nz)

## 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](mailto: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](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [hanna@etc.ac.nz](mailto:hanna@etc.ac.nz)

Wellington Campus  
 Phone: +64 4 385 0066  
 Email: [rozina@etc.ac.nz](mailto: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](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [simon@etc.ac.nz](mailto:simon@etc.ac.nz)

Lower Hutt Campus  
 Phone: +64 4 974 9984  
 Email: [jacqui@etc.ac.nz](mailto: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](mailto:fiona@etc.ac.nz)  
 Director of Studies email: [simon@etc.ac.nz](mailto:simon@etc.ac.nz)  
 Senior Teacher email: [jeff@etc.ac.nz](mailto: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](mailto: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](http://www.nzqa.govt.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:



## **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 \$500 Administration Fee.

#### **After course commencement date**

If a student voluntarily withdraws from their programme of study, the Table '*English Teaching College Refund of Student Fees*' sets out the student fee refund entitlements after the course has commenced.

<b>English Teaching College Cancellation and Refund Policy</b>			
<b>Type of student</b>	<b>Course length</b>	<b>Withdrawal period</b>	<b>Amount of Refund</b>
<b>Less than 3 months</b>			
<b>International Students</b>	<b>Less than 5 weeks</b>	Up until the end of the 2 <sup>nd</sup> school day of the course	50% of total fees paid
		From the 3 <sup>rd</sup> school day onwards	No Refund

	<b>Between 5 and 12 weeks</b>	Up until the end of the 5 <sup>th</sup> school day of the course	75% of the total fees paid
		From the 6 <sup>th</sup> school day onwards	No Refund
<b>Domestic Students</b>	<b>2 days or less</b>	None	No Refund
			Director's discretion
	<b>More than 2 days, less than 5 weeks</b>	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
	<b>More than 5 weeks, less than 3 months</b>	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
<b>Three months and greater</b>			
<b>International and Domestic Students</b>	<b>13 weeks and greater</b>	<b>International:</b> Up until the end of the 10 <sup>th</sup> school day	<b>International:</b> From the 11 <sup>th</sup> school day onwards.
		<b>Domestic:</b> Withdrawal occurs up to the end of the 8 <sup>th</sup> day after the start of a course	<b>Domestic:</b> From the 9 <sup>th</sup> school day onwards.
		<b>International:</b> ETC may deduct up to 25% of the fees paid, provided ETC incurred costs to this amount and can justify these costs.	<b>International:</b> No Refund Director's discretion
		<b>Domestic:</b> Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is lesser.	<b>Domestic:</b> No Refund Director's discretion

## **No Refund**

No refunds will be made where international students are asked to leave the school because they fail to comply with the school regulations.

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 \$500 Administration Fee. 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, at his 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 domestic or international students are asked to leave ETC because they have broken the Student Code of Conduct 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 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 will be made to the same bank account.

Students under the age of 18 years must have evidence and signature of parental approval to withdraw from their course with instructions of bank account details for the refund to be transferred into.

Apart from the methods of refund outlined above, any refund will be paid into the New Zealand bank account of the enrolled student.

## ETC HOUSE RULES

### CHANGE OF ADDRESS OR TELEPHONE 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.

### 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.

### 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.

### 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.

### MOBILES / CELL PHONES

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

### PERSONAL PROPERTY & 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 EQUIPMENT & 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.

### NO SMOKING

- ETC has a **No Smoking** policy. This means that smoking is not allowed in the building at any time.

### **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.
- 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.

### **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.

# LIVING IN NEW ZEALAND

## Medical Assistance

If you or a family member are unwell go to the doctor's clinic first. The doctor will send you to the hospital if you are seriously ill. Do 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

### Medical Assistance Lower Hutt

Hutt City Health Centre, 5 Raroa Road, Lower Hutt	04 5762009
Hutt Union & Community Health Services, 451 Jackson Street, Petone	04 568 6392
Naenae Medical Centre, 39 Treadwell Street, Naenae, Lower Hutt	04 567 1066
Te Awakairangi Health Network, 330 High Street, Hutt Central,	04 566 5320
Hutt Hospital, 638 High Street, Boulcott, Lower Hutt	04 566 6999

**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 you have any concerns about your safety at any time in an emergency situation then phone **111** and tell the operator where you are and what service you want - Police, Fire, or Ambulance.*

If you have any concerns about your safety when living in a homestay you 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.**

## Health and Safety Information

- In summer the New Zealand sun is very hot and it is easy to get sunburnt in a short amount of time. If you are outside for a long time, wear a hat, sunglasses, long sleeve shirt/top and drink a lot of water. Always apply sunscreen to exposed skin, especially to your face, the back of your neck and reapply sunscreen regularly whilst outside.
- In winter, it can be cold and wet outside, so wear several layers of clothing including a warm waterproof jacket, a woollen hat, gloves, warm socks and covered shoes.
- In winter, many people in New Zealand use an electric blanket to warm the bed. Do not sleep with the electric blanket turned on or place items on top of the electric blanket when it is on as this may cause a fire. Always make sure the blanket is turned off during the day as it is using electricity and it may overheat causing a fire.
- Do not share drinks or drink bottles. Meningitis and Hepatitis are dangerous diseases and are easily caught sharing drink bottles, drinks, cups and cutlery.
- Never accept a drink, a cigarette or a tablet/pill from another person.
- In New Zealand the legal age to drink alcohol is 18 years. Please drink responsibly. It is illegal to drive if you have been drinking under the age of 20 years. **Do not drive if you have been drinking at any age.**
- The legal age to buy cigarettes is 18 years. We advise our students not to smoke. Most places including bars, cafes, restaurants and shopping malls in New Zealand are smoke-free. This means you are not allowed to smoke inside these buildings. If you want to smoke you must find a designated smoking area where you can smoke.
- Do not take illegal drugs or other people's medicine.
- Do not lend or borrow money, credit cards or mobile phones.
- Do not share your bank card's PIN number with anyone.

- Health information is available at ETC. Contact information for local doctors and health services is provided in your enrolment pack. Talk to your tutor, the Homestay Coordinator, your homestay host or ETC's Student Support staff to access more specific health information. Any conversations regarding your health and wellbeing will be kept confidential.

## **New Zealand Road Rules**

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

### **Walking**

- Always use the footpaths. 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 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.

### **Car Accident**

- You must not drive if you do not have a current, valid car licence.
- You must have motor vehicle insurance to cover you if you drive a car.
- If you are involved in an accident, then do not leave the scene of the accident. Phone your host parent/s, the Homestay Coordinator or the ETC emergency phone. They will tell you what to do and come to help you if they can.
- If you are at fault in an accident you may be expected to pay the insurance excess. This could be \$1,000 or more. If you do not have insurance this could be many thousands.

# Private Rental Accommodation

## Tenancy Information for Students who are in Private Rented Accommodation

Landlords and Tenants both have legal rights and obligations when they agree to a tenancy in the Tenancy Agreement.

**Tenant:** A person or group that rents and occupies a house, flat, etc. from another person or business for an agreed period of time.

### A Tenant must:

- The tenant must pay the rent on time.
- Keep the house/flat clean and tidy.
- Make sure the house/flat is used to live in, not to run a business from or rent out rooms to other people for a short time.
- Advise the landlord as soon as possible of any damage or repairs that are needed.
- The tenant has to repair or pay for the repair of any damage caused deliberately or carelessly by the tenant or tenant's guests. If it is not the tenants fault the landlord should pay.
- Make sure that there are no more than the maximum number of people (if specified in the Tenancy Agreement) living in the house/flat at any one time. (NB: This does not apply to short term visits from your friends, boyfriend/girlfriend, parents etc.).
- When they leave, the tenant must remove all of their goods and leave the house/flat clean and tidy. Remove all the rubbish, return all keys etc. and leave the premises with all the chattels as provided by the landlord e.g.; light fittings, curtains, carpet, rugs, kitchen appliances etc.
- Allow the landlord reasonable access to show prospective tenants, buyers through the property.
- Pay all bills relating to electricity, gas, telephone, and metered water (if provided for in the Tenancy Agreement)
- Check with the landlord before having a pet. Many landlords will not allow dogs or cats

### A Tenant must not:

- Deliberately or carelessly damage the house/flat or permit anyone else to damage the house/flat. The tenant is not responsible for damage caused by a trespasser as long as the tenant took all reasonable steps to prevent it.
- Use the house/flat for any unlawful purpose or permit anyone else to do so.

- Interfere with the peace, comfort and privacy of other tenants or neighbours, or permit anyone else at the house/flat to.
- Attach anything to the house/flat or renovate, alter or add to the building, except as the Tenancy Agreement allows or with the Landlord's written permission.
- Change the locks without the Landlord's permission.
- Unreasonably refuse entry to the Landlord when he/she is entitled to enter.
- Sublet or transfer the tenancy to someone else without first getting the Landlord's written agreement.
- The tenant is to repair or pay for the repair of any damage caused deliberately or carelessly by the tenant or tenant's guests.

**Landlord:** The owner of real estate, such as a house, flat, apartment building, or land, that is leased or rented to another person or entity.

**A landlord must:**

- Give the tenant receipts for rent if rent is paid in cash or by other negotiable means.
- Give the tenant a statement saying what period the rent paid relates to, if asked.
- Give the tenant 60 days' written notice of a rent increase.
- Give the tenant 48 hours' notice of an inspection.
- Give the tenant 24 hours' notice of entry to repair.
- Do any necessary repairs.
- Make sure the locks and fastenings are adequate and secure.
- Tell the tenant if they want to sell the home/flat, apartment building or land.
- Pay back the tenant for any urgent repair work that the tenant has had done (as long as the tenant has notified the landlord before having the work done).
- Make sure the property is clean and in a fit and habitable condition at the beginning of the tenancy and is maintained to this standard during the tenancy.
- Pay all outgoing e.g; rates, insurance, land tax etc.
- Take reasonable steps to ensure that tenants aren't disturbed by the landlord's other tenants.

**A landlord must not:**

- Ask for more than 2 weeks rent in advance or ask for more rent to be paid before the rent already paid has run out.
- Inspect the property more than once in 4 weeks, except to check on work done by the tenant.
- Harass the tenant or interfere with a tenant's reasonable peace, privacy and comfort or allow others to do so.
- Interfere with any utilities e.g; gas, water, electricity supply or telephone.

- Unreasonably withhold permission for a tenant to sublet or transfer the tenancy to someone else if subletting or transferral is not prohibited by the Tenancy Agreement. (A landlord can set reasonable conditions on subletting or transferral, however any discrimination in terms of the Human Rights Act would be held to be unreasonable).
- Unreasonably withhold permission for a tenant to attach any fixtures.
- Change the locks without the tenants consent.
- Enter the property except as permitted by law or with the tenant's consent.

**A Landlord may:**

- Write into a Tenancy Agreement how many people are allowed to stay in the house/flat.
- Write into a Tenancy Agreement that the tenant is not allowed to sublet or transfer the tenancy to anyone else.

For further information, contact the Department of Building and Housing [www.tenancy.govt.nz](http://www.tenancy.govt.nz) or Citizens Advice Bureau [www.cab.org.nz](http://www.cab.org.nz) or 0800 367 222 (free call)

**ETC Homestay Information**

Homestay accommodation is when a student lives in the home of a local family. Living as a member of the family allows you to learn about the New Zealand lifestyle in a safe and supportive environment as you settle into New Zealand. Your host family understands that you are away from home, family and friends and they will try to help you if you are lonely and homesick.

Homestay families may have no children, young children, or older children. They may have indoor pets, cats, dogs, or no pets. Houses may be large with a garden, or small with no garden. Each homestay is different so ETC will try to place you with a homestay family that meets your needs.

All ETC homestays have undergone a selection process which includes a home visit, referee checks, and police vetting of all adults over the age of 18 years in the homestay. All ETC homestay accommodation is compliant with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

You will have your own bedroom with a bed, desk, storage, heater, and good lighting. Bedlinen and towels laundered weekly. There must be a working smoke alarm placed in or near your bedroom.

All homestay accommodation is within city limits and travelling distance of ETC so that you may walk, bike, or take a bus to school.

## Work/Employment Rights

International Students who are studying at ETC for at least 14 weeks' full time 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/>

## **Intercultural Practice.**

ETC is a multicultural school with staff and students from many countries and backgrounds. At ETC everyone respects and values their own cultures, languages and beliefs, and those of others.

We encourage students to make connections between their own worlds and the worlds of others, to build on shared interests and the things we have in common. If there is a 'culture clash' we encourage you to negotiate and find a solution to the problem.

Our staff are able to help students understand the differences between their home environment and the New Zealand environment. We will help students to communicate and empathise with others and to have a great experience at ETC. We offer opportunities for staff and students to think about their own beliefs and attitudes and how these affect themselves and others.

## **Te Ao Maori – The Maori world view**

What are the values of Te Ao Māori?

The following are some key core Māori values and their general meaning.

Rangatiratanga: The right to exercise authority and self-determination within one's own iwi (people/tribe)

Manaakitanga: Hospitality, kindness, generosity; supports the process of showing respect, generosity and care for others.

Kaitiakitanga: Guardianship, stewardship, trusteeship, trustee.

Whanaungatanga: Relationship, kinship, sense of family connection – a relationship through shared experiences and working together, which provides people with a sense of belonging.

Wairuatanga: The immutable spiritual connection between people and their environments.

Kotahitanga: Unity, cohesion and collaboration.

Mātauranga: Māori/mana whenua knowledge and understanding

ETC embraces the values of Te Ao Maori in the design and delivery of our programmes and the respect for, and care we take, of our staff and students.

## **Cross Cultural Communication**

Cross – cultural communication is about how we communicate with different cultures. It is also about the challenges and benefits of relating to other cultures and the efforts people make to



overcome any misunderstandings. Communication refers to language, gestures and body language. E.g. some cultures make eye contact with everybody when they are talking to them and some don't.

Getting it right: Understand misunderstandings happen! We think that how we behave and act is the right way so we need to accept that some people from different cultures might do things differently and think that is the right way. We can make the effort to accept all the different ways of doing things

Different Languages: Problems can occur when different languages are spoken. Even talking the same language can sometimes lead to misunderstandings as some words have different meanings when you use them in different ways, or in different countries or cultures. Also, if you are in a mixed group of people, talking in a common language so everyone can understand is polite rather than talking in your own language only.

Nonverbal communication: The way we dress, the way we express ourselves through our body language, eye contact and gestures are also ways we communicate. A simple gesture like nodding the head means YES in certain cultures and NO in others. If you're not sure, check that you have received the right message.

Preconceptions and Stereotypes: Stereotypes involves thinking we know someone based on our image of how we think they are or should be. It may be a set of characteristics that we assume that all members of a group share. This may be true or it may be false. It might mean we have the wrong idea about someone and lead to bias or discrimination.

Making up our mind before finding out the facts: People tend to make sense of the behaviour and communication of others by looking at it from their own cultural point of view. Try and find out why the other person is behaving or communicating a certain way before getting upset

High anxiety: Sometimes being confronted with a different cultural perspective will make us anxious if we don't not know how to act or behave and what is considered to be appropriate. For example: A Japanese student and an Afghani student having lunch together where both are unsure of the others culture and eating requirements. If in doubt, ask. People are usually really happy to talk about their culture and way of doing things.

## Some Useful National Phone Numbers

Police Station (Palmerston North)	06 351 3600
Police Station (Wellington), Victoria Street	04 381 2000
Police Station (Lower Hutt), Kings Crescent	04 560 2600
<b>Police / Fire / Ambulance (Emergency Calls only)</b>	<b>111</b>
<b>Non-urgent calls</b>	<b>105</b>
The Translation Service	0800 872 679
Citizens Advice Bureau (for free information and advice)	0800 367 222
CADS (Community Alcohol & Drug Service)	0800 787 797/text 8681
Gambling Helpline (help to stop gambling)	0800 654 655/text 8006
Life-Line (if you are lonely or depressed)	0800 543 354
Free text 4357	
Youth Line (if you have a problem)	0800 376633
Free text 234	
Plunket Line - information about young children	0800 933 922
1737 – Need to Talk? (Feeling anxious or depressed)	Text 1737
Alcohol Drug helpline	0800 787 797
Quit Line- quit smoking	0800 778 778

## Some Useful Websites

ETC - English Teaching College	<a href="http://www.etc.ac.nz">www.etc.ac.nz</a>
Driving in NZ - NZ Transport Agency	<a href="http://www.nzta.govt">www.nzta.govt</a>
Immigration New Zealand	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
Ministry of Education	<a href="http://www.education.govt.nz">www.education.govt.nz</a>
Automobile Association	<a href="http://www.aa.co.nz">www.aa.co.nz</a>
CADS (Community Alcohol & Drug Service)	<a href="http://www.cads.org.nz">www.cads.org.nz</a>
Family Planning Association	<a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
Gambling Help	<a href="http://www.safergambling.org.nz">www.safergambling.org.nz</a> <a href="https://gamblinghelpline.co.nz">https://gamblinghelpline.co.nz</a>
Buying a car	<a href="https://vinz.co.nz/news/buving-a-vehicle">https://vinz.co.nz/news/buving-a-vehicle</a> <a href="http://www.aa.co.nz/cars/buying-a-car/car-buying-guide">www.aa.co.nz/cars/buying-a-car-car-buying-guide</a> <a href="http://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle">www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle</a>

## Academic Administration and ETC Programmes

### 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. 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 polytechnic 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 the grievance and complaints procedure which is outlined above.

**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.

## **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 access 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.

## English for Academic Study – Training Schemes

- English Teaching College has developed ten Training Schemes at different levels designed to teach the academic English required by most internationally recognised English language exams (e.g. IELTS, Cambridge PET, FCE, CAE, OET etc.), required by tertiary providers (universities, polytechnics, PTEs etc.) and registration bodies (e.g. Nursing Council, Ministry of Education etc.) Parts 5 -10 teach specific exam techniques, Parts 1 – 4 teach English acquisition strategies.

## English Skills Short Course

Training Scheme for Individual or Group Learners

Duration:

- Up to 12 weeks' full time.
- Up to 12 weeks' part time (mornings, afternoons or part weeks)

The purpose of this Training Scheme is to provide English language training. Participants will be able to engage more confidently in an English speaking environment.

## Demi Pair Programme Information

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

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

## Outcome

- International experience in a childcare position
- NZ Child First Aid Certificate
- NZQA Approved English and Demi Pair Certificate
- Ongoing support and advice throughout the programme from the Demi Pair Coordinator
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Head office P.O. Box 995 Palmerston North [www.etc.ac.nz](http://www.etc.ac.nz)

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



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