



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 five campuses in four locations: Auckland, Palmerston North, Lower Hutt 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, 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 and ETC Palmerston North Campus

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: 06 357 7107  
Mobile: 027 487 2238 urgent assistance

#### Technical Manager (National and Palmerston North Campus)

Nat Kantanon  
Email: nat@etc.ac.nz  
Telephone: 06 357 7107

#### International Student Director (National)

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

#### Business Manager (National)

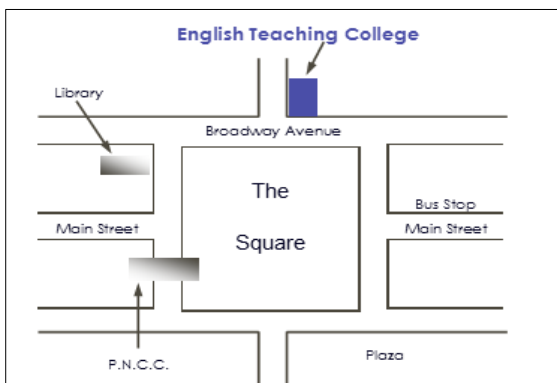
Aitziber Polo Gomez  
Email: aitziber@etc.ac.nz  
Telephone: 06 357 7107  
Mobile: 027 497 0942 urgent assistance

#### Quality Assurance Manager (National)

Elizaveta Tarasova  
Email: liza@etc.ac.nz  
Telephone: 06 357 7107  
Mobile: 021 812 959

#### Pastoral Care & Compliance Manager (National)

Lesley McDonald  
Email: lesley@etc.ac.nz  
Telephone: 06 357 7107  
Mobile: 021 474 855  
Urgent Assistance: 021 228 8450



#### Director of Studies (Palmerston North)

Stephen Jones  
Email: stephen@etc.ac.nz  
Telephone: 06 357 7107

#### Student Support Administrator (Palmerston North)

Julie Phillips  
Email: julie@etc.ac.nz  
Telephone: 06 357 7107

#### International Student Support Administrator (Palmerston North)

Peggy Chiew  
Email: peggy@etc.ac.nz  
Telephone: 06 357 7107

#### Homestay Coordinator (Palmerston North)

TBC  
Email: \*\*\*\*\*@etc.ac.nz  
Telephone: 06 357 7107  
Urgent Assistance: 021 228 8450

## ETC Wellington Campus



204 Willis Street, Te Aro Wellington (Domestic Students)  
220 Willis Street, Te Aro, Wellington (International Students)

### **Southern Operational Manager (Wellington and Lower Hutt)**

Simon Sparling  
Email: [simon@etc.ac.nz](mailto:simon@etc.ac.nz)  
Telephone: 04 385 0066  
Mobile: 021 026 57977 - urgent assistance

### **Director of Studies (Wellington)**

Monika Pepper  
Email: [monika@etc.ac.nz](mailto:monika@etc.ac.nz)  
Telephone: 04 385 0066  
Mobile: 021 026 57977 – urgent assistance

### **Student Support Administrator (Wellington)**

Vivian Chang  
Email: [vivian@etc.ac.nz](mailto:vivian@etc.ac.nz)  
Telephone: 04 385 0066  
Mobile: 021 026 57977 – urgent assistance

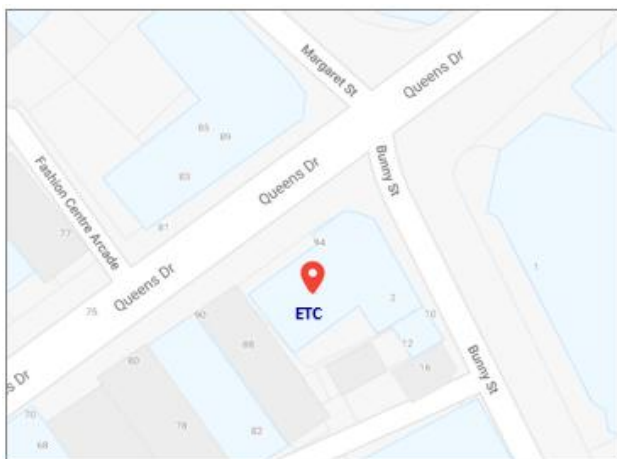
### **International Student Support Administrator (Wellington)**

Purita Kijdumnern  
Email: [purita@etc.ac.nz](mailto:purita@etc.ac.nz)  
Telephone: 04 282 1380  
Mobile: 021 026 57977 – urgent assistance

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

Lucy Watson  
Email: [Lucy@etc.ac.nz](mailto:Lucy@etc.ac.nz)  
Mobile: 021 026 57977 - urgent assistance

## ETC Lower Hutt Campus



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

### **Southern Operational Manager (Wellington and Lower Hutt)**

Simon Sparling  
Email: simon@etc.ac.nz  
Telephone: 04 385 0066  
Mobile: 021 026 57977 - urgent assistance

### **Director of Studies (Lower Hutt)**

Thoria Qamar  
Email: Thoria@etc.ac.nz  
Telephone: 04 974 9984  
Mobile: 021 026 57977 - urgent assistance

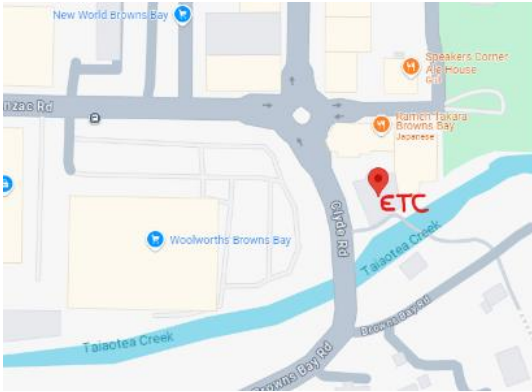
### **Student Support Administrator – Lower Hutt**

Michelle Dwyer  
Email: michelledwyer@etc.ac.nz  
Telephone: 04 974 9984  
Mobile: 021 026 57977 - urgent assistance

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

Lucy Watson  
Email: Lucy@etc.ac.nz  
Mobile: 021 026 57977 - urgent assistance

## ETC Auckland Campus



1 – 5 Clyde Road  
Browns Bay  
Auckland 0630  
Email: [carol@etc.ac.nz](mailto:carol@etc.ac.nz)  
Telephone: 09 256 2206  
Mobile: 021 026 91882 (24/7 Urgent Assistance)

### **Director of Studies (Auckland)**

Jennifer Forbes-Dawson  
Email: [jennifer@etc.ac.nz](mailto:jennifer@etc.ac.nz)  
Telephone: 09 256 2206  
Mobile: 021 026 91882 (24/7 Urgent Assistance)

### **Office Manager and Student Support**

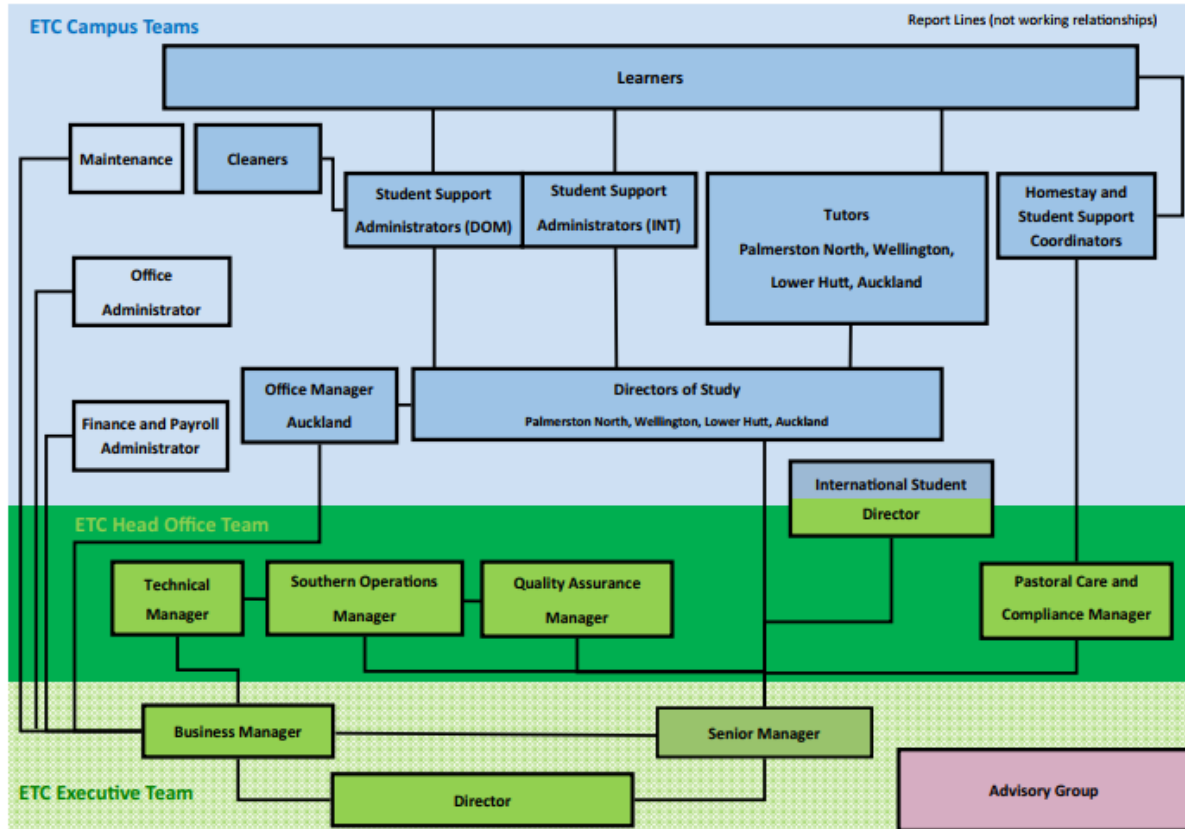
Chang (Carol) Xu  
Email: [carol@etc.ac.nz](mailto:carol@etc.ac.nz)  
Telephone: 09 256 2206  
Mobile: 021 026 91882 (24/7 Urgent Assistance)

### **Homestay Coordinator- Auckland**

Olena Medvedieva  
Email: [Olena@etc.ac.nz](mailto:Olena@etc.ac.nz)  
Mobile: 021 026 91882 (24/7 Urgent Assistance)

## ETC's Organisation Chart

ETC has five schools across the North Island in New Zealand. Head Office is in Palmerston North and the Head Office Team supports the Campus Teams in Palmerston North, Wellington, Lower Hutt and Auckland.



On each campus, your teachers will help you learn and with any problems you might have. If they think a problem is serious, they will talk to you about telling a Student Support person or the Director of Studies and will help you to talk to them.

Our Student Support Administrators and Office Manager are available to help you with anything you need. They help you to enrol, or re-enrol and can help with insurance problems. They will also help with anything from Wi-Fi connections to homestay problems, getting a NZ bank account to homesickness etc.

The Director of Studies looks after the teachers and students and is available to talk to you during the school day. You can talk to them about your study plans or problems, your plans when you leave ETC and any problem you might have with your teacher or another student.

The Head Office Staff supports all the staff and students at ETC. If the Director of Studies cannot help you, we will try to.

## **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 host families if required.
- Mediation, advocacy and support for both students and homestay hosts 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, podcasts and television.
- 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, and podcasts.

### **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 problem 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, Senior 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 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, 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 necessary. 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 diagrams on the next two pages show 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, Pastoral Care & Compliance Manager 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 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 Study Complaints | Ngā Amuamu Taurira.

### Study Complaints | Ngā Amuamu Taurira

Study Complaints is a free and independent dispute resolution service for both domestic tertiary students and international students who have a dispute with their New Zealand education provider. They will help with: financial matters; contractual matters and redress claims.

Phone: 0800 00 66 75

Email: [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz) Visit: [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

### NZQA

NZQA will investigate complaints about:

- The quality of education, management, and pastoral care of learners in PTEs – Private Training Establishments
- Fee refund concerns

Phone: 0800 697 296

Email: [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz) Visit: [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

***Unsure of where to go?***

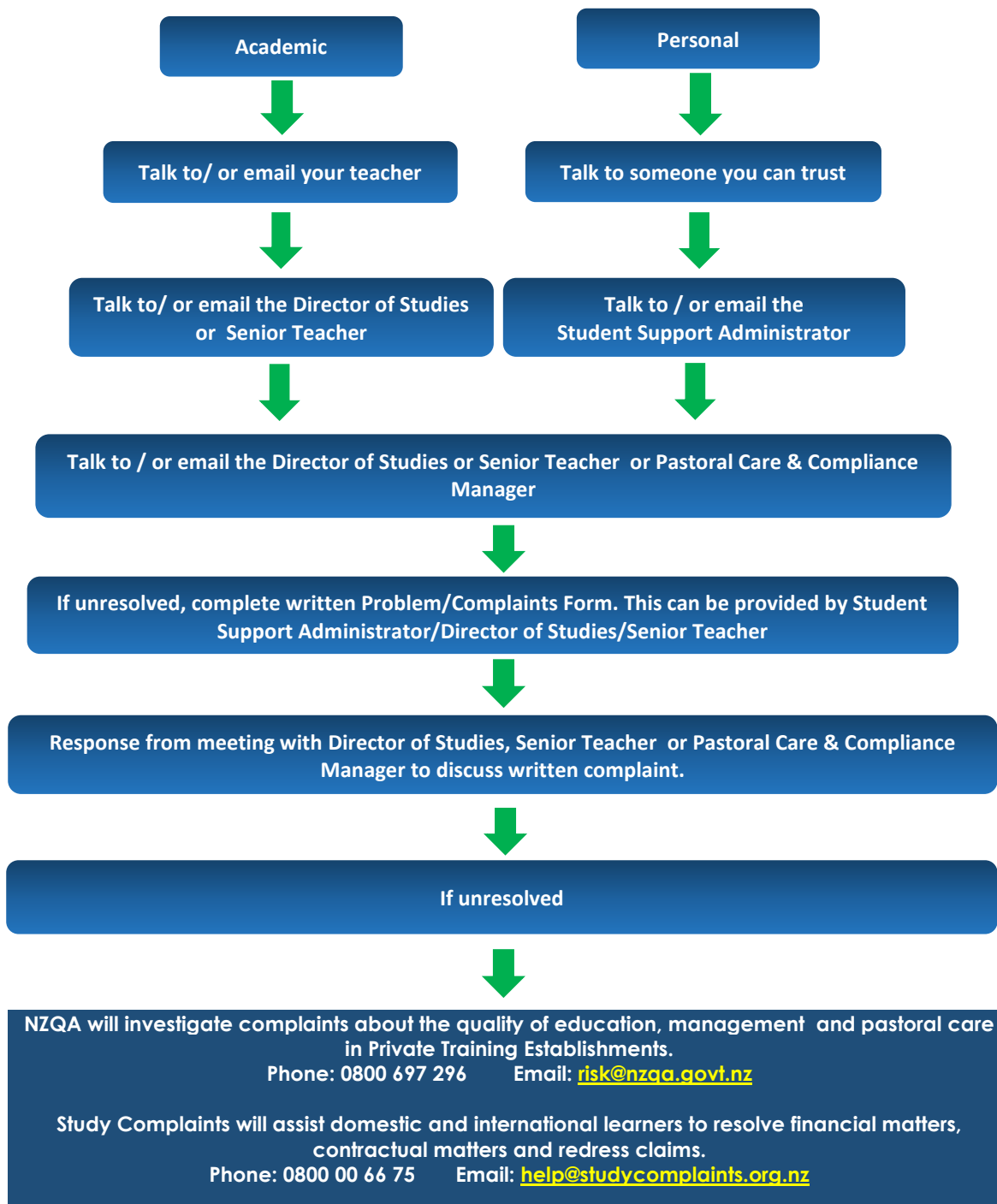
***Visit Study Complaints in the first instance and they will guide you where you can get help.***

[www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

## ETC Student Complaint Process

**Domestic Local Students  
Problems or Complaints**

**Auckland, Palmerston North, Wellington  
& Lower Hutt Campus**



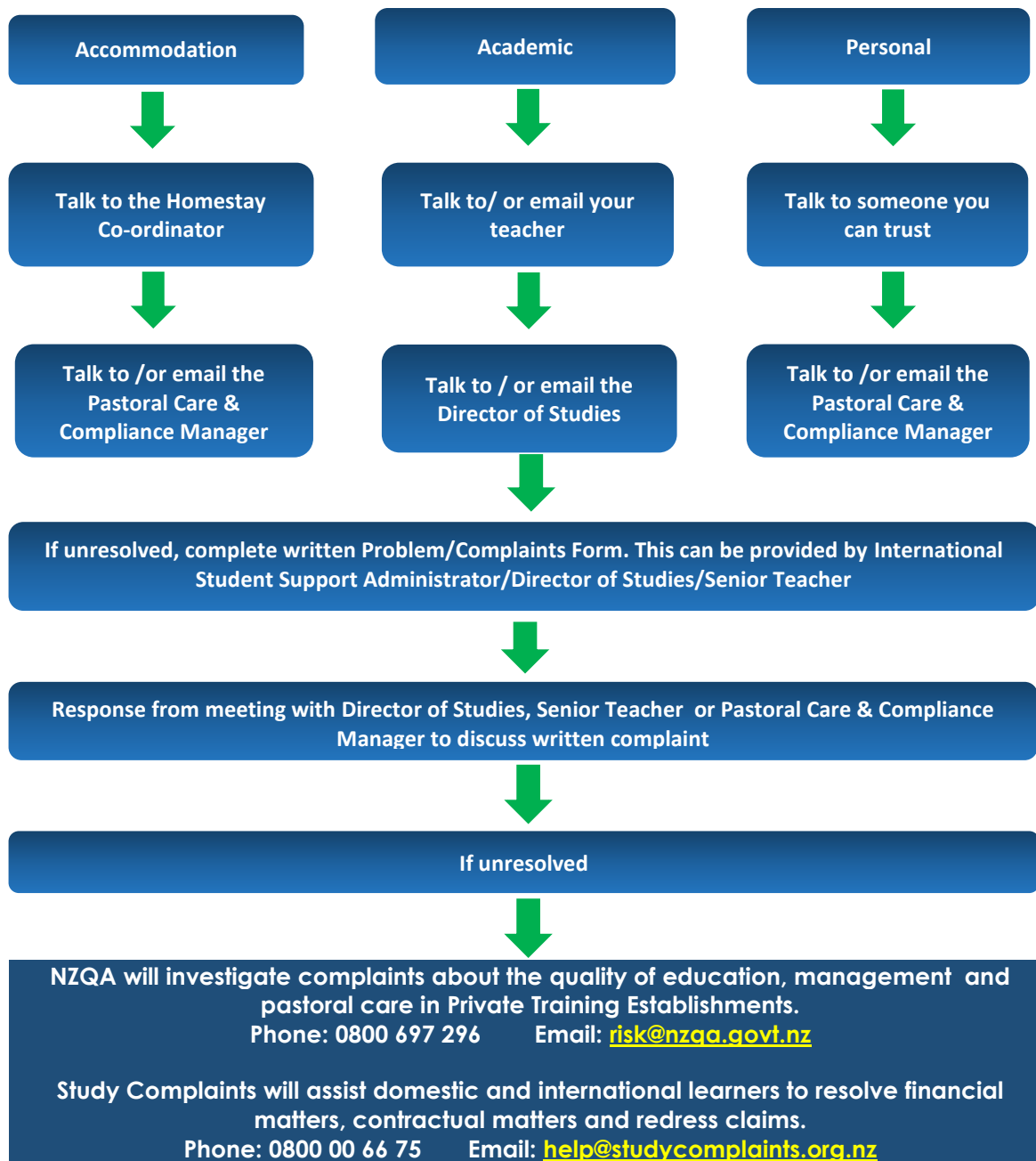
**Key people to email on-campus**

Palmerston North	Wellington	Lower Hutt	Auckland
Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>
Director of Studies <a href="mailto:stephen@etc.ac.nz">stephen@etc.ac.nz</a>	Director of Studies <a href="mailto:monika@etc.ac.nz">monika@etc.ac.nz</a>	Director of Studies <a href="mailto:thoria@etc.ac.nz">thoria@etc.ac.nz</a>	Director of Studies <a href="mailto:jennifer@etc.ac.nz">jennifer@etc.ac.nz</a>
Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>

## ETC International Student Complaint Process

### International Students Problems or Complaints

### Auckland, Palmerston North, Wellington & Lower Hutt Campus



#### Key people to email on-campus

Palmerston North	Wellington	Lower Hutt	Auckland
Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>	Senior Manager <a href="mailto:fiona@etc.ac.nz">fiona@etc.ac.nz</a>
Director of Studies <a href="mailto:stephen@etc.ac.nz">stephen@etc.ac.nz</a>	Director of Studies <a href="mailto:monika@etc.ac.nz">monika@etc.ac.nz</a>	Director of Studies <a href="mailto:thoria@etc.ac.nz">thoria@etc.ac.nz</a>	Director of Studies <a href="mailto:jennifer@etc.ac.nz">jennifer@etc.ac.nz</a>
Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>	Pastoral Care & Compliance Manager <a href="mailto:lesley@etc.ac.nz">lesley@etc.ac.nz</a>

## ETC Withdrawal & Refund Policy

### Withdrawal and Refund of Student Fees

In accordance with s236A of the Education Act 1989.

### Refundable Student Fees

Refundable student fees apply to tuition fees and service fees only.

The Enrolment Fee is non-refundable.

### 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).

### Notification of Withdrawal

If a student chooses to withdraw from their course, they must contact ETC in writing to withdraw their ETC enrolment.

### International Students – Withdrawal and Refund Policy

The table below sets out withdrawal periods for international student fee refund entitlements.

<b>Course length</b> <i>Course means a programme or training scheme in which the student is pre-enrolled/enrolled</i>	<b>Withdrawal period</b>	<b>Amount of Refund</b>
<b>Less than 5 weeks</b>  ➤ English Skills Short Course	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the end of the 2 <sup>nd</sup> school day of the course	50%** of total tuition fees paid
	From the 3 <sup>rd</sup> school day onwards	No Refund

<b>Between 5 weeks and 3 months</b> <ul style="list-style-type: none"> <li>➤ English Skills Short Course</li> <li>➤ EAS – English for Academic Study</li> <li>➤ NZCEL – New Zealand Certificate in English Language</li> <li>➤ Demi Pair</li> </ul>	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the end of the 5 <sup>th</sup> school day of the course	75%** of total tuition fees paid
	From the 6 <sup>th</sup> school day onwards	No Refund
	Student on interim or other visa who has student visa declined after 6 <sup>th</sup> day	Full refund of student's remaining fees in Public Trust Account less 25% for actual expenses incurred during pre-enrolment, enrolment and study period.
<b>More than 3 months</b> <ul style="list-style-type: none"> <li>➤ EAS – English for Academic Study</li> <li>➤ NZCEL – New Zealand Certificate in English Language</li> <li>➤ Demi Pair</li> </ul>	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the 5 <sup>th</sup> school day of the course	80%** of total tuition fees paid
	Between the 5 <sup>th</sup> and end of the 10 <sup>th</sup> school day	75%** of total tuition fees paid
	From the 11 <sup>th</sup> school day onwards	No Refund
	Student on interim or other visa who has student visa declined after 10 <sup>th</sup> day	Full refund of student's remaining fees in Public Trust Account less 25% for actual expenses incurred during pre-enrolment, enrolment and study period.
<p>* ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred up to pre-enrolment/enrolment stage.  Actual expenses incurred include:</p> <ul style="list-style-type: none"> <li>• Assessment of student application</li> <li>• Admission administration process</li> <li>• Payment of fees process</li> <li>• Liaison with INZ and student stakeholders</li> <li>• English placement test</li> </ul>		

**\*\* ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred at enrolment stage and attended study.**

**Actual expenses incurred include:**

- Student enrolment
- Liaison with INZ and student stakeholders
- Orientation programme
- Monitoring of student attendance, academic progress and welfare

### **Domestic Students – Withdrawal and Refund Policy**

The table below sets out withdrawal periods for domestic student fee refund entitlements.

<b>Course length</b> <i>Course means a programme or training scheme in which the student is enrolled</i>	<b>Withdrawal period</b>	<b>Amount of Refund</b>
<b>2 days or less</b>	None	No Refund At the discretion of ETC's Executive Team
<b>More than 2 days and less than 5 weeks</b>	Up to the end of 2 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 and less than 3 months</b>	Up to the end of 5 calendar days of the course commencing	A minimum of 75%* of the amount the student paid in respect of the course

**\* ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred at enrolment stage and attended study.**

**Actual expenses incurred include:**

- Student enrolment
- Liaison with student stakeholders
- Orientation programme
- Monitoring of student attendance, academic progress and welfare

#### **No Refund**

No refunds will be made where domestic or international students are asked to leave the school because they fail to comply with the school regulations, which include poor attendance or behaviour.

In the 'No Refund' situations identified in the '*English Teaching College Withdrawal and Refund Policy*' table, ETC's Executive Team reserves the right to make part refunds in exceptional cases.

### **Student Visa Declined**

Proof of student 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. ETC's Executive Team, at their discretion, may transfer the balance of tuition fees to another course or campus at ETC (in either Wellington, Palmerston North or Auckland), subject to availability of the requested course or campus. No cash refunds will be given except in exceptional circumstances at the discretion of ETC's Executive Team.

### **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.

For prohibited jurisdiction countries refunds are only possible to a New Zealand 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.

## Homestay Accommodation – Withdrawal and Refund Policy

### Refundable Homestay Fees

Refundable homestay fees apply to homestay boarding fees, prepaid administration and service fees only.

The homestay placement fee is non-refundable.

### Notification of Withdrawal

If a student chooses to withdraw from their homestay accommodation, they must contact ETC in writing to withdraw their homestay placement.

The table below sets out withdrawal periods for homestay fee refund entitlements.

<b>Homestay booking</b> <i>Each homestay booking is for a minimum of 4 weeks unless agreed to in advance</i>	<b>Withdrawal period</b>	<b>Amount of Refund</b> (Homestay board fees)
		The homestay placement fee is non-refundable
	Up to 8 or more days prior to commencement of the homestay	Full refund of balance of paid homestay board fees
	Less than 7 days prior to commencement of the homestay	Full refund of balance of paid homestay board fees less 1 week's homestay board fees
	After the homestay placement has commenced	Full refund of balance of paid homestay fees less 4 weeks' homestay board fees

# Fee Protection 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.

## **ETC School Rules**

### **Change of Address or Telephone Number or Email Address**

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

### **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. Phones should only be used for educational purposes during class time.

### **Personal Property & Insurance**

- You are responsible for your own property, such as bikes, mobile phones, digital devices, 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 deliberate damage.

### **No Smoking or Vaping**

- ETC has a **No Smoking or Vaping** policy. This means that smoking or vaping is not allowed in the building at any time.
- The legal age to smoke or vape in New Zealand is 18 years or older
- We discourage our students from smoking or vaping
- Students over 18 in homestay should discuss the rules for smoking at the homestay with the homestay family. Most homestays are smoke-free.

### **No Spitting**

- 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 years. Students under 18 years should not drink alcohol.
- Breaking these rules can result in instant dismissal from your course with no refund of fees.
- Students in homestay accommodation must respect the rules of their homestay regarding alcohol use. Homestays should not provide alcohol to students under 18 years old.

### **Computers**

- No food or drink is allowed in the computer area/s.
- 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 or by using ETC Wi-Fi connections.
- Storage devices like memory cards/flash drives cannot be used on ETC computers without the approval of the course co-ordinator or Technical Manager.

## Attendance

- A condition of your enrolment at ETC is 100% attendance. This means attending all 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 stakeholder agencies will be notified e.g. Work and Income NZ, Immigration New Zealand, StudyLink etc.
- You must attend all classes. If you are going to be late, you must telephone the ETC office.
- If you are unwell, please use the online sick leave form to notify us. If you are sick for more than three days, the Student Support Administrator 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.
- 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.

### 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 immediately phone the ETC 24/7 urgent assistance phone. The number is:

**021 228 8450 for Palmerston North;** and

**021 026 57977 for Wellington** and

**021 026 91882 for Auckland.**

# Are You Sick? Cannot Come to School?

*You must tell us. It is easy!*

If you are sick →fill in a form online.

## How to do it:

### STEP 1

Visit the website OR scan the QR Code

Type this address:

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

OR

Scan with your phone:



### STEP 2

Fill in the form and press Submit

Write your name, campus, class, and why you are sick.  
Then press the Submit button.

### ⚠ Important!

**Do this on the SAME DAY you are sick.**

If you do not tell us, your absence will not be excused.

## 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 department to see a doctor unless it is after the doctor's clinic has closed at night. Hospitals are for emergencies only.

#### Health Line

0800 611 116

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

#### Medical Assistance - Palmerston North

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

#### Medical Assistance - Browns Bay, Auckland

Browns Bay Family Doctors, 65 Clyde Road, Browns Bay	09 479 4834
Browns Bay Medical Centre, 13-15 Bute Road, Browns Bay	09 479 5422

## 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 2.00pm and 4.00pm daily.

## 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 infectious diseases and are easily caught when 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 or vapes is 18 years. We advise our students not to smoke or vape. 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/vape 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 be given 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. The footpath 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 after your arrival into New Zealand and then you must get a New Zealand driver's licence. You must carry an English translation of 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). There are restrictions around what time you can drive 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 is safe to drive on the road. This is called a Warrant of Fitness (WOF). During a Warrant of Fitness check the car is examined to ensure 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 the New Zealand Transport Agency (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 [Vehicle licensing \(rego\) | NZ Transport Agency Waka Kotahi](#)

### **Speed Limit**

- The fastest you can drive in New Zealand is 110 km per hour. Look out for red circle road signs which show a number in the centre. The number shows you the maximum speed you can drive at. Some examples of road speeds are:
  - When passing a bus in town it is 20 km per hour.
  - When driving past a school you must not drive faster than 40 km per hour.
  - Driving around a city or town the maximum speed is 50 km per hour.
  - In the country, on the open road, the maximum speed is usually 100 km per hour.
  - Some expressways and motorways allow you to travel at 110kmph.

## **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. You may phone the ETC urgent assistance phone to let them know what has happened. Homestay students can phone their homestay host/s or the Homestay Coordinator. 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 of dollars.
- Insurance will not cover the accident if you have been drinking or if your car does not have a valid WOF or registration sticker.

## 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:

- 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.
- 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 then 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.).
- 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 getting 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 the situation taking place.
- 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.

**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 outgoings 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 tenant's 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. There must be a working smoke alarm placed in or near your bedroom. Bedlinen and towels will be washed weekly. You will be able to wash your clothes at the home.
- 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 in New Zealand**

International Students who are studying at ETC for 20 hours per week, for 14 weeks or over can work part time (up to 25 hours a week) whilst they have a current student visa with work rights attached.

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>

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

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 (not meal)
- 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. However, 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 student support 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 Māori – The Māori 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 Māori 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, it is polite to talk with each other in a common language so everyone can understand, rather than talking in your own language only.

**Non-verbal 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 other's 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) Church Street	06 351 3600
Police Station (Wellington), Victoria Street	04 381 2000
Police Station (Lower Hutt), Kings Crescent	04 560 2600
Police Station (Auckland), Bayview Road	105
<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 or Free text 4357
Youth Line (if you have a problem)	0800 376633 or 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
Health Line New Zealand (free over the phone health service)	0800 611 116

### 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

### 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, words or work 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. It is also if you use AI to do your work for you. AI can be used in some cases. Talk to your teacher about this.

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.
- Using AI or any form of technology to do your work for you.

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 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 on pages 12, 13 and 14 of this handbook.

## Suggested Self-study Programme

*Try to do some of the following tasks every day*

<b>Vocabulary</b> <ul style="list-style-type: none"><li>• Review vocabulary and spelling words. Extend vocabulary into word families.</li><li>• Vocabulary strip reading tasks and update notes.</li><li>• Keep a notebook with you and write down new words as you find them.</li></ul>
<b>Reading</b> <ul style="list-style-type: none"><li>• Review reading tasks. Analyse question types.</li><li>• Read English for personal enjoyment e.g. novels, poetry, newspaper, magazines, etc.</li><li>• Keep a reading log – Write down all the places you read English.</li></ul>
<b>Writing</b> <ul style="list-style-type: none"><li>• Review and re-write writing tasks using teacher feedback to improve your work.</li><li>• Practise writing in a set amount of time.</li><li>• Write notes for yourself in English e.g. shopping list, to do list etc.</li><li>• Write emails to classmates and friends in English.</li><li>• Practise your hand writing.</li></ul>
<b>Speaking</b> <ul style="list-style-type: none"><li>• Take every opportunity to speak with native English speakers e.g. in the supermarket, on the bus, playing sport, etc.)</li><li>• Practise speaking in front of a mirror, make eye contact and practise body language.</li></ul>
<b>Listening</b> <ul style="list-style-type: none"><li>• Take opportunities to listen to native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)</li><li>• Listen to the television, podcasts and radio. Use sub-titles in English or your own language when watching English movies to help you understand.</li></ul>
<b>Homework</b> <ul style="list-style-type: none"><li>• 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.</li></ul>
<b>Study Skills</b> <ul style="list-style-type: none"><li>• Study in a quiet place. Turn off all distractions (phone, loud music, etc.)</li><li>• Organise your class notes in your folder. Make a study group with classmates.</li></ul>

## **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 course provided you have made satisfactory progress and have good attendance.
- You will be assessed on the Adult Learning Progressions during 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 121 credits on the New Zealand Qualifications Framework (NZQF); or if you have more than 121 credits on the NZQF, you have less than 31 credits in literacy and/or numeracy unit standards/achievement standards.
- Complete between 80 - 300 hours.

### **Intensive Literacy & Numeracy ESOL**

To be eligible to enrol in an ILN ESOL programme, you must:

- Be a refugee (includes a protected person and people sponsored by a refugee or protected person).
- Be 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 121 credits on the New Zealand Qualifications Framework (NZQF); or if you have more than 121 credits on the NZQF, you have less than 31 credits in literacy and/or numeracy unit standards/achievement standards.
- Complete between 20 – 500 hours per year.

Note: Learners may re-enrol in this programme for up to 5 years or 60 months.

## **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 level.
- 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 NZCEL 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 most courses there are NZQA unit standards which you gain 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 9.00am to 3.00pm Monday to Friday and it is expected that you will do at least 5 hours self-directed study (homework) per week.
- The total number of study hours per qualification is 600.

## **New Zealand Certificate in Health and Wellbeing (NZCHWB) Level 2**

- This programme is designed around the Level Two New Zealand Certificate in Health and Wellbeing but it also incorporates extra information and activities we believe are important in delivering a well-rounded programme, which meets your needs to become a successful support worker in New Zealand.
- The programme is delivered over 13 weeks and includes valuable unpaid workplace experience in which you require to enable you to gain the practical aspects of the training.
- The course is structured as follows:
  - The first 3 weeks (Monday-Friday's) will be every day in class at English Teaching College, covering module's one and two in the programme outline.
  - The following 10 weeks will be:
    - Mondays, Tuesdays and Fridays – The theory component of the programme is delivered, consisting of lectures, group and individual

work, visiting speakers and spending time with your tutor in a one to one situation where you may discuss your progress to date. This is a time to both talk over any concerns and share your successes.

- Wednesday and Thursdays – Between 6-8 hours each day is spent on practical unpaid work experience in a Residential Care facility incorporating all the cares of the elderly/disabled, the general duties of a support worker and task work relating to class. (Please note that you will be working with alongside a buddy and will not be expected to undertake any new task until you feel comfortable in your own ability's. Your tutor will visit at your work placement you on a regular basis to support you and liaise with the facility managers)

- The qualification involves 13 weeks or fulltime study.
- Teaching hours are from 9.00am to 3.00pm Monday to Friday and it is expected that you will do at least 5 hours self-directed study (homework) per week.
- There is the requirement to undertake a minimum of 80 hours unpaid work experience to gain this qualification. ETC will assist you to find these hours and support you when you are working. These hours may start at 7am or may finish at 7pm in line with the rest homes schedules.
- The total number of study hours per qualification is 400.

### **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 1 – 4 teach English acquisition strategies and parts 5 -10 teach specific exam techniques,

### **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.

## **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.

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