



**Kauri
Academy**
New Zealand

Student
Handbook



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Welcome, Kia Ora

Welcome to Kauri Academy

This Student Handbook is intended to provide you with information you need if you intend to or are studying at Kauri Academy. If you are unsure about any of the information given or if you need more information, please speak to our Student Services Officer. You may also speak to any Kauri Academy staff. They can help you or direct you to someone who can. We can arrange to have someone who speaks your native language available if you need extra assistance.

You may also email the Student Service Office at studentservices@kauriacademy.ac.nz or the Managing Director at manager@kauriacademy.ac.nz. More information is available at www.kauriacademy.ac.nz

Please note that you must provide us with up to date contact details, including accommodation type, residential address and immigration status at all times.

Treaty of Waitangi

Whilst Kauri Academy is focused on international students, Kauri Academy will honour the intent of the Treaty of Waitangi and hence will, in its dealings with students and staff, stakeholders and members of the public, respect the cultural needs and protocols of the Maori people.

New Zealand Qualification Authority Registered

Kauri Academy is “A private training establishment that has been granted registration by the New Zealand Qualifications Authority under Part 18 of the Education Act 1989”.

Kauri Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request or from the Ministry of Education website at www.minedu.govt.nz.

Statutory information statement for students required under section 234B of the Education Act.

Kauri Academy charges services fees as detailed on page 21 of the Student Handbook.

There are no governing members of Kauri Academy that have a material conflict of interest.

The Code of Practice for the Pastoral Care of International Students

Emergency contact 24/7 – Sonny Lu (Managing Director) can be contacted 24/7 on **021 0500461**

David Beleski is the designated staff member for pastoral care and can be contacted on +64 (0)9 535 2874 or email: dbeleski@kauriacademy.ac.nz

About Kauri Academy

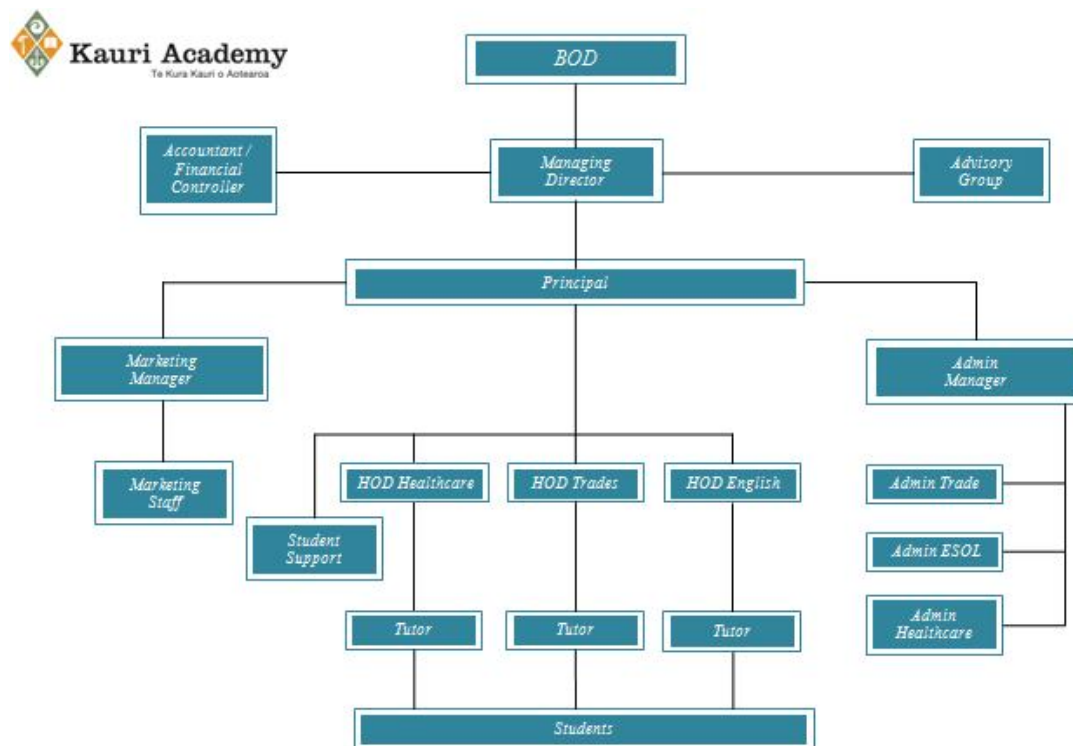
Kauri Academy is a Private Training Establishment (PTE) registered with the New Zealand Qualifications Authority and is a signatory to the New Zealand Code of Practice for the Pastoral Care of International Students.

Delivery site

School Site:	Level 2 and 3 82 Symonds Street Auckland CBD
Phone:	+64 9 53 KAURI (+64 9 53 52874)
Fax	+64 9 5515289
Postal address:	PO Box 8540 Symonds St Auckland 1150
Office Hours:	Monday to Friday 8.30am to 5.00 pm

Organisational Structure

This is Kauri Academy's organisational structure – everyone will help and assist if you need it.



Enrolment Process: Complete the Application for Enrolment Form and submit together with copies of the details page (and signature page if applicable) of your passport and other documentary requirements, if any, through any of the following methods:

- Email to manager@kauriacademy.ac.nz
- Post to the Manager
- Fax to +64 9 5515289
- Online submission via www.kauriacademy.ac.nz

Kauri will check the proficiencies and aspirations of the students to ensure they match with student's existing academic records and the programme offered. When you have met all the requirements for entry, we will process your applications and contact you once you have been accepted into the programme. We will then send you an Offer of Place, an Invoice and the Student Handbook.

Should you find everything acceptable follow the instructions on the Invoice and arrange the payment of the fees as invoiced to Public Trust. Once we have received confirmation of the fee payment we will send you a Receipt.

International Students: This Offer of Place and the Receipt will be submitted as part of your Student Visa Application. All the information regarding forms, documents, and requirements for lodging a student visa application is available on the Immigration New Zealand website (www.immigration.govt.nz).

Formal enrolment will take place at the Auckland school site. Kauri will confirm the proficiencies and aspirations of the students to ensure they match with student's existing academic records and the programme offered.

We will also conduct an official placement test which includes an interview to check oral proficiencies, and a reading, writing and listening test. If you do not meet the level of oral and written competency or prior learning to be able to participate in the programme, you may be required to take a supplementary or alternative programme until such time as you meet the required level of competency.

Enrolment Process When Transferring From another Provider (School)

If you wish to change your programme of study and/or education provider, you must first obtain a variation of conditions (or a further student visa). You may be required to provide evidence to demonstrate that you continue to meet student visa conditions.

If you withdraw from your programme of study and/or education provider before obtaining authority to do so, you will be in breach of your visa conditions. Applicants who breach their visa conditions may not ordinarily be granted further visas (or variation of conditions) and may be liable for deportation and required to leave New Zealand.

To transfer to Kauri from another provider, the student needs to complete a Kauri Academy Request Form. Kauri Academy makes enquiries with the previous provider regarding student progress and the reasons for the transfer. Kauri will establish if the student is transferring solely in order for an agent to obtain an additional commission.

When accepting a transferring student, Kauri Academy will send a letter of acceptance to the previous provider.

The transferring student then completes the above enrolment process.

Programme Requirements

Domestic Students

All students must take a test to confirm their level of English language proficiency.

General English Programmes: NCEA English or ESOL credits already gained can be used to determine a student's English level.

Academic English Programme: NCEA credits can be used as evidence of language proficiency. Students must have four credits in reading and four in writing at NCEA level 2 (or above).

International Students

Students must be at least 18 years of age.

Academic English Programme students must have a minimum overall IELTS band score of 5.0 (Academic or General Module) with no band score lower than 5.0

General English students will take a placement test to determine the level of English language comprehension and study.

Diversional Therapy and Healthcare Core Competencies

Country of origin	Diversional therapy (level 4)
China, India, Korea, Japan, Thailand, Philippines	<ul style="list-style-type: none"> • 'Authenticated' IELTS 5.5 with no band lower than 5.0 (Academic module) • And /or a year 12/13 High School qualification equivalent to or higher than the above. • Interview with HoD/Language test in week 1 • Current Police Certificate/Language Support if required
Fiji	<ul style="list-style-type: none"> • The minimum academic requirements equivalent to 48 NCEA credits at level 2 (including a minimum of 12 in each of three subjects and including four credits in reading and four in writing); or Sixth Form Certificate with a grade aggregate of 20 or less in the four best subjects (one of which must be grade 5 English or better) • Interview with HoD/Current Police Certificate/Language Support if required
New Zealand permanent residents (Domestic students)	<ul style="list-style-type: none"> • The minimum academic requirements are 48 NCEA credits at level 2 (including a minimum of 12 in each of three subjects and including four credits in reading and four in writing) • Interview with HoD/Current Police Certificate/Language Support if required

New Zealand Immigration Requirements

It is your responsibility to obtain and maintain the appropriate immigration documentation during your study. Kauri Academy will check your visa/permit for validity at enrolment and retain a copy in your personal file. If your immigration documentation lapses your enrolment will be terminated and the Immigration Service notified.

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service and can be viewed on their website at www.immigration.govt.nz.

International Student Visa/Permit

A visa allows a person to travel to New Zealand. A permit allows them to remain in the country. International students coming to New Zealand for programmes lasting more than 3 calendar months are required to have a student visa.

Upon arrival in New Zealand with a valid student visa, an international student who meets the requirements and conditions will be issued a student permit. Someone arriving in New Zealand with a valid student visa is usually issued a permit.

Visa Application

All the information regarding forms, documents, and requirements for lodging a student visa application is available on the Immigration New Zealand website (www.immigration.govt.nz).

Students are encouraged to lodge their student visa application as soon as possible as the application process may take a few months. The following documents, among others, are required:

1. The completed Visa Application Form and the Application Fee
2. Current and valid passport. The passport must be valid for at least 6 months past the date you plan to leave New Zealand
3. An Offer of Place. Kauri Academy will send you an Offer of Place after a successful evaluation of your Enrolment Application
4. A Receipt. Kauri Academy will send you a receipt for the Tuition Fees paid, confirming your place in the programme
5. Guarantee of Accommodation - A letter that evidences that you have a place to live in New Zealand while you are undertaking your study
6. Evidence of financial ability to maintain oneself throughout the duration of the stay in New Zealand by having sufficient funds or by having a guarantor who accepts financial responsibility
7. Travel arrangements or the means to leave New Zealand before their student permit expires such as a fully paid travel ticket out of New Zealand
8. Medical Certificates

International students are required to have travel and medical insurance for the duration of their study.

Working While Studying

You may be allowed to work for up to 20 hours each week during the academic year. A driver's licence is recommended if seeking employment. To be able to work while studying, you must apply for a variation of conditions to your student permit.

One criteria for an English Language student to be allowed to work is that the student is enrolled in a full time programme of study of at least 6 months duration, that the primary purpose of the programme of study is to develop English language skills, and the student has an International English Language Testing System (IELTS) overall band score of 5.0 or above (General or Academic Module) from an official testing centre.

Another criteria is if you are undertaking a programme of study in New Zealand, culminating in a New Zealand qualification that would qualify for points under the Skilled Migrant Category.

If you meet the criteria and you intend to work while studying it is strongly recommended that you include a request for variation of condition as part of your student visa application.

More information on working while studying may be obtained from the Immigration New Zealand website at www.immigration.govt.nz.

Health, Travel and Accident Insurance

Medical & Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while studying in New Zealand.

Any student who arrives on their first day of study at Kauri Academy without appropriate insurance will be required to purchase insurance before commencing their programme.

Eligibility For Health Services

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

Accident Insurance

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

Appropriate Insurance for International students

Student travel insurance cover should provide cover into and out of New Zealand at the beginning and/or the end of their study, and/or during any holiday breaks of the study. ACC does not cover injuries and accidents happening overseas, and the risk associated with holiday trips outside New Zealand should also be cover by the student insurance policy

Students are free to purchase insurance from any insurance provider. However, student travel insurance policies must cover all the following aspects:

Health cover while in New Zealand

- Medical expenses incurred for the treatment of illness and/or injury (in excess of ACC cover) that requires surgery and/or hospitalisation – unlimited sum insured
- Medical evacuation related to serious illness and injuries – unlimited sum insured
- Emergency dental treatment
- Costs for family members' travel in the event that the student suffers a serious illness or injury.

Repatriation, search and rescue

- Repatriation and expatriation in the event a student has to return home following an injury or illness which interrupts their study plans
- Return of mortal remains/funeral expenses - including travel costs for family members, repatriation of remains, and funeral costs
- Search and rescue operation to locate the insured.

Travel into and out of New Zealand

- Missed flights or delays for travels into and out of New Zealand
- Medical expenses incurred for the treatment of an illness and injury incurred during the travel.

Personal liability

- Negligence causing bodily injury (including death) of another person or loss of or damage to property
- False arrest and wrongful detention.

Kauri Academy will require evidence of an appropriate insurance policy at enrolment. In addition to the insurance policy Kauri Academy will also require the student to provide (in English) a written attestation from their insurance provider that the student's travel insurance policy is consistent with the above guidelines for appropriate insurance for international students.

Kauri Academy recommends one of the following New Zealand insurance providers as their travel insurance policies cover all the required aspects of appropriate insurance for international students. Students will not be required to provide the additional attestation if purchasing international student travel insurance from the following recommended providers.

Recommended New Zealand Insurance providers

Southern Cross:	www.scti.co.nz/ispublic/ispublic.aspx
Vero Student Safe:	www.studentassist.co.nz/sf_international.asp
Orbit Protect:	www.orbitprotect.com/international-students-insurance xidc76079.html

Orientation

An orientation will be scheduled on the first week of your programme. The orientation will be conducted by a member of Kauri Academy's management team.

This orientation is intended to provide you with information regarding your programme, the school's facilities, the support services available, and the school's rules and regulations. You will also meet the administrative and academic personnel of the school.

The orientation is a good opportunity to seek clarification and advice and it is therefore recommended that you go over this student handbook. Topics discussed during the orientation will include:

1. Overview of the programme, including programme timetables and dates
2. Programme completion requirements including attendance
3. Assessment procedures
4. Withdrawal/Refund procedures
5. Complaints/Appeals procedures
6. Guidance and support available, including external agencies.
7. The limitations on Kauri Academy staff when providing support and assistance
8. Student Fee Protection
9. Rules and Conduct/Disciplinary Procedures

Please note that you must provide us with up to date contact details, including accommodation type, residential address and immigration status at all times.

Programme information

Kauri Academy currently offers the following programmes:

English Language Programmes

- General English Programmes – Beginner (Foundation) to Upper intermediate (Levels 1-4)
- Academic English Programme (Level 5)

Healthcare Programmes

- Diversional Therapy with Healthcare Core Competencies (Level 4)
- Certificate in Healthcare Team Management Programmes (Level 5) (pending NZQA Approval)

General English Programmes (Levels 1 To 4) – Beginner (Foundation) To Upper-Intermediate

- Programme type:** New Zealand Certificate
- Programme length:**
- Variable (minimum 2 weeks)
 - 25 contact hours plus 15 self-directed hours per week
- Credit value:**
- 60 credits (if attending for at least 15 weeks per level)
- Entry requirements:**
- Domestic Students:**
- Placement Test. NCEA English or ESOL credits gained earlier can be used to determine a student's English level.
- International Students:**
- Placement Test.
 - Students must be at least 18 years of age.
 - Students must possess the appropriate immigration documentation.
 - Students must have appropriate and current medical & travel insurance.
 - Students in full-time study of at least 6 months duration and who intend to work while studying must have an International English Language Testing System (IELTS) overall band score of 5.0 or above (General or Academic Module) from an official testing center.

Programme Start Dates:

Programmes are enrolled every Monday unless it is a public holiday, then enrolment will take place on Tuesday.

The General English Language Programmes (levels 1 to 4) are designed for students whose first language is not English. The purpose of the programmes is to provide the essential skills required to function in an English language community, with specific reference to Aotearoa New Zealand community (including workplace and academic environments). The programmes are available to English language learners living permanently or temporarily in Aotearoa New Zealand, including international students.

The structure of the programme is a blend of theory and practice. Our General English programmes focus on developing speaking, listening, reading and writing. Grammar, vocabulary and pronunciation are taught through the four language skills. The Learner Training component of the programme involves language learning with a socio-cultural focus. The range of topics will help you more easily access pathways and destinations of your choice. These pathways may be in this country or in your country of residence and may include further study, employment and personal interest.

The General English programmes do not include any optional modules or electives and is wholly classroom-based.

The General English programmes (levels 1 to 4) include:

- Practical and theoretical information on grammar, vocabulary and pronunciation
- Language learning through language skills (reading, writing, speaking, listening)
- Contextualized socio-linguistic input for Aotearoa New Zealand
- Essential social and cultural information

A student may start at any level depending on the assessment of the student's English language skills.

The levels are:

Programme name	NZQA level	Pre-requisite	Duration	Credit value	General Equivalency
Certificate in General English	Foundation level 1	N/A	15 weeks	60 credits	Beginner (Foundation)
Certificate in General English	Level 1	Entry test or Foundation	15 weeks	60 credits	Elementary
Certificate in General English	Level 2	Entry test or Level 1	15 weeks	60 credits	Pre-intermediate
Certificate in General English	Level 3	Entry test or Level 2	15 weeks	60 credits	Intermediate
Certificate in General English	Level 4	Entry test or Level 3	15 weeks	60 credits	Upper-Intermediate

Assessments

Language Skills

Language skills assessment will be carried out every 5 weeks. Students must achieve competency in each skill's test to be eligible to 'pass' the English Language programme at a given level.

A score of 3 or above on the 0-5 grade scale will represent competency in a language skills test and a 'pass' grade for the assessment.

Grammar and Vocabulary

Every 5th week students will undertake a grammar and vocabulary assessment. Students are expected to achieve grades of 50% or greater for these tests.

Qualification: New Zealand Certificate in English Language (levels 1 to 4) (General)

Eligibility to gain Certification

- Achieve pass grades for all language skills assessments
- Have an overall attendance record of at least 80%.

Students who do not achieve attendance requirements due to illness, injury, bereavement or any other critical circumstance have the opportunity to apply for an aegrotat pass. Aegrotat consideration will be on a case by case basis.

The General English programmes do not include any optional modules or electives and are wholly classroom-based. A student may start at any level depending on the assessment of the student's English language skills. Maximum student/tutor ratio 16:1

Reporting: Informal reporting of grammar, vocabulary and skills work results will take place during class time by tutors either orally or in writing.

Results of all assessments will be recorded and reported formally in the student progress report every 5 weeks.

Certificate in Academic English Programme (Level 5)

Programme type:	New Zealand Certificate
Programme length:	<ul style="list-style-type: none"> • Variable (minimum 2 weeks) • 20 contact hours per week
Credit value:	<ul style="list-style-type: none"> • 60 credits (if attending for at least 30 weeks)
Entry requirements:	<p>Domestic Students:</p> <ul style="list-style-type: none"> • Admission Test to determine the level of English language comprehension & study • NCEA credits can be used as evidence of language proficiency. Students must have four credits in reading and four in writing at NCEA Level 2 (or above) <p>International Students:</p> <ul style="list-style-type: none"> • English Language Admission Test. • IELTS 5.0 (with no band score lower than 5.0) • Students must be at least 18 years of age. • Students must possess the appropriate immigration documentation. • Students must have appropriate and current medical & travel insurance. • Students in full-time study of at least 6 months duration and who intend to work while studying must have an International English Language Testing System (IELTS) overall band score of 5.0 or above (General or Academic Module) from an official testing center.

Programme Start Dates

Programmes are enrolled every Monday unless it is a public holiday, then enrolment will take place on Tuesday.

The English language academic strand programme (level 5) is an advanced academic English programme.

The purpose of the programme is to provide ESOL students with a pathway through which they can further their academic studies or gain professional registration in their given field. To that end the programme content aims to provide the framework for advancing language skills in an academic context. Professional and culturally specific information for studying and working in New Zealand is also included in the programme content.

The overall aims of the programme

- Extend/consolidate students' English language skills
- Raise student's academic, cultural and learning abilities
- Empower students to function confidently and effectively in an academic English environment
- Generate positive experiences for all language learners

Structure

The programme structure and content are based on academic IELTS textbooks. Students who achieve pass grades for all assessments can gain the New Zealand Certificate in English Language (Academic) (level 5).

Component and Credit Distribution Table

Skill	Number of Assessments	Credit value per assessment	Component %	Total credit value
Speaking	2	7.5	25%	15
Listening	2	5	17%	10
Reading	4	5	33%	20
Writing	2	7.5	25%	15

The Academic English Language Programme Level 5 includes:

- Intensive language skills based training and practice
- English in a New Zealand context
- Introduction to New Zealand culture, laws and social policy
- IELTS and profession specific programme content

Programme name	NZQA Level	Pre-requisite	Duration	Credit value	General Equivalency
Cert. Academic English	Level 5	IELTS 5.0 or Level 4	30 weeks	60 credits	Advanced

Assessment

Methodology and Planning

Students are assessed informally through weekly language skills, grammar and vocabulary tests. This means that the tutor will check learner's performance during class time (see programme outline for informal assessment schedule).

In week one of the programme IELTS testing is used to test student's language skills and gauge standards of performance against which progress and achievement can be compared.

In week 14 and week 29 students are given summative language skills tests. These tests determine a student's eligibility to gain the New Zealand Certificate in English Language (academic strand) (level 5).

Students who successfully complete the programme will be awarded a New Zealand Certificate in English Language (Academic) (level 5).

Feedback And Reporting

Feedback

Learners will be provided with continuous feedback in class time (both written and oral).

Informal feedback of formative and summative assessment will take place during class time by tutors either orally or in writing. Students are given weekly feedback based on formative assessments of language skills through IELTS tasks.

Formal feedback will take the form of a 5 weekly student progress report and include the results of all assessment and attendance to date. Feedback can involve a one to one interview with the tutor, Head of Department or Principal.

Reporting

Reporting of formative IELTS exam task tests will take place informally during class time by tutors orally and/or in writing. Results for summative assessment (weeks 14 and 29) will be recorded and reported formally in the student progress report in weeks 15 and 30.

Results will be recorded and reported to learners within 5 days after assessment activities have been completed by moderators.

Any learner not progressing sufficiently will be identified through formative and summative tests. The tutor will alert the HoD and/or programme committee and an individual learning plan discussed and created in concert with the student. The HoD will monitor student progress with feedback and discussion to be carried out through the programme committee.

Qualification: New Zealand Certificate in English Language (academic strand) (level 5)

Eligibility to gain Certification

- Achieve pass grades for all language skills assessments
- Have an overall attendance record of at least 80%.

Students who do not achieve attendance requirements due to illness, injury, bereavement or any other critical circumstance have the opportunity to apply for an aegrotat pass. Aegrotat consideration will be on a case-by-case basis.

The English Language academic strand programme does not include any optional modules or electives and is wholly classroom-based.

Maximum student/tutor ratio 16:1.

Certificate in Diversional Therapy with Healthcare Core Competencies Programme Level 4

This programme is designed for people who want to work as Diversional Therapists (also known as Activities Coordinators) in a community, residential home or hospital setting. It is a profession which recognises and facilitates purposeful recreational, leisure, and pleasure activities for individual consumers. The Diversional Therapist focuses on choices made by consumers, with the aim of enhancing their independence and physical, intellectual, spiritual, and emotional wellbeing in a supportive environment.

Diversional Therapy is included in the list of skilled occupations that would qualify for points under the Skilled Migrant Category of Immigration New Zealand (Part C, Appendix 6 of the Immigration New Zealand Operational Manual).

The overall aims of the programme

To demonstrate knowledge of the philosophy, purpose, and benefits of diversional therapy; the role of the diversional therapist; and the application of principles of quality assurance to diversional therapy practice.

Structure

The programme is structured into 2 semesters each composed of 2 modules, with a one week break between semesters, not including any holidays or other breaks.

Qualifications Achieved:	National Certificate in Diversional Therapy (Level 4)
	National Certificate in Health, Disability and Aged Support (Core Competencies) (Level 3)
Programme Length:	<ul style="list-style-type: none"> • 43 weeks full-time study (not including holidays and breaks) • 20 contact hours (2.5 days per week) plus 10 self-directed hours per week of study
Credit Value :	<ul style="list-style-type: none"> • 126 credits
Programme Content:	<ul style="list-style-type: none"> • Developing, implementing, evaluating and adapting Diversional Therapy plans for individuals and groups • Developing a resource manual for Diversional Therapy • Safety, risk assessment, cultural considerations, dementia and challenging behaviours. • All pre-requisite level 3 Core Competency Unit Standards and Diversional Therapy level 4 Unit Standards are included • The Certificate in Diversional Therapy with Healthcare Core Competencies Programme includes no optional modules or electives and is classroom and work placement based including 11 weeks of work placement. Maximum

student/tutor ratio 16:1

Entry Requirements :

All Students:

- Students must possess the appropriate immigration document
- Students must be at least 18 years of age
- Students must have appropriate and current medical and travel insurance
- Interview with Head of Department or Academic Staff
- Students must provide a current Police Certificate
- Work experience in the health sector is preferred but not essential.

Domestic Students & New Zealand Curriculum aligned countries:

- Minimum academic requirements equivalent to 48 NCEA credits at level 2 (including a minimum of 12 in each of the three subjects and including four credits in reading and four in writing)
- Non-native English speakers are required to undertake language proficiency testing at the Kauri Academy site

International Students:

- Authenticated International English Language Testing System (IELTS) overall score of 5.5 with no band lower than 5.0 (Academic Module) from an official testing centre. Overall score of 6.0 preferred
- Additional language instruction may be required once official language testing has taken place at the Auckland site
- Year 12/13 High School qualification equivalent to or higher. Tertiary graduates and health care professionals who interact with patients are preferred.

Pathways:

- Employment pathways include Diversional Therapists, Activities Coordinators and Healthcare Support Workers.
- Educational pathways include further study at Level 5
- Potential New Zealand work and residency pathways

Working While Studying:

You may be allowed to work for up to 20 hours each week. A driver's licence is recommended if seeking employment. See New Zealand Immigration Requirements section of this Prospectus.

Kauri Academy has two employment bureaus for health workers that are available to assist in finding part time employment while studying. **Life Recruitment** and **Senate Nursing Bureau**.

N.B. Senate requires our students to have completed their first practicum in New Zealand before seeking employment through them.

Requirements to pass the course:

- Achieve competency in all Core Competency Unit standards
- Achieve competency in all Diversional Therapy unit standards

- Gain all 126 credits in total
- Have an overall attendance record of at least 80%

Course Start Dates : Every 6 weeks

Assessment

Formal assessments are conducted in a safe and comfortable environment. Assessment methods include, but are not limited to; tests, presentations, case studies, class participation, written and oral demonstrations, assignments, readings and reviews, Q&A sessions, interviews, evaluations and observations. Assessment will take place in the classroom and in work placement situations. An assessment schedule will be given to you on enrolment in the programme.

Reporting

Final learner achievements shall be reported to learners within 5 days after assessment activities have been completed by moderators. Final learner achievements will be recorded by the Head of Department on a Student Academic Record on an electronic database

Certificate in Healthcare Team Management Level 5

(NZQA approval pending, targeted first intake mid 2014)

Aim: The certificate in Healthcare Team Management programme will broaden the scope of knowledge and skills of the learner, preparing them for employment in the health and disability sector.

This programme is designed to provide the knowledge and skills required to either supervise or manage support workers in a health, disability, or home and community setting and leads to a National Certificate in Health, Disability and Aged Support (Team management) (Level 5).

It incorporates skills and knowledge selected from compulsory and elective units of the National Certificate in Health, Disability and Aged Support (Core Competencies) (Level 3) qualification. The units are specifically selected to provide skills and knowledge in community support and teamwork, which provide an integrated programme of study leading to a leadership role in health care.

Qualifications Achieved:	National Certificate in Health, Disability and Aged Support (Team Management) (Level 5)
	National Certificate in Health, Disability and Aged Support (Core Competencies) (Level 3)
Programme Length:	<ul style="list-style-type: none"> • 43 weeks full time study (not including breaks and holidays) • 20 hours per week (2.5 days) of study in a class or workplace setting • 12 hours per week of self directed study
Credit Value :	<ul style="list-style-type: none"> • 133 credits
Programme Content:	<ul style="list-style-type: none"> • The programme consists of four modules which include classroom based learning, self directed learning and some workplace training. The modules are arranged into two semesters over a year. • All recommended level 3 Core Competency unit standards are included, with no electives. • Maximum student/tutor ratio is 16:1 • The programme includes infection control; medication; management, leadership and team skills; operating professionally and ethically; describing and analysing service delivery models; community support; assessor training for unit standards assessment of learning; health and safety; and quality objectives.
Entry Requirements :	<ul style="list-style-type: none"> • Students must possess the appropriate immigration document • Students must be at least 18 years of age • Students must have appropriate and current medical and travel insurance • Interview with Head of Department or Academic Staff • Students must provide a current police records check

- Three (3) years work experience in the health sector or graduation from the Kauri Academy Certificate in Diversional Therapy with Healthcare Core Competencies Programme.

Domestic Students & New Zealand Curriculum aligned

countries:

- Minimum academic requirements equivalent to 48 NCEA credits at level 2 (including a minimum of 12 in each of the three subjects and including four credits in reading and four in writing)
- Non-native English speakers are required to undertake language proficiency testing at the Kauri Academy site

International Students:

- Authenticated International English Language Testing System (IELTS) overall score of 5.5 with no band lower than 5.0 (Academic Module) from an official testing centre. Overall score of 6.0 preferred
- Additional language instruction may be required once official language testing has taken place at the Auckland office
- Tertiary graduates and experienced health care professionals preferred.

Career Guidance:

- Up to date information on entry requirements for professional associations or specific employment opportunities will be made available to students during enrolment. This will include but not be limited to access to the Careers NZ service, contact with healthcare employment bureaus, and access to professional publications.

Pathways:

- Employment paths may include Residential care officer (Team leader); Workplace trainer; Clinical coder or medical receptionist; Disabilities services officer; or Community health worker.
- Educational paths may include further study as an undergraduate in a Health Sciences or Social Work degree; training in Medtech 32.
- Potential NZ work and residency pathways

Working While Studying:

You may be allowed to work for up to 20 hours each week. A driver's license is recommended if seeking employment. See New Zealand Immigration Requirements section of this Prospectus.

Kauri Academy has two employment bureaus for health workers that are available to assist in finding part time employment while studying. **Life Recruitment** and **Senate Nursing Bureau**.

N.B. Senate requires our students to have completed their first practicum in New Zealand before seeking employment through them.

Graduate Job Search Work Visa:

You may be eligible for a One Year Graduate Job Search Work Visa after completing this Programme subsequent to completing our Diversional Therapy Programme. See New Zealand Immigration Requirements in this Prospectus.

- Requirements to pass the course:**
- Achieve competency in all Core Competency Unit standards
 - Achieve competency in all Team management unit standards
 - Gain all 133 credits in total
 - Have an overall attendance record of at least 80%

Programme Start Dates: Every 6 weeks

Fee Information

Programme Fees

All fees quoted are in New Zealand Dollars

Healthcare Programme Enrolment Fee	NZ\$ 300 (non-refundable)
English Language Enrolment Fee	NZ\$ 25 per week up to NZ\$ 100 (non-refundable)
English Language Programme Fee	NZ\$ 270.00 per week.
Diversional Therapy programme: (43 weeks)	\$14,200
Team Management for Healthcare (43 weeks)	\$14,200

Programme Fees Include:

1. All tuition fees for classes.
2. Programme materials and workbooks
3. The use of learning resource, facilities and equipment during school hours or by arrangement with the tutor in charge after class hours.
4. Limited internet access on site.
5. Airport pickup on first arrival.
6. GST at 15% (New Zealand tax on goods and services).

Healthcare programme other costs (approximate) not covered by Enrolment or Programme Fees and which you may incur

1. Fees related to processing, recording and reporting of assessment results and related information.	\$200
2. Uniforms for Work Placement Training (students provide their own black trousers (no denims) and closed shoes)	\$170 for 2 tunics
3. Anatomy & Physiology Textbook (students may bring their own up-to-date anatomy & physiology textbook)	\$100
4. Registration with the Diversional Therapy Society	\$60

Other costs you may incur

- Appropriate insurance for international students for 12 months (see information on insurance) \$ 300

- Uniforms for Work Placement Training for 2 tunics, students to provide their own black trousers (no denims) and closed shoes \$ 170
- Immigration and visa fees \$ 230
- Variation of visa conditions, if needed \$ 140
- Homestay placement fee \$ 240
- Recognition of Prior Learning / Credit Recognition and Transfer, if needed \$ 50
- Optional field trip costs per trip \$ 30
- Pens, pencils, exercise books and pads \$ 10
- Photocopying for notes and assessments \$ 15

Payment

Please indicate full name, programme and reference number when making payments. Payments are to be made in New Zealand Dollars to the following account:

Account name:	Public Trust Kauri Academy (NZ) International Ltd
Bank Name:	Bank of New Zealand
Branch:	North End Branch Wellington
Account number:	02 – 0536 – 0305865 - 01
Swift code:	BKNZNZ22

Student Fee Protection Policy

All programme fees paid by students are deposited in a trust account managed by the Public Trust (www.publictrust.co.nz).

In the event that Kauri Academy ceases to operate for any reason including insolvency or regulatory closure, students are entitled to a refund of the fees equivalent to the remaining tuition that Kauri Academy failed to provide. Remaining tuition fees means less the 15% administration charges based on Public Trust fee drawdown schedule.

If a student is not granted a visa to study in New Zealand, Kauri Academy will refund all programme fees less the registration fee of \$300.

Student withdrawals and refunds

This information can be found at: <http://www.nzqagovt.nz/providers-partners/registration-and-accreditation/student-fee-protection/student-withdrawals-and-refunds/>

Domestic students

Domestic students are entitled to a refund if they withdraw from a programme as per section 234(C) of the Education Act 1989, and if:

- the programme is of three months duration or more
- the withdrawal occurs up to the end of the eighth day of the start of a programme

The private training establishment (PTE) must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or \$500.

Domestic students withdrawing from programmes of less than three months duration should refer to the PTE's refund policy.

International students

International students are entitled to a refund as follows.

Programmes three months or more

If a student visa has been granted and a student subsequently wishes to withdraw before or after arriving in New Zealand, Kauri Academy will refund fees on the following basis.

If the programme is of three months duration or more and the withdrawal occurs up to the end of the tenth working day of the start of the programme:

- In such cases the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs

Programmes five weeks or more but less than three months

If the programme is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day of the start of the programme:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent

Programmes under five weeks

If the programme is under five weeks and the withdrawal occurs up to the end of the second day of the start of the programme:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment

PTE's own refund policy

No refunds are provided or withdrawals made after the periods stated other than on compassionate grounds (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of Kauri Academy.

Students are required to complete and file a withdrawal form for the processing of withdrawals and refunds.

Kauri Academy will make no refund:

1. When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law
2. Where a student has been stood-down, suspended or excluded
3. Where a student returns home for any reason other than serious illness, accident or death of a close family member
4. If the enrolment application is found to be inaccurate in any way the contract is terminated
5. If a student wants to transfer to another school or educational institution

Kauri Academy is required to provide New Zealand Immigration written notice of programme withdrawals made by international students. The notice shall include the name of the student, the programme and the day on which the student withdrew.

A student permit/visa is conditioned on a student undertaking a particular programme of study at a specified institution. Withdrawing from the programme before it is completed is considered to be violation of that condition.

Refund application procedure

If a student is withdrawing from Kauri Academy and requires a refund they must:

1. Complete and sign a Withdrawal form
2. Complete and sign a Public Trust Refund form

Kauri Academy will supply the student with a letter of release. A copy will be sent to the new provider (if applicable) and the original given to the student to give to the Immigration Officer considering the student's application for a change of visa/permit.

The Immigration Service's Termination of enrolment form will be sent to the Immigration Service.

The "Withdrawal Form" is use to document and build a statistical database on trends.

Academic Rules and Regulations

Holidays and Leave

Holidays may be taken only during specified dates and there will be no extension of programmes. Special leave will be considered on an individual case-by-case basis but may result in the student having to join another class. The student must notify Kauri Academy of the reason, for and duration of the leave as well as the location and contact details while on leave. A request for leave may be refused it will disadvantage the students learning outcome.

Assessment Outcomes

Academic assessments will be conducted on a regular basis culminating in a formal written report of student progress at the end of each programme.

Assessments will be based on relevant unit outcomes as outlined to the students prior to commencement of each unit or module.

Formal assessments are conducted in a safe and comfortable environment.

Assessment methods include, but are not limited to; tests, presentations, interviews, class participation, written and oral demonstrations, assignments, readings and reviews, Q&A sessions, interviews, evaluations and standardised tests.

Results of formal assessments are presented in written form to students.

Students discuss their formal assessment results with their tutor/lecturer and the opportunity for appeal is available at the student's request.

Formal and informal assessment results are recorded. Students are provided with individual Student Progress Reports at the end of each programme which are also recorded and filed.

Lodgement of Assessment

A timeline for completion and lodgement will be given by the Tutor before each unit or module is started.

Failure to complete and lodge the assessment / assignments prior to this date will result in a Non Complete.

Should the student have a genuine reason for their failure to lodge an assessment/assignments within this timeline then the student may appeal to their tutor for an extension.

The terms and the new time line for the extension are to be negotiated by the student only with their programme Tutor. The Tutor has full discretion in granting an extension, the Tutor may only grant an extension for exceptional circumstances.

A student who is unable to satisfy the requirements for an extension will still have the option of a re-sit. Refer to the reassessment section for the guidelines for this process.

Re-sit/Reassessment – assessments/assignments

A student is allowed one opportunity to re-sit an assessment or assignment. However, this matter has to be discussed by the student with the tutor concerned. To request a re-sit/reassessment a student must complete the Request Form from the Administration Office within 8 of the official assessment or assignment results being received.

The Head of Department or Principal will have the final say on the re-sit/reassessment timeframe. The timeframe will be dependent on an assessment of what is required.

At Kauri Academy discretion, the unit reassessment may be slotted into another similar programme which is currently studying the Unit intended to be re-sat, so as not to disadvantage the student's fellow classmates.

Approval for a re-sit/reassessment will be given in writing. This approval will include the terms, timelines and costs associated with the re-sit/reassessment.

Any costs incurred as part of the re-sit/reassessment will be the responsibility of the student and will be limited to those outlined in the re-sit approval letter.

If a student wishes to make an appeal with regard to the outcome of any re-sit or reassessment, then the Appeals procedure should be referred to.

A student who has failed to take the final examination will not be eligible to for a re-sit. The student will have to repeat the paper.

The student for a re-sit must follow the procedures given below:

- The student will first discuss the option of a re-sit with their tutor
- Should it be decided that a re-sit is an option then the request must be made in writing to the Head of Department using the Request Form within 8 days of the official assessment result being received
- Approval for a re-sit will be given in writing by the Head of Department with 8 days of receiving the Request form
- The student must then sign and return the section of their approval letter to the Head of Department within 8 days to show they are accepting the terms of the re-sit before any re-sit can take place or any cost to the student incurred

The student for a reassessment of assignment must follow the procedures given below:

- The student will first discuss the option of a reassessment of an assignment with their tutor
- Should it be decided that a reassessment of an assignment is an option then the student must complete the Request Form and submit by hand to the Head of Department within 8 days of the official assignment result being received
- Approval for reassessment of an assignment will be given in writing by the Head of Department with 8 days of receiving the Request form and a new deadline for submission of the assignment given
- Then the student must sign the approval letter to confirm acceptance of the new timeline
- Students must attach the assignment to be reassessed to the approval letter within the new assignment deadline

Impaired performance

A student who has been clearly disadvantaged through illness or misadventure or who considers that their performance in an external assessment has been seriously impaired because of exceptional circumstances beyond their control can apply for an aegrotat pass (where a learner is granted a result for an assessment where, for reasons beyond their control, the learner could not complete the assessment). This includes the death of a family member or close acquaintance, or national representative duties which have prevented them from sitting examinations or otherwise presenting materials for external assessment.

To apply for impaired performance consideration:

1. Complete Impaired Performance application form (from website)
2. Follow instructions and complete form
3. Give form to Head of Department

Instances of Impaired performance will be identified and remedied early on through quality management systems including:

- Programme Committee meetings
- Staff Code of Practice professional development
- Regular feedback to students as detailed in 'Assessment' section
- L1 counsellors as detailed in QMS

Unsafe to Practice

Students in training, whose assessments demonstrate that they may be unsafe to practice, shall be advised by the Head of Department in writing within 5 days after assessment activities have been completed by moderators.

Students will be required to respond to the 'unsafe to practice' assessment within 5 days after receiving formal written notification.

Students may appeal the 'unsafe to practice' decision, request a re-sit of the assessment and/or lay a grievance through the internal complaints procedure outline in the Student handbook.

Appeal Process for Assessment, Re-assessment, Credit Recognition/Transfer

Any student who believes that they have been unjustly treated by any decision in respect of assessment, reassessment, re-sit, credit recognition/transfer should complete the Appeal form from the Administration Office within 8 days, and submit it by hand to the Head of Department for assessment, reassessment, re-sit, credit recognition/transfer, recognition of prior learning in order to have the matter investigated.

A letter from Kauri Academy acknowledging the receipt of the appeal form will be forwarded to the student with an expected timeframe for the appeal to be fully investigated. The student should expect the investigation process to be completed within 14 working days after receipt of the appeal.

A copy of the appeal-investigation findings will be given to the student immediately by hand following the outcome of the investigation.

An appeal regarding a final examination result is only available to a student who has successfully completed all assignments in that paper.

For declined appeals a student should refer to Internal Complaints section

Competency Standard

The pass grade for each programme including learning outcomes and performance criteria are detailed in writing and presented to each student at the beginning of the programme, unit or module. General Strand ESOL programmes levels 1 to 4 use weekly, integrated assessment of macro skills to determine competency for a given level of study. Advanced Health English uses a mid and end of programme examination together with on-programme assessments to form the basis of determining each student's Final Grade (Final Competency Standard) for the programme.

Recognition of Prior Learning / Credit Recognition and Transfer

Programme credits are determined by the New Zealand Qualifications Authority (NZQA). A student wishing to transfer credits should contact the NZQA and/or Kauri Academy Head of Department for assistance.

A student who has successfully passed papers in other schools can apply to have this learning considered for cross credits to the current programme. However, the student will be required to take a validation exam for the programme that he/she wants to be cross credited.

The student is required to fill out a form from the Administration Office for cross crediting. This should be done at the time of enrolment.

The Head of Department will process all available prior learning acquired by the student concerned and ensure fair and consistent assessment when considering its value. The student may choose to have his/her prior learning assessed by the NZQA for relevance to credit transfer requests.

The Head of Department should ensure that the recognition of prior learning should be within the framework of fairness and consistency.

Kauri Academy will be responsible for assessing the value of prior learning based on the student academic transcript of records and related experience

If a student is dissatisfied with the outcome of the result for credit transfer then the Appeals procedure should be referred to.

If a student is dissatisfied with the outcome of the result for recognition of prior learning then the Appeals procedure should be referred to.

Learner Achievement Notification and Reporting Policies

It is the policy of Kauri Academy to ensure that student enrolment and attendance records must be complete and current in order to meet programme requirements, to facilitate the accurate calculation of fees refunds and to meet student permit requirements.

Students have the right to fair, frequent and regular reports on their progress.

Instructors shall be available to discuss assessment and reporting matters with students.

Reporting of formative assessment is essential to reinforce learning and indicate progress. This includes continuous oral feedback and regular written feedback for major assessment activities.

Final learner achievements shall be reported to learners within 5 days after assessment activities have been completed by moderators.

Final learner achievements will be recorded by the Head of Department on a Student Academic Record on an electronic database.

Learner achievement of credits towards qualifications under the jurisdiction of NZQA must be reported to NZQA at intervals of not longer than four weeks.

Certificates issued after final assessment must conform to Kauri Academy's policy and to NZQA requirements.

Transcripts of learning records are to be made available promptly to students and other authorised parties, subject to the limitations of the Privacy Act.

Students shall be advised as to which people, agencies or institutions may request details of their academic performance (designated training provider staff, government ministries or agencies (Ministry of Education, NZQA, Skill New Zealand). Divulgence of academic records to other parties must have the signed authority of the student concerned, as required by the Privacy Act.

Learning records must be archived carefully and maintained for a minimum of seven years.

Procedures for reporting and archiving student achievement must be systematically monitored, evaluated and reviewed.

Disciplinary Rules and Regulations

Students are required to follow Kauri Academy Rules and Regulations and must not engage in any of the following or similar activities:

1. Disruptive or uncooperative behaviour while attending a programme
2. Behaviour that disrupts or impedes students and staff from doing their work or engaging in school activities
3. Behaviour that is considered threatening, intimidating or harassing or potentially harmful to health and safety

4. Behaviour that will be considered sexual, cultural, religious, or racial discrimination
5. Behaviour that is dishonest including cheating, providing false information or concealing relevant information

Being on time

Classes will start on time. Any student who is more than 10 minutes late will be marked as absent.

Absences

Kauri Academy expects students to have 100% attendance. Doctor's certificates may be required for absence of more than one day.

Students are required to inform Reception that they will be unable to attend a class at least 30 minutes before the start of classes.

Non-attendance of programme

Student will be contacted by school after first day of non-attendance without notification

If unable to contact student school will attempt to contact student daily, including emergency contact numbers and letter, until such time as the school succeeds

After a student has been absent without a legitimate reason for 10 days, the school will write an official warning letter

Students must contact the school within 7 days of the official warning letter date or the students enrolment at the school will be cancelled and immigration will be asked to terminate the student visa/permit to study in the school

Students are required to achieve an attendance rate of at least 80% to achieve a pass grade for qualification programmes and an attendance rate of at least 80% to remain in the programme.

Student misses 5% of class	-	Warning Letter
Student misses 10% of class	-	Second Warning Letter
Student misses 15% of class	-	Final warning Letter
Student misses over 20% of class	-	Termination Letter

Consideration will be given on a case-by-case basis to students who do not achieve attendance requirements due to unavoidable circumstances.

The failure to maintain an attendance rate of at least 80% will result in termination of enrolment. No refund is available in cases where enrolment is terminated. Kauri Academy is required by New Zealand Immigration to notify them about violations of student permit/visa conditions. Termination of enrolment is considered to be such a violation.

Leaves of Absence

Leaves of absence will be allowed only for exceptional cases and only if the duration of the leave will not result in a violation of the student's visa/permit or will jeopardise learning outcomes.

Drugs and Alcohol

The use of drugs and alcohol on the premises (including being under the influence of drugs or alcohol) will not be tolerated and may result in immediate termination of enrolment.

A student causing mental or physical harm to students or staff may be subject to immediate termination of enrolment.

Harassment and Sexual Harassment

The protection and procedures laid down in the Labour Relations Act 1987 and the Human Rights Commission Act will be adhered to by Tutors and Kauri Academy management at all times.

Sexual harassment is illegal and a serious offence.

Sexual harassment includes: requests for sexual favours, including implied or overt promises of preferential treatment or threats concerning present or future employment status.

Sex-orientated jibes or verbal abuse, jokes, teasing or abuse about sexual matters.

Deliberate and unwarranted physical contact, which includes patting, pinching or brushing against someone.

The display of pornographic pictures in the workplace, for example, pin-ups, calendars etc or any other material, which degrades.

In acknowledgement of the Acts referred to above, Kauri Academy staff will provide a training place free of sexual harassment. It is the duty of the Kauri Academy staff to take immediate action if in fact there is any awareness of a sexual harassment situation and to ensure that the behaviour is immediately remedied.

Equity

Kauri Academy will not practice any discriminatory attitudes or behaviour towards students, including those with differing sexual identity or criminal history, and also ensure there should be no interference or prevention of training to students.

Harassment and Discrimination

It is unlawful to sexually or racially harass any member of the Kauri Academy community, or visitors to the school. It is also unlawful to discriminate against any person, on the grounds of their sex; marital status; religious belief; ethical belief; colour; race; ethnic or national origins; disability; age; political opinion; employment status; family status; sexual orientation.

Kauri Academy has a network of staff (contact people), who are available to listen, and to outline options as to ways problems of harassment or discrimination might be addressed or resolved.

Injury and Damage

Wilful damage or destruction of school premises or property may result in immediate termination of enrolment.

Students must not engage in illegal activities and must obey New Zealand laws at all times. Violation of New Zealand laws may result in immediate termination of enrolment.

Language

We will avoid using racist, sexist and inappropriate language.

Smoking

Smoking is not allowed throughout the premises. Smoking is allowed only at designated places outside the building premises.

Eating and Drinking

No eating during class time. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.

Telephone Call Procedures

Learners/students must ask a staff member's permission to make any calls.

Reception phone may be used for URGENT calls only.

Computers

You have access to computers in the computer room and limited internet access is available to all students. Limited email access, one hour maximum, is also available to all students after enrolment.

Personal Belongings

Personal belongings are your responsibility. Kauri Academy will not be held responsible for loss or breakage.

Discipline Procedure

In case of a breach of Kauri Academy Disciplinary Rules and Regulations, the following procedure will apply:

- Oral Warning
- First Written Warning
- Final Written Warning
- Written Notice of Enrolment Termination

If your actions threaten the safety of individuals or is disruptive of the learning environment you will be asked by your instructor to leave the class.

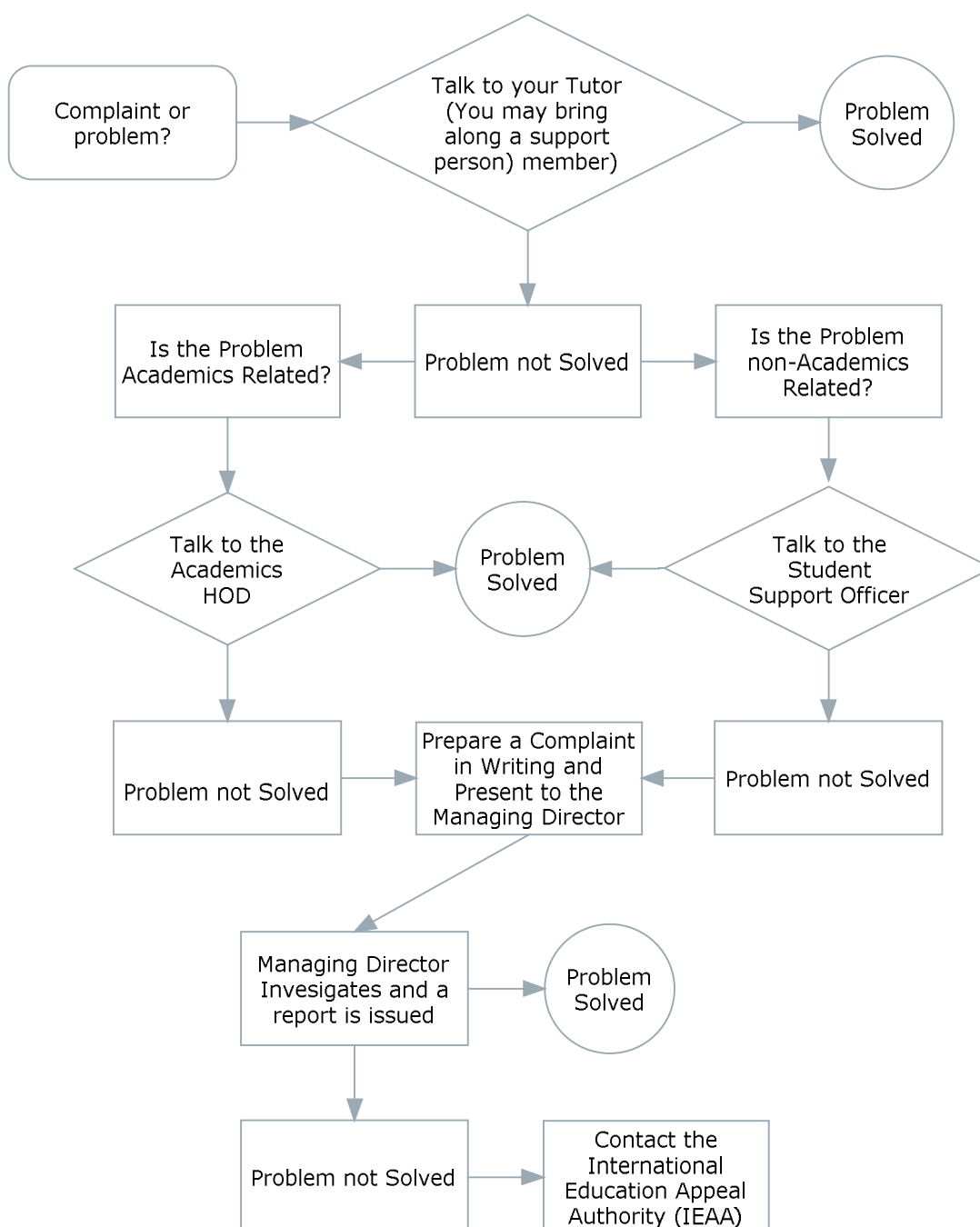
If the duration of the programme is 3 months or longer, a disciplinary meeting will be held wherein an agreement, if possible, or conditions for acceptable behaviour will be specified and imposed.

Consequence of Enrolment Termination

Kauri Academy is required by New Zealand Immigration to notify them about violations of student permit/visa conditions. Termination of enrolment is considered to be such a violation.

No refund is available in cases where enrolment is terminated.

Complaints Policies and Procedures



What do you do if you have a grievance?

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem.

Students should be advised that they may bring another support person with them (such as a friend or family member, a homestay parent) during any stage of the complaints process.

Problems with a teacher

Make a time to talk to your tutor about your concern. If your concern is your tutor, make a time to talk to the Student Support Officer.

After a few days, if you do not think the problem has been solved by your Tutor or by the Student Support Officer talk to the Head of Department.

If a few days after you have spoken to the HOD you still have the problem, talk to the Managing Director.

Non academics related problems

Take the time to talk to your Tutor. If after a few days you do not think the problem has been solved by your Tutor, talk to your Student Support Officer.

If a few days after you have spoken to the Student Support Officer you still have the problem, talk to the Managing Director.

If you are not confident that your English is good enough you can always bring a friend who has better English. At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority

Tribunals Unit
Level 1
86 Custom House Quay
Private Bag 32001
Panama Street
Wellington
New Zealand

Phone: (64 9) 462 6660
Fax: (64 9) 462 6686
Email: ieaa@justice.govt.nz
Website: www.minedu.govt.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

Pastoral Care of International Students

Sonny Lu (Managing Director) can be contacted 24/7 (any time of the day or night) on 021 0500461.

David Beleski is the designated staff member for pastoral care and can be contacted on +64 (0)9 535 2874.

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

Kauri Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request or from the Ministry of Education website at www.minedu.govt.nz.

Following is an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document, which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

When does the Code apply?

The Code commenced on the 31st of March 2002. Educational providers had six months to sign the Code. Between the 31st of March and the 30th of September 2002 students needed to check with the Ministry of Education if their provider was a signatory to the Code.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from www.minedu.govt.nz/goto/international

How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.minedu.govt.nz/goto/international. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What will the International Education Appeal Authority (IEAA) do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

Tribunals Unit
Level 1
86 Custom House Quay
Private Bag 32001
Panama Street
Wellington
New Zealand

Phone: (64 9) 462 6660
Fax: (64 9) 462 6686
Email: ieaa@justice.govt.nz
Website: www.minedu.govt.nz

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

Accommodation Information

Kauri Academy does not arrange accommodation for students and has not assessed the suitability of any accommodation for students. However, you may contact Malcolm Morrison at mmorrison@kauriacademy.ac.nz if you require information or help finding accommodation in New Zealand or if you have any concerns regarding your accommodations. There is no shortage of accommodation types and prices in Auckland at the present time.

Homestay – \$200 to \$250 per week

Kauri Academy does not independently employ the services of home stay for its students, but directs students to <http://www.aucklandhomestay.org>, a website providing homestay information in the Auckland region.

For students who would like to experience living with a local family, this is great option. Your homestay will provide your room complete with a bed, cupboard, and study desk with lamp. You would possibly have to eat and spend time with your homestay family. Your homestay should

provide you with breakfast and dinner from Monday to Friday and with breakfast, lunch and dinner on Saturday and Sunday.

You generally use public transport to get to and from the academy. You do not have to pay for separate use of water or electricity but your homestay may ask you to limit your use, as these commodities are expensive in New Zealand. You will be asked to pay for your own cell phone or overseas calls and if you have a computer or want to use the homestay computer, you may be told to limit your use as you are charged for use of the line. You may not get the food you are used to, and every homestay has its own sets of the rules about how to fit into their home, but a homestay can be very rewarding experience.

When requested by students to arrange homestay accommodation Kauri Academy directs students to the services of Hippo Homestay (www.hippohomestay.com), a homestay agent.

Hostel - \$20 to \$90 per day

For students 18 years or over that who want more independence than a homestay, but are not willing to take on the responsibility of a flat, a hostel is a good option. You may rent a room or share a room and the money you pay will usually cover access to cooking, cleaning and bathing facilities.

In most hostels you can come and go as you please. You would have to do your own cooking or go out to eat. You may meet students or tourists from lots of different countries while living in a hostel. You do not have to pay for separate use of water or electricity but probably have a pay-system for a phone.

Apartment/Flat – \$100 to \$300 per week

Students over 18 years of age who are staying here for a long time may prefer to look for an apartment or flat. An apartment is usually located in Auckland city. Students rent it from an agent or owner and may choose to split the cost of the whole apartment by dividing the rent by the number of people who live in it. In addition you may have to buy and cook your own food. Most rental agreements cover the cost of water but you must arrange your own electricity or phone connection.

Student Guidance and Support

Living Expenses in New Zealand

We recommend that you budget your minimum basic personal living expenses around NZ\$10,000 - NZ\$15,000 per year. This amount includes accommodation, food, clothing and entertainment, etc. It does not include tuition fees.

Following are a few examples of what you can expect to pay for things in Auckland. All prices are in New Zealand dollars.

Unlimited Ride Monthly Bus Pass	\$110 - \$170
Bus One Stage	\$1.70
Ferry ride Auckland to Devonport (Return)	\$10
Taxi Ride 5 km	\$15
Homestay Accommodation	\$200 to \$250
Milk 1 litre	\$1.80 to \$2.50

Loaf of Bread	\$2.00 - \$3.50
A Box of Cereals	\$6 - \$8
Fast food lunch (fish and chips, Big Mac Combo etc.)	\$6 - \$10
Meal in a Restaurant	\$10 - \$35
Pizza	\$12
Movie ticket	\$10 - \$15
Takeaway pie	\$2.5 to 3.5
Coca Cola	\$1.30 – \$2
Coffee in a cafe	\$3.50 - 4.50
Haircut	\$25 - \$50
Internet Café Access 1 hour	\$5
Visit to Doctor	\$25 to \$80
Visit to Dentist	\$95 - \$150
Mobile phone calls per minute local	\$0.89
Mobile phone SMS	\$0.20

Driving in New Zealand

If you plan to drive and intend to stay in New Zealand for a reasonable period of time, it is recommended that you start the process of obtaining a New Zealand driver's license on your arrival.

- Drivers must have a current and valid New Zealand Drivers licence, International Driving Permit, or overseas licence to drive a car in New Zealand
- An international visitor can drive on an overseas licence for 12 months, after that they must apply for a New Zealand driver licence
- Drivers must carry their licence at all times when driving
- The use of cell phones is not allowed while driving
- To ride a motorbike in New Zealand you must get a motorbike licence

New Zealand has a Graduated Driver Licence System. There are three stages: learner; restricted; and full. Drivers must pass an official test for each licence stage.

- A learner licence allows you to learn to drive – if you hold a learner licence, you must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years)
- A restricted licence allows you to drive on your own between the hours of 5 am and 10 pm – if you wish to drive outside these hours you must be accompanied by a supervisor
- If you hold a learner or restricted licence, you cannot carry passengers unless you are accompanied by a supervisor
- A full licence allows you to drive on your own and carry passengers at any time

The New Zealand Police enforce New Zealand driving laws. There are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws.

New Zealanders drive on the left hand side of the road. Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the Road Code for more detailed information, as New Zealand's Give Way Rules are unique.

The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. It is advisable that no one should drink and drive. Driving while over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties, including licence disqualification and suspension and prison terms for driving while over legal alcohol limit. Drinking and driving laws are strictly enforced.

The maximum speed limit in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions- in poor visibility and bad weather it may be appropriate to drive slower than the speed limit.

Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts. Children under the age of five must be in an approved child restraint.

Police can impound vehicles, at the owner's expense, for operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (e.g. wheel spins).

There are parking laws in New Zealand. Parking areas are sign-posted. Parking is not allowed on yellow lines. Most city parking requires drivers to pay and display a receipt. Vehicles can be towed away, at the expense of the owner, if they are parked illegally.

Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink water or coffee, and circulate fresh air into the car.

If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company).

If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions.

If someone is injured or killed an accident it must be reported to the Police. If the Police do not attend the accident, report it at the nearest Police station within 24 hours.

For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (e.g. Police, Fire or Ambulance).

In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident.

If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

For comprehensive information about driving in New Zealand, from road rules to vehicle safety, visit www.ltsa.govt.nz.

Safe cycling

Ride to be seen

Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road. Cyclists should ride on the road not on the footpath.

The LTSA and New Zealand Police recommend that children under 10 years old ride on the road only when accompanied by a responsible older person.

Always dress to be seen on the road. You should wear light, bright colours and use reflective tape - the more the better. Wear a brightly coloured cycle helmet or one that has the manufacturer's high visibility stickers on it.

There are certain requirements for lights and reflectors that your cycle must comply with. Have your seat at the right height. It is important to be able to put a foot down on the ground to keep your balance when you come to a stop.

Buses

Wait for the bus at the bus stop. Get the bus to stop by putting your hand in the air. Get on the bus carefully. You must pay for the bus when you get on. You can pay with money or use a special card which can be credited with money (see 'Hop' instructions). Sit back in your seat quietly on the bus and don't distract the driver. Get off the bus carefully and wait until the bus has driven away before crossing the road.

Pedestrian Safety

Footpaths provide a safe place for you to walk. Where a footpath is provided use it. Look right, left then right again before crossing a road. Cars won't always stop for pedestrians. Cross only at traffic lights and pedestrian crossings where possible.

Use the kerb drill to cross the road:

Find a safe place to cross

- Stop one step back from the kerb (practise this by walking to the kerb and taking one step back)
- Look and listen for traffic wherever it may come from (Look right, look left, and look right again)
- If there is traffic coming wait until it has passed, then look and listen for traffic again
- When there is no traffic coming walk quickly straight across the road, looking each way for traffic

Where there is no footpath

- Walk on the side of the road facing oncoming traffic, except on curves, where it is best to walk on the outside edge of the curve
- If possible, walk off the road, or as close as possible to the edge of the road
- At night, wear light-coloured clothing or carry something white -a sheet of newspaper is better than nothing, a torch or reflective belt or arm band is better still

Remember - it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.

When crossing the road at an intersection, remember to check behind and in front for turning vehicles. When crossing the road at night, cross near a street light if you can. When you get off a bus, wait until it has moved away before checking for moving vehicles.

Local councils often have bylaws about where you are allowed to use skateboards. Areas where you may not use are usually sign posted, but you are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths.

Smoking

Shopkeepers will not sell tobacco to anyone under the age of 18. Smoking is banned in public buildings and in many private buildings. It is not permitted in restaurants and hotel bars.

Drugs and Alcohol

Drugs include any controlled drugs as defined in the Misuse of Drugs Act (1975). Using non-prescription drugs is illegal in New Zealand. It is illegal to drink alcohol on the street.

New Zealand has strict laws for the use of alcohol. You must be aged 18 or over, to buy alcohol or enter a bar where it is sold. You will be asked for identification if you look under the age of 25.

Evidence of Age Document

When in doubt about a customer's age the licensee, manager or staff member can seek proof by asking to see an 'Evidence of Age Document.' This document must have a photograph of the person in question and contain information that allows the person's age to be established. Applicable Evidence of Age documents are:

- A passport
- Driver's Licence (issued under the Land Transport Act 1998)
- A HANZ 18+ Card

Water

Auckland tap water is safe to drink.

The following organizations may also be available to assist you with your concerns:

The Student Support Officer as well as all Kauri Academy staff will work with you to see that your needs are met. They will also help you with any problems that you may have. Should they be unable to help you they will find someone who can.

The Student Support Officer can organise for someone to speak to you in your native language if you wish so that you can feel more comfortable talking. You can make an appointment or see the Student Support Officer at any time during office hours.

The need for extra support may also become evident through continued or non-notified absence, or non-completion of programme requirements. In this situation the Head of Department will contact the student to discuss how they can make up for any lost work and re-enter the programme.

Some staff may be available after office hours if you request.

List of External Support Available

Emergency

Police/Fire Service/Ambulance
111 OR (1111 from a Kauri office phone)

Police Communications Centre

*555

St John Ambulance

National Office
Tel (04) 472-3600
Fax (04) 499-2320

NZ Red Cross

National Office
Tel (04) 472-3750
Fax (04) 473-0315

NZ Police

Office of the Police Commissioner
Tel (04) 474-9499
Fax (04) 498-7400

NZ Fire Service

Communication Centres
Northern (09) 486-7948
Central (04) 801-0812
Southern (04) 341-0266

Alcohol & Drug Problems

Al-Anon Family Groups (All Hours)
D.A.R.E. Foundation of New Zealand

(09) 309 4792
(04) 238 3020

Accommodation

Housing New Zealand

0800 801 601

Counselling , Health & Information

Auckland Sexual Abuse Health
Asian Health Support Service
Citizens Advice Bureau (CAB)
Child Youth and Family Services
Chinese Lifeline

(09) 630 9770
(09) 837 8831 ext 6017
0800 367 222
0508 326 459
(09) 522 2088/0800 888 880

Family Planning Association New Zealand	0800 4636 5463
Gambling Youthline	0800 654 655
Healthline	0800 611 116
Lifeline	0800 543354/(09) 5222999
Problem Gambling Foundation of New Zealand	0800 862 342
Richmond Fellowship NZ Inc	(09) 847 9156
Tenancy Services	0800 836 262
Women's Refuge 24 Hour Crisis Service (Auckland)	(09) 483 8094
Youth Law	(09) 309 6967
Youthline	0800 376 633
Government Agencies	
Department of Internal Affairs -Translation Service	0800 87 26 75
Workplace Contact Centre	0800 20 90 20
Human Rights Commission	0800 496 877
Inland Revenue	0800 227 774
Legal Aid (Auckland)	(09) 488 5440
International Education Appeal Authority	(04) 462 6660
Ministry of Education International Policy and Development Unit	(04) 463 8787
Ministry of Justice	(04) 918 8800
NZ Immigration	(09) 914 4100
Studylink	0800 88 99 00
Workbridge	0508 858 858
Land Transport and Safety Authority (LTSA)	
LTSA General Road Safety	0800 699 000
LTSA Driver Licensing	0800 822 422
LTSA Road User Charges	0800 655 644
Novice Driver Practice Programme 0800 Practice	0800 772 284
Trauma and Counselling Support Service	
Auckland HELP Foundation (Sexual Assault Victims) 24 Hours	(09) 623 1700
Auckland Women's Refuge	(09) 378 7635
Healthline	0800 611 116
Gambling Crisis Hotline	0800 654 655

General Advice Regarding New Zealand's Culture

New Zealand is a country of polite, friendly people.

When you meet people for the first time, look at their eyes and speak to them. Some people may want to shake your hand, if they put out their hand, shake it firmly.

It is normal to call people by their first name

It's polite to smile and say "Good morning!" to your host family every morning. You may smile and say "Hello!" when you see someone you know.

New Zealanders will help you if you need it. Ask when you don't understand something, they will help you. Use "please", "thank you" and "sorry" where necessary to be polite.

In New Zealand, "yes" usually means "yes", and "no" means "no".

New Zealand life style is casual.

Table Manners in New Zealand

- Wait until your host mother starts eating before you start eating
- Talk between mouthfuls, not with food in your mouth
- Say "please" and "thank you" for food
- Try not to make a noise eating
- Pass the salt, sauce and food to other people
- Use outside knife, fork or spoon first

Western Table Talk

It is good manners to talk at the table. Just make a little conversation then resume eating again.

Helping

Why you should help your host family

- It is friendly and polite
- It is normal in New Zealand
- It makes you part of the family

Health and Safety Procedures

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The evacuation assembly point is: The car park, 84 Symonds Street.

First Aid Kits

First aid kits are kept in each area occupied by Kauri Academy and at reception. If in doubt ask your tutor.

First Aid Procedure

If you are ill and need to leave class tell your tutor and they will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Head of Department.

Safety Rules

All persons on the school premises must observe the following safety rules:

- Do not run around the school, only walking is permitted
- Use hand rails when coming up and down the stairs
- You are not allowed to drink alcohol on the premises
- If you spill something you must clean it up immediately

Fire and safety compliance

- You are not allowed to smoke in any of the premises
- You must not use any matches or fire lighting equipment within the premises
- You must not tamper with fire extinguishers

Emergency Procedures

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

- Sound alarm
- Initiate site emergency evacuation procedure
- Call fire service (111)

Serious Injury - First Aid or injury

- Call for assistance - Kauri first aiders or reception (First Aiders are listed signs around the campus)
- If injury is serious Call ambulance (111)
- If machinery is involved, stop machinery
- Give appropriate first aid and comfort the person
- Do not put others or self in unnecessary danger
- Report situation to the Head of Department
- If serious injury occurs in the home then call an ambulance (111) and go to the hospital A&E
- If injury is only minor call local doctor or after hours medical centre
- If unsure always call 111 for emergency help

Bomb Threat

If a student should receive a bomb threat or a suspicious parcel or package is found:

- Immediately inform tutor, HoD or staff member
- Do not use their mobile phone, any portable Bluetooth or wireless device
- Call police (111) and act according to advice of police
- If advised by police, instigate emergency evacuation plan

Earthquake:

During an earthquake:

- Keep calm - allow time to think. DO NOT PANIC and quickly follow the steps outlined
- If indoors, seek refuge in a corner, under a desk or table
- Avoid windows, shelves, and heavy equipment
- Do not attempt to run outside
- When the earth is shaking, DROP TO YOUR KNEES, clasp both hands behind the neck, bury your face in your arms, make your body as small as possible, close eyes and cover ears with forearms
- Watch for falling debris and other overhead objects
- Turn off all potentially hazardous equipment such as gas and electric appliances
- If necessary activate the building alarm system
- If outdoors, move quickly away from buildings, utility poles, and other structures

After the earthquake:

- Evaluate the situation and check anyone who sustained injuries
- If emergency help is necessary contact Fire Marshall or other staff members
- Protect yourself at all times and be prepared for aftershocks
- The staff member present should assess the damage. If it is felt that the premises can be safely evacuated, the alarm should be sounded
- Evacuate the building by quickly walking to the nearest exit and following the building evacuation plan

Evacuation Plan.

- DO NOT USE THE ELEVATORS
- Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
- Go to the meeting place as indicated on the **Evacuation Plan**, alerting people as you go
- Be aware of structural damage and assist both the disabled and injured
- FLASH THE LIGHTS ON AND OFF to alert deaf or hard of hearing staff and students
- Once outside, move to a clear area at least 50-100 meters away from the affected building(s)
- Keep walkways clear for emergency vehicles
- Do not stand near areas or buildings with brick facades
- To the best of your ability, and without re-entering the building, assist in determining that everyone has evacuated safely
- DO NOT RETURN TO AN EVACUATED BUILDING UNLESS DIRECTED BY APPROPRIATE AUTHORITY
- Tune on any radio to emergency broadcasts and follow instructions provided

- Refer to the Civil Defense section of the telephone directory
- Do as instructed by the Fire Marshall and the Emergency Services

Volcano

In the event of an eruption:

- DO NOT EXIT the building unless instructed to do so
- Stay away from windows or other glass that could be hit by falling objects
- People in potential ash fall areas should close windows. Then stay away from windows or other glass that could shatter when hit by falling objects
- Shut down lighting and electrical equipment
- Turn off natural gas
- Close all ventilation systems, exhaust fans or hoods as well as turn off any heating or air units to prevent clogging
- People should also wear protective masks to keep from inhaling potentially dangerous particles
- Tune on any radio to emergency broadcasts and follow instructions provided
- Refer to the Civil Defense section of the telephone directory

Electrocution

- Switch off the power supply
- Follow "serious injury" procedure referred to above
- Power is not to be turned back on until it is safe to do so
- Inform tutor, HoD or other staff
- Staff to call the electrician

Robbery

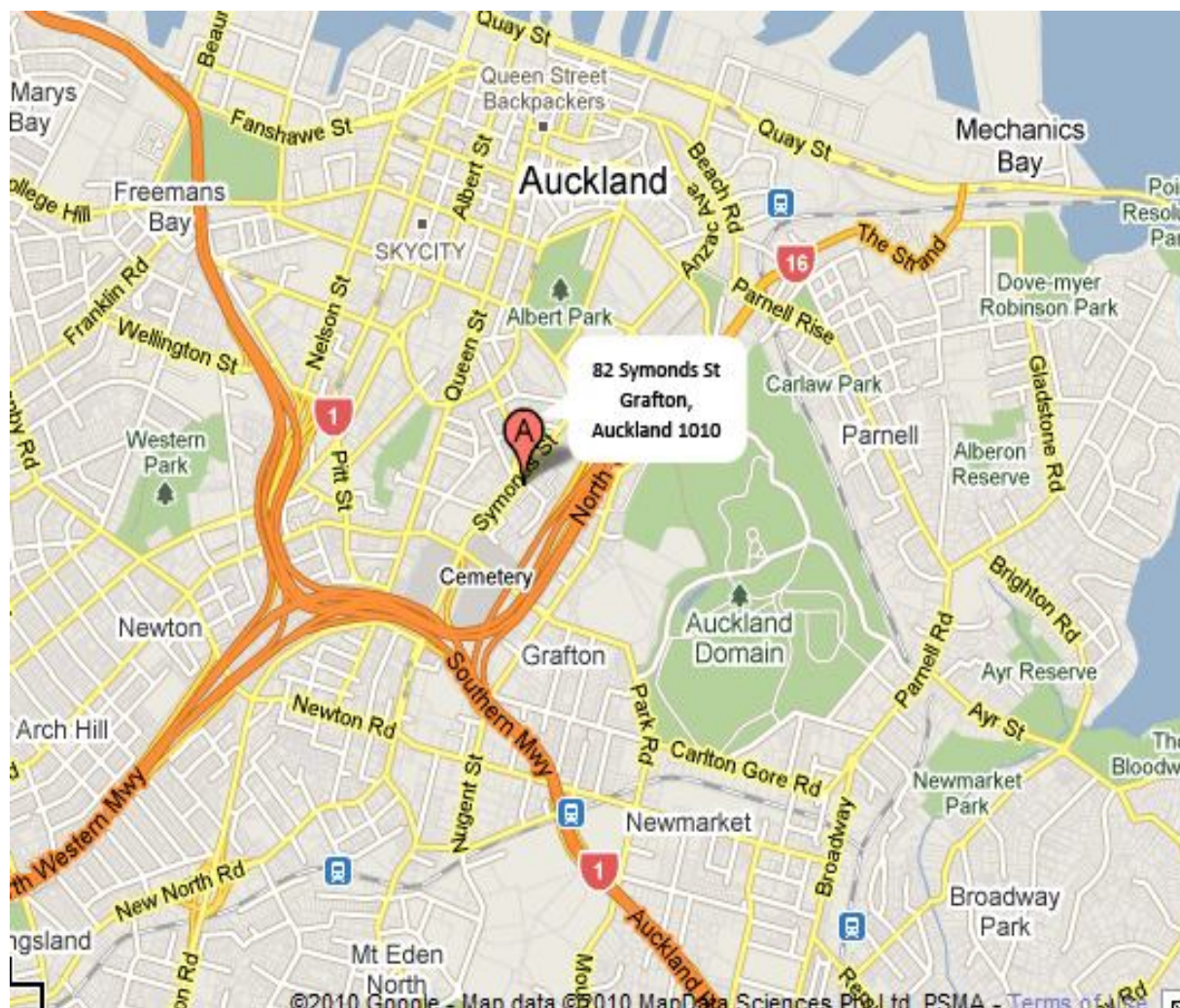
- Co-operate with the robber
- Remain calm
- Take no personal risks
- Observe (person's features, height, build, clothing etc)
- If on campus inform tutor, HoD or other staff
- Call the police (111) if serious or
- Visit your local police station to make a complaint
- Always notify Kauri management

Gas Leak

- Notify management, who will then notify gas engineers
- If necessary follow the **fire and explosion** procedure set out above

Note:

We recommend every household has an emergency preparation kit, a copy of the recommended emergency preparation kit can be found on the back pages of your telephone book. Free telephone books can be obtained from any Post Shop if you do not have one.



Emergency Police and Medical	111
(from a Kauri office phone)	1111
Kauri Academy – Sonny Lu	
24 hour Emergency Mobile:	021 0500461

Student and Tutor Contract: Student Copy

I agree to abide by the Policies, Procedures, Rules and Regulations of Kauri Academy.

I agree to be ready to start at the correct time.

I will advise reception or a staff member in advance or as soon as practical if I am going to be late or unable to attend.

I will be honest in my dealings with the other learners/students and with the tutors.

I agree to commit myself to fully attend the training programme to the best of my ability.

I agree to try hard to complete any assignments on time and work on them to the best of my ability.

I will ask for 1 to 1 sessions when I need them.

I will try to be co-operative and sensitive to the needs of the tutors and other participants.

I will co-operate with any “housekeeping” rules of the group and our training room (i.e. dishes, keeping the room clean, etc)

I have read a copy of the Student Handbook.

I have received a Summary of the Code of Practice.

Head of Department’s Signature

Learner/ Student Signature

Date: _____

Training Programme Name

Student and Tutor Contract: Kauri Academy Copy

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I have received a Summary of the Code of Practice.

Head of Department's Signature

Learner/ Student Signature

Date: _____

Training Programme Name