

GENERAL HANDBOOK CONTENTS



Annually reviewed in Oct. 2018

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Kia ora - Welcome to ICENZ. It is our goal to have you enjoy and succeed in the programme you have chosen.

Please read this information thoroughly as a full understanding of what you have committed yourself to and the requirements of both the course itself and the institute in which you will be studying is essential.

GENERAL INFORMATION

Legal Name: Institute of Commercial Education (NZ) Ltd. (ICENZ).

NZQA Registration: registered in 2002.

Provider Number: 7493

Location: 13 Aberfeldy Avenue, Highland Park, Auckland N.Z.

Management: Mr. Wayne Huang (Principal)

Contact: Ph. (09) 534 3869
E: info@seenet.co.nz

Emergency Contact: Ms Dawn Guo (24 hours) (Health and Safety Officer)
Mobile: 022 4024819 (24 hours)

RULES

The rules in this handbook are based on respect for others and their property and on ensuring the Institute maintains a positive reputation in the community. Rules may be updated or changed by the Board of Directors at any time, but students will be advised during classes or by notice of any such changes on the notice boards.

ATTENDANCE REQUIREMENTS

100% attendance is required as a condition of your student visa. You must be present at the school for 20 hours per week. Students will not be deemed to have completed courses for certification with less than this level of attendance. Illness & understandable absence records will be taken into account.

It is understood that from time to time, students will be unable to attend classes. This may be because of illness or special family circumstances which sometimes mean lengthy absences are necessary. Our Institute wants to be fair in its dealings with students and will look at each case as it occurs without necessarily taking some of the stronger actions listed below.

However, it is important that students recognize the difference between those events unable to be avoided and not of the student's making and those where self-interest has created the absence. The latter are treated more seriously.

Understandable Absences

- **Illness.** Illnesses may make it necessary to take time off study – some just one day, but a bad cold, chest infection, influenza, sinusitis, migraine headaches etc. could need more time. Absences caused by any of these (or others not listed) must be notified to the Institute office on the first and each subsequent day away. It will be necessary to **present a medical certificate** for any illness related absence. Chronic illnesses, e.g. glandular fever, could result in the need to defer study until recovery. No financial penalty will be applied in these circumstances.
- **Medical treatment.** Sometimes it is not possible to get appointments outside of Institute teaching hours but students should try. Dental appointments should be made in non-teaching time.
- **Sudden illness** while at the Institute e.g. toothache, stomach cramps, severe headache – let your teacher or administrator know before leaving the premises.

- **Accident** involving injury or trauma.
- **Family circumstances** – either with your own family or with your Home-stay family. These may include serious illness or death of a family member, a special family milestone – wedding, religious ceremony, etc.

NOTE: It will be important to keep time away from study to an absolute minimum for any of these occasions and when you know they are going to take place, notify the Administrator **in advance**. Except in the situation of diagnosed long-term illness, tuition time lost through illness or family occasions will not be added to the end of any course being studied and cannot generate any refund of fees.

Unacceptable Absences

The Institute staff will regard any of the following as reasons for absence based on self-interest.

- Part-time work
- Holiday – with or without travel
- Sightseeing, shopping, hanging out with friends etc.
- Sleeping in class is to be regarded as an absence
- Recovery from a late night
- Substance abuse – alcohol, drugs

Lateness to Class

Sometimes this is unavoidable. If you anticipate you will be late, call reception (09 534-3869) in advance. When arriving late, you must report to reception so that your attendance for the class is recorded. The Late Pass system will be explained to students and valid reasons for lateness will need to be explained. Continued lateness without reasonable explanation will result in your attendance record being affected.

DISCIPLINE & ATTENDANCE WARNINGS

If you do not follow the above procedures and are absent without explanation from class there is a system of Attendance Warnings that will be followed. A similar version of these procedures will also apply for any other breaches of school rules.

- For the first Absence, you will receive your 'Attendance Warning 1' letter in the post. You will also be contacted by phone to be made aware of this.
- For the second Absence, you will receive 'Attendance Warning 2' letter in the post and again be notified via phone. At this stage an interview will be set with the School Manager for you to explain why you are unable to meet our expectations. A record of this meeting will be kept on your file.

- For the third Absence, you will receive the 'Final Attendance Warning' letter. At this stage we regard your absence as being very serious and you will need to attend a further interview with the School Manager. A record of the meeting will be kept on your file.
- If you are absent again, Immigration NZ will be notified of the situation and a copy of all documentation will be forwarded to them as you are not adhering to the conditions of your student visa.

EXAMINATION RULES

- Follow instructions as given by the exam supervisor e.g. start and finish instructions.
- Do not try to influence, help or interfere with any other student during the time of the examination. There must be no direct communication between candidates in the exam room.
- Do not disrupt the examination in any way.
- Do not allow another person to impersonate you when presenting for an examination.
- Do not take into the exam room any materials able to give you assistance e.g. notes, programmed material on cell-phone or calculator or any other device capable of internet access. **Cell phones are NOT allowed during a closed-book examination.**
- You will be asked to leave the examination room **immediately** when you are caught cheating in any way and **a mark of zero will be awarded**. There will be **no appeal** when evidence is collected against you.
- In any examination you are not allowed to go on any toilet-breaks. You will be given the opportunity to do so before the exam starts or when you have finished your exam.

Other Breaches:

- Using false documentation in applying for entry into the course e.g. testimonials; records of learning; prior learning claims.
- Giving false information supporting an aegrotat assessment application.

NZQA has strict rules on matters relating to conduct during examinations and in the production of assignment materials. Many of these relate to plagiarism which is a form of cheating.

Cheating is viewed as a serious offence at this Institute and will be dealt with accordingly. Any copying of another person's work, whether from books, magazines, newspapers, the internet or students' work and claiming it as one's own without acknowledgement of the source is plagiarism and therefore cheating. Other forms of cheating may include:

- Copying work or communicating with another student during examinations
- Using unauthorised electronic devices during exams
- Taking prepared material into the exam room (unless it is an open book exam)
- Allowing another student to copy one's work – either in full or in part.

When a student is suspected of breaching rules the following procedures apply:

- Teacher or examiner provides (within 24 hours) a written report giving information and evidence to the Academic Manager who interviews the student(s) concerned and other possible witnesses. Students are to have the opportunity to explain the circumstances leading to the suspected breach.
- Information and evidence arising from these interviews is passed to the Academic Manager who may also interview the students.
- The Academic Manager may involve other managerial staff if deemed necessary. Judgement will be made on the basis of evidence presented and students will be notified of the outcome, including any disciplinary action, in writing.
- All investigations and reported outcomes are to be completed within 3 school days of the reported offence.

APPEALS

In the case of a decision relating to cheating, students have the right to present their case to a sub-committee of the Local Advisory Committee. Any decision made at this level will be final. The application for a hearing must be made within 5 days of receipt of the Institute's report and the student can expect a final decision within 7 working days from presentation of the application.

In other cases where students feel they have been unjustly penalised, the following process should take place.

- Discussion with the teacher. If not resolved -
- Discussion with the Academic Manager.

- If the issue is still not resolved, students should provide a formal complaint on a form provided, including all relevant information justifying their case. A member of the Academic Advisory Committee will become involved and may wish to consult members of the Local Advisory group.
- If still no resolution at this level the student may appeal to a sub-committee of the Local Advisory Committee.
- Any final decision will come after such consultation.
- Appeals are to be dealt with promptly with resolutions taking no more than seven working days from receipt of the appeal by management.

Please also see the Complaints and Appeals process on Page 11.

DEADLINES

Work must be handed in by the due date. Late work may be received and marked, but unless prior arrangements have been made, there could be penalties depending on the course you are taking. Your teacher will notify you of these. Any request for late presentation of work must be cleared by your class teacher.

Homework (or self study) is a very important part of your course. Tutors will often set work to be completed before the next lesson. Always do your best to complete this to the best of your ability, as this assists you in the learning process, giving you a greater chance of success.

COURTESY & RESPECT

At all times students are expected to be tolerant and courteous towards other students and staff. Show respect for the rights of others and treat them in the way you would wish to be treated. In class time this means paying close attention to your teachers and respecting the comments and contributions made by classmates. It also means leaving cell-phones at home or switched off during class time.

Respect others' property, including that of the Institute and ensure that there is no wilful damage at any time. Students will be required to replace any damaged or lost materials belonging to ICENZ, including classroom and teaching materials. Avoid littering and leave premises tidy.

The Institute cannot accept responsibility for students' personal possessions so, if any valuable items need to be brought to the premises, hand them in to the reception office for safe-keeping.

FOOD & DRINK

Students are permitted to use the kitchen facilities for preparing drinks or food. Clean up after using these! Each student is to be responsible for his/her own mess. Each student is to provide his or her own mug or cup and cutlery.

Do not consume food during lessons. Classrooms can be used during the regular breaks given but all food scraps and paper must be tidied up before the next lesson. **Bottled water only is permitted in class.** No mugs or cutlery are to be on desks during class time.

DRUGS, ALCOHOL & OFFENSIVE WEAPONS

Students are not to have any of these on the Institute premises at any time. If students are 18 years and over cigarettes may be carried, but not smoked in the building. Use the main car park, away from the front door, not the pathway behind the building and put any butts in the receptacle provided. For health reasons, students are encouraged not to smoke but, if you do, have some consideration for those who do not wish to breathe in your second-hand smoke.

Any students considered to be under the influence of alcohol or drugs will not be admitted to classes and where applicable, parents or guardians will be notified of the offence.

CAR PARKING

The designated car parks are for staff and visitors to the Institute. Students must find alternative parking or forms of transport. [No double-parking in the car-park area, otherwise your vehicle will be towed away.](#) There is plenty of parking available in the surrounding streets and also in the Highland Park shopping centre.

DRESS STANDARDS

Students are permitted to dress in a casual but tidy manner. This means no torn or revealing clothing, no offensive slogans and extreme hairstyles. A high standard of personal grooming and cleanliness is expected.

FEES & OTHER COSTS

Fees for specific courses are given on the course listings sheet. These fees include GST. Other costs associated with your course could include the following:

- Texts - prices may vary. Tutors will give advice on useful purchases in addition to the basic text.
- Stationery.
- Electronic dictionary and/or calculator – prices of these vary greatly, but the general principle of high price = high quality seems to apply.
- Printing & Photocopying. The charge at the Institute is 10 cents per page, black & white only.
- Any field trip costs are in addition to tuition fees and will be notified to students as soon as possible before any field trip.

WITHDRAWALS & REFUNDS

- Students are permitted to withdraw from courses at any time, but the following rules apply: Students wishing to withdraw from a course and claim a refund, will do so on a Request to Withdraw form provided at reception. Fill in this form and clearly state your reason(s) for withdrawal in English and return it to the reception desk. This form explains the refund policies. Our refund policies are clearly explained on your enrolment forms also.
- For courses less than 5 weeks: Withdrawal within the first two days of commencement will result in a 50% refund of fees paid for the course.
- For courses of 5 weeks or more: Withdrawal in the first **ten working days** from course commencement will result in a minimum 75% refund of tuition fees. This amount may be more, dependent on incurred expenses of the Institute. This policy will also apply to any withdrawal before the commencement of the course. There will be no refund for withdrawal after the first ten working days from course commencement.

Notification of Change in Details

Students must notify the office as soon as there are changes in your address or other contact details, including cell-phone numbers. Cell phone numbers must be given to administration staff to allow for emergency contacts.

EVALUATION OF COURSES

Occasionally students will be invited to fill out an evaluation form which gives the opportunity to comment on the quality of tuition and the value of the course taken. Students are asked to be as frank and open as they wish as it is the aim of the Institute to continue improving services offered and student feedback is always appreciated.

Similarly, students are asked to comment on the quality of support services offered at the Institute. Your comments will be valued and used to help improve the Institute's services.

GRADUATE SURVEY

Upon completion of your course you will be invited to fill in a Graduate Survey. This is an opportunity for you to provide more direct feedback on the value of your course and tuition. The Graduate Survey is an important tool for the school to enable better delivery and service in future.

Student Support & Guidance

The Institute has a strong base for support of students during their time of study. Administration staff and management are prepared to assist with any issues you may raise. If they are not able to help, the matter will be referred to someone who can. Detailed information is kept in the reception area of specialist support services. At times some services will also be advertised on the student notice-board.

The first approach if a problem arises should be made either to your teacher (when the matter relates to academic issues) or an administration staff member (when the matter relates to personal or administrative issues).

Academic Support

Students who fail to make satisfactory progress during the course are to be given support and academic counselling as follows:

1. During the delivery of the programme, students identified as being at risk of not reaching pass levels of achievement are to be given additional academic support through timetabled 'remedial' sessions on Monday – Friday from 2pm – 4pm in the afternoons. Such lessons may include help with academic content or study and writing techniques to help overcome identified weaknesses. Students are advised to make full use of these opportunities when offered.
2. Any student not achieving at least fifty (50) percent of their credits in any one semester will be interviewed by the Academic Manager and a member of the Management Team, E.g. Senior Administrator or one member of the Academic Advisory Committee. Investigation will be made into possible reasons for the failure, possible remedial action required and eligibility of the student to continue the programme. Where exceptional circumstances have affected the

student's performance and evidence suggests future likelihood of success, the interviewing panel may make recommendation to the Committee and the principal that the student be able to proceed with the programme.

3. A second semester failure to achieve fifty (50) percent of the available credits by the same student will result in further consultation with the Academic Advisory Committee members. Unless exceptional circumstances warrant serious consideration to allow further study, termination of the programme will result.

APPEALS

Students have the right to appeal to the management if dissatisfied with any of the following matters:

- Results in assignments, tests, examinations
- Applications for aegrotat assessment
- Applications for leave of absence
- Cheating

APPEALS AND COMPLAINTS

Step 1: Talk to your tutor. It is OK to ask for their help and advice.

II

Student satisfied?

YES

Finish

→

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Step 2: Ask at reception for a Complaints Form. Fill this in with as much detail as possible and return it to the School Officer at reception. The most appropriate staff will deal with it and give you a written report. Expect to be interviewed about the complaint. (Expect action within 3 working days)

Student satisfied? YES → Finish

NO

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Step 3: Submit another Complaints form. The School Manager and Academic Committee will review your complaint. You will receive a written response. (Expect action within 5 working days)

Student satisfied? YES → Finish

NO

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Step 4: If still not satisfied, the matter will be referred to an Appeals Sub-committee of the Local Advisory Board (a lawyer and experienced tutor). Their decision will be the final one able to be obtained from ICENZ. (Expect action within 5 working days)

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Step 5: If you are still not satisfied you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.

Download the "Complaint Form" from NZQA and send your completed form along with any supporting evidence to:

The Complaints Officer, Quality Assurance Division
PO Box 160, Wellington 6140
Ph. 0800 697 296

or
email a scan of your completed form and supporting documents to qadrisk@nzqa.govt.nz

STUDENT WELFARE - IMPORTANT INFORMATION AND CONTACTS

This information is to help you if you have problems in your everyday life which may be affecting your ability to study and enjoy your New Zealand experience. It is impossible to

cover all problems but, from the experience of this and other educational institutions, students from overseas face some difficulties more often than others. The most common concerns seem to be associated with the following:

- Alcohol and/or other drugs
- Health Issues – including mental health
- Sexual matters
- Gambling
- Driving
- New Migrant Services

Alcohol and/or other drugs

New Zealand does not have a good record in the proper use of alcohol and drug abuse is a serious problem, especially among adolescents and young adults. Good support systems are in place to help people with problems in these areas.

The best source of information is on the web-site of the New Zealand Drug Foundation www.nzdf.org.nz. From the home page go to Information on Drugs or Laws and Policies (there are other options but these are probably the most useful) then select the drug you wish to know more about. There is a great deal of detail here to help you understand your problems and where you stand in relation to the law.

NOTE: Sale of alcohol to anyone under the age of 18 is illegal.
Sale of tobacco (cigarettes) to anyone under the age of 16 is illegal.

Another option, if you feel alcohol is controlling your life is to contact Alcoholics Anonymous on 366 6688. Another possible contact is CADS Alcohol and Drug Services on 570 3750.

If you want to quit smoking, Call the Quitline on 0800 778 778 for free advice and nonjudgmental support to quit smoking

Health Issues – including mental health and depression

For some students, living in a new country is a stressful experience and depression can be a common stress-related disease. The best source of information on any mental health matter is the Mental Health Foundation web-site www.mentalhealth.org.nz Go to Information and Research then to Condition and Treatment. There is further information here on alcohol related problems, cannabis problems etc. as well as depression. If you feel you are being affected by depression, see your doctor as soon as possible as medication and therapy can help you return to 'normal', sometimes quite quickly.

Other information that you may find useful:

Kia Xin Xing Dong: A free Like Minds, Like Mine public education programme aimed at reducing the stigma and discrimination faced by Chinese people in New Zealand who experience mental illness. Phone (09) 623 4810 or go to <https://www.mentalhealth.org.nz/home/our-work/category/14/kai-xin-xing-dong>

Life Line: Is a free service, providing confidential and non-judgmental counselling 24 hours a day, 7 days a week. Phone (09) 522 2999 or 0800 543 354, and you can go to www.lifeline.org.nz to find out more.

Youth Line: Youth helpline, counselling, support and youth development services. Talking to someone does help. Call 0800 376633 or Free TXT 234 for support, or visit them at www.youthline.co.nz

Healthline: is a free service from the Ministry of Health. Call Healthline if you're:

- feeling unwell – but not sure whether you need to see a doctor
- needing some urgent advice about a family member or friend who's sick
- on holiday and want to know where the nearest doctor or pharmacy is.

Healthline nurses are specialists in assessing and advising over the phone. If you need to talk to someone in your own language, Healthline can usually arrange this using an interpreting service.

Sexual Matters

There are many organizations able to help with an unplanned pregnancy and other issues concerning sexuality and your health, the main one being the Family Planning Association of New Zealand. Free pamphlets on many matters relating to sex and sexuality can be found on www.fpanz.org.nz. Go to Resources then to click here after 'free pamphlets' then select the appropriate topic e.g. unplanned pregnancy, contraception, STI checks, vasectomy, etc. The telephone contact for this organization is 0800 372 546. Pregnancy Counselling Services are available at 307 6745.

You may prefer to contact Auckland Sexual Health on (09) 307 2885 or go to www.sexfiles.co.nz. The Auckland Sexual Health Services have a holistic view of sexual health and believe you should have access to sensitive, confidential, quality sexual health care, their multicultural team reflects this belief.

If your concern is related to sexual abuse contact Auckland Sexual Abuse Health on (09) 623 1700 (24 hours).

Gambling

For some, gambling starts as fun but soon becomes an obsession. It can affect not only the person gambling but also anyone associated with that person. Gambling can be very addictive and students need to know that there are people who can help through confidential (secret) counselling.

Best contact is the Problem Gambling Foundation of New Zealand either by email pgf@pgfnz.co.nz or by phone (09) 522 4823 or 0800 664 262. The web-site is www.pgfnz.co.nz. There is also an Asian Problem Gambling Hotline on 0800 862 342 with native speakers in Mandarin, Cantonese and Korean. There is also a drop-in centre in Pakuranga, please contact them to find out more information as to open hours.

Driving

Visit <https://www.nzta.govt.nz/safety/> for up to date information on driving in New Zealand.

New Migrant Services

The Auckland Regional Migrant Services Charitable Trust understands that moving to a new country, whether temporarily or permanently, can be a very daunting experience. The adjustment to housing, language barriers, study, employment, and the cultural differences are stressful and challenging. The centre is dedicated to assisting you through this period of transition and supporting you while you settle in. There is the Manukau Resource Centre; phone (09) 263 5490 or email: manukau@arms-mrc.org.nz, their hours are 9am to 4.30pm. There is a Resource Centre in Three Kings and you can phone them on (09) 625 2440.

Human Rights Complaints: (09) 309 0874

Consulate-General of the People's Republic of China, Auckland

588 Great South Road, Greenlane, Auckland 1062
630 Great South Road, Greenlane, Auckland 1051 (Visa)
Phone: (09) 525 1588, (09) 571 3080 (Visas);
Website: <http://http://www.chinaconsulate.org.nz/eng/>
Office Hours: 9 a.m.-12 noon, 2 p.m.-4 p.m., Mon-Fri

Consulate of the Republic of Korea in Auckland

Level 10, 396 Queen Street, Auckland 1010
Phone: (09) 379 0818, 379 0460
Office Hours: 9 a.m.-12 noon, 1 p.m.-5 p.m., Mon-Fri

High Commission of India in Wellington, New Zealand

9th floor, 180 Molesworth Street, Thorndon, Wellington 6015
City: Wellington
Phone: 00-64-44736390-91
Website: <http://http://www.hicomind.org.nz/>
Office Hours: 9 a.m.-5.30 p.m., Mon-Fri

Or go to the following website to find other embassies in New Zealand:

<http://embassy.goabroad.com/embassies-in/new-zealand>

Citizens Advice Bureau: They can offer advice, guidance and contacts for a wide range of requirements. Call free on 0800 FOR CAB (0800 367 222).

Child Youth & Family: Telephone 0508 326459

Water Safety: New Zealand is a land of sea, rivers and lakes, and water presents some hazards that you should be aware of, especially if you are not use to being around water. Go to www.watersafety.org.nz to learn more about precautions you can take around water.

Youth Law: This service is available to anyone under the age of 25. The advice line is available Monday to Friday from 10am to 4pm, although if you phone outside these hours leave a message and they will phone you back at a time that suits. Phone: (09) 309 6967.

CODE

The Institute of Commercial Education NZ has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the NZQA website at www.nzqa.govt.nz

IMMIGRATION

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

ELIGIBILITY FOR HEALTH SERVICES

Most International students are not entitled to publicly 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 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 www.acc.co.nz.

GENERAL

If you need help in any area of your life, talk to someone. At the Institute, the School Administrator and School Manager will be happy to help you to find the right sort of assistance.

That's it! Keep this Handbook safe and keep referring to it. Staff will always be prepared to give help when it is needed so do not be afraid to ask for it! GOOD LUCK for your chosen course and your future.