



International College of New Zealand

STUDENT HANDBOOK

Academic Year 2017

www.icnz.ac.nz



Table of Contents

Welcome to International College of New Zealand (ICNZ)	4
Our management staff	5
Vision	5
Mission Statement	5
Purpose Statement	5
Section One: Orientation	6
Public holidays 2017	6
Treaty Of Waitangi (Tiriti o Waitangi)	7
ID cards	8
Rules	8
Health and Safety	9
Attendance	9
Leave Policy	10
Support	10
Frequently Asked Questions	10
Section Two: Academic Information	11
Reading Material.....	11
In Class Studies.....	11
Out of Class Studies	11
Assessment Policy for Papers	11
Late Assignment Submission Policy	11
Recognition of Prior Learning	12
Formative Assessments.....	12
Summative Assessments	12
Assignment Guidelines.....	12



Assignment Submission Policy	13
Aegrotat/ Impaired Performance.....	13
Plagiarism Policy.....	15
Assessment grading	16
Withdrawal & Refunds.....	17
Frequently Asked Questions	18
Section Three: Administration Support	19
Academic Support.....	19
Certificate	19
Grievance Procedure	19
Frequently Asked Questions	20
Section Four: Facilities	21
Netbook/ Laptop and Internet Access	21
Other Resources.....	21
Section Five: General Information.....	21
Immigration	21
Driving in New Zealand	21
Eligibility for Health Services	21
Accident Insurance	22
Travel and Medical Insurance	22
Emergency Procedure (in the event of a fire)	22
Frequently Asked Questions	23
The Code of Practice	24

ICNZ was last evaluated by NZQA in 2013 and the EER report is available at
<http://www.nzqa.govt.nz/nqfdocs/provider-reports/8296.pdf>

The Student Handbook is current at the time of printing.
Please check the updated version of the Student Handbook at regular time intervals from
<http://icnz.ac.nz/resources.aspx>.



Welcome to International College of New Zealand (ICNZ)

Dear Students,

Kia Ora and Welcome to International College of New Zealand!

Coming to New Zealand to live and study has many challenges and rewards. ICNZ endeavours to support you to ensure your student life and learning is full of wonderful memories. The Student Handbook is a guideline and map to understand ICNZ's administration systems. It is encouraged to read the handbook carefully.

If you have any concerns, please feel free to approach any of our staff members. We are all here to support you. As a forward looking organisation, we provide quality education to our students. ICNZ is focused to provide global perspective for supporting and developing your overall vision. The individual focus and guidance provided by our professional academicians would prepare you for understanding the prevalent natural medicine environment.

Wishing you all the very best for your future endeavours!

Chirag Sinh Solanki
Director



Our management staff ...

Director: Chirag Sinh Solanki	027 678 4966
Pastoral Care Officer : Chirag Sinh Solanki	027 678 4966
Academic Manager (Homeopathy): Dr. Harveen Kaur	021 042 4966
Manager – Administration: Stephanie Sequeira	022 495 1698

Vision

To provide a quality education encompassing supportive learning environment to transform our students and inspire them to be significant contributors to society.

Mission Statement

To equip our students with knowledge, skills and attitude for a successful career.

Purpose Statement

To accomplish our mission, we aim to:

- Design and deliver a broad-based curriculum that excels in meeting the learning needs of all students;
- Develop innovative products and services that positions us at the high value end of the New Zealand PTE sector;
- Deliver personalised, interactive, quality academic programmes that provide excellent “value for money”;
- Provide a quality learning environment for students in line with the spirit of the Code of Practice;
- Employ professional staff with required qualifications and specialist skills for all teaching programmes offered at ICNZ;
- Address the principles of the Treaty of Waitangi in a relevant and effective way within the context of our international education export industry;
- Recognize the need of all the other stakeholders and address it in the most professional manner.



Section One: Orientation

An orientation will be conducted on your attendance in the college

You will:

- Complete your enrolment, provide copies of passport, visa, travel and medical insurance, provide home country and local contact details, and confirm the type of your accommodation in Auckland.
- Guide of the College
- Meet the staff
- Read and talk about the information in this handbook.
- Gain information about living in New Zealand
- Overview the programme that you have enrolled to study
- Requirements for Attendance & Assessment
- Complete the orientation checklist

Public holidays 2017

- Sunday 1 January - New Year's Day
- Monday 2 January - Day after New Year's Day
- Tuesday 3 January – New Year's Day (in lieu)
- Monday 30 January - Auckland Anniversary day
- Monday 6 February - Waitangi Day
- Friday 14 April - Good Friday
- Monday 17 April - Easter Monday
- Tuesday 25 April - ANZAC Day
- Monday 5 June - Queen's Birthday
- Monday 23 October - Labour Day
- Monday 25 December - Christmas Day
- Tuesday 26 December - Boxing Day

ICNZ will remain closed on public holidays.



Treaty Of Waitangi (Tiriti o Waitangi)

ICNZ supports Treaty of Waitangi and has incorporated its principles in many areas such as its Orientation schedule as well as the course framework.

The Treaty of Waitangi affects many areas of life in New Zealand. The Maori language is recognised as an official language of New Zealand. The bi-cultural values of the Treaty is taught in schools and practised all over New Zealand.

Living in New Zealand you have a responsibility through the Treaty of Waitangi to protect the social, political, cultural and spiritual rights of the Maori People.

Waitangi Day - 6 February, is a public holiday in New Zealand.

What is the Treaty?

On 6 February 1840, at 'Waitangi' in the Bay of Islands, a treaty was signed between two sovereign states:

- The United Kingdom of Great Britain and Ireland (the British Crown),
- AND
- The United Tribes of New Zealand and other tribal leaders (the Maori).

The British Crown gained the right of governorship and the right to settle in New Zealand. Maori kept authority over their lands, their affairs and gained the rights of British citizens.

The Treaty of Waitangi established a partnership between the Maori people of New Zealand and the new settlers, providing a framework for Maori and non-Maori to live in this country together. The Treaty re-affirmed Maori rights and set up a national government, which would help in the settlement of New Zealand. The present Government of New Zealand recognises the Treaty of Waitangi as the founding document of New Zealand. Today the Treaty continues to act as a pact of partnership.

It is an agreement, which is the basis of national unity and understanding between cultures.

For further information on the Treaty of Waitangi please contact:

The Information Section, Waitangi Tribunal Division, Department of Justice,
PO Box 10-044, Wellington, New Zealand



ID cards

At orientation, you would receive your ID card. Your card is a proof of your study at ICNZ and must be carried at all times at ICNZ premises. Keep it carefully and ensure it does not get damaged. It is your personal card and must not be used by anyone else. In case, your card gets lost or damaged then please inform the ICNZ Office. There is NZD 10 charge in case of any request for replacement of the ID Card.

Rules

We expect everyone to treat each other with respect and dignity in the college.

In New Zealand you may buy alcohol if you are aged 18 or over. Do not consume alcohol and drive or consume alcohol in a public place or in an area where alcohol is banned. Drugs are illegal. If you are caught, you may face a jail sentence and be deported. Cigarettes may be bought if you are 18 or older. It is banned inside most buildings – shops, bars, offices and so on, and there are also non-smoking areas outside. You may face penalty if you breach any of the laws.

Students are banned from having alcohol or drugs at College and smoking is not permitted on site. Drugs, Alcohol, Weapons (even fake) and chewing gum are prohibited on ICNZ campus. The building is strictly smoke-free. Please use the smoking areas allocated outside the building. Please note - *Smoking is injurious to Health!* Cafeteria must be used for eating and drinking. Drink bottles with a push-close style lid are allowed in the class room.

ICNZ reserves the right to cancel your enrolment, if you are found involved in any of the below activities:-

- Physical violence
- Taking or possessing drugs, consuming alcohol or being drunk
- Bullying
- Using offensive language
- Sexual or racial harassment
- Unsatisfactory attendance
- Unsatisfactory academic progress

Unacceptable behaviour or repeated breaches of classroom or ICNZ rules may lead to termination of enrolment.

ICNZ follows the following procedure when a rule is broken:-

- Formal verbal warning
- Written warning
- ICNZ retains the option of second written warning
- Dismissal

Instant dismissal without following any of the above procedures may occur, if deemed necessary.



Health and Safety

Regular checks of the premises are undertaken to ensure your safety. If you see something that could be a danger to anyone on site, report it to a staff member. A Fire Drill is conducted regularly. If you hear the Fire Alarm, please evacuate the building immediately and assemble in the car park area and follow the fire warden instructions.

If you feel sick or are injured, report to the ICNZ office and you will be provided with First Aid. A record of all incidents, accidents and cases of illness along with the action taken is maintained.

Attendance

Immigration New Zealand (INZ), New Zealand Qualification Authority (NZQA) and ICNZ require a full-time international student to abide by the attendance requirements of the Programme at all times. In addition, you are required to complete certain hours of self directed learning.

In line with Immigration NZ requirement, students should maintain 100 percent attendance. Any absenteeism must be supported by a valid reason and documentation. Attendance sheet is recorded and maintained at the ICNZ Office and also updated regularly on Student Management System, WiseNet.

Students are required to be punctual. If there is a delay to reach class on time - it can lead to the loss of attendance during the respective session. If you are ill or unable to attend class due to unforeseen circumstances, it becomes your responsibility to inform the ICNZ Office in writing. As a student, it is your responsibility to comply and attain the attendance requirements. Please login and access your Wise Net regularly to track your attendance.

Students must attend lectures regularly to successfully complete their qualification. Communication on attendance notification and termination warnings will be in the following order:

- 1) If a student's attendance falls to 88%, the student will receive a notification that their attendance is low and should improve. This will also notify the student that, should the attendance fall below 88%, the first warning of termination will be issued.
- 2) At the first instance of the attendance percentage falling below 88%, the student will be issued with the first formal termination warning.
- 3) If the student does not improve within three weeks, a second formal termination warning will be issued. The student will receive two weeks to improve. Failure to improve will lead to termination of enrolment.

In exceptional circumstances (such as serious illness, injury or events beyond the control of the student) and upon submission of appropriate evidence by the student, termination of the student may be re-considered by the Director and/or Academic Manager (and/or delegated authority in the absence of Director or Academic Manager).



Leave Policy

Leave period will not be counted in the overall attendance percentage calculation only in the circumstances and situations based on the following grounds with a valid written evidence :

1. Sick Leave
2. Immediate family member sick
3. Bereavement Leave (2 days within NZ/ 10 business working days overseas)
4. Own wedding (2 days within NZ/ 10 business working days overseas)

Students are allowed 10 sick days in each year of their qualifications. A medical certificate must be sighted in case of these situations otherwise the day(s) will not be considered for attendance or submission extension. In circumstances, where a student has incurred extensive injury or serious ailment for which hospitalization is required then discretion will be considered by ICNZ Office upon providing evidence.

Support

If you need help or just a listening ear, you are welcome to approach any of our staff members. ICNZ staff is committed to the continuous support and well being of its students. All personal information is kept private and confidential.

The Director is the nominated Pastoral Care Officer and is available 24/7. However, ICNZ's culture has embedded Pastoral care at every level. All staff members carry the responsibility of Pastoral Care and are committed to the well - being of students.

Frequently Asked Questions

How can I change my address, email or phone number?

Update the information on Wise Net. It is imperative for you to maintain updated information in the student records.

I am absent from College?

You are expected to regularly attend classes except if you are absent due to sickness or some unforeseen circumstances. If you miss the classes due to sickness and wish to request for extra tutorial, a medical certificate will be required.

Absences or lateness are recorded and monitored. Lack of attendance could affect your ability to complete your course successfully.

I need to leave college during the day?

You will lose on your attendance for the period of absence and you must obtain prior permission from your tutor.



Section Two: Academic Information

Reading Material

Tutors will direct you to the reading materials you will require to successfully complete the course and achieve the associated qualification.

In Class Studies

We encourage you to make the most of your time during the class. Our tutors are here to ensure you gain the knowledge, skills and values not only to achieve your qualification but to perform confidently in your future career. Be pro-active in class, take part in class discussions and make sure to ask questions if you are not sure of any course content.

Out of Class Studies

To gain the maximum benefit from your in-class learning we recommend a minimum of ten hours for Level 5 and fifteen hours for Level 7 of home study every week. We also recommend an early start to your assignments to avoid pressures that may arise, especially on the given due dates when assignments are to be handed in. We advise you to organise your time well and let your tutors know early if you are having any difficulties handing in your assignments.

Assessment Policy

ICNZ believes a regular system of assessment is required to ensure the success of its teaching and learning programmes and overall successful outcome of its students. Students are required to undertake ongoing assessment which enables ICNZ to monitor their progress and determine their future learning. ICNZ assesses its students in a fair, valid and consistent manner.

Students need to submit their assignments on or before the due date. While submitting, please ensure your tutor signs the Assignment Submission Tracker along with the date of submission. At the time of any discrepancy, the information available on the Assignment Submission Tracker will be regarded as valid.

- Students will have an opportunity to re-enroll only 1 time in an academic year. If there is another re-enrolment in any paper, the student's enrolment will be terminated.
- For any re-enrolment, the student must pay within 4 weeks of getting a Fail result. For any Paper-based qualification, each enrolment will be charged \$900.
- For any re-enrolment, the student will be required to make their final submission within two weeks of the fees being paid for the assessment to be considered.

Late Assignment Submission Policy

If a student submits the assignment late i.e. up to one week after the due date, 10% of the marks will be deducted. Any submission after that will be considered a fail. If the student fails the paper cumulatively (the total marks being a cumulative mark of each assessment mark in the paper), it will result in a re-enrolment in that paper.



Recognition of Prior Learning

Definitions

Recognition of Prior Learning (RPL): credit awarded for informal, un-certificated learning or overseas qualifications or credit gained from a course taken previously.

Credit Transfer: credit gained from achievement in a course taken at another TEO where course content is matched. Students are advised that an application can be made for credit transfers, RPL or recognition of current competency.

The application is made to the Academic Manager who makes a decision on one or more of the following:

Documentation where evidence is provided of achievement.

Challenge where performance is demonstrated.

Assessment where the applicant attempts an assessment task related to the relevant part of the unit standard.

The Academic Manager records the process followed, notes the decision reached and advises the Director. The Director confirms the decision and advises administration who takes any steps necessary if credits have been awarded. A copy of the decision document is placed on the student's file.

Formative Assessments

On a regular basis you will be required to participate in the formative assessments. Feedback will be provided throughout the course. Tutors will provide informal, supportive, positive, developmental, and critical feedback. This will be given verbally and/or in writing as a means to prepare you for the summative assessments.

Summative Assessments

Each assessment task will require you to meet a specified Learning Outcome. The marking criteria is based on a grading system shown on Page 17. The submitted assignment will be compared to the expected level of performance against the pre-set requirements. Regular and ongoing feedback will be provided by the tutors to ensure you have complete understanding of the required criteria.

Assignment Guidelines

All assignments are designed to assess your acquired knowledge, skills, attitudes and values gained during the entire course. Detailed guidelines are provided by your tutor and are also explained in the assignment instructions. Assignments may be oral, written, or practical. Guidelines will be provided at the commencement of each unit standard and prior to each assignment. Please keep a backup copy of all submitted work. Computer or printing problems are not accepted as a suitable explanation for late hand-in of assessments.



Assignment Submission Policy

Purpose: This policy defines the submission policy of all assignments at ICNZ.

Printing

Step 1: Enter your request for printing on the Batch Request Sheet

Step 2: Email your file, with the title of the paper to icnzprints@gmail.com

Step 3: Complete your assignment cover sheet with the appropriate details and sign the required declaration.

Step 4: Hand the assignment to your tutor or the ICNZ office and ensure that the tracker sheet is signed.

Electronic

The assessment will not be marked unless an electronic submission is made, by following the below guidelines:

Step 1: Go to website: <http://www.plagscan.com/icnz>

Step 2: Enter the code **abc123efg** in the code submission field and click Login.

Step 3: Enter your Full name , Student ID, Paper Title.

For example: Joe Bloggs_123_HOM101

Step 4: Upload the file and then click submit

Aegrotat/ Impaired Performance

ICNZ cannot award impaired performance or Aegrotat passes. Evidence of having reached the standard set out in all papers is required to pass the programme and gain a qualification.

“What is Plagiarism?”

Plagiarism is presenting or quoting other’s work as if it were your own. If you refer to sources such as website/ book/ tutor notes/ journals or any other related articles, you must acknowledge the sources appropriately. You cannot copy from any other student’s work as well.

Examples of Plagiarism

- Copying from website/ book/ tutor notes/ journals without acknowledging
- Cut and Paste from any source
- Verbatim copying from ANY source
- Copying from another student’s work
- Using Paraphrasing Software to change another student’s work to escape plagiarism
- Submission of a previous competent assignment submitted by another student
- Allowing another student to see your work



How to avoid Plagiarism

- Make careful notes of where you choose your information from and acknowledge the work of others
- The Tutors can provide assistance regarding Referencing
- Paraphrase or put in your own words any idea or information that you have gained from the different sources”

Referencing in Course Assessment

All students must use the American Psychologists Association Referencing system (APA). Referencing acknowledges the research and/or academic writings of authors/people that you used to compile your assessment.

Please look the below exemplars for APA Referencing:-

- Books -1 author: Wilson, A. (1994) Fun is Fun. Auckland: Bill’s Publishing Ltd.
- 2 authors: Wilson, A. & Sunshine, R. (1994) Fun is Fun. Auckland: Bill’s Publishing Ltd.
- 3 authors: Wilson, A., Smith, T., Sunshine, R. (1994) Fun is Fun. Auckland: Bill’s Publishing Ltd.
- No author: The Concise Oxford Dictionary. (1999) 10th ed. Oxford University Press
- 1 editor: Wilson, A. (Ed) (1994) Fun is Fun. Auckland: Bill’s Publishing Ltd.
- 2 editors: Wilson, A. & Sunshine, R. (Eds) (1994) Fun is Fun. Auckland: Bill’s Publishing Ltd.
- Article/chapter: Wilson, T. (1994) Ways to have Fun. In Smith, A. (Ed) Fun is Fun. Auckland: Bill’s Publishing Ltd. Pp.350-355
- Encyclopaedia: Wilson, D. (1987). Mental Disorders. In The New Encyclopaedia Britannica, 5th ed., Vol. 34, Chicago Encyclopaedia Britannica, pp. 976 – 978.
- Journal Article: Gray, K.M. (1990) Big Bang Theory: Research Review. Science Bulletin. Vol. 34. No. 3, pp. 91-102.
- Newsmodule: Dekker, F. (2000) First Person Singular. The Dominion, 7th August, p.34
- Websites: Willie, G. (2008) StarTrekkie: Fun. Retrieved: October 2, 2009, from <http://beammeupscottie/fan/nowfun.html>
- Acts of Parliament: Privacy Act 1876. Part II. ss 45. P.7

Your tutor will help you regarding APA referencing. APA editions keep updating on a regular basis. Try using the most updated edition while referencing your assessment.

ICNZ currently implements processes to detect plagiarism: -

1. Referencing-
Acknowledging the appropriate source in the academic work is imperative. All assignment must consist of an appropriate in-text citation and referencing.
2. Tutorials-
On a regular basis, Tutors provide sessions on Referencing, significance in the assignments and up skill students on the information and knowledge about the latest APA14



editions.

3. Post Moderation-
ICNZ is focused and value quality standards in its work. The current processes and regular ongoing meetings allow tutors to post moderate each other's work and ensure compliance is maintained in student's work.
4. Consequences of Plagiarism
At ICNZ, Plagiarism is a serious offence. Students who plagiarize the work of others in assignments will face serious consequences. All reports of such conduct will be investigated and if upheld disciplinary action will be taken against any student engaging in this type of activity. Refer to the Plagiarism policy for details.
5. Plagiarism Tool-
ICNZ's academic team uses various methods to detect plagiarism in student's work. This may include but is not limited to using electronic plagiarism detectors, databases, internet and other student's work submitted previously for assessment.

Plagiarism Policy

ICNZ is a quality education provider and is committed to upholding high standards of academic honesty and integrity. High quality standard work produced by students is imperative.

At ICNZ, no plagiarism is tolerated. We take plagiarism very seriously and work towards other processes along with referencing, moderation etc. as a strict measure. Some level of matched content will be considered only with accurate in-text citations and proper referencing. Students and staff have a responsibility to ensure that they gain required understanding to minimize the plagiarism scenarios.

Students will be given a plagscan code which will allow them to upload their assignments. They will be given access to their automated plagiarism report, which they will have to print out with the submission. A Plagiarism Detection Checklist will be added to each assessment for tutors to sign. Students will be made aware that if there is an affirmative for plagiarism in that Checklist, they will be issued a Plagiarism Warning Letter.

Where a student's assignment is found to be plagiarized for the first time within an academic year, a Plagiarism Warning letter is given. No more than 1 week of re-submission time will be allowed to re-submit the plagiarized assignment. Also, the re-submission mark will be reduced by 10%. The second incidence of plagiarism will result in a termination of enrolment.

Academic Dishonesty

When a student is found cheating in the examination, the consequence will be:

5% will be deducted from the total marks on the paper by the invigilator. If the same is repeated during the assessment, the answer sheet will be confiscated. If the aggregate score is less than 50 marks, students will have to re – enrol in the paper at a cost of NZ\$ 900.



Assessment grading

The grades in this programme are determined from the level of achievement in learning outcomes addressed through assessment points. All assessments are compulsory and should be attempted in order to pass each paper. A minimum of Grade 'C' is required to pass the paper.

Final Grades for the papers are recorded as:

<i>A+</i> <i>85-100</i>	<i>A</i> <i>75-84</i>	<i>B+</i> <i>70-74</i>	<i>B</i> <i>60-69</i>	<i>C</i> <i>50-59</i>	<i>D</i> <i>40-49</i>	<i>E</i> <i>0-39</i>
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Final Grades for the components are recorded as:

Percentage	Grade	Description
85- 100 %	A+	Rare, outstanding
75- 84%	A	Excellent
70 – 74%	B+	Polished, very good
60- 69 %	B	Covers everything expected, demonstrates good understanding
50 – 59%	C	Demonstrates adequate understanding
40 – 49%	D	Inadequate understanding
0 – 39%	E	Very Inadequate understanding, very poor
Withdrawn	W	Student has withdrawn from the course
Did not Complete	DNC	Student did not complete the course
Still not Complete	STC	The course has either not commenced or not completed

Appeal for reconsideration of assessments

If you are unhappy with the assignment results, please approach the respective Tutor. If you are still unhappy you can appeal. Complete the Assessment Appeal Form within three working days of the results being declared and submit it to the Academic Manager/ Director. The Appeal form is enclosed with this Handbook and is available at the ICNZ office.

Should the issue still remain unresolved, or should a conflict still persist, student would be directed to an appointed (a member who is available) external member of the Local Advisory Committee. Written contact details of the LAC member will be provided by the Academic¹⁶



Manager/ Director. Once all the above avenues have been exhausted and still the student is keen to appeal, then they will be directed to NZQA.

Withdrawal & Refunds

<p>New Zealand education providers have an important responsibility for student's welfare. This responsibility is supported by the "Code of Practice for the Pastoral Care of International Students" administered by New Zealand Qualifications Authority. To read more about the Code of Practice please visit: http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/</p>	
<p>All currently offered courses at the College are longer than three months in length. The period of grace in which a student may withdraw and be eligible for a refund is until ten working days from the date of commencement. If a student wishes to withdraw, the student must advise the College in writing within that period.</p>	
<p>Scenario 1 Student applies for a student visa from overseas. A student visa is approved. Tuition Fees has been paid. Student does not travel to NZ.</p>	<p>ICNZ will be entitled to retain up to 25% of the tuition fees.</p>
<p>Scenario 2 Student has travelled from overseas to NZ on a student visa. Withdraws prior to the course commencement.</p>	<p>ICNZ will be entitled to retain up to 25% of the tuition fees.</p>
<p>Scenario 3 Student withdraws within the first ten working days of course commencement.</p>	<p>ICNZ will be entitled to retain up to 25% of the tuition fees.</p>
<p>Scenario 4 Student has paid first installment of fee. However, Student visa has been declined.</p>	<p>Full refund, less 10% of the tuition fees or \$500 (whichever is lesser)</p>
<p>Scenario 5 Student has paid second installment of the fee. However, Student visa has been declined.</p>	<p>No Refund</p>
<p>Scenario 7 Student withdraws after ten working days of course commencement</p>	<p>No Refund.</p>
<p>Scenario 8 Termination of enrolment by ICNZ</p>	<p>No Refund</p>
<p>Scenario 9 In the unlikely event: a) A courses ceases to be offered b) Code signatory is removed c) Provider registration is removed</p>	<p>ICNZ will work with NZQA to determine if/what refund will be transferred to another institute for completion off a programme or to the student.</p>



The Director may consider a request for a refund to be made on compassionate grounds in exceptional circumstances.

Frequently Asked Questions

During the course, your academic work will be assessed often. Assignments are used to determine if you are competent to be awarded the credits.

I am unhappy about my assessment results?

Speak to your Tutor. If you are still unhappy you can appeal. Complete the Appeal form within three working days of the results being declared and submit it at the ICNZ Office. The Appeal form is available at the ICNZ Office.

When am I required to submit the assignments?

You are required to submit the assignment on or before the due dates.

What if I am not able to submit my assignment on time?

You may request for an extension of up to maximum one week. This request has to be in writing and approved by the Tutor and/ or Academic Manager.

What If I am unable to submit my assignment and also a written application for an assessment submission extension?

The assignment would be considered under the Assessment Submission Policy.

What if I have been granted a valid extension but still fail to submit the assignment by the due date?

The assignment would be considered under the Assessment Submission Policy with the assigned due date.

What if I have failed to gain a valid extension but have prepared my assignment and wish to submit after due date?

The assignment would be considered under the Assessment Submission Policy.

What if I am not happy with the outcome of an assessment?

You have the right to appeal it. Complete the Assessment Appeal Form. Please follow the instructions on the form.

I wish to leave, or withdraw from a course?

Please apply in writing explaining in details the circumstance and reason for discontinuing from the course and make an appointment to meet the Director.

I want to check on my fees?

International College of New Zealand uses the Public Trust (PTNZ) as it is a requirement from the New Zealand Government that student fees are held in trust. You may contact PTNZ at feeprotect@publictrust.co.nz and 0800 494 733.



Section Three: Administration Support

Student Support Services

Our student support services are based on the unique New Zealand model known as **Te Whare Tapa Wha (Durie, 1984)**. The whare is a Maori meeting house that is linked to a human body. The 4 (wha) sides (tapa) of a whare represent;

Te taha tinana	–	ones physical well being,
Te tapa hinegaro	–	ones intellectual and emotional well being,
Te taha whanau	–	ones social well being and
Te taha wairua	–	ones spiritual well being.

When you call on the services of the staff, we will help in a holistic way that takes into account physical, intellectual, emotional and social well being.

Academic Support

All staff members are committed to help you with academic matters including study skills, academic writing and other essential support you may need. In case of any specific requirements, you are free to approach office. ICNZ conducts a study support tutorial, so please make use of the same.

Certificate

On successful completion of the course, you will receive your certificate.

Grievance Procedure

ICNZ is committed to resolving student complaints fairly and promptly. If you feel that you have not been treated fairly or have concerns, you can approach any staff member whom you feel comfortable to talk to. However, we suggest the below procedure:-

1. **Tutor**
2. **Academic Manager / Director**
3. **Local advisory committee member**
4. **NZQA**

The Academic Manager/ Director will investigate and give you a reply within two working days or inform you if additional time is needed before a decision can be made.

Should the issue still remain unresolved, or should a conflict still persist, student would be directed to an appointed (a member who is available) external member of the Local Advisory Committee. Written contact details of the LAC member will be provided by the Academic Manager/ Director.



If you are still unhappy and you feel your concern has not been addressed, you can phone or write to:

NZQA – New Zealand Qualifications Authority

PO Box 160

Wellington

Phone: 0800 697 296

Email: helpdesk@nzqa.govt.nz

NZQA:

NZQA handles all complaints and about alleged non-compliance with the Code of Practice other than financial and contractual disputes.

iStudent Complaints:

iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which is set up to resolve financial and contractual disputes.

Frequently Asked Questions

I am unhappy with my Tutor?

Speak to the Program Co-ordinator/ Academic Manager.

I would like to suggest some improvements about how the College or classes operate?

A suggestion box is available to add your suggestions anonymously. Speak to your Tutor and/or Pastoral Care officer. This can also be efficiently conveyed via the regular programme and tutor evaluation exercise.



Section Four: Facilities

Netbook/ Laptop and Internet Access

Every student is required to have access to a netbook/ laptop. At the time of submitting the Application Form, students have to clearly indicate their unrestricted access to a netbook/ laptop and internet. On receipt of NZD 1000 for a laptop/ netbook, ICNZ will provide the respective student with a laptop/ netbook .

While on campus, all enrolled current students have the privilege of free wireless internet connection. Each student is issued with an access code which allows them an exclusive limited internet usage. Please make a wise use of this courtesy. If misused and abused, ICNZ retains the right to revoke this facility completely.

Other Resources

ICNZ has a collection of learning resources and these are available for students who wish to support their learning. A Batch Request Sheet is sent everyday to the class for the students to request any kind of study material and support that is needed. ICNZ recommends students become members of Auckland City Libraries. While on campus, all enrolled current students have the privilege of free wireless internet connection. Each student is issued with an Access Code which allows them an exclusive limited internet usage. This provides them access to research immediate and comprehensive catalogue of learning material. ICNZ is committed to supplying reference texts and audio or visual material as needed by the tutor to successfully deliver the course. These resources will be kept in a resource area or in the appropriate classroom when needed. Such resources will be provided on an as needs basis as the programme is progressively delivered.

Section Five: General Information

Immigration ...

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the Immigration website. Visit www.immigration.govt.nz. ICNZ does not offer any legal advice or consultancy. Contact the Immigration NZ and/ or law firm and/ or a licensed immigration advisor.

Driving in New Zealand ...

In New Zealand, vehicles are to be driven on the left hand side of the road. Your International driving licence may allow you to drive for a period of one year from the date of arrival. Please verify the same <http://www.nzta.govt.nz/> for further information.

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, visit <http://www.health.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. Visit <http://www.acc.co.nz> for further information.

Travel and Medical Insurance ...

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

If you do not already have medical insurance, International College of New Zealand can offer you travel and medical insurance through Orbit Protect at a very competitive rate.

You must provide the College with a copy of any insurance cover you have. This is a condition of enrolment.

Please note Emergency number: 111

Emergency Procedure (in the event of a fire) ...

- When the fire alarm sounds, leave the building immediately
- Do NOT take your handbag, backpack or anything else with you
- Do NOT use the lifts
- Walk down the stairs
- Assemble in the car park
- Meet a staff member as quickly as possible
- Do NOT leave until your Tutor/ Staff has taken note that you are present and safe
- If you are first to see a fire, either tell a staff member or sound the fire alarm yourself



Frequently Asked Questions

I need to use a telephone?

There is a telephone in the ICNZ Office for Emergency calls only.

I am sick or injured in the ICNZ campus?

You need to approach the ICNZ Office immediately where a staff member will provide first aid assistance to you.

Someone needs to contact me urgently?

People can contact you on the ICNZ phone, in case of emergency ONLY.

I am hungry?

Students can use microwave to heat their own food. As a courtesy, ICNZ will place ingredients to prepare a cup of tea/ coffee during breaks ONLY. If, this courtesy is misused and abused, ICNZ will stop providing any such services.

Also cafe, restaurants and grocery shops are located within walking distance of ICNZ.

I need to use the Bus/ Train?

Auckland has an excellent bus and train service. For information visit:

<https://at.govt.nz/>

I need a Taxi?

There are several companies; one of them is Co-op Taxi, Tel: 300 3000. You can also refer to the yellow pages website for further details www.yellow.co.nz

I need accommodation?

Speak to the Pastoral Care Officer who will introduce you to our accommodation contractors.

I need to open a bank account?

Speak to the Pastoral Care Officer for information and help.

I want to smoke – where can I do this?

Smoking is prohibited on ICNZ campus. If you wish to smoke, then you can do so during break times only in the smoking zones outside the building.

I wish to know about the Code of Practice under which this College operates?

Summary of the Code of Practice is provided during the orientation and is also attached. Or refer to <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> to read the Code.

I have a car or bicycle? Where can I park?

There is no car park for students on the ICNZ Campus. Please contact the administrator in the Auckland Indian Association library for further details. There is off street parking available as well



The Code of Practice ...

Introduction

When the students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. International College of New Zealand has signed the Education (Pastoral Care of International Students) Code of Practice 2016 that we are an education provider committed to high quality care of our students.

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.

Who does the code apply to?

The Code applies to all educational providers in New Zealand with the 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 Immigration New Zealand.

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. Visit the website <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> for further information.

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 Immigration New Zealand and you will not be able to study at that institution.

The Code sets standards for educational providers to ensure that:

- High professional standards are maintained.
- 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.



The Code also establishes the NZQA and a Review Panel to receive and adjudicate on student complaints.

What do I do if something goes wrong?

If you have any concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Director, the Pastoral Care Officer, your tutor or another person you feel comfortable to talk to. The Code requires all institutions to have a 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 were not resolved by the internal grievance procedure, student would be directed to an appointed external member of the Local Advisory Committee member of ICNZ. The student will be provided with this external contact details should the student feel the internal avenues were tainted or prejudiced and reached an unsatisfactory decision.

What will the NZQA do?

The purpose of the International Student Contract Dispute Resolution Scheme (DRS) of NZQA is to adjudicate on complaints from international students. The NZQA will investigate complaints and determine if there has been a breach of the code. The NZQA has the power to impose sanctions on educational providers who have committed a breach, and/or requiring that remedial action to be undertaken. The NZQA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

How can I contact the NZQA?

You can contact the NZQA at:
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Free Phone in NZ: 0800 697 296
Telephone : +64 (4) 463 3000
Fax: +64 (4) 463 3112
Email: helpdesk@nzqa.govt.nz

If need any assistance please feel free to contact the college staff.

International College of New Zealand
Mahatma Gandhi Centre, 145 New North Road, Eden Terrace, Auckland
Website: icnz.ac.nz
Email: info@icnz.ac.nz
Phone: ++64 9 369-1698