



Canterbury
Language College
Australasia

Student Handbook

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Welcome

Canterbury Language College (Australasia) was founded in 1988, has an excellent reputation, and is a rapidly growing College. We place emphasis on providing a warm, caring environment in which the individual educational and personal needs of students are well catered for.

It is our mission... 'to provide our students with excellence in English language tuition and the best resources for a productive, enjoyable and satisfying New Zealand experience'.

Location

We are conveniently located right in the centre of downtown Christchurch on the 3rd Floor of the AXA Centre, 152-156 Hereford Street.

We are surrounded by entertainment opportunities, with ready access to public transport, banks, postal services, library, excellent shops, restaurants and other facilities.

Contact Information

To ensure all students are well catered for the following people are available to assist students with:

General Information, Further Study Plan and Student Welfare

- James Waghorn
- David Pepperle
(AXA Centre, Reception, 3rd floor)

Your course or classes – Keith Burgess
(AXA Centre, Teachers' office, 2nd floor)

Holidays/course extensions – James Zhang, (AXA Centre, 2nd Floor)

Homestay/Accommodation Coordination – Sueann Wang, (AXA Centre, 3rd Floor)

Pre Enrolment Information

The following section contains important information for all Prospective Students of Canterbury Language College Australasia including:

- Summary of the Code of Practice
- How to Enrol
- Where to get information on applying for a visa
- Our refund policy
- Our Fees Protection Policy
- Important information if you are under 18 years old

Code of Practice (Summary)

Canterbury Language College Australasia has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students (the Code) published by the Minister of Education. All agents of CLCA agree to follow the Code. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>.

Introduction

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

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 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 as defined in section 2 or section 159 of the Education Act (whichever is applicable). A foreign student will usually have a student permit issued by the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from the Canterbury Language College office. 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 has a register of all signatories to the Code. This list is available from www.minedu.govt.nz/goto/international. If the educational provider that a student is seeking to enrol with is not a signatory to the Code, the student will not be granted a permit from the New Zealand Immigration Service and will not be able to study at that institution.

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.

What do I do if something goes wrong?

If you have concerns about your treatment by the 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 as someone that a you can approach about complaints at the institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and a student needs to go through these internal processes before that student can take the complaint any further.

If the your concerns are not resolved by the internal grievance procedures, you may contact the International Education Appeal Authority (IEAA) (see address below)

International Education Appeal Authority

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.

What will the 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 may 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 the appropriate regulatory body.

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.

How can students contact the IEAA?

Students can write to the IEAA at:

International Education Appeal Authority
 C/- Ministry of Education
 Private Bag 47-911 Fax: (09) 374 5403
 Ponsonby Phone: (09) 374 5481
 Auckland Email: info.ieaa@minedu.govt.nz

Enrolment Procedure

You will need to complete an application form and send/email/fax it to the CLCA office for processing.

Application forms can be obtained from your agent, the CLCA website at www.cancan.com or directly from the CLCA office.

Due to the sometimes complex enrolment and visa application process, we recommend that you use the services of a reputable education agent who can assist you with the process. If you would like us to recommend an agent in your country, please contact us.

After we have received your enrolment form we will issue you with a conditional offer of place.

Conditions of Acceptance

Students will be accepted for a course of study at CLCA provided they meet the following conditions:

- Student must be at least 12 years of age (younger student applications considered on a case by case basis).
- That the course or programme chosen is suitable (Applicants who enrolment for more than 24 weeks will be required to sit an English level test.)
- Students must be able to meet the minimum requirements for a visa to study in New Zealand.
- All fees must be paid in advance.

Explanation of Fees

Enrolment Fee – This fee covers the administration costs of your application and is a one-off non-refundable fee.

Tuition Fees – Includes full use of school facilities, study materials, initial placement test, level tests use of self-study rooms and self-study materials. Tuition fees do not include dictionaries, external examination costs such as IELTS or Cambridge examination costs unless otherwise stated.

Accommodation Placement Fee – One-off non-refundable fee includes cost of finding and arranging your initial homestay placement.

Homestay Fee – Includes single room, 2 meals per day, laundry, power, local phone calls.

Homestay fees **do not include**: travel to and from school, lunches, internet connections or line charges, international phone calls or calls to mobile phones and personal hygiene products such as shampoo & conditioner.

Guardianship Fees – Includes cost of appointing a guardian. See Under 18 Years Old Section for further details.

Insurance – Includes cost of travel & medical insurance cover for duration of course (or longer if requested)

Bank Charges – Cost of telegraphic transfer. (Not required if fees paid by cash or local cheque).

Visa Information

Most people need a visa to be able to study in New Zealand. Individual requirements vary from country to country, so please make sure you check out the requirements for your situation.

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 (NZIS), and can be viewed on the NZIS website at <http://www.immigration.govt.nz>."

It is your responsibility to ensure that you have the correct visa before coming to New Zealand.

Future Study Application Procedures

We are happy to assist you in applying and preparing for your future education at Secondary or Tertiary institutions in New Zealand. If you would like us to assist you with an application, you will need to provide us with the following documents.

(a) High School Application Requirements

- Junior and Senior Middle School results and qualifications (translated and notarized)
- Teachers' reports
- Parents' names and contact details
- Handwritten statement by you outlining why you want to study at a NZ High School.
- Certificate of Birth (not compulsory, but very useful!)
- Students who have completed two years of senior middle School should consider applying for a Foundation Studies course.

You may also need to complete and sign the application form. We can provide you with the form if necessary.

(b) Foundation Studies Application Requirements

- Senior High School results to date, and graduation certificates if obtained. (Original translated and notarised documents are required).
- Completed application form (CLCA will supply you with a copy)
- Certificate of Birth (not compulsory, but very useful!)

(c) Undergraduate Applications Requirements

- Academic results to date and proof of study documents. (translated and notarised)
- Certificate of Birth (not compulsory, but very useful!)

Please note that if your academic background is below the required level for a bachelor's degree course, we will suggest the most appropriate course for you.

(d) Postgraduate Applications Requirements

All documents should be prepared to a high standard.

- Academic documents including graduation certificates, results and proof of study (original, notarised documents must be provided).
- 2 letters of reference from an employer or professor
- Personal Curriculum Vitae
- Research Proposal
- Certificate of Birth (compulsory)
- If a student's academic background is below the required level, CLCA will request an offer of place for the most appropriate bridging course as recommended by the university.

Refund, Withdrawal and Cancellation Policy

Students are required to pay the course fees prior to the commencement of their course. Please note that a part-week counts as a full week when calculating tuition fees; this means that your course start date will be the previous Monday, and your course will finish on a Friday. If you choose not to complete your course, you may apply for a credit note and return to complete your study at a later date, at the discretion of the Managing Director.

Students who withdraw from their course have the right to a refund under the following conditions.

Any student whose course is more than 2 days long is entitled to refunds as follows:

- If a student (a) not being in New Zealand, is refused a visa, or cancels his/her course OR (b) being in New Zealand, cancels not less than two weeks before the course start date, fees will be returned to the student's agent, minus a \$250.00 administration fee.
- Course length up to 4 weeks and 6 days
- If student cancels within the first three days of the course, a refund of not less than 50% of the total course fees
- Course length of 5 weeks or more, but less than 3 months
- If student cancels within the first six (6) days of the course, a refund of not less than 75% of the total course fees
- Course length of three months or more
- If student cancels within the first eight (8) days of the course, a refund of not less than 90% of the total course fees

Other costs:

- Costs of services provided, if not included in the prepaid fees, may be deducted from the refunded amounts. In the event of a need for clarification, the refund guidelines issued by the NZQA, which apply to the time at which the cancellation was made, will be authoritative.
- A refund of tuition fees, less expenses, will be paid to the student if aged over 18 years, otherwise payment will be to the student's parents.
- Students under 18 must obtain written permission from their parents to withdraw from their chosen course.
- No refunds will be made to students who are asked to leave CLCA because of misbehaviour, poor attendance or violation of CLCA rules.
- Except at the discretion of management, no refunds will be made to students for any other reason. Requests involving, for example, the serious illness or death of the student, parent, sibling, spouse or child in the immediate family will always be considered.
- In order to avoid delays in refund payment, the student must apply in writing to the Director of Finance, stating the reasons for withdrawal from CLCA
- CLCA must inform the New Zealand Immigration Service that the student is no longer studying at CLCA.
- All refunds are made in NZ dollars. CLCA is not responsible for any changes in the value of currencies or for students' bank fees.

CHANGING INSTITUTIONS, AND VISAS

- If you decide to transfer to another institution, **you must have your visa changed** and show evidence of this change to the Director of CLCA before any refund of fees will be paid..
- If you do not do this the Immigration Department can send you back to your home country.
- If you have a visitor's visa and you decide to study for more than 12 weeks, you **must change to a student visa**.

Fees Protection Policy

According to NZQA requirements CLCA is required to establish a Trust Fund administered by an independent body to protect students' fees.

Your tuition fees are paid directly into a Trust Account (administered by Chartered Accountant, Norma Hancock). Your funds are held in trust for you and paid to the school over the duration of your course. The trust fund is approved by the NZQA.

If you would like a copy of the official Fees Protection Policy for CLCA, please contact us.

Students Under 18 Years Old

Students less than 18 years old are enrolled subject to the following conditions:

1. They must have a designated caregiver, approved by CLCA, for the duration of their course.
2. They must have travel and medical insurance cover.
3. They must live with a host family approved by CLCA.
4. They must provide the contact details of their parents.
4. They must not own or drive a motor vehicle.

CLCA has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students (the Code) published by the Ministry of Education regarding the care of international students under 18 years old. Copies of the Code are available on request from this institution or from the Ministry of Education website at <http://www.minedu.govt.nz>.

All students under 18 years of age and their parents have signed an agreement with CLCA that they will abide by the Code and they accept the right of CLCA to provide the student with a caregiver specifically trained to ensure that the welfare of the student is catered for whilst attending CLCA. Please contact CLCA for a copy of the caregiver/guardianship agreement and further information.

You and your homestay host will be introduced to your caregiver who is responsible for you for the entire time that you are studying with CLCA.

Students aged 10 and under must live with a parent while studying in New Zealand.

Accommodation

Homestay Accommodation

Living with a New Zealand family is a great way to improve your English and to get to know more about the New Zealand way of life.

Your Host Family

Your Host Family is specially chosen for their friendliness. They are the first people you should ask about how to get around in Christchurch, what interesting places there are for you to go to or do, and so on.

On your first day of CLCA, your homestay family will show you how and where to catch the bus to and from College. Please take special notice of where your bus stops are and how often your bus operates. Your homestay should have a copy of the bus time-table, or you can obtain one on your first day.

Your Food and Meals

New Zealand families do not usually have very formal meal arrangements, and it is normal for some meals, especially breakfast, to be very informal, with family members eating at different times. Breakfast is often uncooked food, such as cornflakes, bread or toast, and a cup of coffee or tea. It is not usually a large meal. On College days you will need to make your own arrangements for lunch.

Perhaps you feel a little shy about saying you don't enjoy some foods, but, in New Zealand, it is quite alright for people to say, politely, what they think or feel. (You could say, "I'm sorry, but I don't like xxxxxx".) Your host family wants you to enjoy your food. Ask if you can go shopping with your host family, and help them choose things that you like.

Your host family may be interested to learn about the food in your country. This can be useful for English conversation and for getting to know and understand each other's culture. You could offer to cook some of the special food from your country. Ask your host parent/s to help you buy any special things you need.

The evening meal is usually at a fixed time, and everyone eats together. This is the main meal of the day. Host parents spend time and money on preparing the food. If you have planned to have a meal out, it is very important to tell your host family, as early as you can, that you will not be home for dinner.

House Rules and Orientation

Please discuss these with your host parent/s soon after your arrival. Following a few simple rules will help you settle in with your host family and help avoid confusion or misunderstandings. It is a good idea to ask your host parent/s to write the rules down.

Helping with Housework

In most NZ families everybody helps with the work in the house. You do not have to do housework, because you have paid full board. However, it will be appreciated if you offer to help with washing or drying the dishes, or doing other small jobs around the house or garden. You should make your own bed and keep your room tidy. This is part of the experience of belonging to a New Zealand family.

Having Showers and Baths

Most New Zealand houses have only about 100 litres of hot water. The water is heated by electricity during the night, and is used the following day. It takes the water several hours to heat up from cold. For this reason we try not to use much hot water, and most people take a daily shower instead of a bath. Don't run the shower for more than 15 - 20 minutes. Ask your host parent/s if you want to take a bath. They will be pleased if you wipe up any water you may have spilled.

Washing Your Clothes

The washing machine is not used for small quantities of clothes. Often family clothes are washed together, including 'personal' items, such as underclothes. If you wish to wash some of your clothes yourself, you should ask one of your host parents if you should use the washing machine, or wash them by hand. Don't wash your underclothes by wearing them while you have a shower. Never dry wet clothes in your bedroom or in the wardrobe as this will make the room damp. Ask your host parent/s to show you how to dry them.

Being Part of the Family

Do as much as you can with your host family. Do not be shy to ask about things you can do together. Also share things about your culture with them. Doing these things will help you settle in and help you feel a part of your new family.

Watching Television

From time to time there will be television programmes that will help you get to know New Zealand better, or may be useful to your studies. Ask your host parent/s if you can watch these.

Smoking

Most New Zealand families do not smoke, so, if you smoke, please ask your host parent/s where you may smoke – they will most likely ask you to smoke outside. Please be careful to put your cigarette butts in the rubbish bin and don't leave a mess for your homestay.

Bringing Your Friends Home

You must ask your host parent/s for permission when you want to bring friends home. Remember to introduce your friends to the members of your host family. You shouldn't invite more than one or two friends at any one time and they should leave at a reasonable hour, **probably not later than 10:00pm**. If in doubt ask your host parent/s.

Some families will have strict rules regarding boys and girls in the same bedroom. Please check with your homestay before inviting anyone of the opposite gender into your bedroom.

Telephone and Internet Access

Local telephone calls made from a home phone are free of charge. Calls to mobile phones, international calls and inter-city calls are not free. If you wish to make a toll call, please ask your homestay parents first, or use a calling card.

Some homestays have computers with internet access. If you wish to use the computer, check with your homestay first regarding suitable times and rules regarding usage.

If you have your own laptop or computer and wish to access the internet, please discuss this with your homestay first as there may be a cost involved. You will need to cover any costs involved with your computer access.

Problems and Misunderstandings

It is always possible to have misunderstandings in your homestay due to language difficulties and cultural differences. Please try to be patient and make an attempt to discuss any problems that arise. Remember that you now live in New Zealand, and things are going to be different. If you cannot speak very much English yet, you can always try writing a letter. If the problem continues, speak to, Homestay Coordinator, Sueann, level 3 AXA Centre, or one of the student counselors about it.

Changing or Leaving your Homestay

Living with a host family gives you the best possible opportunity to practice and improve your English skills.

Changing Homestay

If you wish to **change** your homestay, you must speak to the Homestay Coordinator, Level 3 AXA Centre. She will listen to your reasons and discuss your accommodation options. Sometimes the problem is simply a cultural misunderstanding, so we will always try to work out any problems first. If there is no reasonable solution to any problems we will arrange a new homestay for you.

If you wish to change your homestay, you must give at least two weeks notice to your homestay and to the College.

Leaving Your Homestay

It is almost certain that **you will not make the best progress with your English study** if you decide to move to a flat and live with people who are not native speakers of English.

Host families agree to share their homes with students from CLCA. To be fair to the host families, we have made the following rules for students who want to leave the host family.

-If your prepaid accommodation is for 12 weeks or more. then you must stay with your family for not less than 12 weeks before leaving.

-If your prepaid accommodation is for less than 12 weeks you must stay with your family until the prepaid accommodation time is finished.

Host families are paid by automatic bank transfer every 2 weeks. If you plan to leave your host family you should tell the College and host family at least 2 weeks before you leave. If you do not do this, you may have to pay additional homestay money to the host family to compensate for the shortage of notice.

Students who wish to leave their homestay accommodation must complete an application form available from the CLCA office. All students who are not living in a Homestay are required to immediately inform CLCA of any changes of address or contact details.

Refund of your accommodation fees

If you choose to leave your homestay, any unused homestay fees will be returned to you. Your accommodation placement fee is non-refundable.

Alternative Accommodation Options

There are several options for alternative accommodation within Christchurch.

Student Hostel Accommodation

There is a student hostel in Christchurch CBD.

'The Living Space' is located in the central city, approximately 2 minutes walk from the school. This hostel is designed for student accommodation. Prices range from NZ\$200 per week for a room and do not including food. You can find out more information from their website at www.livingspace.net

Renting or Flatting

Many students who plan to stay in Christchurch for a long period of time (and who are over 18 years of age) choose to rent an apartment or share a flat with others. Costs of renting apartments vary; you can expect to pay rent from NZ\$180 per week to NZ\$450 per week depending on the location and size of the house or apartment and whether or not the apartment/house is furnished. On top of this amount you will have to pay a bond (usually 2 weeks rent in advance), power, phone, and any other amenities such as gas, internet connection and food.

The cost of sharing a flat with others also depends on size and location of the flat. The cost of amenities are generally divided between the people sharing the flat. If you are planning to move into a flat, you should carefully consider the people who you are going to live with and how those people will effect your ability to study and improve your English.

Please note: CLCA recommends homestay accommodation for all students. The above information regarding alternative accommodation is a guide only and not a recommendation, nor an indication of the quality of the alternative options. CLCA is unable to provide an accommodation guarantee or an assessment guarantee for alternative accommodation options.

First Day Orientation

Orientation for new students takes place every Monday.

What to Bring

On your first day, please bring your:

- Passport
- 1 Passport photo and NZ\$5 for CLCA Identification Card
- NZD to open bank account
- USD to open USD bank account or to exchange for NZD
- Pen
- School bag
- Homestay address and Phone Number

Orientation Day Timetable

Time	Activity
08:45	Arrive at CLCA with your homestay
09:00	Introduction to CLCA
09:30	English level testing
10:30	Student Card Application
	Money Exchange
	Apply for IRD (Tax number) if required
11:45	Orientation around City Centre
	Tour of CLCA buildings
	Medical Centre (Level 1, AXA Centre)
	Information Centre
	Public Library
	Bus Exchange (purchase bus passes)
	Vodafone (purchase SIM Cards)
	Purchase international calling cards
	Open Bank Accounts
12:15	Lunch
13:00	Interview with Director of Studies (DoS)
	Lower level students begin class
	Higher level students to complete further testing
15:00	Finish. Meet homestay at CLCA reception

Classes

Your regular class time-table is as follows.

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 - 10:30	Language Focus: Reading, Writing and Grammar				
Break					
10:45 - 12:00	Language Focus: Reading, Writing and Grammar				
Lunch break					
13:00 - 14:00	Language Focus: Speaking and Listening				Free Time Optional Activity
Break					
14:05 - 15:00	Language Focus: Speaking and Listening				
15:15 - 16:15	Study Class (Optional)	Study Class (Optional)	Study Class (Optional)	Study Class (Optional)	

The teachers meet weekly to discuss which students need to change classes or be promoted to a higher level. Promotions are based on your performance in class activities and tests. Regular level checks are carried out to determine students' progress.

To change classes, you must discuss your reasons with the Director of Studies.

After School and Self Study Programme

Canterbury Language College offers students the following services to assist with your learning process:

- 1 Free After-School Study Class (Monday-Thursday 3:15-4:15) This class is available to all students free of charge. Topics covered vary depending on the needs of the students.
- 2 Computer Based Pronunciation Practice – CLCA's computers are equipped with software that can assist student who are having problems with pronunciation. Any student is welcome to use this facility outside of class time.
- 3 Listening Room – CLCA's listening room is available for students who wish to improve their listening and comprehension skills. Self-Study material is available to borrow free of charge.

Canterbury Language College Rules

You must follow the laws of New Zealand, and these College rules.

1. Respect CLCA property at all times. Any breakage, damage or loss, may have to be paid for.
2. Be punctual (on time) to all classes. Lateness is disrespectful to your classmates and your teacher.
3. You must tell CLCA if you are going to be absent because of sickness, or for any other reason (telephone 365-1920). If your attendance record at CLCA is not acceptable, CLCA must inform NZIS. If you are unable to attend class please contact us yourself - Do not give a message to another student, we cannot accept such messages.
4. Smoking is not allowed anywhere inside any CLCA buildings, including the lifts and staircases.
5. CLCA provides free coffee and tea at morning break and lunchtime. Please take your cup back to the kitchen and rinse it.
6. You must speak English at all times in the recreation room and classrooms.
7. Put rubbish in the bins provided. If you drop rubbish or spill drinks on the floor, please clean up immediately.
8. Offensive language, swearing and bad behaviour is not allowed.
9. Clothing with offensive pictures or writing is not allowed. Students who dye their hair may be required to change it if colour is unacceptable. You are expected to maintain an acceptable appearance and dress standard.
10. Your course is a contract between you and the school. If you want to take a holiday, you must discuss this with James Zhang, Director as soon as possible. Your course may be extended or tuition credit may be given.
11. You **must** switch **off** your cell-phone in class.

Disciplinary procedures

- In order to maintain the friendly yet academic atmosphere of our school, we have strict guidelines regarding student behaviour and discipline.

- Your enrolment at CLCA is a contractual agreement to abide by the rules and regulations of the College. Likewise, your application for a student visa is your personal agreement to abide by the laws of New Zealand.
- CLCA expects all its students, to behave in a mature and responsible manner, and to maintain good study and living habits at all times. Students must remember to set a good example and to act as ambassadors of their country and CLCA at all times.

If your attendance or behaviour appears to be unsatisfactory, the following warning procedure will be followed.

The first warning letter advises you of the problem, and requires that you correct the behaviour immediately.

The second warning letter gives notice that you have not changed your behaviour.

The third and final warning letter is a notice of suspension or expulsion.

- A suspension notice, means you will be required to give a reason to the Manager why you should not be expelled. Your return to CLCA will be by contractual agreement.

- Expulsion notice, your studies will finish and NZ Immigration Service will be advised. Your student permit will be revoked and you will be given an order to leave New Zealand. If you fail to obey this order, you may be deported and refused re-entry to New Zealand for five years.

Warning letters will be issued to the student and, in the cases of younger students, to the students' parents and homestay families.

Holiday and Leave applications

COLLEGE HOLIDAYS

CLCA closes for 2 weeks each year in December/January and will close for all statutory holidays. Exact dates can be obtained from the office.

Your home country's public holidays are not recognised in New Zealand and students will be expected to attend class on these days.

HOLIDAY LEAVE

Holiday leave is not a right, it is a privilege.

Leave application forms can be obtained from Reception. All applications for leave must be submitted in writing to the Director. Applications for:

STUDY LEAVE FOR IELTS STUDENTS

Study leave may be granted for up to one week prior to your IELTS exam. Please register your study leave in writing to the DoS and your teachers. IELTS study leave will not entitle you to a course extension. If you do not register your study leave with the office, you be marked as absent.

COMPASSIONATE LEAVE

Compassionate leave may be granted to students in exceptional circumstances

Tips for Living in Christchurch

SAFETY

Christchurch is a safe city, but there are several precautions you should take:

- Do not walk alone after dark.
- Do not give money to people who approach you in the street.
- Do not accept invitations to parties or a ride home with people you don't know.
- Do not drink in hotels or bars by yourself and don't let strangers buy you a drink.

111 - The emergency number is 111. If you are calling from a public phone you do not need any money. 111 is the emergency number for the police and traffic department, ambulance and the fire service. You tell the operator which service you need and will be connected.

Money and Valuables should be kept in a bank or other safe place – **not** in your bedroom or carried around in your bag. Do not carry a lot of money in your purse or wallet. Never leave money, camera, passport, or other valuables unattended.

A GOLDEN RULE

NEVER BORROW MONEY!!! NEVER LEND MONEY!!!

BANKING

There are many banks in New Zealand, and many of them offer special deals for students. Most banks are open Monday to Friday from 9.00am to 4.30pm, and most have 24-hour cash withdrawal machines. Many of the documents the bank sends you will be quite difficult to understand, so you should always ask your teacher, host parent, or friend to make sure you are doing the right thing. The local currency is the dollar and the cent.

SPORTS

Christchurch offers you the chance to play almost any sport you like, especially the chance to try some sports which may be too expensive in your own country (golf, water skiing, parachuting etc). For information, ask at Reception or go to the Visitor Centre.

DOCTORS

High Street Medical Centre – 5 doctors (male and female)

Level 1 AXA Centre
Telephone: 366 0235

After Hours Surgery

Open 24 hours
Corner Colombo and Bealey Avenue
Telephone: 365 7777

TRANSLATION SERVICES

ALTS Translation Services

Asian Language Specialists
192 Cashel Street
Telephone: 377 5454, Fax: 377 5453
Web: www.alts.co.nz, Email: alts@alts.co.nz

LIVING COSTS

ITEM		
McDonalds Combo meal	NZ\$	6.00 - 7.00
Japanese Sushi lunchbox	NZ\$	4.50 - 6.00
Chinese takeaway meal	NZ\$	5.00 - 12.00
Bottle of Coke	NZ\$	1.50 - 2.50
Bottle of Water	NZ\$	2.00 - 2.50
Packet of Instant Noodles	NZ\$	0.50 - 1.50
Restaurant Meal (1 person)	NZ\$	25.00 - 50.00
Packet of 20 cigarettes	NZ\$	10.00 - 12.00
Return Christchurch/Auckland Flight	NZ\$	60.00 – 250.00
Single bus fare	NZ\$	2.00
Metrocard (electronic bus ticket)	NZ\$	Prepay for what you need, \$60 per month
Taxi Fare	NZ\$	2 Flag fall + 2 per km
Petrol	NZ\$	About 1.10 per litre
Movie/Cinema tickets	NZ\$	10.00 - 13.00
Concert tickets	NZ\$	20.00 - 80.00
Local telephone call from homestay	NZ\$	Free
Calls to mobile phones	NZ\$	0.71 per minute
International Calls	NZ\$	prices vary
International Calling card rates	NZ\$	0.39c – 1.00 per minute
International Letter (postage)	NZ\$	2.50 - 3.00
Internet charges (unlimited time)	NZ\$	30.00 per month
Internet charges (per hour)	NZ\$	3.50 per hour
Doctor Visit (no insurance)	NZ\$	35.00 - 40.00
Medication (no insurance)	NZ\$	15.00 - 30.00
Doctor Visit (with insurance)	NZ\$	-
Medication (with insurance)	NZ\$	-

You and the law

DRINKING

If you are under 18 years old you are not allowed to go into bars or clubs. You are also not allowed to buy alcohol anywhere: this includes bars, bottle stores and supermarkets.

You will be asked to show some identification to prove that you are 18 years or over. The legal limit of alcohol consumption permitted for driving is now very low. You may find if you drink more than a can of beer you will be over the limit. If you know you will be drinking when you go out, get a taxi. ***DON'T DRINK AND DRIVE!!!*** Drinking and driving is a **VERY SERIOUS OFFENCE** in New Zealand. Punishments include:

- * Your name may be published
- * your visa may be cancelled
- * you will go to the court
- * you may lose your driver's licence
- * you will pay for damage to the other car
- * you may pay a big fine and may go to prison
- * Your parents will be told
- * you may lose your car

DRIVING A CAR IN NEW ZEALAND

If you have a driver licence, please register with CLCA.

If you own a car you must not let a person who does not have a licence drive it. Before you drive in New Zealand you must have one of the following:

PROVISIONAL LICENCES

If you do not have a driver's license you must apply for a Learners Licence

before you can learn to drive. When you have your learners licence, you must have a person in the car with you who has held a driving licence for more than 2 years and they must be 20 years or older. You are **NOT** allowed to drive by yourself or with a person who does not have a licence or who has a Restricted Licence.

If you are under 18 years old, you are not allowed to own or drive a motor vehicle (eg car or motor bike).

Restricted Licence If you have a restricted licence you are only allowed to take a passenger who has had a licence for 2 years and who is over 20 years of age.

Full Licence This allows you to drive a car without the above restrictions.

If you disobey the rules for cars and you have an accident, or a person who does not have a licence has an accident in your car, you will not be covered by your insurance. This means that if you damage another car you are at fault, you will have to pay for their car to be repaired. If it cannot be repaired, you will have to pay for a new car. If you drive a car without registration or without a regular inspection (called a warrant of fitness) your car is no longer insured. You are breaking the law and you will be given a large instant fine.

Motor Cycles If you want a motor cycle licence you must do special training and sit a motor cycle licence test. There is an additional rule book. Scooters must meet MOT requirements (50cc, no greater than 2 kilowatt output, no faster than 50kph).

SMOKING

You are not allowed to buy cigarettes unless you are 18 years or over. Most public places are smoke free areas, which mean that you may only smoke in designated areas or outside.

POOL PARLOURS

It is illegal to go into a pool parlour if you are under the age of 18 years.

GAMBLING

It is illegal to gamble under the age of 20 years. You must not go into the Casino if you are under 20 years old.

PART-TIME WORK

If you have the correct visa (working holiday visa) or work permit, you are entitled to look for part-time work. Wages are usually quite low, and work is usually difficult to find, as New Zealand currently has a high level of unemployment. The penalties for working without the correct permit are severe.

Complaint Procedures

If you are unhappy or wish to make a complaint you are welcome to speak to the appropriate staff member of CLCA. We will be happy to assist you:

HOMESTAY

If you have a problem or complaint about your homestay:

1. Try to discuss the problem with your homestay. Remember it may just be caused by cultural differences or a misunderstanding. If you need help translating, please contact Reception and we will arrange for someone to speak to them..
2. If you cannot work out the problem with your homestay, then see the Homestay Coordinator who will try to help you solve the problem by talking to you and your homestay.

Outcome: If the situation is resolved, you will remain in the homestay.

3. If the problem cannot be resolved, you may discuss with the Homestay Coordinator other options, such as changing homestays.

Outcome: A change of homestay may take place immediately, or at a date agreed on by all persons, depending on the nature of the situation.

CLASS LEVEL

If your complaint is regarding your class level:

1. Discuss your level and progress with your teacher. Your class level is based on your performance in class and level checks. If your teacher believes that you are in the wrong level, he or she will discuss your case with the DoS. If correct, you will be placed into the appropriate level and informed of your new class. If your level is correct, you will remain in the class until your performance improves.
2. If you are unhappy with the decision, you may appeal to the DoS and she/he will complete an independent level check.

Outcome: The test results will ensure that you will be placed in the appropriate class level. The results of your level check will be final.

CLASSMATES

If you have a complaint regarding your classmates:

Discuss the problem privately with your teacher. If no solution can be reached, you may discuss the problem with the DoS and request a change of class.

Outcome: The outcome of your complaint will differ depending on the nature of the complaint. At the discretion of the DoS, you may be moved to another class.

YOUR TEACHER

If you have a complaint regarding your teacher:

1. Discuss the problem privately with the DoS. The DoS will discuss your situation/complaint with your teacher.

2. If no solution can be reached, discuss the problem with the Director. The Director will discuss your situation/complaint with your teacher.

Outcome: No change or change of class, at the discretion of the Director.

CANTERBURY LANGUAGE COLLEGE

If you have a problem or complaint about the school in general:

Discuss the problem with the Director or Managing Director (please make an appointment) and put your complaint in writing. Your complaint will be discussed by the management team of CLCA and resolved as appropriate.

Outcome: Depending on the nature of the complaint, CLCA will attempt to reach an outcome favourable for both student and College based on the above organisations' guidelines. You will be informed of the management's decision

NOT HAPPY WITH COMPLAINT OUTCOME?

If you are not satisfied with the way CLCA has dealt with your complaint, you may contact the following organization:

The International Education Appeal Authority
C/- Ministry of Education
PO Box 1666
Wellington
New Zealand