

Nelson English Centre (NEC) A to Z

This document incorporates the

Conditions of enrolment, Code of Practice and Frequently asked Questions (FAQ's)

If you require any explanation or further information, please email admin@english-school.ac.nz or come to the front desk.

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Accident insurance

- The Accident Compensation Corporation (ACC) is a government organisation. It provides **accident** insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still have to pay all other medical and related costs.

www.acc.co.nz

Accidents and General Liability.

- NEC liability:** NEC cannot be held responsible for any damage, loss or injury at school or on any excursion.
- The school cannot be held liable for the failure to provide any contracted services where the failure is beyond its control – e.g. the weather.
- Homestay liability:** the school is only an agent and therefore has no liability.
- Under New Zealand law, personal injury claims cannot usually be made (against NEC or any other organisation).
- Insurance:** Please note that when you study at NEC, you agree to arrange suitable travel insurance. Please check the conditions of your insurance carefully.

Accommodation (Homestay)

- Prices:** Please see our price list for homestay prices
- Internet:** Internet is now included with the price of homestay.
- Inspections:** The Homestay Co-ordinator visits and inspects all NEC homestays. They are safe, warm, healthy, a clean living environment and a welcoming place for a student to live.
- The Homestay Co-ordinator does a visual inspection of the homestay every time s/he drops off a student
- Rooms:** Each student has their own room, with bed, desk, storage etc.
- Information:** We update our homestay information regularly. Information is given to the student upon arrival.
- Homestay counselling:** If there is ever a problem in a homestay, (perhaps a student is unhappy, for example,) they should come and speak to the Homestay Co-ordinator who will listen, take notes, speak with the teachers to see if they can give any more information, and then listen to the family's side of what might be happening in the homestay. After the Homestay Co-ordinator listens to everyone involved and gets a balanced overall opinion, a plan is worked out that suits the family and the student the best. This could mean moving the student to another family, or just working out a small issue that just needs a small change (for example the student wants to eat more rice, but doesn't want to tell the family). If the problem is something that the Homestay Co-ordinator cannot fix and the student's expectations are very high, then moving is often the best result. Every student eventually finds a family that they are happy with. Some students move a few times to find this. Personalities are a big part of homestay/student relationships. Student expectations are also a large part of settling into Kiwi life.
- Homestay Changes:** If you think your homestay family is not the right family for you and you would like to change, please talk to the Homestay Co-ordinator. They will explain why you were given this family, and other options if you want to move.
- Contact:** Homestay Co-ordinator/welfare – Daniel Leckie - 0279589480 available in an emergency 24/7
- Homestay Availability:** Homestay is only for students who are studying at NEC or who are going to take examinations after studying (plus 4 nights before and after the study period).
- Lunch:** Homestay does NOT include lunch from Monday to Friday but DOES include lunch on Saturday and Sunday.
- Homestay is available only for the period actually paid for, and a homestay family can only be reserved with advance payment.
- Homestay holidays:** A retainer of \$50 per week (\$7 per night) is payable for homestay holidays.
- For a holiday of 5 or more days you will only have to pay the homestay retainer fee which is \$50 per week. Then, you can leave your things in your room when you are away, and you know that everything is safe until you return. If you do not want to pay this fee you must take all of your things with you, so the room can be used if another student needs it. In some cases you may not be able to go back to the same homestay family. If you are only away for up to 4 days you need to pay the usual homestay costs.
- Holidays from homestay are at the discretion of the Homestay Co-ordinator. Decisions are final.
- Homestay New Year:** When you are in homestay at the end of one year and the start of the next year there is a \$50 homestay retainer fee per week, or the homestay Christmas holiday rate, or a new homestay placement fee to pay. There is no refund for the homestay Christmas holiday rate.
- Homestay Expectations:** Your own room, a warm bed, a quiet area to study, draws or a wardrobe for clothing storage, plus ¾ board (this is breakfast and dinner Mon-Fri, and breakfast, lunch and dinner in the weekends if you are home).
- Information:** Please read the homestay information that was in your bedroom when you arrived. This is important for you to understand what our families expect while you are staying with them.
- Extensions:** If you are very happy in your homestay and you would like to stay longer than you have booked, we need to check that no other students are booked and you will need to pay the extra amount for the extra stay. Once you leave school you must also leave homestay within 4 nights. School homestay is for students who are studying at school only.

Accommodation costs

- Please see the NEC price list for "**Homestay accommodation**" and what is included.
- NEC does not arrange accommodation for students who do not require Homestay. Students should visit and then decide on accommodation directly.
- Hostel accommodation:** There are many backpackers near the city centre, see our website for details www.english-school.ac.nz They supply a bed in a single room, and there is a shared kitchen for self-catering. Room prices range between \$170 and \$220 per week. Cheaper beds in dorm rooms (shared sleeping rooms) are available for around \$25 to \$40 per night
- Rental accommodation:** Some students prefer to share rented accommodation ('flats') with other young people, including young New Zealand people. The cost for a single room is between \$75 and \$130 per week plus power / telephone / internet shared costs (Usually \$15 to \$30 each). There is usually a bond (deposit) of 2-4 weeks rent.

Accommodation (Other)

- Advice:** Students can find their own accommodation in many ways. We can help with advice about where to live, what type of home, heating in winter, flatmates, where to find accommodation information, prices, bonds (deposits) etc., Students make their own choices if they are over 18.

- Lease (contract): NEC recommends that you should always get a written lease with accommodation providers/owners.
- Problems/Issues: If you have any problems with your landlord please come and ask NEC staff for help or go to www.tenancy.govt.nz/disputes.
- Information: NEC has a notice board where members of the public can advertise their accommodation.
- Shared accommodation: For 'Flatmate' style accommodation, see this website: www.trademe.co.nz/Browse/Rentals/RegionListings.aspx?cid=2975&134=8&135=52
- Accommodation examples in Nelson:
Please find below some examples for alternative accommodation. Students should contact them directly for availability. We advise booking early. Nikau Apartments is slightly closer to Nelson English Centre than Hampden House but both are walking distance to Nelson English Centre. Please check their website for up to date prices
- Hampden House: contact@hampdenhouse.co.nz Short term stay, starting from \$170 per week (less than 3 months) www.hampdenhouse.co.nz
- Nikau Apartments: Studio apartments starting from \$89 per night: email stay@nikauapartments.co.nz or website www.nikauapartments.co.nz
- INNBetween Lodge & Backpackers: - 5 minutes' walk from school. This is the closest accommodation to school. www.innbetween.co.nz info@innbetween.co.nz
- Downtown backpackers: - 5 minutes' walk from school. It is located above a bar so it can be a bit noisy on Friday and Saturday nights, though all rooms have double-glazing (thick windows), which reduces the noise. www.downtownbackpackersnelson.com

Activities

- Activities board: Please look at the activities board for the dates and prices of the activities that we have while you are at school.
- Refunds: There is a no refund policy for activities. If you have paid and you want to cancel you will have to find someone to take your place if you want your money back.
- Payment: Please bring your money to the front desk when you come and sign up for an activity (cash only please).
- Driving: If you arrange your own activities with your friends please make sure that you have an experienced driver as the roads in NZ can be very dangerous.

Activity excursion costs.

- Costs cover staffing, food, accommodation and entrance fees. NEC provides transport as a courtesy.
- At NEC we have many free activities such as yoga, frisbee, volleyball etc.
- Some activities have a cost involved (skydiving, for example, approx. \$300)
- The swimming pool costs \$5 but the sea and river are free.

Alcohol

- The legal age in NZ to drink and buy alcohol is 18. You will be asked for ID when buying alcohol in NZ.

Assessment of Prospective Students.

- Prior Learning and Ability: You will receive a placement test when you arrive at school and your class will then match your English Language level / ability from this test.
- Examination courses: To be accepted on to an examination class such as IELTS or Cambridge you will have to pass a test. Please see the Director of Studies for this test.
- Conditional acceptance: There is no academic requirement to study English at NEC, and NEC does not offer conditional acceptances.

Attendance

- Students have to attend 80% of classes.
- In cases of poor attendance the school will take follow up action
- With extended / excessive non-attendance on a student visa, NZ Immigration will be informed
- NZ Immigration may ask for an explanation for less than 100% attendance

Bank accounts

- You will need your passport and a visa that allows you to work to open a free bank account
- We recommend that you use Kiwi bank which is located in the post office near school. You will then get a bank card at the same time that you open an account. (it's all free)

Bikes

- Helmets: You have to wear a helmet if you ride a bicycle in NZ.
- Information: You have to follow the same rules on the road that cars do. There is a free booklet you can get from the front desk called 'Driving in New Zealand.' This tells you all the road rules. You can read it in English, Spanish, Portuguese (Brazilian), French, German, Simplified and Traditional Chinese, Japanese, Korean, Thai, and Arabic. We highly recommend reading this booklet before driving or cycling in New Zealand.
- Safety: The Land Transport Safety website is www.nzta.govt.nz We highly recommend that you view this website before riding a bike in New Zealand.
- Rentals: You can rent an old second hand bike from school. The minimum rental charge is \$30 inclusive for up to 30 days. After 30 days the rental charge is \$1 per day. Alternatively, you can rent a new bike from one of the bike shops for around \$35 per day
- Please do not leave bikes in town overnight as they may get stolen or damaged (even if they are locked)
- If you borrow a bike from your homestay family you are liable (responsible) for that bike – you may have to replace it or repair it if it is lost or stolen.

Books and course material

- Buying a book: You do not need buy a book for your English course (this excludes FCE & CAE courses where it has been included in the total cost of the course -please refer to the price list for the cost of this book)
- All study material will be provided, as we use a variety of different sources for our teaching methods
- If you would like to buy any of the books that we use in school, you can order it and buy it from the bookshop near school or ask at the front desk and we can order one for you.

Breaches of the code of practice

- Any person can complain to the code administrator that the code has been breached or refer any issue relating to an alleged breach of the code to the administrator www.nzqa.govt.nz

Cancellations and refunds.

- **Currency:** Any refunds will be in NZ dollars according to the amount received by the school.
- **Refund payment.** Homestay refunds are receivable in cash at the school or can be deposited into a nominated bank account. Tuition refunds are not normally made except under the conditions below. If you paid your school fees to an educational consultant then any refund will be made to that company.

Homestay refunds

- If homestay is cancelled within 7 days of the start date of the homestay period there will be a full refund of homestay fees less the homestay placement fee and any bank fees.
- If homestay is cancelled 8 days or more before the start date of the homestay period, a full homestay refund, including placement fee will be refunded (less any bank fees).
- From 7 days before the start of homestay, the homestay placement fee is non-refundable.
- If homestay is cancelled after the start date of the homestay period then a full refund of unused homestay payment will be refunded as long as a notice period of 7 days or more has been given and a Homestay Cancellation form has been completed.

Tuition refunds

- If tuition is cancelled before the start date there is no cancellation fee
- If a student is denied a visa before the start of their course, NEC will provide a full refund of tuition fees received less any bank charges.
- Full time study cannot be substituted to Part time study.
- If a student takes a holiday from school, any tuition weeks that cannot be used will not be refunded.
- Tuition weeks cannot be transferred to other students.
- If the course that was advertised cannot be offered then a full refund will be provided
- NEC has a NO REFUND policy, other than the specific exemptions required by NZ law
- Courses of more than three months. (Courses of at least 13 weeks plus 1 day) - Students withdrawing within the first 10 working days of the course will be refunded in full less a deduction for costs incurred by the Nelson English Centre, up to a max of 25% of the total fee paid.
- Courses of more than 5 weeks, but less than three months. (Courses of 13 weeks or less) - Where a student withdraws within the first 5 days of the course, tuition fees are refundable less 25%.
- Courses of 5 weeks and less - Where a student withdraws within the first two days of the course, tuition fees are refundable less 50%.

Changes.

- Students must inform NEC if they change contact details, accommodation type, residential address and immigration status.

Class size

- The maximum amount of students in any Cambridge exam class is 12
- The maximum amount of students in any other class is 14

Code of Practice

- **What is the Code?** The Code is a document that 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
- **Why do we have the Code?** When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.
- **Who uses the Code?** The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.
- An "international student" is a foreign student studying in New Zealand.
- NEC has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. The CoP can be viewed at www.nzqa.govt.nz or at <http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html> This is also available in Arabic, Chinese, Japanese, Korean and Thai. <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>.
- 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.

Compliance notices and conditions imposed under the Act

- There are no compliance notices or conditions imposed on NEC

Conflict of interest.

- There is no material conflict of interest of any of the governing members of NEC, nor do they have any interests in the education or Immigration sector that provide goods and services to tertiary students.

Contact details

- Homestay Co-ordinator/welfare – Daniel Leckie 0279589480 available during office hours and in an emergency 24/7
- Administration Manager/welfare - Mei Kano 02102572441 available during office hours and in an emergency 24/7
- Director of Studies/welfare - Philip Marshall and Luke Scowcroft (03) 5482255 available during office hours

- Chief Executive/welfare - Miles Fitton 0223236427 available during office hours and in an emergency 24/7
- We have an open door policy so we are more than happy for you to come to any of the above staff at any time if you have a problem.

Contract between NEC and each student

- On your first day of school you will sign a contract between yourself and NEC. This states that you have received the information provided in this document and that you agree to the rules and enrolment conditions of NEC. In return the contract binds NEC to provide the student with the course as per outlined in the student invoice.
- Beginning and end dates of enrolment and homestay – this information is available on the invoice/letter of acceptance that was sent to you or your educational representative. If you need a copy of this or are unsure of anything, please ask at the front desk
- Conditions for terminating enrolment. Please see “Cancellations and refunds”

Course of Study

- First day: On your first day you will be placed into the correct class level. If at any time you think you are in the wrong level, please speak to the Director of Studies. (Occasionally students request a special extra ‘anchor’ test to double check their level)
- If you have a problem with your class, please speak to the Director of Studies, or you can speak to your teacher.
- Level changes: In class you do many language practice activities and the teacher always checks how well you do (‘assessing’ you and ‘assessing’ your learning needs). When there is a strong improvement in your English the teacher will recommend to the Director of Studies a change of level.
- Feedback: Every four months, all students fill in a special feedback form about Nelson English Centre. However, you do not have to wait. You can fill one in any time. (There is one in your welcome pack). The form also gives you a chance to ‘self-assess’ your English. This means, you estimate how fast you are learning English. This also means that if you have a problem, you have a choice. You can talk to a staff member, or you can put it on the form.
- Study Centre (Student Zone): The study centre is available for self-study at lunchtimes and after school until 5.00 pm, Monday to Thursday.
- First week interviews: All new students in their first week (Thursday) will have an interview with the DOS who will check to make sure that you are happy in your class, homestay/accommodation and if the information that your educational consultant gave you was an accurate reflection of Nelson and NEC.
- Qualifications: From our Cambridge courses you are able to gain either the “Cambridge English: First” or the “Cambridge English: Advanced” Certificate, by sitting an examination at the NMIT Nelson assessment centre. From our IELTS course you are able to gain an IELTS qualification by sitting an examination at the NMIT Nelson assessment centre. Our General English Course does not lead to the granting of a qualification. It is a general purpose course to improve your English for day to day communication.
- attendance = achievement

Cultural and community support

- Local churches offer conversation groups – information is displayed on notice boards at school.
- If you wish to have a private space for prayer at any time whilst at school, please ask at the front desk and one will be provided for you.
- For Muslim students we recommend that you look here www.halaltrip.com/city-guide-details/368/nelson/
- There is no Mosque in Nelson but a local hall is used every Friday for Jummah prayers, please ask at the front desk for directions.
- NEC will often advertise the local community events and Maori celebrations on our notice board.

Dispute Resolution Scheme

- See “Grievance Procedure”

Doctors

- Appointments: Please ask at the front desk if you would like us to make an appointment for you to see a doctor.
- “The Doctors” A doctor is available 7 days a week at 2/105 Collingwood Street (03) 548 2745 – no appointment is necessary (approx. \$125) www.doctornelson.co.nz
- Another doctor’s is the Nelson Medical and Injury Duty Doctor (8am – 10pm), (ph) 546-8881 next door to A&E at the Nelson Hospital (look for the orange building). You will need to pay for this doctors visit (approx. \$125) and then you can claim this back from your insurance.

Documentation storage

- All student records are stored electronically, NEC will ask students for a copy of their passport and insurance (copies of these may be paper based but we are attempting to be environmentally friendly and have very little physical paper in the office)

Driving in New Zealand

- Careful driving: If you drive in New Zealand please be careful. The roads look quiet, but cars travel quickly and the roads have many sudden bends.
- We drive on the left hand side of the road
- Speed limit: In general the maximum speed limit is 100 km/h in the country and 50 km/h in towns. If you break the speed limit in NZ you will be fined and sometimes your driving licence can be taken away.
- Licence: You can drive in NZ with a foreign drivers licence for one year, but the licence must be in English, or be accompanied with an international drivers licence or certified translation.
- Alcohol / Cell phones: Do not drink and drive or use your mobile phone whilst driving.
- Information: The Land Transport Safety website is www.nzta.govt.nz we highly recommend you view this website before driving in New Zealand.
- Driving Lessons: We recommend that you take some driving lessons with a driving instructor before driving in New Zealand. Please ask at the front desk and we can make an appointment for you.
- Trips, safety and experience: If you go on a weekend trip with other students please make sure the driver is experienced. Just having a driving licence does not always make someone a good driver. NZ roads and driving in NZ will not be like driving in your own country

Earthquakes

- NZ is an earthquake country so if an earthquake happens follow these simple rules:

- Drop - down onto your hands and knees (before the earthquake knocks you down)
- Cover - your head and neck (your entire body if possible) under a sturdy table, or get down near an internal wall
- Hold - onto your shelter (or position to protect your head and neck) until the shaking stops
- Do not leave the building, unless instructed to do so
- Wait for instructions from staff

Education provided and its outcome

- NEC provides English language tuition
- See “potential learning outcomes”

Educational instruction

Full time study

- Full time study (FT) is 23 hours per week – Monday to Thursday: 9 a.m. to 3:15 p.m. Friday: 9 a.m. to 12:15 p.m.
- Class times: Morning classes are 9:00 to 12:15 Monday to Friday. Afternoon classes are 13:15 to 15:15 Monday to Thursday

Part time study

- Part time am study (PT am) is 15 hours per week – Monday to Friday 9 a.m. to 12:15.
- Part time pm study (PT pm) Monday to Thursday 13:15 to 15:15

General English

- Students of all ability levels may enrol.
- Placement Test: After a placement test, students will be put into a class at the appropriate level, with one teacher for the morning and another for the afternoon.
- Syllabus: The syllabus systematically helps students to develop their use of English for effective communication.
- Progress is carefully monitored in speaking, listening, reading and writing.
- Morning classes introduce and practise new language items, with particular attention to vocabulary and grammar.
- Afternoon classes help fluency, building confidence in a wide range of speaking, writing, reading and listening activities.

Cambridge Preparation:

- Cambridge First (FCE) and Advanced (CAE) preparation courses are offered. Classes contain a maximum of 12 students.
- Course books: Courses follow internationally recognised core texts and are designed to prepare students to the best of their ability following the current exam format.
- Morning classes: Reading, Writing and Use of English sections of the exam, in addition to grammar required for the level. Afternoon classes: Listening and Speaking sections of the exam, in addition to vocabulary required for the level.
- Course requirements: Students must have a reasonable chance of success in the examination for which they are preparing. The Director of Studies may request a special entry test for FCE and CAE classes. Where proficiency requirements are not met, students continue to study in the General English programme at the appropriate level. Daily homework is required to review material covered in exam classes.

IELTS

- For candidates registered to take the IELTS test, intensive afternoon preparation classes replace the General English afternoon programme before the test. Expert guidance is provided for both General Module and Academic Module candidates.

Activities

- The activity programme offered at Nelson English Centre changes through the year and may include in-house activities run by staff and/or external activities run by tour operators. In all activities, students must use the English they learn in school.

Emergency

- Call 111 for POLICE, AMBULANCE or FIRE
- See “contact details” for 24/7 emergency assistance

Employment

- Visas: To work in NZ you must have the appropriate visa from NZ Immigration. Check the conditions of your visa. This will let you know how many hours you can work.
- Students studying FT at an NZQA category 1 school (e.g NEC) for 14 weeks or more have “work rights” to be able to work for 20 hrs per week while studying. www.nzstudywork.immigration.govt.nz/work-rules-for-students/student-visa-rules
- Wages: The minimum wage in NZ for over 16 is currently \$15.75 per hour before tax
- Problems: If you have any problems with your employer, staff at NEC can assist you or go to www.communitylaw.org.nz or www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees
- www.newzealandnow.govt.nz/work-in-nz/employment-rights
- The following websites are the best places to look for jobs in Nelson www.trademe.co.nz/jobs, www.seek.co.nz

English Only

- NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits student’s ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 “fine” for a student speaking their first language. This money is donated to the Nelson branch of the SPCA www.nelsonspca.org.nz

Enrolment and payment

- Enrolment and Homestay is conditional on full payment of fees before the first day of tuition/Homestay.
- Our website contains all prices for courses and there are no hidden costs. www.english-school.ac.nz
- NEC provides all materials needed to do the course other than FCE and CAE where a textbook is required. External exams will cost extra, IELTS in Nelson, FCE & CAE in Nelson – Please refer to the price list for the most up to date costs
- Length of enrolments: We will accept enrolments for any period of time but we do not recommend any booking that is more than 52 weeks. NEC does not refund school fees (other than as required by NZ law), so students should not enrol for excessively long periods of time. We suggest these maximum enrolment periods according to approximate ability level: Elementary - 50 weeks, Pre-Intermediate - 40 weeks, Intermediate - 25 weeks, Above Intermediate - 20 weeks.
- Pre-enrolment level: If you are unsure of your level please email us admin@english-school.ac.nz and we will send you a “pre-test” so that we can assess your English level. Please feel free to email admin@english-school.ac.nz if you are unsure of anything or if you require any further information.

- Disclosure: Students must ensure that they disclose any information that may be relevant to their stay in NZ, this may include any medical or other health issues.

Facilities & Equipment

- NEC has 10 classrooms, a self-study area with 3 computers, student kitchen and large student lounge and free Wi-Fi. Over busy periods NEC may temporarily lease additional classrooms to accommodate extra students.
- The school is in central Nelson near the post office, banks, cafes, bus station and other facilities
- NEC provides free use of camping equipment, sports equipment, advice for trips and assistance with things like visa extensions.

Fee protection

- Fees are protected as per NZ government requirements. NEC has chosen a bank bond protection mechanism with an independent trustee who is an accountant fully recognised by Chartered Accountants Australia and New Zealand (CAANZ).
- Procedure - This means that if the school closed for any reason, (for example, due to financial or regulatory problems) the full list price of your fees which the school has received are protected. The name of your independent trustee is: John Murphy & Associates Ltd 23 Wallace St, Motueka (03) 5281003, if the school closes he will arrange a student meeting which you should attend
- www.nzqa.govt.nz

Fire

- Alarm: If there is a fire at school you will hear a very loud alarm that will not stop (please note that this alarm is tested every month for about 1 second - this is just a test).
- If you hear this continuous alarm leave all your possessions and get out of the school in a calm manner- please do not run or panic.
- Listen to the instructions of staff
- Smoke alarm: Please do not cook, make toast or light candles as our smoke detectors are very sensitive and we will have to evacuate the whole school if the fire alarm is activated

Grievance Procedure

- Who: NEC has an open door policy and if students have any problems they can come to any member of staff for assistance at any time.
- On arrival, students are told the following grievance procedure: We welcome you to our school, and if you have a problem, please let us know. You can talk to your teacher, or the school welfare staff (Administration Manager, Director of Studies or Homestay Coordinator) or you can make an appointment to see our Chief Executive.
- Staff will listen to you and try come up with a way to help solve the problem in a timely fashion. Staff may bring the complaint or problem to the managers and Chief Executive.
- If NEC staff cannot successfully resolve the student's problem then the student can contact one of the following organisations.
- English NZ www.englishnewzealand.co.nz, Email admin@englishnewzealand.co.nz or phone 64 3 386 1222
- NZQA www.nzqa.govt.nz, Email gadrisk@nzqa.govt.nz or free phone 0800 697 296
- IStudent Complaints www.istudent.org.nz, Email complaints@istudent.org.nz or free phone 0800 006675. This is a FREE independent dispute resolution scheme (DRS) established by the NZ Government to encourage swift settlement of contractual and financial disputes between international students and their education providers in NZ.
- NEC agrees to the DRS rules and ensures compliance with those rules in a dispute to which it is a party

Proper and fair procedures for dealing with grievances

- If you have health, relationship, psychological or cross-cultural adjustment problems, welfare staff will listen carefully and then make recommendations.
- If you have any problems please come and see any staff at any time. In our experience, most problems can be sorted out quickly if we know about them.
- Welfare staff will collect as much information as possible about any problem and will try to come to a solution which is good for everyone.

Internal process for addressing grievances by students, staff, others

- If a problem is brought to the attention of any staff member, it needs to be dealt with in a fair and timely fashion.
- If the staff member is not best suited to deal with the problem they will inform the appropriate manager in a timely fashion.
- Managers will make a decision on how best to solve the problem.
- Managers may talk to other managers, staff, homestay family, and external parties for assistance with problem solving, this usually done in a "water cooler" fashioned meeting.
- If the need arises an email report will be sent outlining the situation and the Chief Executive will be copied in.
- If the problem cannot be solved, the Chief Executive will decide on the best course of action.

Health & Safety

- Any problems come to the front desk
- Earthquake procedure DROP, COVER, HOLD – do not run out of the building
- Familiarise yourself with Fire exits – GET OUT, STAY OUT Follow the instructions from the teacher, wardens
- Follow all instructions, rules and procedures while in the school including on external events
- Health and safety is everyone's responsibility
- Kitchen – watch out for boiling hot water in the "Zip"
- NEC is committed to providing and maintaining a safe and healthy workplace for all workers, students, and other people in the workplace
- Nelson English Centre is committed to ensuring the health and safety of all workers, students, visitors and contractors by complying with relevant health and safety legislation, regulations, New Zealand standards, and approved codes of practice.
- Report all injuries, incidents and near misses to teachers or other staff members
- Students are provided with basic health and safety rules, information and training and are encouraged to engage in positive health and safety practices.

Health & Safety Information

- Please ask at the front desk if you would like any help in contacting any of these organisations
- Emergency Services – Fire, Police, Ambulance phone 111

- Nelson Police Station (for non-emergencies) (ph)03 5463840, 5 St John Street.
- Ministry for Vulnerable Children (responsible for administering the Oranga Tamariki Act) (ph)0508 326 459, 2nd Floor, Munro Building 186 Bridge Street, contact@mvcot@govt.nz
- Sexual health issues – Independent Nursing Practice (ph)03 5468155, info@inp.co.nz, 18 Nile St,
- Nelson Doctor – After Hours Duty Doctor (8am – 10pm), (ph) 546-8881, 96 Waimea Road
- Gambling counselling – Problem Gambling Foundation of NZ – www.pgfnz.co.nz
- Harassment & Discrimination – Nelson Multiethnic Council (ph) 539 0030
- Sale of Alcohol & tobacco – Alcohol for 18+, tobacco 18+
- Nelson Bays Citizens Advice Bureau – information on Sexual Health, Mental Health, Pregnancy, Legal matters, Alcohol and Drugs - 9 Paru Paru Road, Nelson – (ph) 0800 367 222 or 548 2117
- Rape & Sexual Abuse Network – (ph) 548-2407 - nelsonrapecrisis@ts.co.nz - 44 Trafalgar Street
- Pregnancy Help – Lois McTaggart – (ph) 546 1927 – lois.mctaggart@nmhs.govt.nz

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. You must have insurance for New Zealand health services before you may enrol at Nelson English Centre.

Holidays

- You must please give 1 weeks' notice if you would like to take a holiday - please come to the front desk for a holiday application form.
- You can only take a holiday if it does not affect your visa status
- There is no refund if you substitute a holiday for part of your course and cannot finish your course
- A holiday from school must be for at least 5 school days - anything less and you will just be marked absent
- Permission is only at the discretion of the Director of Studies, and applications may be refused if it creates excessive disruption of class, homestay arrangements, or clashes with visa requirements.
- A holiday from homestay must be at least 5 nights or more and there will be a homestay retention charge (\$50 per week)

Immigration

- Students who enrol with NEC must have the necessary immigration status for study in NZ
- Any known or suspected breaches of visa conditions by international students will be reported to NZ Immigration
- Any terminations of enrolment will be reported to NZ Immigration
- NEC will take a copy of your passport on your first day
- NEC may use "Visa view" to check the status and conditions of your visa
- 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.
- NEC will assist with the application process to obtain a visa, please note that this assistance is provided free of charge and our staff are not immigration consultants. NEC cannot be held liable for any immigration advice or assistance provided.

Insurance requirements:

- All students studying at NEC must comply with NZ law with regards to having insurance that covers:
 - Travel to and from New Zealand and within New Zealand
 - Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation
 - Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation
 - Death of the student, including cover of travel costs of family members to and from New Zealand costs of repatriation or expatriation of the body and funeral expenses
- NEC will make a copy of your insurance document on your first day
- NEC can provide insurance for students, we use www.uni-care.org where you can see the cost for insurance online.
- NEC cannot be responsible for early departure due to family illness, crisis, change of travel plans or any other reason. We strongly recommend insurance cover for 'loss of deposits' in case students have to change their course dates or cancel for any reason.

Interests and obligations before entering into a legally binding contract with NEC.

- Most importantly students are advised to obtain insurance that includes "loss of deposit". If students need to return to their home country for an emergency, NEC has a no refund policy and in the case of this emergency the students insurance will need to cover this loss.
- NEC is a Family Trust directed by Rex Upton.
- This document covers all the "fine print" in the contract.

Internet

- The internet at school is free, please note that it is against the law in NZ to download music, games, movies etc that you have not paid for. As of the 1st of April 2019, the weekly homestay rate includes internet.

Library

- The Nelson Library is free for students of Nelson English Centre. You will need to provide them with a letter from school - please ask for this at the front desk.

Living costs

- NEC recommends that you have approx. \$1250 per month to live in NZ
- www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs
- www.numbeo.com/cost-of-living/country_result.jsp?country=New+Zealand

Marketing and Promotion

- NEC has been offering English language tuition since 1995
- The NEC website is a good place to start to get an overview of what Nelson is like as well as studying at NEC www.english-school.ac.nz, if a student would like more specific information we can be emailed at admin@english-school.ac.nz

- Some other useful links are
- www.tourismnewzealand.com, www.newzealandnow.govt.nz, www.nelsonnz.com, www.studyinnewzealand.govt.nz, www.immigration.govt.nz/new-zealand-visas/options/study,

Monitoring compliance with the code

- NEC undertakes and documents self-reviews (at the frequency specified by NZQA) of its performance against the required outcomes and processes set out in the Code of Practice.

Motivation and respect for school culture.

- NEC is a special learning environment. The school is suitable for motivated students who want to study and learn English, and about New Zealand and other cultures.
- English Only Please- There is a strict 'English only' student rule the school and it is the school's goal to attract students who are open to new experiences, a new culture and new people. We believe with these conditions, and effective, professional teaching, all students can learn quickly.
- Participate - Most students want more conversation practice, but are shy when the teacher asks them to give an opinion in a conversation part of the lesson. You can help the teacher and other students by trying to speak in class without being afraid of making mistakes.
- Being fair to other students - Nelson English Centre classes are not individual lessons. Sometimes, a teacher may ask you to wait for others. Many students are not confident in class, and need encouragement to speak from other students. If you have individual questions, you can sometimes write them down and ask the teacher after class.
- Discrimination - Please have consideration for all other students who come from all over the world, please respect their cultures and beliefs as any form of discrimination will not be tolerated
- Homework and self-study - Students need time to do individual student exercises to follow up new material in class. There will be between 1 and 4 hours set homework a week, as well as any extra work that students may wish to do. A reasonable amount of out of class help can be expected.
- The school may refuse to continue teaching a student who breaks the laws of New Zealand.
- Although Nelson English Centre will assist, it is the student's final responsibility to check that they comply with immigration requirements.
- The school may refuse to continue teaching a student who is disruptive to other students.
- The school will only continue to teach students who understand and accept school 'etiquette' Students must attend classes to the satisfaction of the Director of Studies (Exception: Doctor's Certificate)
- If you change address or phone details you are please required to tell the school

Orientation Programme

- On arrival at NEC on your first day you will be welcomed by our administration staff.
- You will receive a welcome pack containing this document.
- Your orientation provides full information on all NEC policies (including health and safety, termination of enrolment and grievance procedures) as well as the services, support and facilities we offer. Some of this information will be given orally during your tour of the school and some will be given in written form in your first day pack. Front desk staff can be asked at any time for more information about anything
- The DOS will greet you and explain the English Only rule, grievance procedure and a who's who of the school.
- Administration staff will show you around the school, kitchen (special mention of boiling water "Zip") toilets, fire exits, and earthquake/fire procedure.
- Administration staff will take a copy of your passport and insurance
- You will need to sign the enrolment contract
- You will be given the first day test
- Administration staff will take your photo (for school records)
- You will have an interview with DOS to assess your speaking and listening ability.

Pathways for further study or career development

- We advise students on further avenues of study including university /polytechnic courses, apprenticeships and new careers. Our open door policy ensures that students have ample opportunity to discuss future plans and study options as well as how they can best utilise their use of English when they return home.
- In addition, supporting documents such as further reports, letters of reference or telephone references, are provided to individuals and organisations upon request to facilitate applications for courses of further study, jobs, or for immigration purposes
- Information can be gained through having meetings with DOS.

Policies

- NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits student's ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 "fine" for a student speaking their first language. This money is donated to the Nelson branch of the SPCA www.nelsonspca.org.nz
- Students must attend at least 80% of their studies. Please note that NZ Immigration may ask you to explain any absenteeism from class.
- Our Data Protection Policy has been updated to accommodate the new GDPR enforced on the 25th of May, 2018. Please find this information at: www.english-school.ac.nz/data-protection-policy

Post

- You are welcome to use the school address if you would like things posted to you, any items we receive will be put on the shelves in the student room

Potential learning outcomes

General English

- At NEC you will be immersed in an English speaking environment 24 hours per day. You can expect to learn English efficiently and use this new English to make friends, do things in Nelson, have the time of your life and expand your horizons. After a few weeks of

learning you can expect to find it easier to communicate in English; To rent a car using only English, speak to your host family, discuss travel plans with other students in the student zone and so on.

- On arrival, students are tested and placed into the appropriate English ability level. For example: Elementary, Pre-Intermediate and so on. Typically, students are promoted up a level about every 8 to 16 weeks, however individual progress varies greatly.
- Leaving documents (report) describes the level attained after the course of study, and what learners are expected to be able to do using the language they have learnt at this level.

Examination Preparation Courses

- In exam preparation courses, students are expected to have a reasonable chance of success in the examination for which they are preparing.
- N.B. Nelson English Centre Academic Coordinators advise students whether, after twelve weeks of study, they will have sufficient chance of passing based on their English level prior to the start of the course. Advice is normally based on results of a pre-test administered electronically in the students' home country. Students who disregard advice from the Academic Coordinators do not fall under the 'Potential Learning outcome' guideline for Exam Preparation Courses above.

Privacy Act.

- NEC may need to inform the New Zealand Immigration Service and relevant examining bodies of personal details relating to your status on your course. In signing the enrolment contract, you give NEC permission to disclose such information to the relevant bodies.

Public Holidays

- NEC will be closed over official public holidays.
- There are no refunds or discounts for homestay or tuition for weeks that contain public holidays. Please make sure that you look at our price list which will list the public holidays in NZ before making any bookings.

Quality assurance results

- NZQA assesses the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER, tertiary education organisations are held accountable to their students, employers, funders, quality assurance bodies and other interested parties
- NEC is a category 1 school rated "double highly confident" by the NZ Government www.nzqa.govt.nz
- The NEC EER report can be found here www.nzqa.govt.nz/nqfdocs/provider-reports/9816.pdf
- NEC is a member of English NZ www.englishnewzealand.co.nz
- NEC is a member of IALC www.ialc.org
- Audits from NZQA, English NZ and IALC have all been exemplary with no major issues
- NEC is an approved Saudi Arabian Cultural Mission English language provider

Retailers

Retailers representing NEC must:

- Provide international students with reliable information and advice about studying, working, and living in New Zealand
- Act with integrity and professionalism towards prospective international students.
- Provide reference checks to ensure as far as possible that they have not been involved in any conduct that is false, misleading, deceptive, or in breach of the law
- Enter into written contracts with NEC
- Terminate their contract with NEC if there is evidence suggesting that those retailers or their subcontracted retailers have been involved in any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; or have jeopardised the signatory's compliance with this code; and ensure that its retailers have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts with the signatory.

Rules in school

- Students must attend 80% of classes. (Exceptions: With Bona Fide Doctor's Certificate)
- Please don't be late for class as this disrupts other students, you may not be allowed into class if your teacher feels you are too late.
- NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits student's ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 "fine" for a student speaking their first language. This money is donated to the Nelson branch of the SPCA www.nelsonspca.org.nz

Safety and well-being

- If we notice a student is having challenges with mixing with other students, we can offer ways to help them mingle in better, offer to take them to events, pick them up and drop them off. Set targets for them to meet e.g., talk to three new people tomorrow. Encourage teachers to mix them with someone suitable in class. Have DOS follow on with other meetings, all of us taking on board information to help the student be in a better place while attending school
- Where appropriate and in compliance with the principles of the Privacy Act 1993, issues relating to the students are reported to relevant agencies such as the New Zealand Police and Child, Youth and Family, and to the code administrator.
- See "Contact Details", "Cultural and Community Support" and "Health and Safety" sections for further information.

Smoking

- The legal age in NZ for the consumption and purchase of tobacco products is 18. You will most probably be asked for ID when purchasing tobacco products in NZ.
- Smoking in public buildings e.g. school is against the law.
- Please use designated smoking areas and please don't throw cigarette butts on the ground.
- There is a very strict restriction of bringing tobacco products into NZ. Currently that is 200 cigarettes, 250 grams of tobacco, 50 cigars. Please don't get your friends or family to post them to NZ as they will be stopped at the border.

Staffing

Numbers:

- Nelson English Centre employs seven permanent, full-time teachers throughout the year.
- Additional casual staff are employed in the busy season (September through to April).

- Staff may be employed full time (23 teaching hours per week) or part time (15 hours a.m. teaching, or, on occasion, 8 hours per week p.m. teaching).

Qualifications:

- All teaching staff are required to have as a minimum the Cambridge CELTA (Certificate of English Language Teaching to Adults), Trinity College London Cert TESOL (Certificate in Teaching English to Speakers of Other Languages), or equivalent.
- In the case of an equivalent qualification, an externally validated (by a university or other educational body) assessed teaching component must be present.
- In addition to the minimum qualification, permanent teaching staff are encouraged to pursue further, higher level (Diploma etc.) teaching qualifications, and are supported by the school in this regard.
- Nelson English Centre may, on occasion, consider employing a teacher without this minimum qualification if sufficient experience, or transferable skills/qualifications, can be demonstrated.

Students at risk or with special needs

- Please ensure full disclosure to school staff of any issues that may arise whilst you are at school or in homestay. Please ensure this is done at the time of booking as NEC may not be able to facilitate certain needs or requirements.
- In some cases lack of disclosure of relevant information may result in termination of homestay or school with no refund.
- Homestay Families may be made aware of any issues before a student arrives, or whilst at school, if it is deemed necessary by the Homestay Co-ordinator.
- Other staff may be made aware of any issues before a student arrives, or whilst at school if it is deemed necessary by management.
- Notification must be given if the next of kin of a student is aware of any situation where the student is at risk or has special needs.
- Student's family will be notified if the student who is over the age of 18 request it. In the instances where the student does not want their family notified, external professional counselling will be offered or contacted for advice.
- Depending on the situation we have people we can contact if problems arise eg, a student arrives and is anorexic, family and staff have noticed a decline, parents are concerned, so meetings have been set up with the local hospital to have counselling. These meetings can be set up very quickly with the appropriate medical staff.
- We are happy to take the student to professional medical staff and sit in to help with translation if required.
- A student with special needs includes a student who—experiences a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect his or her ability to participate, learn, and achieve or requires the provision of adapted programmes or learning environments, or specialised equipment or materials to support him or her to access the curriculum, participate, learn, and achieve. Please discuss with welfare staff.
- A student is at risk if NEC has reasonable grounds to believe that there is a serious issue relating to the student's health, safety, or well-being, including, for example, — the student is unable to adequately protect himself or herself against significant harm or exploitation - the student is unable to adequately safeguard his or her personal welfare. NEC may contact professional services to assist in these circumstances.

Study costs

- Please refer to our website for the most current price list. www.english-school.ac.nz, if a student would like more specific information we can be emailed at admin@english-school.ac.nz
- NEC has no enrolment cancellation fee if this cancellation happens before day 1 of the course.
- NEC has a 'NO REFUND' policy, other than the specific exemptions required by NZ law
- NEC has no hidden costs
- NEC provides all materials needed to do the course other than FCE and CAE where a textbook is required. External exams will cost extra, IELTS in Nelson, FCE & CAE in Nelson.
- Please see "English Only" for the cost of speaking first language.

Support

- NEC staff are all willing to help with any situation. If they are not able to help, they will refer the student to another staff member who can.
- For assistance with anything before you arrive please email admin@english-school.ac.nz
- For assistance with anything when at school, please come to a staff member or the front desk.
- See "contact details" for 24/7 emergency assistance
- We have an open door policy so we are more than happy for you to come to any staff at any time if you have a problem.

Termination Procedure:

- If students commit a serious offence against New Zealand laws (e.g. drug offence or assault) they may be immediately expelled without refund.
- In the case of non-attendance, two formal warnings will be given; one verbal and one in writing.
- In the case of disruptive behaviour and etiquette problems, behaviour will be discussed case by case with the Director of Studies and, in the case of recidivist and serious offending, the Director of Studies may expel students after warnings are given as above.
- If your study is terminated through this procedure, NEC is obliged by regulation to inform the New Zealand Immigration Service of your non-attendance.
- Termination Support Procedure: If you do not attend 80% of classes the Director of Studies or delegated person will meet with you to sympathetically work out whether there is any legitimate cause for your absence. For example, if you are ill (proof required in the form of a legitimate medical certificate) you can discuss the details of your illness with the Director of Studies, who will listen sympathetically. If you don't know the name of a doctor, we will refer you to one.
- If you have had a relationship problem or psychological or cross-cultural adjustment problem, and this is causing your absence, the Director of Studies will listen carefully and then make appropriate recommendations. If, after you have received a sympathetic hearing and, if necessary, have had up to 2-3 days to seek appropriate professional or other help and attendance continues to be below 80% without further explanation, then termination proceedings will continue as above

Transport costs

- Most students walk or use bicycles to get to school. Bikes can be rented from school from \$1 per day (\$30 per day from a bike shop).

- Buses cost around \$3.50 per trip in Nelson www.nelson.govt.nz.
- Flights from Nelson to other cities can be as low as \$40 one way but you may need to book in advance www.airnewzealand.co.nz or www.jetstar.com.
- Buses to other major cities cost from \$40 www.intercity.co.nz

Under 18 years

- not enrol an international student 10 years or older but under 18 years who does not live with a parent or legal guardian unless—
- ensure that an appropriate safety check has been completed for a residential caregiver; and
- have up-to-date contact details for the students' parents, legal guardians, and residential caregivers; and
- maintain effective communication with the student and his or her parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation; and
- maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study; and
- conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and
- ensure that at least 1 staff member is designated to proactively monitor and address any concerns about international students under 18 years; and
- ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's care when the student is in the custody of the designated caregiver; and
- ensure that it receives written confirmation from a parent or legal guardian regarding the plan for handing over the care of an international student after the student's enrolment with the signatory ends.
- ensure that there is appropriate separation of international students from students of different ages in the accommodation; and
- ensure that the student is appropriately supervised in the accommodation.
- the student is in a properly supervised group of students whose educational instruction is not for more than 3 months; or
- the student is in the care of a residential caregiver

Validity of information

- This information is valid for all students, retailers and other parties. Nelson English Centre reserves the right to change course dates, fees and conditions without notice.

Wheelchairs and special access.

- 41 Selwyn Place has full wheelchair access to the building (student room, classrooms, kitchen, and toilets). Please note that staff will assist where possible but things like kitchen benches are not at a lowered height.
- Please inform us if you are in a wheelchair or if you have problems with stairs, so that we can ensure that classes are provided on the ground floor. Not many homestay families will have any wheelchair access alterations to their house but please email us and we will find out how best we can assist you. admin@english-school.ac.nz
- www.freedommobility.co.nz/visiting-nz
- www.nzdsn.org.nz/nelson-marlborough

Withdrawal and closure management

- Tuition and homestay fees are protected as per NZ government requirements. NEC has chosen a bank bond protection mechanism with an independent trustee who is an accountant fully recognised by the New Zealand society of chartered accountants.
- Procedure - This means that if the school were for to close for any reason, e.g., due to financial or regulatory problems, the full list price of your fees the school has received are protected. The name of your independent trustee is: John Murphy & Associates Ltd 23 Wallace St, Motueka (03) 5281003, if there is a closure of the school he will arrange a student meeting which you should attend.
- www.nzqa.govt.nz

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[Updated MF Sep 2017](#)

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[Updated AC 10/10/17](#)

[Updated MF 07/02/18](#)

[Updated DL 25/05/18](#)

[Reviewed MF 18/7/18](#)

[Updated DL 19/03/19](#)