



Auckland Edinburgh
College

Student Handbook

2022

Please take good care of this book and refer to it.

There is an index on page 3.

Mission Statement and Core Values

The main purpose of Auckland Edinburgh College is to provide high quality English language education and student services to international students through:

- *Excellent tutors who provide high quality education*
- *A highly effective and excellent student support team*
- *Modern facilities*

In accordance with the special character of the organization, we endeavour to provide appropriate holistic care for students' academic, physical, emotional and spiritual needs.

Report of External Evaluation and Review

by the New Zealand Qualification Authority
(NZQA)2020

Category 1

I Achievement and Outcomes	Excellent
II Programmes Match Student Needs	Excellent
III Student Engagement and Support	Excellent
IV Governance and Management	Excellent



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Welcome to New Students

Dear New Student,

The school wishes to give you a warm welcome to New Zealand and to Auckland Edinburgh College (AEC).

We hope you had a pleasant trip and you are now safely settled into your accommodation.

Today you will have a special orientation class. This will give you some information you need about studying at AEC and living in NZ.

You will have a test to assess your English entry level so that we can place you in the right class. After that you will be introduced to a number of staff, who will talk about the curriculum and many other areas.

We wish you every success in your study here at AEC.

Staff and Management of Auckland Edinburgh College

School Physical Address:

**Daniel Education Ltd, trading as
AUCKLAND EDINBURGH COLLEGE
Levels 7 and 8, Laidlaw Building,
20 Amersham Way,
Manukau City Centre,
Auckland.**

Postal address:

**PO Box 76-209,
Manukau City,
AUCKLAND 2104
NEW ZEALAND**

Phone: + 64-9-263 8666 (8:30am-5:30pm)

Website: www.aec.ac.nz



The Curriculum and Timetable

Learn to Speak English

Learning to Speak and Understand English

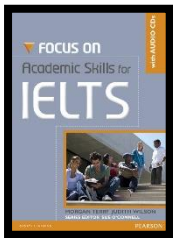


Vocabulary

motivated	- happy to try hard
developing an ear	- hear English easily
realistic	- possible to do
frustrated	- you try but can't fix something
balanced lifestyle	- right amount of work and play
recreation	- relaxing for fun
reasonable	- right amount
protein	- the thing in meat that gives energy
various	- different
activities	- fun things to do
join them	- opposite of keeping to yourself

Staying motivated while at AEC is the secret of success in your English studies. Wanting to learn and work hard, reading and listening to lots of English, and 'developing an ear' for the language are extremely important, but being realistic about the progress you can make is also important. In this way, you can avoid frustration.

Have Realistic Expectations



Have realistic expectations of your progress and give yourself time to work towards certain goals like IELTS. AEC has regular tests and graded classes, so that you can see your progress. We will offer advice as to when you should enrol for IELTS exams. (See page 8)

Have realistic expectations about living in New Zealand, especially living in your homestay. The longer you stay in a good homestay, the quicker your progress will be.

All your classes are important...Be open to methods of study and learning that you are not used to, and be open to new cultural experiences.



Teaching Methodology



AEC English classes include grammar, reading, writing, listening and speaking.

The emphasis is on how to use English. The teaching method includes students doing practice activities, so you will be asked, for example, to practice a dialogue with another student, while the teacher listens and corrects your English. In order to be a good student you need to be ready to try, even though you will make mistakes. The teachers will correct your mistakes in an encouraging way. The more mistakes you can get corrected, the faster you will learn. Don't be afraid of making mistakes! The more you practice, the quicker you will achieve your goals.

To practice English in real life. There will sometimes be activities out of the class. A visit to a coffee shop or investigating local shops encourages students to use their English listening and speaking in the 'real world'.

This approach to learning may be different from some students' previous experiences in learning English. However, it is an effective way of learning English, and can be very rewarding at the same time.

Activity

Is this way of teaching different from teaching methods in your country? If so, in what ways?

The Curriculum

Academic English

Our Academic classes are a mixture of General English and exam preparation classes, with a 7 weekly assessment programme. The exam preparation classes are IELTS I and IELTS 2. These classes have been designed to give you the best possible results.

On the first day of school there is an entry test, which all new students do to help us to place you in the right class. Every class is 7 weeks long, but if you improve very quickly, you can move up to a more difficult class sooner than that. You can show us you are ready to move classes by:

- i. Always doing your homework well
- ii. Speaking a lot of English in class
- iii. Getting excellent results on your tests
- iv. Always attending class
- v. Giving your full attention in all classes

Report of External Evaluation and Review by the New Zealand Qualification Authority (NZQA) 2020.

I Achievement and Outcomes	Excellent
II Programmes match student needs	Excellent
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IELTS

and

University

IELTS stands for 'International English Language Testing System' and is an exam you are required to pass if you wish to study at university in New Zealand.

AEC runs IELTS classes to help you on your way to university. There are required levels of English for entry to these classes. AEC uses its 7-weekly assessments and a number of IELTS screen tests to make sure students are in the best classes for them and that students advance to higher classes when they are ready.

It takes time to prepare you to sit an IELTS test. We are continually developing our systems, so that we can see how close you are to passing an IELTS test at the level you want. Different university courses require different band scores to enter. Medicine, for example, might require IELTS 8.0 while other courses may only require IELTS 6.5. We can offer you advice on what score you are likely to need and when you should think about taking your test.

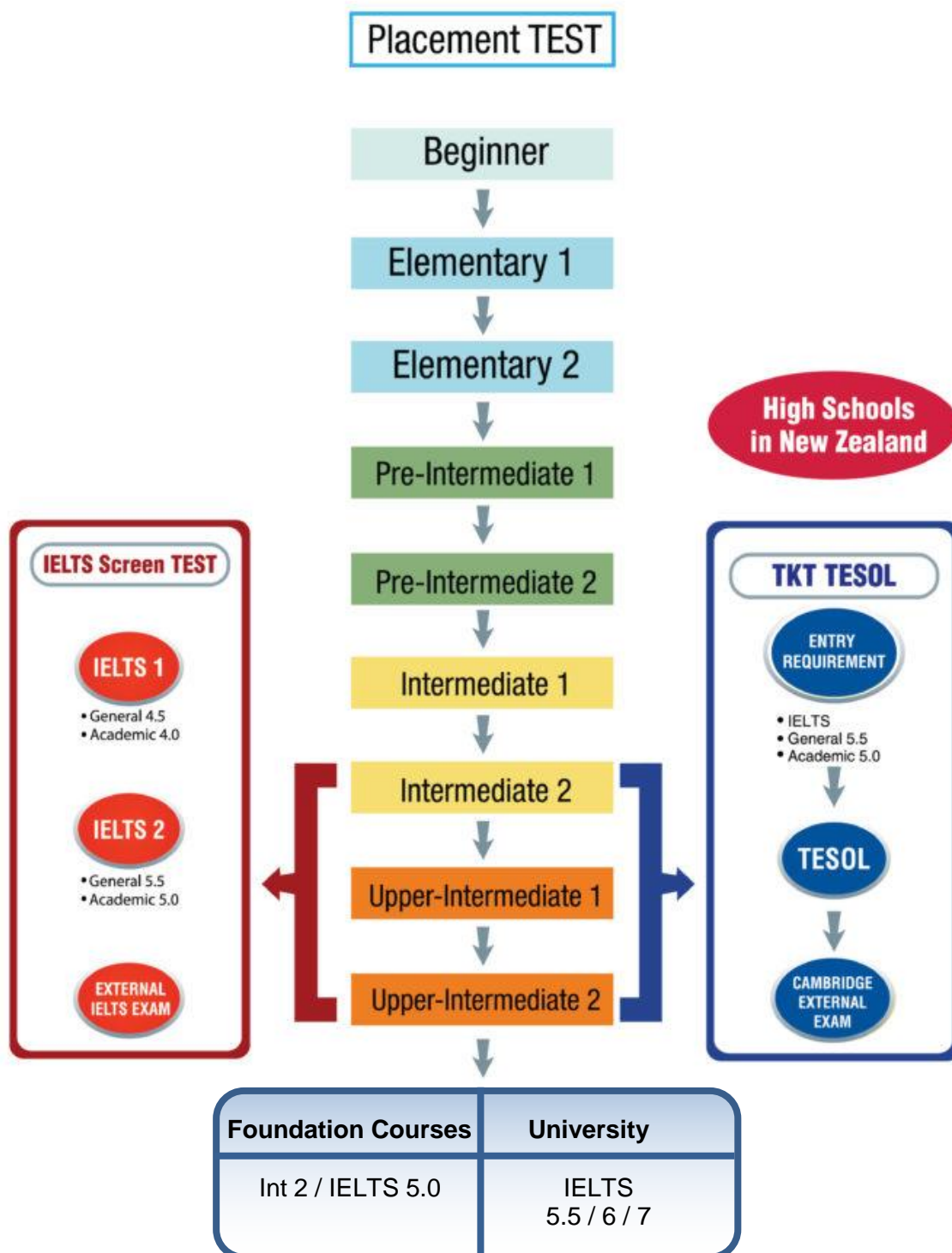
Every university will have their own entry requirements for the different Diploma and Degree programmes. This entry requirement includes IELTS. But they also include the following:

- (a) Previous education in your country;
- (b) How long you have been studying English in New Zealand;
- (c) Any other study of the same kind, at a preparation level, done in English (NZ);
- (d) Their assessment of your suitability during the interview.

AEC offers pathways to Secondary and Intermediate schools. Our Further Studies Advisor, assists students with their applications to New Zealand universities and foundation courses for universities and other tertiary institutes, Foundation Courses and Polytechnics. She is very happy to discuss future directions with students.

English Courses

AEC Levels - 7 weeks



IELTS: How will I know when I am ready?

Before you take your IELTS exam, you must have a good understanding of basic English grammar and vocabulary. These are taught during beginner, elementary, pre-intermediate and early intermediate classes. This might seem like a lot of classes to complete before you take your IELTS test. However, without good grammar and vocabulary, you will not get the score that you want. Our IELTS 1 class is for Intermediate level students and is specially designed to provide you with the additional vocabulary and grammar you will need for academic writing and listening, and is also recommended preparation for those needing an overall band score of 5.0. To qualify for entrance to this course, you require a screen test score of 4.0 for academic IELTS or 4.5 for general IELTS. The IELTS 2 course is for those who have acquired a screen test score of 5.0 for academic IELTS or 5.5 for general IELTS. Taking the official IELTS exam too early is a waste of money and time.

It is also important to remember that the IELTS preparation classes are designed to teach you IELTS skills and vocabulary and not general English. When you go to university, you will need to be able to understand your lecturer easily, read, write and speak fluently. A good all-round English ability but NOT just the ability to pass the IELTS exam is required for you to succeed at university. Being patient and realistic will benefit you in the long run. Your teachers will know when you are ready to move up a class. They will also be able to give you advice on when you are ready for the IELTS 1 or 2 classes.

We hold the IELTS preparation screen test every term. Check the term dates schedule to find out the next test date. The IELTS screen test is for Intermediate level students, those who wish to enrol for the TKT preparation course, and those who wish to know their approximate IELTS score. It is free and you can take the test as many times as you like. However, there is no speaking test; but if you wish to have the speaking test, see the Director of Studies who will arrange one for you for a small fee. If you get the required score, you can join either IELTS 1 or IELTS 2 class. If you do not get the required score for entrance into the IELTS preparation course, then you stay in the General English class and try again when you feel you are ready. The Director of Studies is in charge of entry into IELTS. The test results will be released by reception when they are ready.

Progression

Look at the classes on page 8. To move from one level to the next takes 7 or 14 weeks. However, if you do not show us that you are ready to move up a level, we may require you to stay at the same level. It is very important that you attend all your classes in order to improve your English language skills. Your teacher will help you learn during class time. You will also need to put in effort after class by going through what you learnt during class and completing all your homework.

If you are progressing well, you may move up to the next level more quickly.

The IELTS classes are for students who wish to prepare themselves for an externally recognised examination (see above for more information). You may need at least one term for this exam preparation.

Mark on the timeline where you think you are now and where you want to get to.

How long do you think it will take you to reach your goal?

No. of weeks	7	14	21	28	35	42	49
Date:							
Class:							



The Timetable

GENERAL ENGLISH COURSE

There are classes and activities timetabled between **9.00am - 2.30pm** Monday to Thursday.

Monday – Thursday

Morning Classes		Afternoon Classes
1.5 hour class	1.5 hour class	1.5 hour class
9.00am- 10.30am	10.50am- 12.15pm	1.00pm- 2.30pm

Orientation is usually on a Tuesday from 1.00 to 1.30 approximately or as arranged by the Welfare Officer.

Friday

Morning Classes	Afternoon Electives	
1.5 hour class	1.5 hour class	Elective Activities
9.00am- 10.30am	10.50am- 12.15pm	1.00pm-3.00pm

School Assembly is at 10.15 am on Thursdays. Attendance is required at all times.

Friday activity time is usually from 1.00 pm to 3.00 pm; two hours total.

After you have officially enrolled, we will tell you your class, text book, your teacher(s) and the room number.

TESOL Teaching Knowledge Test (TKT) Course

9.00am- 10.30am	10.50am- 12.15pm	1.00pm – 3.00pm
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**The school opens at 8.30 a.m. from Monday to Friday.
It closes for public holidays and the school's end-of-year break.**

Expectations

What you can expect from your teachers and lessons



1. You can expect your teachers to be polite and courteous at all times.
2. You can expect your teachers to be punctual.
3. You can expect them to set homework and to review it with you in lessons.
4. You can expect assessments every week.
5. You can expect some classes to take place outside the classroom in order to experience English communication in places like a coffee shop, etc.
6. You can expect informative trips and activities that contribute to your learning of English.

Moving to a Higher Class

Your teacher will recommend you move to a higher class level when you are ready. This decision is based on your results in term tests which are given in student assessment forms and reports, as well as on the teacher's awareness of your English level as demonstrated in class.

Your teacher and the DOS will decide when you are ready to move up a class. You can expect to move up a class if you get high grades in your weekly assessments over a period of 7 weeks. Normally the required grade average is 75%. Your homework, your attitude in class and your attendance are also taken into account. Poor attendance means no moving.

Learning English

Self help in learning English



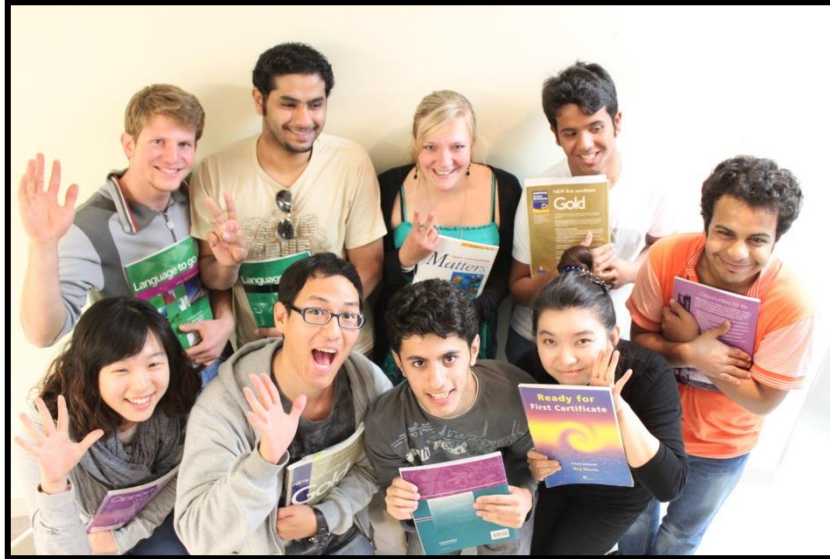
You can also help yourself in learning English by doing various activities yourself.

- ❖ **Read as much as you can about something you are interested in.**
- ❖ **Keep a personal dictionary and write in all the words that you don't understand.**
- ❖ **Watch television, especially the news programmes and documentaries.**
- ❖ **Listen to the radio.**
- ❖ **Talk to people in shops and ask them questions about what they sell and how much things cost.**
- ❖ **Go with friends to coffee shops and read national newspapers together.**
- ❖ **Go to the cinema.**
- ❖ **Talk to your homestay parents as much as you can, and go out with them if they invite you to join them.**
- ❖ **Keep a journal of what it is like living and studying in New Zealand.**

Learning English

How can you help yourself to achieve your goals?

Live a balanced lifestyle



Living a balanced lifestyle will enable you to make the most of your study time at AEC. Feel encouraged to:

- ❖ Have fun and join in activities with your classmates. This not only helps you learn English, but also makes you feel better. A relaxed mind can help you study better.
- ❖ Go to sleep at a reasonable hour (before midnight); get up in time to eat breakfast before going to school.
- ❖ Eat a good diet with fresh fruit and vegetables as well as protein.
- ❖ Make friends with students from other countries as well as your own.
- ❖ Have some exercise, go for a walk or a swim, and join a sports club.

A balanced life means you have enough time studying, enough time sleeping, some time having some fun and enjoying life.



Learning English



Learning new words

Activity

Below are some recommended ways of learning new words. Arrange them in the order you think will help you the most:

- 1 Think of a way to remember it. _____
- 2 Write it down in my notebook, with an example. _____
- 3 Look it up in a dictionary or ask someone to explain it to me. _____
- 4 Check the pronunciation. _____
- 5 Try hard to use it in conversation. _____
- 6 Practise saying it. _____
- 7 Try to guess what it means. _____

Activity

Discuss ideas for conversation with your homestay. Write them here:

Classroom Rules & Behaviour

NZ Immigration Service Visa regulations require students to attend classes at all times, unless they have genuine reasons for their absence.

1. Classroom



- 1.1. Attendance:** Students must attend school on time every day. You'll be marked late if you arrive after 9.00 a.m. for the first class, after 10:50 a.m. for the second class, and after 1 p.m. for the afternoon class. You will have to see the DOS if you are more than 15- minutes late for any of the classes. You will be given a Late Entry Slip if your reason is acceptable. If not, you will have to wait for the next class. If you are late 3 times in one week you will be marked absent for one class.

If you are sick or unable to attend class, please phone the school.

If you are sick for **2 days** or more you must have a doctor's certificate. You will need to fill in a sick note at reception.

See also 6.4 on page 33 for Short-Term Leave.

School phone number: 092638666

1.2. Cell phones

***You may not use your phone without your teacher's permission.
Your teacher may take your phone during class time.***



- 1) Turn down the volume, and place your phone face down at the end of your desk.
- 2) You may not take the phone with you if you leave the room during class time. Please take your phone with you at break and lunch time.
- 3) If you are expecting an emergency call, talk to your teacher.
- 4) If your phone rings or if it does not stay on your desk, your teacher may take it until 2:30 pm.
- 5) The second time the rule is broken your phone will be handed in at the DOS office until 2:30 pm. You will be given a warning when you collect it.
- 6) The third time the rule is broken your phone will be handed in at the DOS office until 2:30 pm. You will be given a written warning and it will remain with the DOS until your parents are contacted. Disciplinary action will be taken.

- 1.3 Toilet breaks:** Please use the toilets at break time. If you have to go to the toilet during class time, inform your teacher. You may not leave the class for more than 5 minutes. You may not take your cell phone with you. Do not stand on the toilet seats.

- 1.4 No eating** in classrooms or anywhere on level 7 unless supervised by your teacher. Water is allowed in a closed bottle or a mug with a lid.

- 1.5 Level 7** is an "English Only Zone", please only speak English.

- 1.6 School Assembly is compulsory.** You must attend school assembly on level 7 on Thursdays.

- 1.7 Smoking, drinking alcohol and taking non-prescription drugs are not permitted** in the school building or entrance stairs or near the front entrance. You cannot buy cigarettes and alcohol if you are under the age of **18** in NZ.

- 1.8 Farewell to friends**— students may not go to the airport during school time. Please say goodbye to your friends the day before they leave.





2. Classroom behaviour:

- 2.1 All students are expected to participate** in class work and class discussions. **Listen** when your teacher or other students are speaking.
- 2.2 Show respect to all people.**
Be polite and courteous to your teacher, the staff, and other students at all times. They will respect you to
Talk to staff if you have a problem with another person. We are here to help you.
- 2.3 Dress modestly.** There are many different cultures here.
The school expects all students to dress decently and modestly.
This means that for girls, mini-skirts, mini shorts, and blouses with low neck lines and bare backs are not acceptable to wear to class. Please dress in a way that would be acceptable in a professional workplace or institution. Please don't be offended if you are not wearing enough and a teacher asks you to cover up – it's for your own safety.
- 2.4 Mind your language.** No shouting or swearing in any language.
- 2.5 Take care of the school building and furniture.**
Don't punch walls, kick doors, damage the furniture or rock backwards on chairs. NO RUNNING in the building.



3. AEC Rules

3.1 Respect Learning

3.2 Respect Others

3.3 Respect AEC's Environment

Homestay Orientation

***Homestay
and Living in
New Zealand***



Host Parents

GREETINGS: Remember to say, “Hello”, “Good morning”, “Good night”, “Good bye” to your host family.



t to throw away

Ask what you should call your NZ “parents”.

If you are unsure about anything, ask your host parents. They are there to help.

Always be polite and courteous when asking for anything. **Smile** if you are happy!!

Practise your English as much as you can. Join in with conversation with your host family.

Your Room

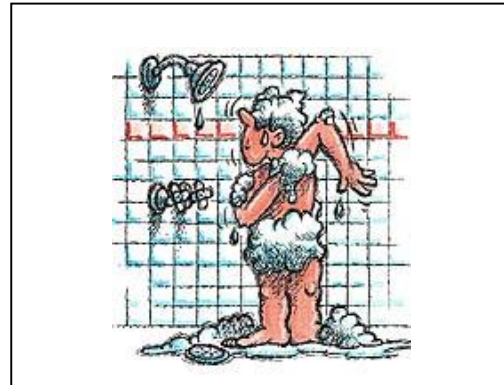


- **Children:** If your homestay has children do not invite them into your room. Go to the family room or outside to play with them.
- **Noise:** Please limit your noise as other students need to study. Do not make any noise after 10 pm. Your homestay may turn off the internet around 10pm so that everyone gets a good night's sleep for tomorrow's schooling.
- Do not hide away in your room. Spend some time **talking and interacting** with your host family.
- Please keep your bedroom **clean and tidy**. On fine days, please open the windows to circulate fresh air.
- **Heater & Lights:** **DO NOT leave your heater or lights on overnight** & turn them off when you leave the room. Never place anything on top of the heater.
- If you are last to leave the house, please make sure that all the **windows and doors are closed** and no appliances are left running. The house **must be locked** when the last person leaves. **Don't forget to set the alarm** if your homestay's house has an alarm.
- Please **do not eat** inside your room. (If you damage anything inside the room and house – you may need to pay for the damage!)
- **Do not hang wet laundry in your room.** Ask where to dry it. Wash personal clothing, such as underwear, **in the laundry sink only**.
- **Smoking** is definitely **NOT allowed inside your room or anywhere inside the house.**
- **Friends Visiting:** Please check before inviting friends home. Please do not bring any friends into your room before asking permission from your host parents.

Homestay Orientation

For a happy house

- New Zealanders **shower every day** – up to 10 minutes only. Keep the bathroom clean as you need to share it with others. **Please wipe up water in the bathroom and clean up after yourself after your shower and toilet.** (Leave the bathroom how you found it!) Thanks!
- **Internet:** Please note that it is **illegal** in NZ to download movies & music & games that are pirated. You are welcome to use skype to contact your family once a week for up to an hour per time.
- **Security:** Please keep the house key in a safe place. Please do not put the homestay address on it. If you lose the house key, you may need to pay for new locks. (Very expensive in New Zealand!)
- When making **phone calls**, please remember **not to talk too loudly, especially at night.** Please be considerate to other people.
- **Emergency:**
 - a) If an Emergency occurs, when host parents are home, ask them to ring 111 immediately and inform **Peyton Zheng 022 1021233** or **Joseph Yi 021 589 822**
 - b) If an Emergency occurs when you are on your own, ring **Peyton Zheng 022 1021233** or **Kwon Yi 021 589 822.**
- **Girls:** Please always use a plastic sheet/mat when applying nail-polish, etc.
- **Never** apply hair dye in your homestay's bathroom please.
- Homestay parents try to do their best. **Please be thankful** and grateful. This is important in New Zealand culture.
- Remember to say **Thanks; Please; Sorry** & make eye contact.
- When you leave, **write a thank you letter** to your homestay family.



Keep showers to 8 minutes or less and clean up the bathroom before you leave



Turn lights and heater off when you leave your room



Spend some time each night chatting with the family

Meal times

DO

- Try a small amount of everything your host family makes.
- Say "Please" and "Thank you".
- Wait to have food passed to you or say, 'Please pass the.....'
- After a meal if you are still hungry, please politely tell your host.
- Clear your dishes from the table and take them to the kitchen.
- Offer to help wash/dry the dishes. Ask your host how to do this.
- Tell your host as soon as possible where you will be if you won't be home for dinner.
- Ask your host **before** inviting your friends home for a meal.
- Have eye contact while talking to your host family at meal times.

DON'T

- Make noises when eating or drinking.
- Put your knife in your mouth.
- Talk with your mouth full of food.
- Sit on the table or put your feet on the table.
- Use your cell-phone during meal times.
- Ignore the homestay family at meal times – make sure you have conversation with them to improve your English.



Activity

What would you say if you want more to eat? The teacher will write some examples on the board. Write them here:

Talk about differences in meal habits between your country and New Zealand. Write any differences here:

Homestay Policy

To provide quality homestay for Auckland Edinburgh College and offer support to both families and students.



Vocabulary

minimum - shortest possible time
give notice - tell your plan
permission - allowed to
private arrangements - arrangement between you and your host
discuss - talk together
counsellor - AEC staff who help to answer your questions in your own language
shared - with another person in the same room

Rules and Regulations


- + We encourage you to stay as long as possible in your homestay, so you can improve your English more quickly.
- + Most students are happy with their homestay. If you have a problem / issue, please come and see the Homestay Coordinator at Level 8 within the first week.
- + Students are **not allowed to make private accommodation arrangements** with the host or with any other AEC host family within the initial four weeks.
- + Students who want to arrange their own accommodation should contact the Homestay Coordinator first to ensure a fair contract.
- + Students are not to discuss payments with the host. If they have a question, they can ask the Homestay Coordinator.
- + The first homestay arrangement costs \$200.
- + The school pays the homestay fee for the first four weeks which is \$280 a week (including an administration fee of \$10. *for under 18 students pay \$290/wk.) Then students pay directly to their homestay parents \$270 per week - this includes food, electricity, and general wear and tear on appliances and furnishings.
- + There is no further charge if you wish to change your Homestay within the first 4 weeks. After 4 weeks, to change your Homestay and organise a new homestay will cost \$100 each time.
- + The Homestay Coordinator will interview you and conduct a survey from time to time to see if you are happy in your homestay or if you require any other assistance.
- + You are required to give two weeks' notice if you wish to change your Homestay. You have to talk to the school's Homestay Coordinator.
- + Students under the age of 18 are encouraged to stay with a Homestay or designated caregivers for the length of courses they have enrolled in.
- + Smoking, drinking alcohol and taking non-prescription drugs are not permitted in the homestays.

New Zealand Culture

General NZ Culture and Expectations

In different cultures there are different ways of doing things. If you do things in the right way for NZ culture, people will think you are friendly and polite. Here are a number of things you need to know.

	<ul style="list-style-type: none"> • Look people in the eye when talking • Smile at people • No body noises; no spitting • Say 'Excuse me' when you want to get past; don't push ▪ Wait your turn in shops, banks, bus stops etc...
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<ul style="list-style-type: none"> • Sit straight in class • It is polite to hold doors for others to walk through • It is not polite to try and talk to someone while they are talking to another person • Say 'Please' and 'Thankyou' when asking for something and receiving assistance • Say 'Excuse me' if you want to talk to someone who is busy 	
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In New Zealand, we dial 111 for an emergency (Police, Fire or Ambulance)

From a school phone, you need to dial 9 first, then 111.

New Zealand Laws about Health and Safety

AEC wants you to feel safe. Please come to us if you are worried about your safety in any way. NZ is generally a safe country and our police are also helpful and you don't need to have any worries about going to them for help if you are threatened by anyone.

Important things to remember



1. Don't carry large amounts of cash with you, nor keep it where you live. Keep it in a bank account. Our staff will assist you to open a bank account, and help you set up internet banking if you want it. You can use the school's postal address (PO Box 76 209, Manukau City, Auckland) if you constantly move around.

2. Don't drive a car without the correct licence. Make sure you learn the New Zealand road rules and that you can actually drive a car. It is a good idea to get a NZ driver's licence, especially if staying for more than a few months.



3. Be careful about buying a car... Ask for advice. You need to have car insurance. Your car must be Registered (once a year) and have a current Warrant of Fitness (every 6-12 months.)

4. You must be 18 to buy alcohol and cigarettes. Unless you have permission from your homestay, it is not recommended that you smoke in their home. Most New Zealanders prefer smokers to go outside.








5. Think of personal safety at night... Girls especially should not stay in the city late at night on their own, or travel home alone, late at night.
6. Stay together in a group... Always carry your student ID with you.
7. When catching a bus, sit up near the driver.
8. Always carry your address, phone number and your homestay parents' surname with you.

Note: for more information about living in New Zealand, please check out the Student Guidebook.



Things to Remember

Hygiene:

		7. Consider others' health.... Always use tissues or handkerchiefs to blow your nose. Cover your mouth if you cough. It is considered rude in NZ to sniff or spit on the ground. If you have a cold, it is better to stay at home and recover than risk spreading it to others.
8. Using NZ toilets... Learn how to use the toilet correctly. You must not stand on the rim as it may break and you could be hurt. Always wash your hands with soap after using the toilet.		
	9. Toilet paper disposal... Only put toilet paper in the toilet and flush after each use. Leave the area clean.	
10. Shower each day especially in hot weather; also wash your clothes regularly. This makes the environment in the classroom more pleasant. Recommended showering time is 4-8 minutes.		
	11. NZ water has added fluoride... Look after your teeth; using a good toothpaste and mouthwash each day is a good idea.	
12. Use your Student ID...Ask reception to make you one. Many activities and theatres may give discounts for students. Ask if there are student discounts when you book or before you pay. Use your ID.		

Social Activities

Social Activities

On Friday afternoons AEC organises activities for students that are fun, informative and educational. Listen to school announcements, check at reception, or on the school notice-boards, to find out the time and type of activity for each week.



Some activities are free, but there may be a fee for some of the bigger activities. The school will always subsidise the bigger activities to ensure that they are cheaper than by any other means.

Trips have included:

- ❖ The Big Beach Barbeque Adventure Tour!
- ❖ Chinese New Year's Party!
- ❖ The Great Auckland Sights Bus Tour!
- ❖ A Maori Cultural Performance!

We also arrange longer weekend trips like the 'Relaxing Rotorua Recreational "3R Tour"'. All students are encouraged to take part, as our activities allow you to get to know your fellow students and teachers better.

Social Activities

Writing Classes- AEC runs these if there is enough demand.

Guitar /Piano Classes- run by students if enough demand

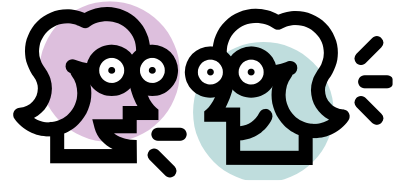


Table Tennis Club – run by students if enough demand

A Class teaching Korean– run by students if enough demand

Bible Study

On the first Wednesday of the month staff lead an introduction to the Bible. This gives you an opportunity to learn about Christianity and modern Christian songs in a relaxed environment. This also gives you the chance to socialise with other students who you may not usually study with. All students are welcome.

Additional Services

Remember that truly experiencing New Zealand, talking with people from different nationalities in English and learning about the culture of “Kiwi” people is an education in itself. We want you to succeed in your studies and we also want you to have an experience here that will be remembered forever. If you want more adventures please ask at reception or ask your teacher what adventurous activities are available.

Independent Travel/Working Holiday Information

Talk to AEC staff who will be able to give you help and advice with your plans for travel. Reception staff can give you advice on flat-finding, IRD numbers, transport and sight-seeing.



School

Policy

School Policy

Auckland Edinburgh College is owned and operated by Daniel Education Ltd.

Mission Statement:

The main purpose of Auckland Edinburgh College is to provide high quality English language education and student services.

Core Values:

1. Excellent tutors who provide high quality education.
2. A highly effective and excellent student support system.
3. Modern facilities
4. In accordance with the special character of the organisation we endeavour to provide holistic care for students' intellectual, physical, social and spiritual needs.



Code:

Auckland Edinburgh College (AEC) has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on the New Zealand Qualifications Authority (NZQA) website at

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Immigration/Visa Requirements:

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

Eligibility for Health Services:

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full cost 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 <https://www.health.govt.nz/>

Student Fees Protection:

AEC has an agreement with the accountant, who acts as a trustee to protect students' fees by holding students' fees in a trust account and pro-rata, monthly, in arrears transferring the fees over to the college. This protects all students' fees against the unlikely event of insolvency, regulatory closure or withdrawal of accreditation of the college. This is an NZQA approved method of fee protection.

Change of Address or Visa Status:

Students must inform AEC **Reception staff** of these changes immediately.



School Policy

1 Enrolment Policy

- 1.1 Enrolment is subject to the following conditions which become legally binding on confirmation of the acceptance of a student by Auckland Edinburgh College (AEC).
- 1.2 Enrolment is complete only when AEC receives full payment of fees.
- 1.3 Conditions of enrolment can only be changed at the discretion of the AEC management.

2 Payment

- 2.1 All fees are received and refunded in New Zealand dollars. AEC is not responsible for any currency fluctuations between enrolment and issuing of refunds. All fees include New Zealand Government Goods and Services Tax (GST).
- 2.2 All fees are calculated on complete weeks including the weeks with public holidays. Any part of a week is counted as a full week. Exemption is made however, for a consecutive two-week annual holiday which covers Christmas and New Year's Day.
- 2.3 Course fees are deducted from the first day at which a student's attendance on a course is required.
- 2.4 All fees are non-transferable to other institutions or students.

3 Withdrawal and Refund Policy

- 3.1 The amount of refund depends on the length of the course of study (period of enrolment) and on the time period before withdrawal, as summarised in the following:

Period of enrolment	1 - 34 days		35 days - 3 months		more than 3 months	
Withdrawal period	Within the first 2 days of the course	After more than 2 days	Within the first 5 days of the course	After more than 5 days	Within the first 10 days of the course	After more than 10 days
Amount of refund	50% of tuition fees paid	No refund	75% of tuition fees paid	No refund	75% of tuition fees paid	No refund

Note: The total fee in the table above includes all fees paid to AEC excluding accommodation fees.

- 3.2 All applications for withdrawal and/or refund must be submitted in writing with all original documents.
- 3.3 Any refunds must go to the person from whom AEC received the monies, unless written authority to refund direct to the student is received by the school from the sponsor.
- 3.4 Students with a student permit from Immigration New Zealand to study at AEC are not permitted to enrol at another institution and at the same time study part-time at AEC. Any enrolment at another institution before their enrolment period ends means total withdrawal from AEC.
- 3.5 On withdrawal, AEC will advise Immigration New Zealand that the visa/permit must be cancelled. The official receipt and Offer of Place document must be returned to AEC before any refund will be made.
- 3.6 Students who are under 18 years of age who wish to withdraw must provide a letter of consent from their parents. For parents who reside overseas, this signed letter of consent should be mailed directly or faxed to our office.
- 3.7 In the event that a course closes before a student has finished, they will be refunded part of their payment.

School Policy

4 Accommodation

- 4.1 Once a student starts living in a homestay, the minimum non-refundable period is four weeks, unless the period of study is shorter than four weeks.
- 4.2 Students under the age of 18 must stay with Homestays/Caregivers for the length of the courses enrolled on.
- 4.3 If a student does not arrive on the time they said they would, they will have to pay the homestay from the date they are expected to arrive.
- 4.4 There is no refund for homestay fees once the arrangement has been made.
- 4.5 Accommodation is guaranteed for the period of time covered by accommodation fees received and held by AEC.
- 4.6 Two weeks' notice is required if you wish to change your Homestay.

5 Attendance and Discipline

- 5.1 Students are expected to attend all lessons, be on time and behave in a responsible manner at all times. You will be marked absent if you arrive in class after 9.15 am and 11.00 am for your morning classes or after 1.10 pm for your afternoon class, except for when class starts at 1.15 pm after bible study.
- 5.2 Students who break New Zealand law, or AEC rules, or fail to attend 100% of the course enrolled for may be expelled. Please see section 5.5 for discipline procedure.
- 5.3 In the case of expulsion, AEC will advise Immigration New Zealand and will not refund any fees.
- 5.4 **When you are sick or can't come to class** for any important reason, you must **call the school** to tell them. If you **are under 18 years**, a note from your parent, homestay or guardian to say why you were absent is required. If you are sick for **2 days** or more, you must have a **medical certificate** from a doctor or letter from a counsellor. Students who **regularly** take a day off **sick** will be asked to provide a doctor's letter after only one day of sick-leave.

5.5 The 6-Step Discipline Procedure:

- 1) The Teacher will first speak to a student and ask them to change their behaviour. At least one week will be given for the student to change their conduct.
- 2) If the student does not change their behaviour they will be sent to detention.
- 3) If the problem continues the student will be sent to the DOS for a verbal warning and may need to sit a 2nd detention. Student Welfare is notified.
- 4) If the problem continues the student will get a written warning and their parents will be contacted. Marketing is notified.
- 5) If the problem continues the student is sent to higher management for a final written warning.
- 6) Management decides if expulsion is necessary. A student who puts him/ herself, or others at risk, will be expelled immediately.

More detailed information is contained in the "Student Rules" which is available at <http://en.nzaec.com/school-policy>

6 Holiday Leave

- 6.1 Students enrolling in courses of 12 weeks or more who want leave must apply in writing at least 1 week before.
- 6.2 Applications must be submitted by Wednesday of the previous week or an extension will not be granted. Apply at reception.
- 6.3 Students under the age of 18 must advise their Homestay/ Caregivers and AEC of their travel plans.
- 6.4 Please ensure leave is approved before booking air tickets.



Short-term Leave

- 6.5 Short-term Leave (STL) is also possible for important appointments. Apply at reception and get your teacher to sign your form the day before (except for emergencies). You will be marked STL for that time, but this will not affect your attendance. No extension is given for short term leave or sick leave.
- 6.6 No leave is given during final test days unless there are exceptional reasons.

7. Insurance

- 7.1 International students must have the correct medical and travel insurance while studying in New Zealand. Please give a copy of your insurance policy to AEC Reception. Insurance of personal belongings (eg computer) is also advised if not included in travel insurance.
- 7.2 AEC can help students to get insurance if they wish. AEC is not responsible for any sickness, damage or loss while a student is attending school, or on school activities.

8 Student Welfare

All students are welcome to discuss concerns regarding their study, accommodation, visa requirements, further study and other issues with our Welfare Officers or our staff.

Student Grievance Policies

- 8.1 The protocols on page 35 should be followed.
- 8.2 Should a student believe the matter has not been resolved by AEC fairly, the student may contact NZQA on 0800 697 296, or read their website on complaints here: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/> or write to:
- The Complaints Office
Quality Assurance Division
New Zealand Qualifications Authority
P O Box 160
Wellington 6140

8.3 What to do if you are not happy with your academic results:

- Discuss your results with your class teacher
- If you are still not happy, your class teacher will discuss this with the Director of Studies (DOS.)
- A decision will be made by the Director of Studies together with your class teacher.
- If a re-sit is granted, a fee of \$30 will be paid for each paper.
- If you are still not happy with the outcome, fill out a *Student Appeal of Academic Results* form, which will be discussed with an external consultant or Advisory Board Member.

9. Missed Tests

A student may re-sit a test that was missed due to an illness, or other acceptable reasons, e.g., a family crisis or an accident. A doctor's certificate or other acceptable documentation must be provided.

10. **Cheating**

All the following practices are considered to be cheating in AEC:

- Copying another person's work
- Taking study material into an exam/test with the intention of using it
- Speaking to another student in an exam/test
- Continuing to write an answer after the time is completed

If students are found to have cheated in any exam or test, they will be given zero (0) marks for that exam/test.

You may bring someone with you to any meetings about queries or complaints.

Notice

Evacuation Procedure in case of Fire or other reasons

Instructions for Evacuation in the case of fire are posted in each classroom. Students are required to read these and note the details there.

Regular Fire Drills are held and students are to take these seriously and exit to the designated assembly area at street level outside the building. Once the alarm for Fire Drill has begun, evacuation commences and the procedure is timed.

When the fire alarm goes off, you will be told by your teacher or a staff member to leave the building. You must leave the building straight away, using the nearest staircase to where you are at the time the alarm goes off.

Do NOT Use the Lifts

Your teacher will direct you which stairway to use.

The wardens will be wearing yellow vests; they will direct you where to go when you leave the building.

Assemble in your class group so that your teacher can check that everyone is out of the building.

Do not join other friends until you have been checked off the list and your teacher has given you permission.

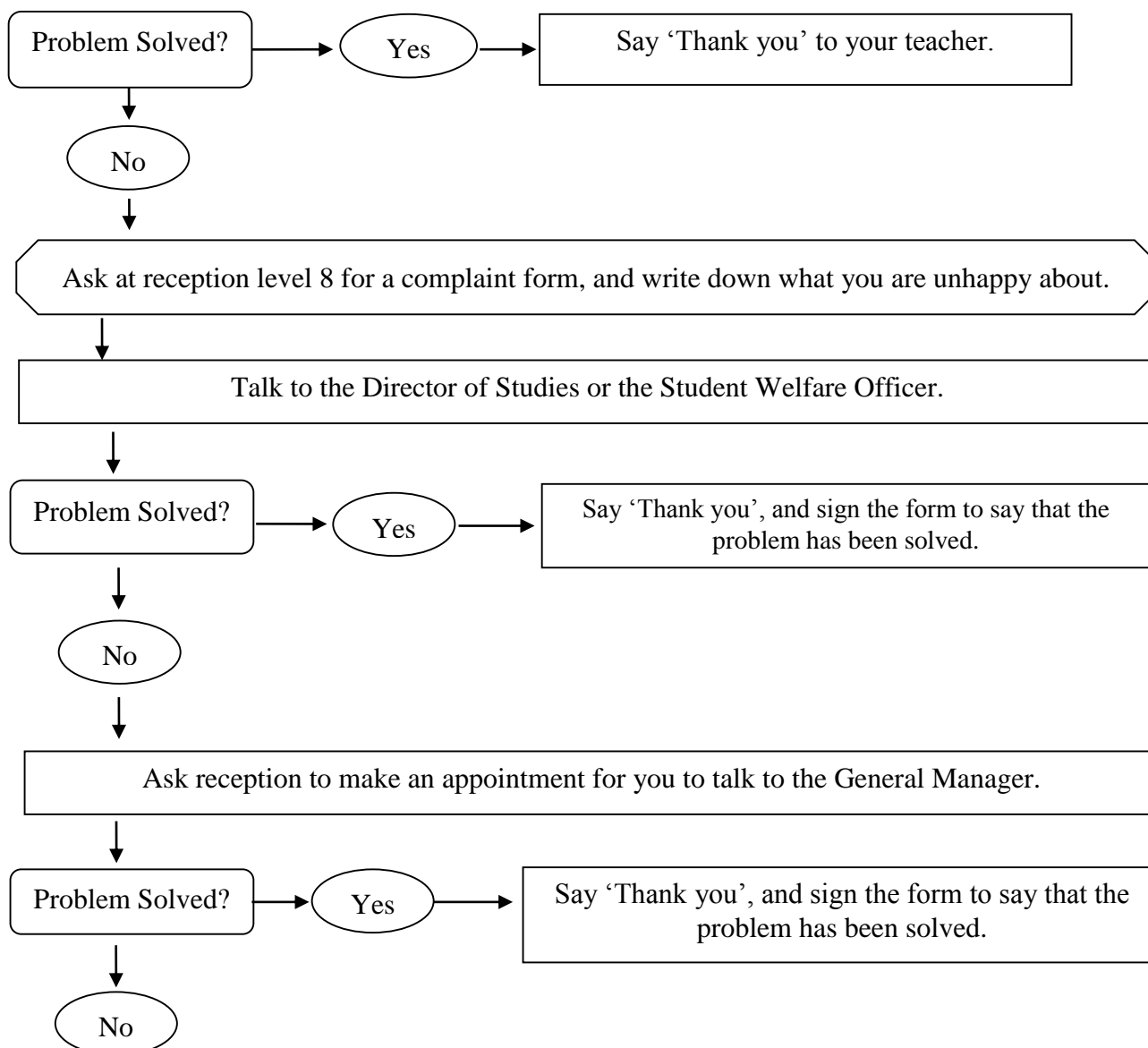
Do NOT enter the building again until you have been given permission by the Warden.

Do NOT use your phone during an evacuation as it may slow you down and you may trip going down the stairs.



What to do if I'm not happy with my class

First, talk to your teacher about it. Explain what is wrong, and what you want or need them to do. You may take a support person with you. Give the teacher a chance to meet your need or explain things for you. If other students have the same complaint you may request a meeting as a group to discuss the problem.



If your complaint is not resolved – contact NZQA

If your teacher or welfare officer has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can assist you. <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

1. Download the formal complaint form (PDF, 145KB)
2. Send your completed Complain Form, along with any supporting evidence, to:
The Complaints Office
Quality Assurance Division
New Zealand Qualifications Authority
P O Box 160
Wellington 6140

OR

3. Email a scan copy of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz
If you need more information on the complaints process, contact NZQA on 0800 697 296.
If it is a contract or financial complaint, NZQA will refer to the Dispute Resolution Scheme at <https://www.istudent.org.nz/making-a-complaint>.

Summary of the Code



Summary of the New Code of Practice for the Pastoral Care of International Students

Introduction

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.

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

What is the Code?

The Code is a document 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.

Who does the Code apply to?

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.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your school. The Code is also available online from:

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

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

The New Zealand Qualifications Authority maintains a register of all signatories to the Code. This is available online from <https://www.nzqa.govt.nz/providers/index.do> if the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact NZQA on 0800 697 296 and make a formal complaint. If it is a contract or financial complaint contact [iStudent Complaints \(0800 00 66 75\)](#)

Summary of the New Code of Practice **(Pastoral Care of Tertiary & International Learners)**



What is the Dispute Resolution Scheme?

The DRS is an independent body established to deal with complaints from international students about financial or contract issues with their education provider or the provider's agents. The DRS enforces the standards in the Code of Practice.

What will the NZQA do?

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

The DRS will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the DRS may refer the complaint to the Review Panel.

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

What can the Review Panel do?

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

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

The Code sets standards for education 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 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 DRS and the Review Panel to receive and adjudicate on student complaints.

Reference Student Guidebook

You can get information on the following topics by asking at Reception for a copy of the Student Guidebook. Useful topics included are:

Dealing with a new culture

Medical Treatment

Driving Licences in New Zealand

Driving Laws

Buying a car

What to do if you have an accident

Money and Banking

Help with Alcohol, Drugs, Gambling or Sexual problems

Looking for Immigration Help

Taking a Bus

Looking for Help with Further Study

Places to Visit

How to Find What You Want

Relevant New Zealand Laws

Recreation facilities

Some of these topics will be talked about in your Orientation Class.

Thank you for choosing Auckland Edinburgh College!



AUCKLAND EDINBURGH COLLEGE

Orientation Sign Off

Family Name: _____	First Name: _____
My Pastoral Care people are: Homestay Coordinator– Peyton Zheng Class problems – Morning Teacher /Mark Campbell Other problems –Reception	My Translator will be appointed for me when required
I have been told about (in this Student Handbook): <input type="checkbox"/> Class Tests and what to do if I am unhappy with my results (page 33) <input type="checkbox"/> Grievance procedures in case there is anything that I am not happy with. (page 33) <input type="checkbox"/> Homestay Policy if applicable. (page 22) <input type="checkbox"/> Class Attendance: what to do if I can't come to class. (page 32)	
I understand that: <input type="checkbox"/> I must tell the school immediately if I change my address <input type="checkbox"/> I must provide a copy of my medical and travel insurance policy, unless the school administered purchase of it for me <input type="checkbox"/> I must tell the school if my visa status changes <input type="checkbox"/> I must tell the school if I am sick or if there is an emergency and I can't come to class	
<div>..... / /</div> <div>Signed by Student Name of Student Date</div>	

Important Contact Phone Numbers

<i>AEC Reception</i>	<i>All staff</i>	09-263-8666
<i>General Manager</i>	<i>Kwon Wook Yi</i>	09-263-8666
<i>Assistant General Manager</i>	<i>Kwon Wook Yi</i>	09-263-8666
<i>Director of Studies</i>	<i>Mark Campbell</i>	09-263-8666
<i>Pastoral Care:</i>		
Korean	<i>Kwon Wook Yi</i>	021-589-822
Chinese	<i>Peyton Zheng</i>	022-102-1233
Welfare Officer	<i>Jo Bissett</i>	021-105-5347
Chinese and other marketing	<i>Peyton Zheng</i>	09-263-8666
School Trust Account	<i>Trustee</i>	09-300-7334
Homestay Coordination	<i>Peyton Zheng</i>	09-263-8666
Further Studies Advisor	<i>Peyton Zheng</i>	09-263-8666
<i>Emergency& Support Services Extension</i>		
Police, Ambulance, Fire NZ Police	<i>Operator</i> www.police.govt.nz	111 (school phone 9-111)
Botany Accident and Emergency Centre – 24 hrs	<i>Reception</i> https://www.eastcare.co.nz/	09-277 1516 260 Botany Rd
Mental Health & Hospital	<i>Middlemore Hospital</i> https://www.countiesmanukau.health.nz/	09-276-0000
Chinese New Settlers Services Trust	<i>Manager</i> http://www.cnsst.org.nz/	09-262-3868
Asian Service Hotline for Problem Gambling	www.pgfnz.org.nz help@pgfnz.org.nz	0800-862-342
Alcohol & Drug Helpline Community Alcohol & Drug services	<i>Telephone counsellors</i> www.cads.org.nz	0800-787-797 09-845-1818
Victim Support	www.victimsupport.org.nz	0800 VICTIM 0800-842-846



NZ Customs Service	www.customs.govt.nz	0800 4 CUSTOMS 0800 842 846
Victim Support	www.victimsupport.org.nz	0800 VICTIM 0800 842 846
Rape Crisis	http://rpe.co.nz/	111
Help with family or partner violence	www.2shine.org.nz	
Family Planning	www.familyplanning.org.nz	0800 INFO LINE 0800 4636 5463
Youthline	www.youthline.co.nz	0800 37 66 33 Free TXT: 234
Lifeline	www.lifeline.co.nz	0800 543 354
Citizens Advice Bureau	www.cab.org.nz	0800 367 222
Study Auckland	www.aucklandnz.com	

AUCKLAND EDINBURGH COLLEGE

TERM	DATES	PUBLIC HOLIDAYS
Pre term	4 July – 22 July Truncated term Intermediate only	24 October (Mon.) Labour Day Christmas Day 25 December (Sun.) Boxing Day 26 December (Mon.) 27 Dec (Tues.). New Year holiday 01 – 03 January 2023 ----- Special School Activities Friends Day: – TBA Rotorua Trips: – TBA
1	25 July – 9 September Test days: 1 – 7 September Screen Test: Wed 31 August	
2	12 September – 28 October Test Days: 20 - 26 October Screen Test: Wed. 19 Oct.	
3	31 October – 16 December Test Days: 8 – 14 December Screen Test: Wed. 7 Dec	
	<u>Christmas Break:</u> 16 December 2022 – 06 January 2023 Start Date: Monday 09 January 2023	Community Outreaches: – TBA TESOL TKT: TBA

TESOL (TKT Prep) Course Dates 2022

TERM	DATES
TBA	Start Date :TBA
	Finish Date : TBA
TBA	Start Date :TBA
	Finish Date : TBA



Notes