



STUDENT INFORMATION BOOKLET

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Welcome Message

Welcome to Fern School of English. In this booklet you will find useful information which will help make your time with us easier and more enjoyable.

A Student Support Advisor will spend time with you on your first day, taking you through this booklet and helping you understand what it contains. If there is something you want to know which isn't in this guide then you can either ask a Student Support Advisor if it is a general question, or your tutor if it is a question about your course. You can find Student Support Advisors in the Student Services Centre, which is open from 8:00a.m. – 5p.m., phone number (09) 377 8017. If you have any questions outside these hours, please contact the Student Support Advisor on their mobile phones (contact numbers of Student Support Advisors provided on Page 4). For accommodation issues please contact the Student Support Team.

If there is anything we can do to make your time here more enjoyable then please do not hesitate to tell us. Your feedback helps us make the Fern experience the best it can be.

Management Team

Director:	Tim Cullinane
Director Human Resources:	Bev Cullen
Senior Academic Manager:	Nimi Kaur
Academy Manager:	Nishat Elavia
International Business Manager:	Jayne Hatak

Student Services Team

Student Support Advisor	Mobile Number	Language Spoken
Ann Stewart	021 717 499	English
Yoonsook Kim	027 693 9718	Korean
Mutsuko Fukushima	021 163 8694	Japanese

Fern Administrator

Maggie Ma

Tutors

Martin Shaw (Senior Tutor)

Dwipa Pillai (Senior Tutor)

Sandra de Freitas – currently on maternity leave

Charlotte Cogle

Portia Murad

Cushla Mclean

PART 1: General Information

Courses Offered at Fern and 2008 Start and End Dates

General English	Every Monday
English for IELTS	Every Monday
English for Hospitality (EFH)	Every Monday
English for Business (EFB)	Every Monday

Fern will close for the Christmas holidays from 13th and 19th December for EFH/English for Business and General English/IELTS respectively.

Recognition of Prior Learning

This is determined either through the Fern placement test or the results of an IELTS test taken within the last two years.

Placement

Placement into Fern courses is based either on the results of an IELTS test or on the results of the Fern Grading Exercise. The entry requirements for the different levels based on IELTS scores are specified below:

Elementary: IELTS 3.5
Pre-Intermediate: IELTS 4.0
Intermediate: IELTS 4.5
Upper Intermediate: IELTS 5.0
IELTS Preparation: IELTS 5.0
English for Hospitality: IELTS 4.5
English for Business: IELTS 5.0

School Information:

First Day at Fern School of English

A Student Support Advisor will meet with you and provide you with an orientation to Fern School of English. You will be informed of your class placement after the entry assessment has been marked.

Student Identity Card

We will take a photo of you so that we may organise a student card for you. The card will take at least one week to be processed and delivered to you. The card will benefit you with student discounts and rates. For example bus tickets, movie passes etc. Do not lose the card as a replacement card will cost you \$5.00.

Activities

Fern expects students to actively participate in the extra curricular activities that the school organises on Fridays. These activities provide another focus for learning the English language, and take place within school hours.

The school also encourages students to enjoy extra curricular activities that are offered during weekends. It is your choice whether you decide to participate. Use it as an opportunity to discover New Zealand beyond Auckland City!

Academy Hours

Fern is open from 8:00a.m. to 5:20p.m. Classes run from 9:00a.m.-1:00p.m. for morning stream and 1:15p.m.-5:15 p.m. for afternoon stream. There is a 20-minute break for both streams. Please make sure you are always on time for class.

After/before school activities include the Conversation Club and teacher-supervised self-study (if you have enrolled as a part-time student, please note table below for club times). You can also use the self-access facilities before or after class.

Part-time students please note the following before/after school club times:

Part-time Session Time	After School Clubs Time
9.00am-10.50am	11.15am-12.15pm
11.10am-1.00pm	2.00pm-3.00pm
1.15pm-3.05pm	11.15am-12.15pm
3.25pm-5.15pm	2.00pm-3.00pm

Late Policy

Please do not be late to class. You must be in the classroom ready to start at 9:00a.m. and again at 11:10p.m. for morning stream and at 1:15p.m. and 3:05p.m. for the afternoon stream. If you are more than 5 minutes late, you will be marked absent.

Computer and Internet Policy

Fern provides computers for students to use. During class hours, they can only be used with teacher supervision. Students are not to use the computers on their own when they should be in class. Students can use the computers for email before or after school.

Students may use the Internet for school related purposes. Students are not allowed to download any programmes to NZMA/ Fern computers or play any games. No food or drink is to be consumed in this room.

You will need a user name and password to log in. Your password is initially set to **welcome** but you will have to change this to your own password using at least 6 digits on your first login.

Your user name is (_____)

Your new password is (_____)

Students' Room and Facilities

There is a cafeteria for students to use during breaks and before and after school. The cafeteria is operated by NZMA Diploma in Hospitality Management students, and offers a selection of hot and cold meals, snacks and drinks at affordable prices. Tea/coffee/hot chocolate are available free of charge from a vending machine. There are also microwaves for students to use. This room is for students to relax in, and eat their lunch. Please keep it clean and tidy.

There is a well-resourced Study Zone on Level 2.

Students may use it before and after school and at break times. Students must keep this room tidy and put away all books, cassettes and videos after they use them. Food and drink are not allowed in here. Students are not to take materials from the Study Zone.

Please remember to sit on the toilet (like a chair) and leave it clean for the next person. Please wash your hands after using the toilet.

NOTE: All facilities are available for you to use for the duration of your study with us.

Fern School of English Programmes Offer

- High academic standards with fully qualified and enthusiastic teachers
- Average of 10-12 students and a maximum of 15 students per class
- Six-weekly progress reports
- Regular tests and six-weekly level tests
- Placement test at the beginning of courses
- Airport transfers
- Guaranteed accommodation
- Employment services are provided for students enrolled for twelve weeks or longer and who hold an appropriate work visa. Please make an appointment at Main Reception. The recruitment advisors are available on Tuesday, Thursday and Friday.

Your fees include the following

- 20 hours of teaching each week
- Optional activities: Supervised self study, Conversation Club and Self-access
- Learning materials (photocopies, tests, supplementary work, exercise book)
- Attendance certificate and/or graduation certificate
- Access to the Study Zone
- Computer facilities and Internet access
- Personal supervision throughout the course
- Scheduled activities

Student Progress

Student progress is carefully monitored by Fern tutors. The General English, IELTS Preparation and Business English tutors write a brief weekly comment on academic progress for each student in class. On the completion of the six-weekly assessments, students receive a copy of these weekly reports together with the assessment results. English for Hospitality students receive a mid-course report at the end of their six-week study period. This includes the weekly

vocabulary and written assessment scores. Tutors also provide individual feedback on student progress and areas for improvement for the following six weeks.

Holidays

New Zealand's Statutory Holidays:

New Year's Day
New Year's Holiday
Auckland Anniversary
Waitangi Day
Good Friday
Easter Monday
Anzac Day
Queen's Birthday
Labour Day
Christmas Day
Boxing Day

*There is a two week break over the summer holidays and a one week break between Term Two and Term Three.

The school will be closed on these days. If you want to take a holiday during your course you must apply in writing to the Academy Manager for approval. Holiday applications must be made at least two weeks before the first day of the holiday. Please note that if holidays cause the extension period of study to lengthen beyond the start date of another institution, no refunds will be provided.

First Aid

Fern carries a first aid kit to treat minor injuries. Please contact your tutor, Student Support Advisor or Reception for assistance.

Hazards

If you notice anything around the Academy which you think could be a hazard and may cause physical harm, please advise the Student Support Advisor or Academy Manager immediately. The Academy Manager will report the issue in the Hazard Register and take steps to minimise or eliminate the hazard.

Other Information:

Opening a bank account

There are a number of banks where you can go to open an account. You will need to bring personal identification with you when you go. The main banks in New Zealand are:

- ANZ
- ASB
- BNZ
- Kiwibank
- National Bank
- Westpac

Your Student Support Advisor will be able to help you find the closest bank to your Academy.

Joining a library

Once you have a residential address, you can join a public library for free provided that you have a student visa of at least six months validity. You need to take proof of your residential address with you – this could be a letter or bill addressed to you.

Keeping important documents safe

It is very important that you keep your valuable documents such as your passport in a safe place. You should also make photocopies of these documents and keep them somewhere separately. It may also be useful to leave copies of these documents with your family in your home country.

Visa Renewals

Immigration New Zealand located at 280 Queen Street, Auckland.

Ph: (09) 914-4100

www.immigration.govt.nz

www.immigration.govt.nz/forms

Driving in New Zealand

(Information adapted from the Guidelines to the Code of Practice about driving laws, driver licensing requirements, and road traffic safety).

Students who are old enough to own or drive a car

- If you will be in New Zealand for a reasonable period of time, think about starting the process of obtaining a New Zealand driver's licence on your arrival in New Zealand if you plan to drive (although this is not a legal requirement)
- If you own a car, you should obtain at least third party insurance
- Beware of the dangers of driving on New Zealand roads in comparison to other countries (speed, overtaking on narrow roads, ice, driving on the left hand side of the road, unsealed roads, roads with unsealed shoulders, overtaking on winding, hilly, or narrow roads).

There are legal consequences for using a fake driver's licence while in New Zealand.

Driving laws

You should be aware:

- That the New Zealand Police enforce New Zealand driving laws
- That there are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws
- About the Give Way Rule (give way to traffic on your right)
- That drivers must carry their licence whenever they are driving (otherwise you will be fined)
- That under the Land Transport (Unauthorised Street and Drag Racing) Amendment Act 2003 police can impound vehicles, at the owner's expense, for operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (e.g. wheel spins)
- That there are parking laws in New Zealand. Parking areas are sign-posted. Parking is not allowed on yellow lines. Most city parking requires drivers to pay and display a receipt. Vehicles can be towed away, at the expense of the owner, if they are parked illegally
- About drink driving: *The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that **it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand.** There are severe penalties, including licence disqualification and suspension and prison terms for driving while over legal alcohol limit.*
- About speeding: *The maximum speed limit in New Zealand is 100km per hour. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions- in poor visibility and bad weather it may be appropriate to drive slower than the speed limit.*
- About the requirement to wear safety belts: *Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.*
- About failure to give way at intersections: Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the Road Code for more detailed information, as New Zealand's Give Way Rules are unique.
- About driver fatigue: Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink water or coffee, and circulate fresh air into the car.
- About what to do in case of an accident: If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions etc. If someone is injured or killed an accident it must be reported to the Police. If the police do not attend the accident, report it at the nearest Police station within 24 hours. For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (e.g. Police, Fire or Ambulance). In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident. If a non-injury accident results in damage

to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

Driver licensing requirements

- Drivers must have a current and valid New Zealand Drivers licence, International Driving Permit, or overseas licence to drive a car in New Zealand. An international visitor can drive on an overseas licence for 12 months. After that they must apply for a New Zealand driver licence. Drivers must carry their licence at all times when driving
- To ride a motorbike in New Zealand you must get a motorbike licence
- New Zealand has a Graduated Driver Licence System. There are three stages: learner; restricted; and full. Drivers must pass an official test for each licence stage. A learner licence allows you to learn to drive. If you hold a learner licence, you must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years). A restricted licence allows you to drive on your own between the hours of 5 am and 10 pm. If you wish to drive outside these hours you must be accompanied by a supervisor. If you hold a learner or restricted licence, you cannot carry passengers unless you are accompanied by a supervisor. A full licence allows you to drive on your own and carry passengers at any time.

Road traffic safety, including pedestrian and cycling safety **Road traffic safety**

- In New Zealand we drive on the left hand side of the road
- Coastal, mountain, country and town roads
- At Roundabouts, give way to your right
- When joining the motorway merge like a zip.

Pedestrian safety

- Cars won't always stop for pedestrians
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible
- Using the kerb drill to cross the road:
 1. Find a safe place to cross
 2. Stop one step back from the kerb (practise this by walking to the kerb and taking one step back)
 3. Look and listen for traffic wherever it may come from (Look right, look left, and look right again).
 4. If there is traffic coming wait until it has passed, then look and listen for traffic again.
 5. When there is no traffic coming walk quickly straight across the road, looking each way for traffic.
- Local councils often have bylaws about where you are allowed to use skateboards. Areas where you may not use usually signposted, but you are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths.

Cyclist safety • Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road. Cyclists should ride on the road not on the footpath

Passenger safety

- Private cars: Drivers and passengers are legally required to wear safety belts and can be fined for not wearing safety belts
- School and public buses - wait for the bus at the bus stop, get on the bus carefully, sit back in your seat quietly on the bus and don't distract the driver, get off the bus carefully and wait until the bus has driven away before crossing the road.

PART 2: Student Welfare

The Code of Practice

The Code of Practice for the Pastoral Care of International Students is an important document from the New Zealand Ministry of Education. It sets standards for the pastoral care of all international students studying in New Zealand. NZMA complies with and is a signatory to the

Code. If you wish to see the full Code, or summaries in different languages, you can visit the Ministry of Education Website at www.minedu.govt.nz/goto/international (Please see Appendix 1 for a summary of the Code)

Student Support and Helplines

If you need some help, firstly, you can go to see your Student Support Advisor or Tutor. They may be able to help you straight away.

If you need help from somewhere else then you could try to contact the following places:

- **Police/Fire Service/Ambulance** **Phone: 111**
- Citizens' Advice Phone: 0800 367 222
- Youth Help Line Phone: 0800 376 633
- Community Law Centre (Auckland) Phone: 09 378 6085
- Community Law Centre (Hamilton) Phone: 07 839 0770
- Asian Healthline (Auckland only)
 - Cantonese Phone: 0800 375 069
 - Mandarin Phone: 0800 375 068
 - Korean Phone: 0800 375 067
- Chinese Lifeline Phone: 0800 888 880
- Maternity Care Phone: 0800 686 223
- Human Rights Commission Phone: 0800 496 877
- Gambling Crisis Hotline Phone: 0800 654 655
- Family Planning Association Phone: 0800 372 546
- Alcohol Helpline Phone: 0800 787 797
- Auckland Sexual Health Service Phone: 09 307 2885
- Rape and Sexual Abuse Healing Centre (Hamilton) Phone: 07 839 4433
- Narcotics Anonymous Phone: 0800 628 632
- Alcoholics Anonymous Phone: 0800 229 6757
- Automobile Association Phone: 0800 500 222
- Mental health see your doctor
- Discrimination and sexual harassment Phone: 0800 496 877
- Racial harassment in schools Phone: 0800 496 877
- Gay/Lesbian Welfare (telephone Counselling service) Phone: (09) 303 3584
- FOR MORE INFORMATION ON STUDENT WELFARE, PLEASE ASK FOR THE BLACK "STUDENT WELFARE" FOLDER AT LEVEL 2 RECEPTION.

Student Grievances Policy/Complaints Procedure

In the event of a dispute between an individual student and Fern School of English or if a student is dissatisfied with the programme or quality of teaching, procedures are in place to facilitate the resolution of the dispute. A summary of these procedures follows:

Internal

1. For the student to raise the matter either with an individual tutor or Student Support Advisor.
2. If the matter is not resolved to the student's satisfaction then the student should meet with the Academy Manager outlining the complaint.
3. A time will be set for the student and relevant person to discuss the matter with the Academy Manager. The student is entitled to have a representative or Student Support Advisor with them if they wish.
4. If the matter is still not resolved to the student's satisfaction then the student will prepare a letter to the Director of International Business outlining the complaint. The student may ask for assistance from a Student Support Advisor.
5. The complaint letter written by the student will be passed onto the Director of International Business for investigation and will be responded to as soon as the investigation is complete.
6. If the student is not satisfied with the result in step 5, the student should submit their complaint in writing to the Executive Team. This can be e-mailed to admin@nzma.co.nz, or mailed to New Zealand Management Academies, PO Box 6172, Wellesley St, and Auckland. The Executive Team will investigate the complaint further and respond to the student within 10 working days.

External

If, in the event that the above six steps do not reach a satisfactory resolution, and the student wishes to refer the complaint to an external agency, then documentation of the above procedures will be submitted to that agency. It is expected that an external agency will only become involved if the internal mechanisms have already been used and a resolution cannot be reached. In the event that all the above steps have been taken with no satisfactory result, the student may directly contact:

International Education Appeal Authority (IEAA)

C/- Ministry of Education

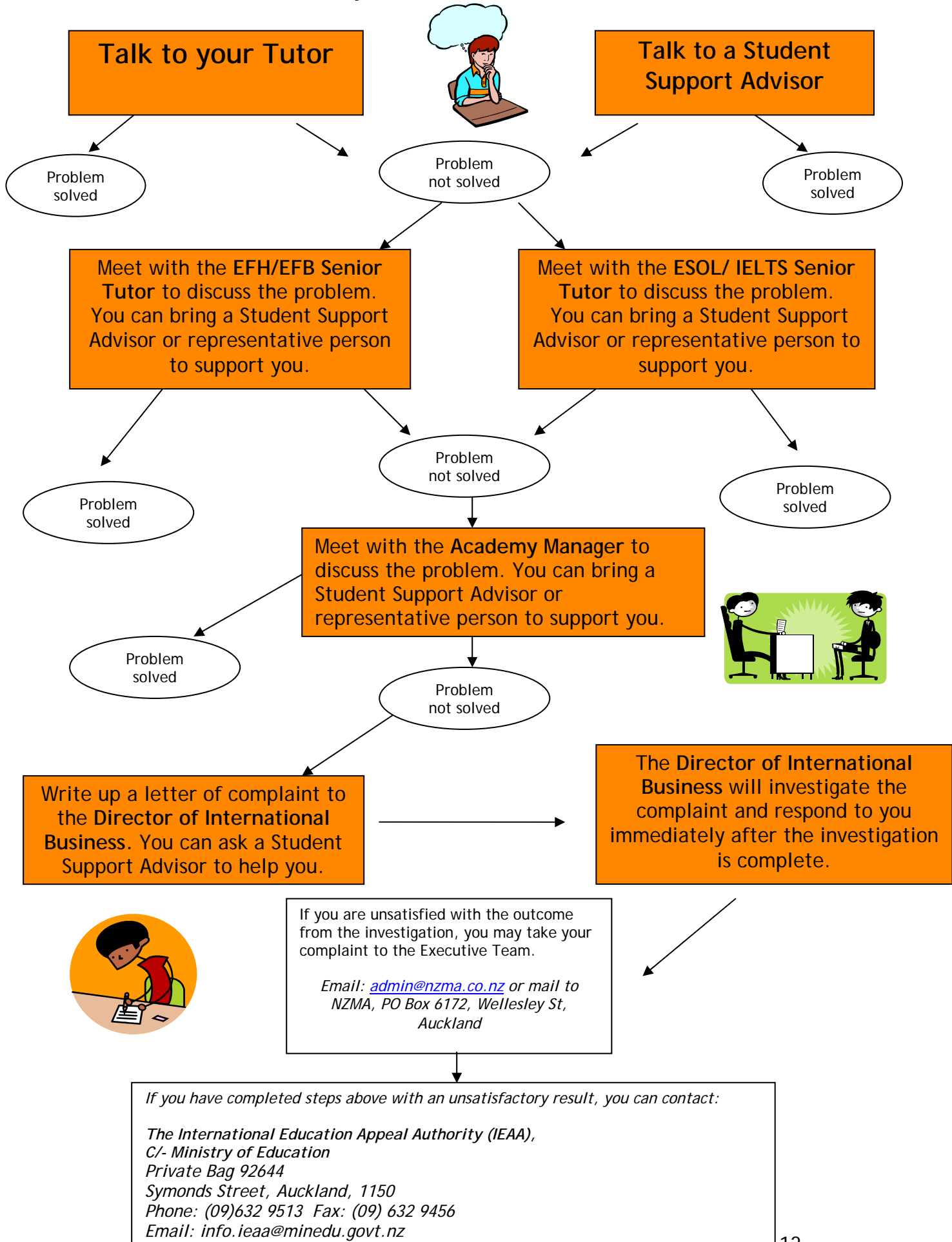
Private Bag 92644

Symonds Street, Auckland, 1150

Phone: (09)632 9513 Fax: (09) 632 9456

Email: info.ieaa@minedu.govt.nz

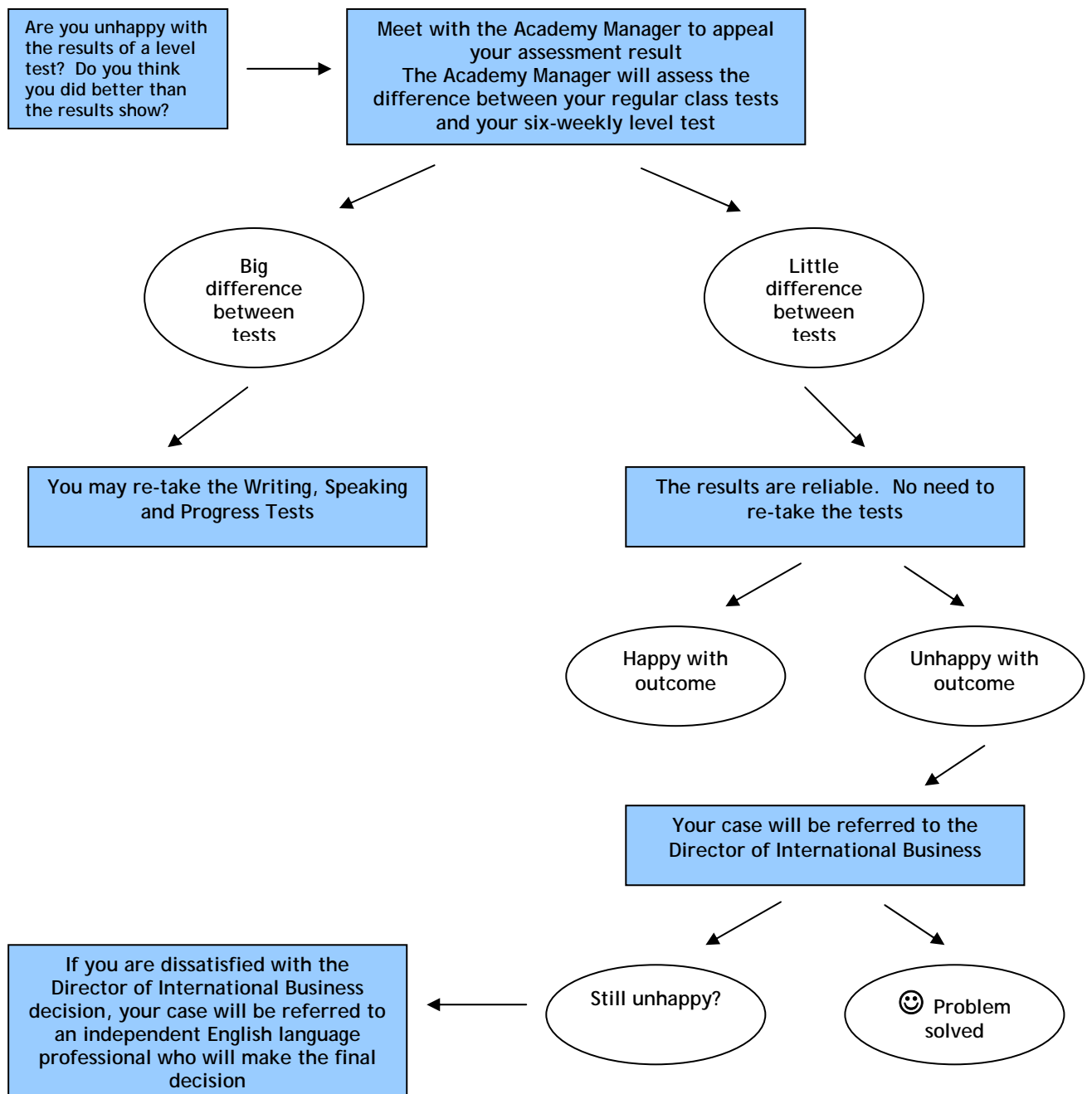
Do you have a Problem?



Reassessment and Appeals Policy

Students have the opportunity to appeal the results of their six-weekly summative tests. In the first instance, the appeal should be raised with the Academy Manager. The tutors will provide the Academy Manager with the results of the student's formative (regular class tests) and summative tests (six-weekly level test). If there is a significant difference between the student's performances on those tests, the student will have the opportunity to be reassessed in the Writing, Speaking and Progress Tests. If there is little difference between the results of the formative and summative tests, the Academy Manager will advise the student that the assessment results are reliable and there will not be a reassessment. If the student is not satisfied with this decision, the case will be referred to the Director of International Business. If the student is still unhappy with the outcome, the matter will be referred to an independent English language professional who will make the final decision.

Fern School of English Reassessment and Appeals Flowchart



Cancellation and Refund Policy

The refund policy is as follows:

(Students may be allowed to join a course as a late arrival after the scheduled commencement date. The provisions of Ferns Refund Policy apply from the scheduled commencement date and not the date on which late Students arrive.)

1. **Withdrawal before course commencement**
In the event of withdrawal from the course after fees have been paid but before the commencement of the course, all tuition fees less 10% or \$500, whichever is the lesser, will be refunded.
2. **Withdrawal from courses less than three months**
 - 2.1 *For courses lasting less than 5 weeks (34 days):*
If a student withdraws within the first two days after and including the scheduled start date of their course, 50% of the tuition fees will be refunded.
 - 2.2 *For courses lasting between 5 and 12 weeks:*
If a student withdraws within the first 5 days after and including the scheduled start date of their course, 75% of the tuition fees will be refunded.
3. **Withdrawal from courses of 13 weeks or more**
 - 3.1 *Withdrawal within the first eight days after and including the course start date:* If a student withdraws within eight days after and including the scheduled start date of their course, all tuition fees less 10% or \$500, whichever is the lesser, will be refunded.
 - 3.2 *Withdrawal on day nine or later of the course:* If a student withdraws from their course of study before the completion date, they would only be eligible for a refund of tuition fees in exceptional circumstances. This will be at the discretion of the Executive Team and will be considered on a case by case basis. Students should provide documentation to support any such application which must be made within one month of the last day of attendance.
4. **On Day Nine or Later, The Executive Team will make no refund:**
 - 4.1 Where a student has been expelled
 - 4.2 Where a student wishes to transfer to another school
 - 4.3 Where the enrolment application is found to be inaccurate in any way and the contract is terminated
5. **Written Confirmation of Withdrawal**
 - 5.1 Before processing a refund of fees, Fern may require a student to provide written confirmation of the withdrawal from the student's parents, guardian (if under 18 years old), or agent and, where a student has obtained a bank loan for the purpose of studying at Fern, may require confirmation that the lender consents to the withdrawal.
6. Where Fern is aware that a student has obtained a bank loan for the purpose of attending Fern, Fern will endeavour to refund fees, in accordance with the Refund Policy, to the relevant lending bank unless otherwise instructed by that bank.

For a refund of their homestay fees, students are entitled to either give two weeks notice or forfeit two weeks of homestay fees. The remainder of the fees will then be refunded to the student.

Student Fees Protection

The following mechanism will ensure the protection of students' investment in their education:

A bank bond guarantee has been arranged with Westpac Banking Corporation for the indemnification of student fees in the event that Fern cannot continue to deliver programmes. Upon such an event, the Trustee will use the bond proceeds for the purpose of repaying affected students the unused portion of their tuition fees. The Trustee of the bond is Bendall & Cant Trustee Company Limited and the amount of the bond is maintained at an appropriate level.

Fern student accommodation fees are protected by a Static Trust arrangement administered by Bendall & Cant Trustee Company Limited.

Insurance

It is a legal requirement that all international students have medical and travel insurance while studying in New Zealand. Free medical aid is not available to non-residents of NZ. Insurance can be arranged for you by the Administrator or by your Student Support Advisor. This is done through Uni-Care (www.uni-care.org) or Southern Cross. No insurance – no admittance to class. This is for your own protection!

If you need to make a claim, please see the Student Support Team or the Fern Administrator if you need assistance.

Accommodation

Fern strongly recommends homestay accommodation for all students, so that you can meet New Zealanders and be in an English-speaking environment. If you choose not to use this option, you must keep Fern informed of your contact details. Also, it is your responsibility to notify your homestay family of your last day at the homestay two weeks before.

All homestays have been assessed in accordance with the NZ Ministry of Education's Code of Practice for the Pastoral Care of International Students. For any accommodation queries, please contact the Student Support Team.

PART 3: Code of Behaviour

This code is based on respect for self, respect for others and respect for property. While you are a student at Fern School of English you are expected to follow this code. Failure to do so may result in your enrolment being terminated with no refund of fees.

Respect for Self

No student will smoke inside Fern School of English's school premises. Alcohol and drugs have no place in the Academy; it is a serious breach of the Academy code for any such substances to be possessed by any student, while on the Academy premises.

English is the language of the Academy. Please help yourself and other students to improve your language skills by only speaking English on the Academy premises.

Fern Policy on cheating during assessments

Students must not engage in cheating of any kind. Where a student is being assessed, then all the work submitted must be done by that student with no aid from another person. Resources must not be used during an assessment which is not permitted for that assessment, or for which permission has not been given by the tutor.

Students found to be cheating will immediately be subject to a final written warning, and subsequently expelled from their programme of study and from Fern, if found to be cheating again. Following expulsion, New Zealand Immigration Services will be notified of this development.

Respect for Property

No student will steal or damage any other person's property, or the property of Fern. Please respect the facilities that Fern provides for you. No food is allowed in the classrooms. Please keep the students' room clean and tidy.

Accidental (or other) damage must be promptly reported to the Student Support Team. Cost of damage will be assessed and students will be expected to pay for damage caused. The Academy can accept no responsibility for money or valuables brought to the Academy.

Attendance

You are expected to attend all of your classes. Fern requires that students maintain at least an 85% attendance rate. If you do not, **your student visa can be cancelled and you will be sent home.**

Fern has a very strict attendance policy. If your attendance falls below 85% or you have been absent for five consecutive school days without reason, you will be sent an **initial** warning letter. Failure to act within five working days will see the **first** warning letter being issued. If you do not respond adequately to this, a **second** warning letter is sent ten days after the first. If you still fail to act, a **final** warning letter is issued and you will be expelled from school. Immigration New Zealand will be informed of this development.

Please protect your education in New Zealand and maintain a high attendance rate!

If you must be absent from school for any reason, you must telephone the Academy to let us know as soon as possible (phone number is 09 377 8017).

If you are unwell, you must bring a doctor's certificate or a letter from your home stay family and give it to the Academy Manager.

If you need to take leave from classes for urgent matters, please see the Academy Manager for permission before you do.

Disciplinary Process

Students are expected to abide by the terms and conditions of enrolment and the published rules and code of Fern. Disciplinary procedures will be applied in the event of a breach of these rules, as follows:

- The first stage is a **formal verbal warning** from the Academy Manager. This warning will be recorded on the student's confidential file and the student will be required to sign an acknowledgement that the warning has been given.
- The second stage is a **formal written warning**. This warning will also be recorded on the student's confidential file and the student will be required to sign an acknowledgement that the warning has been given.
- The third stage is the **final written warning**. This warning will be recorded on the student's confidential file and the student will be required to sign an acknowledgement that the warning has been given.
- The final stage is your **expulsion** from the course and Fern.

All staff are expected to apply Fern's policy and rules fairly and without favour, but if a student considers that this has not occurred, the student may refer the matter to the Academy Manager.

If the student is dissatisfied with the decision, he/she may ultimately refer the matter to the Director of International Business for determination. Independent external mediation through the International Education Appeal authority may also be sought if the matter cannot be resolved within the school. Contact details of IEAA are provided in the flowchart above.

Note:

- If you are unable to receive a warning because you are absent from the course, then the warning is considered to have been received if sent by mail to your last known address.
- The Academy Manager or Fern Management Team may go straight to a final written warning, or immediately expel a student, if the student is involved in serious misconduct. Examples of this can be the possession or consumption on the premises of any illegal item or substance, wilful damage of property, engaging in acts of harassment or discrimination, acting in a manner that is in breach of New Zealand law or other instances which, in the opinion of the Academy Manager or Fern management team, merits an expulsion.

I,

_____ have read all sections pertaining to Fern School of English's (Fern) general requirements and my chosen course. I acknowledge that by signing below, I agree to be bound by the conditions, rules, and regulations of Fern, as outlined in the Student Handbook.

(Sign Here)_____Date_____

I have read and understood the sections regarding Complaints Procedures, Course Fee Refund Policies, and the systems for Student Fees Protection.

(Sign Here)_____Date_____

I will not under any circumstances seek to hold Fern/NZMA responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities.

I will at all times obey the instructions of Fern/NZMA staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in off-site activities.

(Sign Here)_____Date_____

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 New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. 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 is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority

C/- Ministry of Education

Private Bag 92644

Symonds Street,

Auckland 1150

Phone: (09) 632 9513

Fax: (09) 632 9453

E-mail: info.ieaa@minedu.govt.nz

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on 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 IEAA 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 IEAA may refer the complaint to the Review Panel.

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

What can the Review Panel do?

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

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 IEAA (info.ieaa@minedu.govt.nz) and the Review Panel to receive and adjudicate on student complaints.

Fern School of English has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at

<http://www.minedu.govt.nz/goto/international>.

IMMIGRATION: “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 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 <http://www.moh.govt.nz>.

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Refund Policy

The refund policy is as follows:

(Students may be allowed to join a course as a late arrival after the scheduled commencement date. The provisions of Fern's Refund Policy apply from the scheduled commencement date and not the date on which late Students arrive.)

1. Withdrawal before course commencement

In the event of withdrawal from the course after fees have been paid but before the commencement of the course, all tuition fees less 10% or \$500, whichever is the lesser, will be refunded.

2. Withdrawal from courses less than three months

2.1 For courses lasting less than 5 weeks (34 days):

If a student withdraws within the first two days after and including the scheduled start date of their course, 50% of the tuition fees will be refunded.

2.2 For courses lasting between 5 and 12 weeks:

If a student withdraws within the first 5 days after and including the scheduled start date of their course, 75% of the tuition fees will be refunded.

3. Withdrawal from courses of 13 weeks or more

3.1 Withdrawal within the first eight days after and including the course start date: If a student withdraws within eight days after and including the scheduled start date of their course, all tuition fees less 10% or \$500, whichever is the lesser, will be refunded.

3.2 Withdrawal on day nine or later of the course: If a student withdraws from their course of study before the completion date, they would only be eligible for a refund of tuition fees in exceptional circumstances. This will be at the discretion of the Executive Team and will be considered on a case by case basis. Students should provide documentation to support any such application which must be made within one month of the last day of attendance.

4. On Day Nine or Later, The Executive Team will make no refund:

4.1 Where a student has been expelled

4.2 Where a student wishes to transfer to another school

4.3 Where the enrolment application is found to be inaccurate in any way and the contract is terminated

5. Written Confirmation of Withdrawal

Before processing a refund of fees, Fern may require a student to provide written confirmation of the withdrawal from the student's parents, guardian (if under 18 years old), or agent and, where a student has obtained a bank loan for the purpose of studying at Fern, may require confirmation that the lender consents to the withdrawal.

6. If a refund is appropriate pursuant to the FERN Refund Policy: (a) If Fern receives student fees via an Education Consultant or directly from a member of a student's family, Fern will endeavour to refund fees to the party that paid the fees to Fern; or (b) If Fern is aware that a student has obtained a bank loan for the purpose of attending Fern, Fern will endeavour to refund fees to the relevant lending bank unless otherwise instructed by that bank.

7. For a refund of their homestay fees, students are entitled to either give two weeks notice or forfeit two weeks of homestay fees. The remainder of the fees will then be refunded to the student.