

2021

**STUDENT
HANDBOOK**



**Talent
International
Institute**

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Message from Principal

Dear Students,

At Talent International Institute, we are committed to delivering our best to our students. We consider our students as an integral stakeholder and provide a range of programmes to enhance your employability in the New Zealand market. We are fortunate to have a highly professional, qualified and experienced team to help our students to successfully navigate throughout the academic journey.

To support our international students, we have a culture of respect and inclusivity to different cultures and nationalities. We understand the needs of international students, and we aim to provide all the essential services - student support, academic support and employment support.

Welcome to Talent International Institute.

Qaiser Rashid
Principal / CEO



Talent International Institute General Information



We are a Private Training Establishment (PTE), Ever since 2003, Talent International Institute, abbreviated as TII, has established a reputation for excellent in the field of English language teaching and we are sure that you will be a part of that continuing success.

The policy of TII fulfils the requirements of the New Zealand Qualifications Authority and the Code of Practice for the Pastoral Care of International Students.

Our school sites, located in the hearts of Christchurch and Dunedin, provide a welcoming atmosphere for students from all around the world. The school has classrooms with latest technology, an administration office, staff room, wireless computer access facilities, student common room with kitchen, and free Wi-Fi throughout the building.

The teaching staff is an enthusiastic group who have high professional standards, having been chosen for their ability and interest in the philosophy of Talent International Institute. We expect students to perform to their highest potential and regard pastoral care as an important aspect of our jobs. Well qualified and experienced lectures are assisted by talented, hardworking support staff.

Talent International Institute has guidance/care procedures designed to assist students, both academically and socially, since the classroom is only one part of the life of a Talent International Institute student.

Our courses range consist of English Programme and New Zealand Certificate in English Language (NZCEL) Programme. We currently offer English Language courses suited to students of all skill levels and NZCEL with an aim to increase our programme range in future.



Contact Information

Campus: Christchurch
Phone: +64 3 3660797
Street address: 282 Durham Street North, Christchurch, New Zealand
Email: info@tii.ac.nz
Website: www.tii.ac.nz or www.tiixperience.com

Campus: Dunedin
Phone: +64 3 477 3345
Street address: 95 Hanover Street, Dunedin, New Zealand
Email: info@tii.ac.nz
Website: www.tii.ac.nz or www.tiixperience.com

Ten Features of Successful Language Learning

A personal learning style - Do what works for you!

An active approach to the learning task - Use ENGLISH as often as possible.

A positive attitude toward learning the new language - You want to do this!

A willingness to practice - Listen to the news every chance you get! Read newspapers! Write in your journal!

A willingness to use English in daily situations. Do you speak to other students at Talent International Institute in English or in your native language? Make friends with those in the Institute who do not speak your native language

Strategies or methods to learn the language - Do you study grammar in exactly the same way you practice reading? Learn and use the strategies that are most effective for you building upon knowledge you already have about English to learn more English. Do you practice the lessons you have learned in grammar in your compositions and conversations?

Searching for opportunities to use what you are learning - Have you spoken to the shop assistant? Did you say hello to your neighbour?

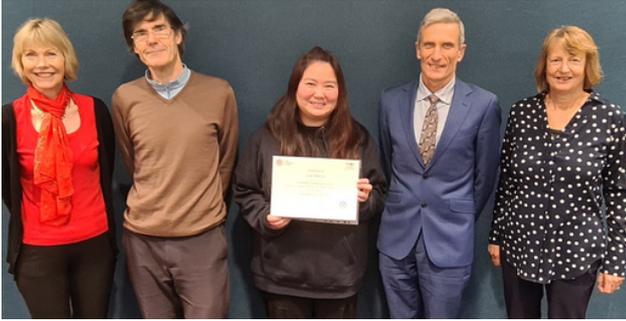
Self-monitoring of your progress-Do you hear yourself getting better in your use of the language?

Learning to think in English - A very good sign of progress in English is dreaming in English.

Make language learning your #1 priority and speak English only, as much as possible.



English Programme



TII teaches general English language courses from Beginner level through to Advanced (depending on numbers) and IELTS.

The goals and content of the courses differ for each level and for each group of students. Because our classes are small, there will be many opportunities to discuss the classes with your teacher. Your needs will be discussed and reviewed, if necessary, on a regular basis.

• Teaching and Learning

Some teaching methods may be different from those in your country. Our teachers are well qualified and very experienced and will help you to feel comfortable in the class. Sometimes you will listen to the teacher, sometimes you will work by yourself and sometimes you will work with another student, in a small group or with the whole class. It is important to be enthusiastic and to participate. Be prepared to ask and answer questions.



• Testing

Testing is another way of learning. It is an opportunity for you to find out what is correct. It is also a way of checking that you are making progress and that what we teach is useful to you.

There are also ways you can test yourself. Your teacher will give you regular tests, usually every six weeks, and will give you the results of these tests the following day. Your teacher will also give you information and advice on how to best improve your English. You will receive this advice on a written report as well as in regular conversations with your teacher.

• Course Evaluation

You will be asked to complete course evaluations at the end of your first week, every 6 weeks in class, and at the end of the course.

You may also place informal concerns or suggestions for review in the Suggestion Box at the reception desk.

Beginner / Elementary

The Beginner level introduces students who have little or no knowledge of English to the alphabet, the English sound/spelling system and basic communication strategies. Entry to the Elementary level requires that students have a basic knowledge of commonly used English words.

Pre-Intermediate / Intermediate

Pre-Intermediate to Intermediate levels is for students who can communicate in written and spoken English.

Upper Intermediate / Advanced

Upper Intermediate to Advanced levels are for students who are more fluent in English and wish to improve their reading, writing, listening and speaking skills.

Focus on IELTS (Academic and General)

General IELTS is suited to Intermediate and above students wishing to gain residency or entrance to some tertiary courses. Academic IELTS is designed for Upper Intermediate/Advanced students wishing to gain entrance into university or polytechnic. The offering of the Focus on IELTS afternoon class is dependent upon demand.

The aim of the Focus on IELTS Class is to help students achieve a level of listening, reading, writing and speaking, so that they will be adequately prepared to take the external IELTS exam at the local IELTS Testing Centre and hopefully be eligible to study further tertiary level courses in New Zealand, Australia or other institutions around the world. Students may also need an IELTS score for their visa application. Students need to check with their course provider or immigration advisor about their requirements.



As a general rule, it is recommended that someone has studied General English to higher Intermediate level prior to studying for Academic IELTS, if university study is the goal.

NEW ZEALAND CERTIFICATE IN ENGLISH LANGUAGE (APPLIED) (LEVEL 3)

Aim

The aim of this programme is to enable learners' language development within an academic context. Learners will develop their receptive and productive language skills based on the four modules - speaking, reading, listening and writing. They will be able to display a working knowledge of intermediate English grammar, communicate with some confidence in a variety of situations, display a working knowledge of English vocabulary with allowable errors, clearly write basic texts on familiar topics and apply intermediate reading skills. It is suitable for learners who already have a basic grasp (B1 of the CEFR) of the language. The course provides a pathway for enrolment into the NZCEL Level 4 (Academic) programme.

Content

The Programme consists of 4 modules at Level 3:

- * Reading with 16 credits
- * Writing with 16 credits
- * Speaking with 15 credits
- * Listening with 15 credits

Outcomes

On completion of this programme, graduates will be able to demonstrate the following outcomes:

1. Learners are able to comprehend the overall meaning, main ideas, supporting details and specific requirements of familiar oral academic texts - 13 credits
2. Learners demonstrate control of a range of linguistic features with clear and comprehensible pronunciation when speaking within a familiar academic context - 13 credits
3. Learners are able to understand main ideas, supporting details and overall meaning of moderately complex familiar written academic texts- 14 credits
4. Learners are able to write accurate simple, compound and complex sentences using high-frequency vocabulary and terms relevant to familiar topics in the academic context- 14 credits
5. Learners display an awareness of language errors in themselves and access resources to assist them to correct these errors-8 credits

Programme Entry Criteria

- * Minimum age of 16 years
- * Completion of Level 3 NZCEL (General) OR
- * An overall IELTS proficiency level in Academic English of 5.0 OR
- * An acceptable score from an NZQA approved International English Language Testing System OR
- * Pass TII internal placement test.

NEW ZEALAND CERTIFICATE IN ENGLISH LANGUAGE (ACADEMIC) (LEVEL 4)

Aim

The aim of this programme is to enable learners' language development, with a focus on study skills and specific tasks which are relevant to the academic context. Learners will acquire language skills while at the same time developing knowledge, attitudes and skills such as investigation, reflection, discussion, interpretation, and cooperation. The course builds on from the NZCEL Level 3 (Applied- Academic) programme. Learners will develop their receptive and productive language skills based on four modules - speaking, reading, listening and writing. These modular components are based on internationally accepted standards, CEFR- B2 mid-level. Learners will be able to meet the English language requirements for qualifications at levels 6-7, or pathway into the NZCEL Level 5 qualification.

Content

The Programme consists of 4 modules at Level 4:

- * Reading with 16 credits
- * Writing with 16 credits
- * Speaking with 15 credits
- * Listening with 15 credits

Outcomes

On completion of this programme, graduates will be able to demonstrate the following outcomes:

1. Learners are able to understand straightforward verbal academic information, identifying both general messages and specific details as required- 13 credits
2. Learners utilise a sufficient range of language to give clear descriptions and express viewpoints on topics when speaking within an academic context - 13 credits
3. Learners are able to read with some degree of independence, adapting style and speed of reading to different academic texts - 14 credits
4. Learners are able to convey information and ideas on abstract as well as concrete topics and ask about or explain problems with reasonable precision, in writing - 14 credits
5. Learners display an awareness of language errors in themselves and access resources to assist them to correct these errors - 8 credits

Programme Entry Criteria

- * Minimum age of 16 years
- * Completion of Level 3 NZCEL OR
- * An overall IELTS proficiency level in Academic English of 5.5 OR
- * An acceptable score from an NZQA approved International English Language Testing System OR
- * Pass TII internal placement test.

PLACEMENT AT TALENT INTERNATIONAL INSTITUTE

Class sizes are kept to a maximum of 10 students (unless part of an organised group)

Initial Placement

On their first day at school students take a Placement Test in Grammar, Writing and Speaking. The Test results are discussed, and a level placement made by the Head Teacher.

The Student joins the suggested class. The teachers give feedback on the placement and changes may be made for the next day of study if necessary.



Class Movement

Normally, class promotions are recommended after the 6-weekly Progress Test. Generally, students should attain around 80% and should also be deemed ready by the teacher. Repeating students with particular “sticking” issues may sometimes be promoted without attaining 80%, on the grounds that a morale boost can often free them up to resume progressing normally.

If students wish to move down a level, the Head teacher will discuss this with the teachers concerned and if there is room and the teachers are in agreement, the change will normally be approved. Students who wish to go up a level will normally be asked to wait till the next Progress Test, but if the student is particularly strong, a move may be permitted.

Pastoral Care and Other Information



Talent International Institute is committed to providing you with a high degree of Pastoral Care. We are here to help you with any of your problems, whether it is difficulty within the institute, difficulty with your living arrangements or difficulty fitting into your new cultural surroundings. Please don't hesitate to ask for help at any time.

Students' safety and comfort is of great importance to us.

Talent International Institute has agreed to be bound by the Code of Practice for the Pastoral Care of International Students. This code ensures that high professional standards are maintained in the institute, that the institute behaves ethically and responsibly, that the institute provides complete and up-to-date information to the students, that the needs of international students are recognised and addressed, and that procedures are in place for resolving student grievances. The Code of Practice protects your rights as an international student and you are encouraged to read and understand those rights. A summary of the Code of Practice in English is provided in Appendix A of this Handbook.

Talent International Institute has a copy of the complete Code of Practice available for students to read in English. We also have summaries of the Code available in simplified Chinese, traditional Chinese, Japanese, Korean and Thai. Please ask the Administration and Student Services Manager for a copy. A full copy of the Code in your own language can also be accessed on the web at www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/

Teachers and Head Teacher

Students having questions or problems directly related with their course of study should consult with their Teachers about strategies for solving the problems. They can speak to the head teacher about problems with their class or other issues that their teacher can't help with.

Administration and Student Services Manager

The Administration and Student Services Manager are there for students to discuss problems of homesickness, settling into Christchurch life, cultural questions on how to fit into New Zealand lifestyle, culture shock, and planning for future job or academic training. They can also help with other problems within the school.



TII Student Holidays / Leave

TII is closed on public holidays!

- Waitangi Day,
- Good Friday,
- Easter Monday,
- Anzac Day,
- Queen's Birthday,
- Labour Day,
- Canterbury Show Day.

Talent International Institute is also closed over the Christmas and New Year break for a period of three weeks.

Student Holidays / Leave

If you are on a Student Visa, you can take holidays during your course of study. If you have not stipulated any intended holiday breaks on your Application Form, please discuss your plans with the Programme Leader.

If you are on another visa, you may be allowed holidays if the Programme Leader gives permission, but you must apply four weeks in advance. Forms are available from reception.

TII Attendance Policy

TII offers face to face delivery to all of its learners who may be studying English or other academic programmes at TII. All learners are required to attend all classes, tutorials and activities. TII is committed to ensure that learners maintain one hundred percent attendance while studying at TII.

The following elements constitute TII attendance policy.

1. Learners are required to attend all the classes, tutorials and activities as per their timetable.
2. Learners will be marked either present or absent in the TII attendance register.
3. The present learners shall be:
 - a. The ones who attend the class, tutorial and activities during the specified time periods of their timetable.
 - b. The ones who have an approved leave of absence due to medical reasons and other unavoidable reasons, such as immigration meetings, job interviews and other similar reasons.
4. The absent learners shall be:
 - a. The ones who are not present in the class, tutorial and activity during the specified time periods of their timetables and do not have an approved leave of absence.
 - b. The ones who have accumulated three late arrivals in the class shall accumulate an equivalent absence of a full day session.
5. Lateness:
 - a. Learners arriving late from the class commencement time shall be recorded as late comers. There is no grace period and lateness shall be counted when learner is even a minute late from the time of the class commencement.
 - b. Teacher may refuse entry to the learners in their class if learners are more than 15 minutes late from the class.
 - c. Three late arrivals shall accumulate to one full absence.
6. Leave of Absence: TII recognises that sometimes learners are unable to attend their classes due to illness and other unavoidable circumstances. TII therefore has set-up provisions so that learners' attendance records are not impacted.
 - a. TII shall include all approved leave(s) of absence in learner's attendance as positive attendance, when providing attendance letter or certificate for statutory reasons as immigration visa. However, TII shall keep an internal record outlining when learner actually attended the class and when learner did not attend the class for any reason, including illness.
 - b. Leave of absence may not always be approved. Decision to approve leave of absence shall be made on case by case basis. TII has the right and may decline a leave of absence application despite learner(s) providing leave request form and/or evidence such as doctor's certificate.
 - c. In the event where learner takes an approved leave of absence for an extended period, and misses a significant part of the course delivery, the learner may qualify for an aegrotat pass. Where learner does not receive an aegrotat pass, he/she will be required to re-enrol with payment and repeat the course(s).

TII Attendance Policy

7. Medical certificates provided cannot exceed a maximum of 2 weeks per term (academic enrolments only). Learners who are ill for more than two weeks will not be permitted to continue their paper unless permission is given by the Programme Manager. Decision to approve medical leave for ESOL students shall be made on case by case basis.
8. For reasons other than illness, learners are allowed a maximum of 2 days approved leave of absence per term (academic enrolments only). It is required that student should complete a leave request form and give to TII in advance. TII may or may not approve the leave of absence. Decision to approve leave of absence for ESOL students shall be made on case by case basis.
9. Absence from class: Learners are required to attend all classes and maintain one hundred percent attendance at all times. Learners' absenteeism from their classes, tutorials and activities shall be dealt with in accordance with TII attendance policy as follows.
 - a. TII shall contact learner when absent from the class without a valid reason and intimation.
 - b. Learners shall be required to undergo an interview meeting with the TII designated staff when his/her attendance drops below 95%. This could follow a formal notification and possible written warning.
 - c. Learner shall be expelled from the class when his/her attendance drops below 85%. Learner shall be required to undergo a disciplinary meeting with the designated TII staff and provide an acceptable reassurance in order to reinstate her/his commencement in the class. A written warning shall be issued to the learner.
 - d. Learner shall be terminated from the course where:
 - i. Three warning letters are already issued; the fourth letter shall be an automatic termination from the course;
 - ii. Learner has ongoing attendance issues and is not able to maintain the required minimum attendance threshold of 85%.
 - e. A learner is never entitled for refund of fees if he/she is terminated on disciplinary grounds, such as absenteeism.

TERMINATION OF COURSE

A student of Talent International Institute can be terminated from his/her course and might be expelled from Talent International Institute under some circumstances. If a student is terminated or expelled, his/her fees would not be refunded, and Immigration New Zealand would also be informed.

The following circumstances may result in termination or dismissal:

- Student does not have a valid visa to study.
- Student has poor attendance.
- Student has poor in-class performance.
- Student damages belongings of his or her classmates or Talent International Institute.
- Student who cannot meet the condition of their offer of place or any other agreed conditions.
- Student gets involved in sexual harassment or other harassment.
- Student provides fake personal information when he or she enrolls at Talent International Institute.
- Student breaks the delivery site rules and regulations.
- Student does not obey New Zealand law.
- Student causes any physical or psychological harm to other students or staff at Talent International Institute.

At Talent International Institute, we ensure that we provide all students with a safe and protective environment. A student can complete an appeal form for their termination and submit it within 7 working days to the College Principal (qaiser@tii.ac.nz).

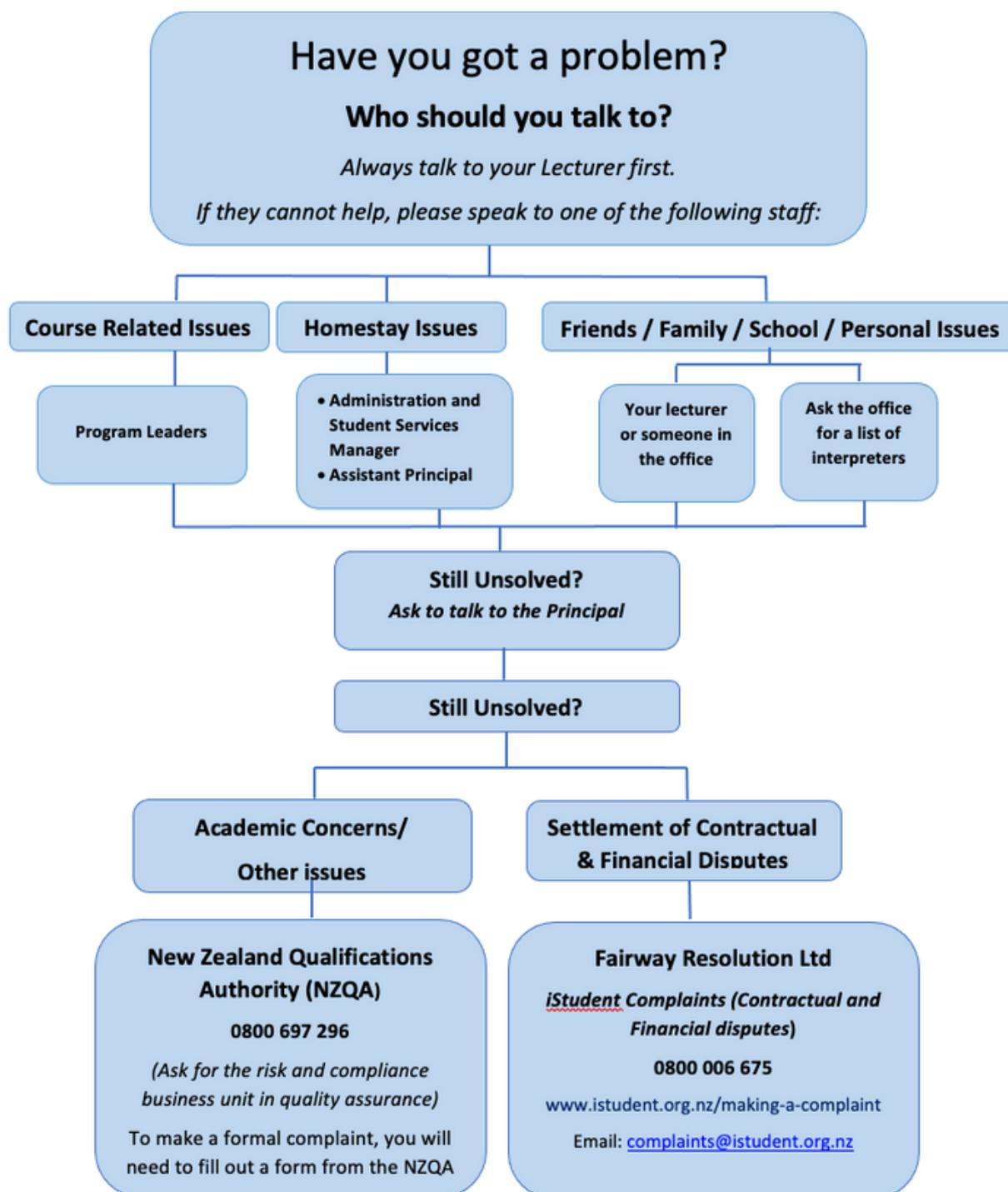


Student Concerns / Conflict Resolution

Students may address concerns or seek resolution to conflict by the following means:

- A student may discuss concerns with their Lecturer, Administration and Student Services Manager or the Programme Leader. If necessary, the agent may be contacted to facilitate a resolution. If the issue is not resolved by their Lecturer, Administration and Student Services Manager or the Programme Leader, students should contact the College Principle. If students cannot resolve their concerns within the institute, they may do so through external means. For academic concerns, they may submit a complaint to the New Zealand Qualifications Authority. For settlement of contractual and financial disputes, they may contact Fairways Resolutions LTD (iStudent). For all other concerns they should contact NZQA. The contact information for these institutions is listed in the Contacts section of this Handbook and on a "Have you got a problem" chart on the student notice board. All records of formal complaints and resolutions are kept on file by the Administration and Student Services Manager.
- A student may also place informal concerns or suggestions for review in the Suggestion Box at the reception desk.

TII's Concern / Conflict Resolution Process



Sexual Harassment

Talent International Institute has committed itself to an environment free of sexual harassment. This sexual harassment policy covers all staff and students at Talent International Institute.

Talent International Institute does not tolerate sexual harassment.

Sexual harassment is defined as unwanted verbal or physical conduct, including misuse of visual or written material, of a sexual nature by one person towards another. This conduct is of such a serious nature or level of persistence that the work performance and life satisfaction of the individual subjected to it is affected detrimentally.

Talent International Institute ensures that staff and students receive education on sexual harassment and that all complaints are taken seriously and investigated by the Programme Leader, Administration and Student Services Manager or a third party mutually agreed to by both complainant and the alleged harasser.

Procedures

"Minor" harassment may include inappropriate or insensitive comment of a sexual nature that causes offence to another person or persons.

In relatively "minor" harassment situations a number of options may be followed such as:

A harassed person confronts alleged harasser alone in order to resolve the issue.

A harassed person confronts alleged harasser with the Programme Leader or Administration and Student Services Manager.

The harassed person may wish to address issues to the alleged harasser in writing the complainant and/or the alleged harasser may wish to consult with the Programme Leader or Administration and Student Services Manager.

If no resolution is possible then the complaint can be forwarded to the Principal of the institute in order to get a resolution.

For more serious instances of sexual harassment:

In the first instance, a student or member of staff may approach the Programme Leader or Administration and Student Services Manager, for assistance and advice. All information supplied will be treated in accordance with the Privacy Act. Strict confidentiality will apply.

In cases of very "serious" harassment, the complaints may be referred to the Principal, who will support the complainant in notifying the Police, Human Rights Commission, as is appropriate to the situation, and with due consideration to misconduct procedures contained in staff individual employment contracts.

It is recognised that the above mentioned have the power to take action against a staff member or student such as suspension, censure or dismissal.

Smoking

Smoking is not allowed anywhere within the building, or immediately outside the building. If you wish to smoke, you must exit the building and walk to a distance where you do not block the entrance for anybody entering or leaving the building. Please dispose of cigarette butts considerately.

We strongly discourage smoking as it is bad for your health.

Cell Phones

It is customary in New Zealand Institutes that cellular phone must be turned off during class so as not to disturb the class. Please do not answer or make call during the class period.

Discipline

Standards of Conduct: Good student conduct is essential for maintaining a positive atmosphere for learning.

Note: Any criminal behaviour will be reported to the authorities, with no warning.

Withdrawal and Refund Policies

Any student who requests a withdrawal or refund should submit a completed withdrawal / refund application to Talent International Institute and make sure it is acknowledged immediately by the branch Student Service Manager.

Once the withdrawal or refund of the student has been processed completely, Talent International Institute will terminate his or her visa within one week via the New Zealand Immigration website.

The refund policies are as below based on length of your course:

Course Length	Refund Policy
Courses three months or more	<ul style="list-style-type: none">▪ If the course is of three months duration or more and you cancel part or your entire course during the first 10 working days of your enrolment you are entitled to receive a full refund less a deduction for costs incurred by the school. Up to a maximum of 25% of fees paid.▪ If you cancel or change your course after you have completed the first 10 working days, or finish your course early, no refund will be given. However, an application can be made to the Finance Manager for consideration and a refund may be issued.
Courses five weeks or more but less than three months	<ul style="list-style-type: none">▪ If the course is of five weeks or more but less than three months, and you cancel part or your entire course during the first 5 days of your enrolment you are entitled to receive a fund of at least 75% of any amount paid.▪ If you cancel or change your course after you have completed the first 5 days, or finish your course early, no refund will be given. However, an application can be made to the Finance Manager for consideration and a refund may be issued.
Courses under five weeks	<ul style="list-style-type: none">▪ If the course is of more than two days but under five weeks and you cancel part or your entire course by the end of second day of your enrolment you will receive a fund of at least 50% of any amount paid.▪ However, if two days constitutes the full amount of the tuition paid, the school may retain 100% of the fees paid.▪ If you cancel or change your course after you have completed the first 2 days, or finish your course early, no refund will be given. However, an application can be made to the Finance Manager for consideration and a refund may be issued.

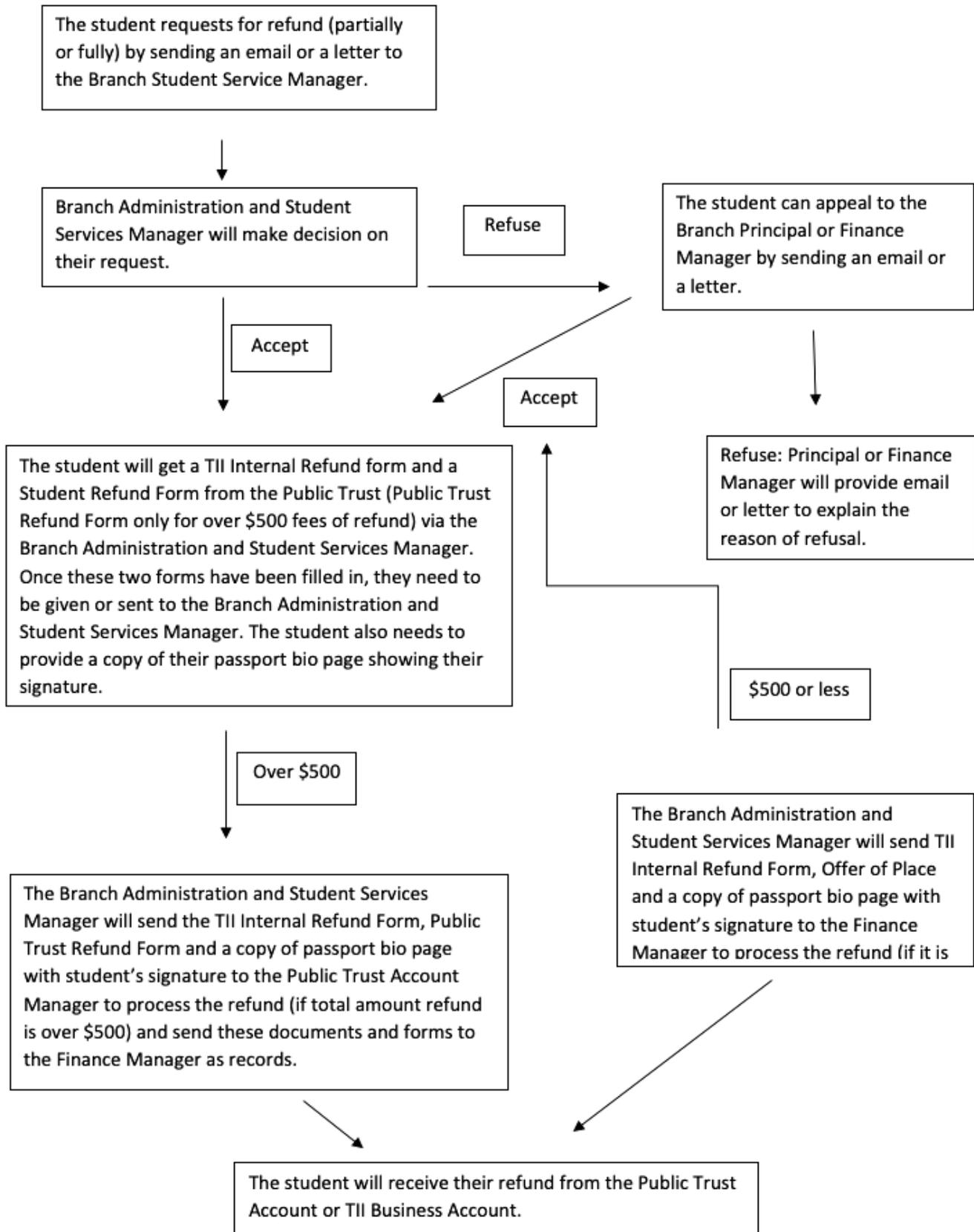
**** The course start date is the date specified on the Student Offer of Place Letter**



Other withdrawal and refund information

1. If a student chooses to withdraw from a course prior to its commencement, we will refund all course fees received, less the Enrolment fees.
2. No refund will be given to students taking time off during the course, unless by prior arrangement and recorded and signed by the students and Talent International Institute at least two (2) weeks in advance.
3. If a student withdraws from a course for medical or family reasons, Talent International Institute may refund a portion of the course fees at their own discretion, and upon application by the student.
4. If a student's enrolment in a course proves unsatisfactory, Talent International Institute may, at their own discretion, refund a portion of the course fees upon the application by the student.
5. If fees are paid by a prospective student and the student is not granted a visa, all fees will be refunded less the enrolment fee.
6. If the school has to cancel a course you are specifically enrolled for, you will receive a full refund of fees received by the school, including the Enrolment fees.
7. No refund will be made to a student who is expelled from the Institute. New Zealand Immigration must also be informed.
8. The student can bring a support person with him/her when applying for a refund/withdrawal.
9. In the occurrence of a course Closure Event and the student transfers to an Alternative Provider with the approval of NZQA, then the balance of student fees held in trust will be transferred to the Alternative Provider.
10. If the student withdraws from a course or a Closure Event occurs, and the Trustee refunds the balance of the funds directly to the student, this will be carried out in accordance with the provisions of the Education Act 1989 and Talent International Institute's Refund Policy.
11. In the event where the student commences studies on an interim visa, TII refund policy would apply. However, TII may make a decision on case-by-case basis and consider partial refund of fees solely on TII discretion.

Refund Procedure



Fee Protection Policy



Fee Protect.



Talent International Institute has established a Student Fees Protection Trust Fund held by the Public Trust. All fees paid by students are protected from any wrongdoing by, or insolvency of, the Institute. Talent International Institute agrees to comply with Section 253 of the Education Act 1989 and the Student Fee Protection Rules 2013 with regard to the protection of student fees:

1. All student fees \$500 or less (GST Inclusive) are required to be deposited in the business account of Talent International Institute.
2. All student fees more than \$500 (GST Inclusive) are required to be deposited in the Student Fees Trust Account of the Institute in advance. Fees are drawn down after commencement in stages as the course is completed.
3. Funds held in this trust account can only be released after the student has been at the Institute for:
 - A. 5 calendar days for all courses under 13 weeks and after the Trustee has given his/her permission for the funds to be so released.
 - B. 8 calendar days for domestic students on courses of 13 weeks or more.
 - C. 10 working days for international students on courses of 13 weeks or more, and after the Trustee has given his/her permission for the funds to be so released.
4. The Student will pay their fees into the Public Trust account and authorises the Trustee to administer the Student Fee and any accumulated interest according to the Trust's provisions and terms and in accordance with the payment schedule produced by the Institute. The student should also understand that after signing this document this authorisation cannot be revoked.

Please visit the Public Trust website for more information:

Public Trust

www.publictrust.co.nz

Phone: 0800 494 733

E-mail: feeprotect@publictrust.co.nz

Address: PO Box 31543 Lower Hutt

Student Visa Information

A Student Visa is required to allow an international student to enter New Zealand and study full time. Most student visas are multiple entry, which allows the student to travel in and out of the country several times before the visa expires.

A Student Visa allows the student to stay in New Zealand and study and states the expiry date and conditions of the visa. These conditions will include details about:

- The student's course of study
- The educational provider and location in NZ
- Any restrictions (such as not being allowed to work)

A Student Visa is usually granted upon entry to New Zealand. If you are already in New Zealand at the time of your placement into Talent International Institute or if you wish to extend your Student Visa, you must apply to Immigration services.

Remember, students on a Student Visa must have a 100% attendance level.

The Administration and Student Services Manager will tell you if your attendance is dropping below the required level.

If you withdraw from your course of study, Talent International Institute is required to advise New Zealand Immigration immediately of your change in status. This may result in your student permit being revoked.

For more information on the procedures for studying in New Zealand, see the Guide for Studying in New Zealand available from

<https://www.immigration.govt.nz/new-zealand-visas/options/study>

When you have completed your visa application, you can send it to:
Immigration New Zealand

PO Box 22 111
Christchurch 8142

Phone Immigration New Zealand on
0508 55 88 55

The Administration and Student Services Manager will help you with your Visa applications at any time.

Health & Travel Insurance

You must have Health and Travel Insurance to study at Talent International Institute. We can help you arrange it if necessary.

If you have arranged your own insurance, you will need to provide the school office with a copy (in English) on your first day of school. "Appropriate health coverage" as defined by the New Zealand Code of Practice and Pastoral Care for International Students, is coverage that includes the following:

--Medical expenses incurred for the treatment of illness and/or injury (in excess of ACC cover) that requires surgery and/or hospitalisation - unlimited sum insurance recommended

--Medical evacuation related to serious illness and injuries - unlimited sum insurance recommended

--Emergency dental treatment

--Costs for family members' travel in the event that the student suffers a serious illness or injury

Emergency Contact

In an emergency, contact (Sharon Sun) on **022 199 4661** or (Yasser) on **021 084 63423** in the first instance in Christchurch, or (John) on **027 534 3837** in Dunedin.

In an Emergency

Please be aware of the following:

- The sound of continuous alarm bells is the signal that there is a fire in the building.
- Ring 111
- If you discover a fire, warn others immediately and leave the building immediately by your designated exit which is THE FIRE STAIRCASE
- DO NOT use the lift in the event of a fire
- Assemble on the Oxford Terrace and Montreal Street corner
- Do not linger in rooms or passageways
- Do not return to your room until the 'all clear' is given
- Do not run

Living in New Zealand

New Zealand has a bicultural heritage which is based on its founding document the Treaty of Waitangi (Te Tiriti O Waitangi). The Maori are the indigenous people of New Zealand and are known as the Tangata Whenua (People of the Land). Both Kiwi and Maori cultures are important to New Zealand identity and the Maori language (Te Reo) is recognized as an official language of New Zealand.

Christchurch, the South Island's largest urban centre, is characterised by its English heritage. The picturesque city also serves as a gateway to fun-filled southern adventures, with an international airport and short drive to the sparkling Pacific Ocean, or the majestic Southern Alps.

The Christchurch delivery site, by the side of the Avon River which runs through the city, is right in the CBD area. It is within walking distance to the Christchurch library, Bus Interchange, a large shopping complex and supermarkets, movie theatres, restaurants, cafes and other conveniences.

Students are encouraged to explore their new environment in every way.

To find out more about Christchurch and Canterbury, we recommend these websites:

<https://www.christchurchnz.com/>

<https://findchch.com/>

<https://www.eventfinda.co.nz/whatson/events/new-zealand>



Living in New Zealand

Dunedin is a city located on the eastern coast of the South Island of New Zealand. It has a population of about 123,000 (Student population of 25,000). Because of the many institutes located in Dunedin, it is very student friendly. Dunedin has many lovely parks and a large botanical garden.

In Dunedin you can enjoy the theatre, restaurants and cafes, lovely architecture, sporting events and many outdoor activities, such as hiking, kayaking, horse riding and biking. The Otago Peninsula is within easy reach, where you can see the wildlife of Otago. Dunedin is the home of many international students who attend language institutes, Otago Polytechnic or University of Otago and is becoming increasingly multicultural. Talent International Institute is also a very multicultural institute. You will meet people from all around the world. Remember to respect everybody's culture and take this opportunity to learn about countries from all around the world.

Weather

The weather in Dunedin and Christchurch ranges from about 28°C in the summer to -1°C in the winter. The weather is very changeable, and Dunedin enjoys all four seasons. Students should plan to dress warmly in the winter. You will need a good warm waterproof jacket, woollen jerseys, woollen hat and gloves, Jeans, thermal underwear such as leggings and singlet, warm woollen socks, sturdy boots or shoes, track pants and gym shoes.

Seasons

Spring	September to November
Summer	December to February
Autumn	March to May
Winter	June to August

Study in New Zealand

<https://www.newzealandnow.govt.nz/studying-in-nz>

<https://www.studyinnewzealand.govt.nz/blog/>



Accommodation

Homestay

This is an excellent way to experience New Zealand culture. If you decide to Homestay, you will live with a New Zealand family, who will help you introduce you to New Zealand and Dunedin. They will provide a furnished room, food and laundry as well as lots of information about your new surroundings. Talent International Institute is happy to set up a Homestay for you. All of our Homestay families speak English as a first language, and it can be a wonderful way to improve your English.



The costs for Homestay accommodation are as follows:

Christchurch Branch	Dunedin Branch
Estimated Placement Fee: \$150 (paid once)	Estimated Placement Fee: \$150(paid once)
Estimated Weekly Fee: \$300	Estimated Weekly Fee: \$335
Halal Food: Extra \$25	Halal Food: Extra \$25
Airport Pick up: \$50	Airport Pick up: \$50
Second time of changing accommodation fee: \$100	Second time of changing accommodation fee: \$100

Flatting

If you choose to flat there are several decisions you must make. You must establish a budget for yourself including rent, utilities, food and any extras. You must decide whether you wish to flat by yourself or with other people. If you choose to flat with other people, make sure that you establish the rules of the flat beforehand. This can include rules regarding cooking, food purchasing, cleaning, how to pay utilities, pets and smoking. If you are entering a flat that is already occupied by a number of students, make sure that you know the rules that they have established and that you are prepared to abide by them.

Flats are sometimes furnished and sometimes unfurnished. Make sure you find the right one for your needs. NEW ZEALAND is a student-friendly city and there are many flats in and around the city. The cost of flatting can vary greatly from about \$110/week (for a room in a house) to \$300/week (for a house-usually split among several friends). Additionally, you normally need to pay several weeks rent in advance and also a security bond (which is normally returned to you at the end of your tenancy). It is important to remember that these fees only include the flat or room. They do not include electricity, phone, food, or laundry. You will have to budget separately for those. If you decide to flat, pick up a brochure from Talent International Institute about Tenancy Services. It will inform you of your rights and responsibilities when you flat. Tenancy Services can also act as a mediator between you and a landlord.

Belleknowes Lodge is a great alternative to living with a homestay if you are looking for more independence. There are communal facilities available for all tenants, including kitchen, dining and lounge facilities with Plasma TVs, bathroom, laundry and a games room with table tennis facilities. Rooms single to king-size fully furnished (some with en suites).

The weekly price includes power, unlimited WiFi and water. Please go to their website for further details.

<http://www.belleknoweslodge.co.nz/>

Accommodation

Short Term Accommodation

If you need a place to stay when you first arrive in New Zealand, while you look for a flat,

please go to the following link:
<https://www.hostelworld.com/>

for list of some inexpensive, short term accommodation options near the city centre.



Banking

If you will be in New Zealand for longer than three months, it is recommended that you open a New Zealand bank account. Most bank accounts will provide you with a cash card (EFTPOS) which will allow you to withdraw funds from an ATM machine and make purchases at local stores. If you choose to open a bank account in New Zealand, there are five major banks in Dunedin. Many of them provide student accounts, or more specifically, international student accounts:

Bank of New Zealand (BNZ)

120 Hereford Street
03-379 6280

ANZ

127 Cashel Street
0800 269 269

Westpac

83 Cashel Street
0800 400 600

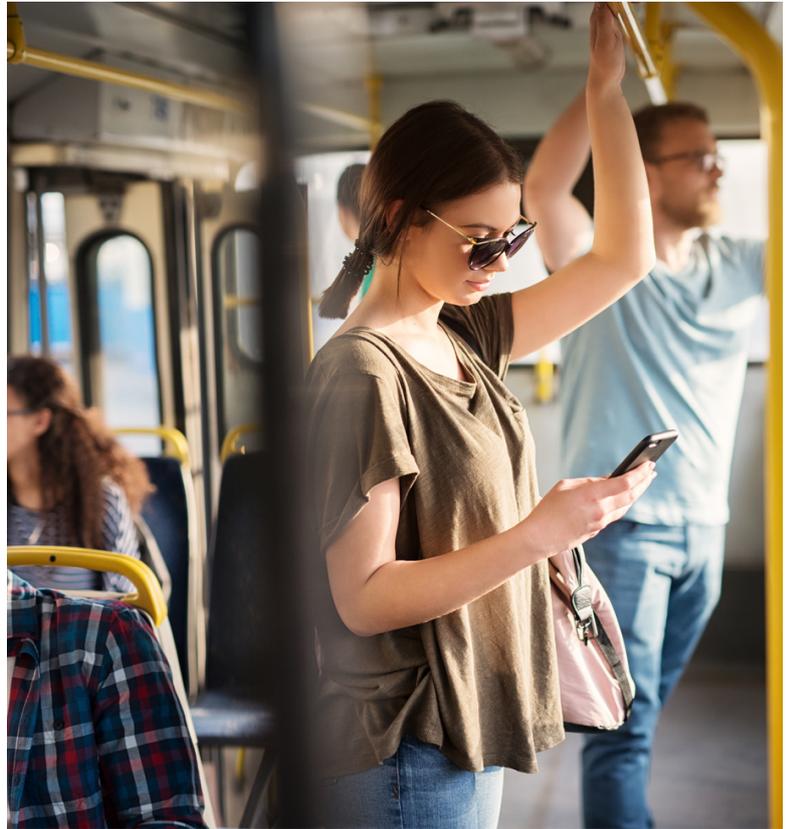
ASB

150 Cashel Street
03-379 9672

The Student Services Coordinator will help you open a student bank account, therefore you will not have to pay any bank fees as you will have a student account.

Transport

Most students use the public transport system. The 'Metro' bus system is relatively cheap. Most buses leave from the Bus Interchange in Lichfield Street. You are advised to get a Metrocard as it is much cheaper and easy to use. There are free bus timetables and bus information available from reception, the Bus Interchange or at www.metroinfo.org.nz. ID with your date of Birth, [Passport] is required when you purchase a new Metrocard. The cost of a Metrocard is \$10.00 and loading a minimum of \$10 onto the Metrocard will activate it. After that, you can top-up your card with a minimum of \$10.



Driving

We would recommend that you wait for a few weeks before attempting to drive in New Zealand in order to accustom yourself to the traffic patterns. It is also recommended that you get a copy of the Road Code. This will help you to learn about safe driving laws and practices in New Zealand. You can find these at local bookstores, driver licensing agents, or at the Public Libraries. You can also view information in different languages on the following links:

- Driving in New Zealand
<https://www.nzta.govt.nz/assets/resources/driving-in-nz/docs/driving-in-nz.pdf>
- Driver training video
<https://www.aa.co.nz/travel/rental-vehicles-and-transport/visitors-to-new-zealand/visiting-driver-training-programme/>

If you have an overseas driver licence or an international driving permit, you may drive in New Zealand for one year after your arrival in New Zealand. After one year, you will have to take a theory test and possibly a driving test. These tests can be arranged at the Automobile Association (AA) which is located at 126 Riccarton Rd, (964-5530) Christchurch and 450 Moray Place (03-4775945), Dunedin.



Cell Phones

To be able to use your cell phone in NZ you will need to purchase a sim card from one of the following providers. The most common package that includes data, text and calling minutes starts at \$19 a month. Contact Spark/ www.spark.co.nz or call 123, Vodafone www.vodafone.co.nz or call 0800 438 458 or 2degrees/ www.2degreesmobile.co.nz or call 0800 022 022.

You can top up your cell phone online or you can buy a top up voucher from any supermarket.

You can pay your power or phone accounts at any NZ Post Shop. Visit www.nzpost.co.nz/tools/postshop-kiwibank-locator/Christchurch to find your nearest Post shop.



Shopping

Supermarkets:

- New World: 175 Durham Street South, Christchurch Central City
- Countdown: Corner of Moorhouse Ave & Madras Street, Christchurch Central City
- Pak 'n Save: 297 Moorhouse Avenue, Sydenham, Christchurch Central City

Christchurch Farmers Market: Open every Saturday Morning, from 9 am to 13:00pm at 16 Kahu Road, Fendalton, Christchurch. Offers the freshest and best of Canterbury's wonderful fruit, vegetables, meats, fish, eggs, cheese and many other delicious, healthy foods.

Household Supplies:

- The Warehouse: 265 Blenheim Road, Riccarton, Christchurch
- K-Mart: 129 Riccarton Road, Riccarton, Christchurch
- Farmers: 7/220 Moorhouse Avenue, Sydenham, Christchurch

Electricity costs can vary from as little as \$50/month to as much NZ\$300/month. To set up your electricity, contact Contact Energy on 0800-80-9000, TrustPower on 0800-87-8787, Meridian 0800 49 6496.



Fun and Recreation

Christchurch i-SITE Visitor Centre:

Located at 28 Worcester Boulevard, Christchurch Central City, Christchurch i-Site has all kinds of information about the various tourist attractions in Canterbury. They offer information on everything from pleasant walks you can do by yourself or with a friend to formal tours of Canterbury and the Rest of New Zealand. They also have maps of the area and local bus schedules.

Tramping is a very popular outdoor activity in New Zealand. If you choose to go tramping during your stay in New Zealand, please keep the following precautions in mind. The weather here is extremely variable. Make sure you are suitably prepared for any weather, even if it looks like a nice day.

Let someone know where you are going and when you expect to be back, and inform them of any changes along the way. New Zealanders take this type of responsibility very seriously, so make sure you let them know that you have returned safely.





Library

Christchurch has several libraries you can access. The Christchurch Public Library has its main branch near Talent International Institute on 60 Cathedral Square, Christchurch Central City. You can get a library card if you have a residence in Christchurch. Library Membership is free. If you have a Christchurch Public library card, you can borrow from any of its other branches:

- Christchurch Library
- South Christchurch Library
- Fendalton Library
- Papanui Library
- Shirley Library
- Linwood Library at Eastgate
- Bishopdale Library

We will assist you with your Library membership.



Additional Contact Numbers and Addresses

Talent International Institute

Phone: +64 3 366 0797

Address: 282 Durham Street North

City: Christchurch

Country: New Zealand

Email: info@tii.ac.nz

Website: www.tii.ac.nz

Phone: +64 3 477 3345

Address: 95 Hanover Street

City: Dunedin

Country: New Zealand

Email: info@tii.ac.nz

Website: www.tii.ac.nz

Immigration New Zealand

Phone: 0508 558 855

Fax: DN-955-7606

Website: www.immigration.govt.nz

New Zealand Qualifications Authority

Phone: (04) 463 3000

Fax: (04) 802-3112

Website: www.nzqa.govt.nz

Address: PO Box 160

Wellington

iStudent

Phone: (04) 918 4975

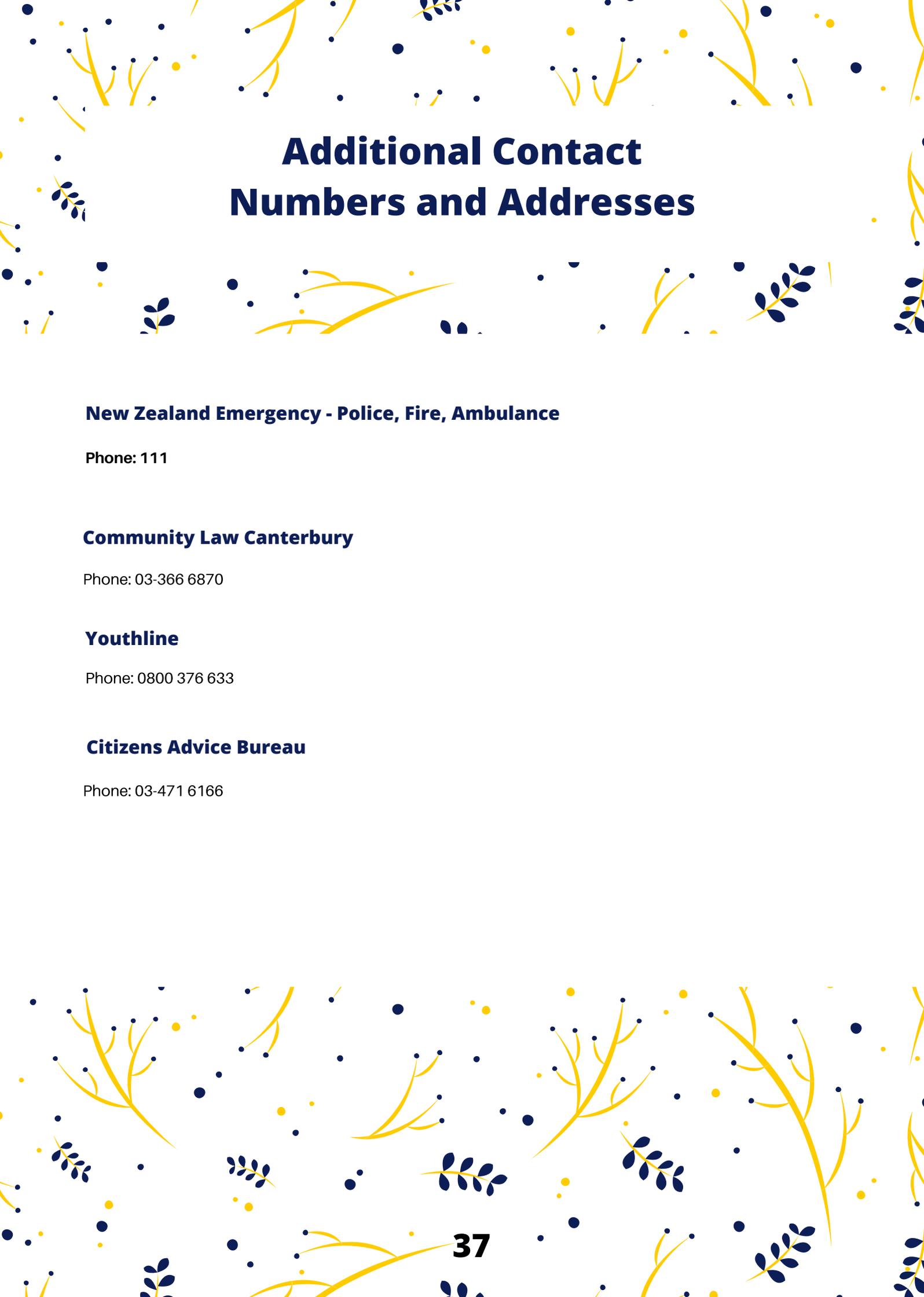
Fax: (04) 918 4901

Website: www.istudent.org.nz

Address: PO Box 2272

Wellington

6140



Additional Contact Numbers and Addresses

New Zealand Emergency - Police, Fire, Ambulance

Phone: 111

Community Law Canterbury

Phone: 03-366 6870

Youthline

Phone: 0800 376 633

Citizens Advice Bureau

Phone: 03-471 6166

Christchurch External Support Contacts

List of External Support Available in Christchurch

Agency	Telephone #	Website/email
Sexual Abuse Services (For victims of sexual abuse)	03 366 0067	http://mherc.org.nz/directory/sexual-abuse-services
Chinese Lifeline (Provides counselling for people with personal problems - 24/7)	0800 888 880	www.chineselifeline.org.nz
Lifeline (Provides counselling for people with personal problems – available 24/7)	0800 543 354	www.lifeline.co.nz
Citizens' Advice Bureau (General information about community services)	03 366 6490	www.cab.org.nz
Community Law Canterbury (Legal Advice– consumer rights, tenancy and employment problems)	03 366 6870	www.canlaw.org.nz
Stopping Violence Services (For victims of violence in the home)	0800 478 778	www.svschch.org.nz/
Family Planning Association (Provides advice on conception, pregnancy and abortion)	03 379 0514	www.familyplanning.org.nz
Gambling Helpline NZ (Helps people addicted to gambling)	0800 654 655	www.gamblinghelpline.co.nz
Alcohol and Drug Helpline (Provides help with addiction to substances)	0800 787 797	https://alcoholdrughelp.org.nz/
New Zealand Aids Foundation (Provides help for people with Aids and HIV)	03 379 1953	www.nzaf.org.nz
Depression Helpline (Provides help for people with depression)	0800 111 757	www.depression.org.nz
New Zealand Income Support Service	0800 559 009	www.workandincome.govt.nz
Immigration New Zealand (Deals with student, work and residency visas)	0508 558 855	www.immigration.govt.nz
iStudent (For settlement of contractual and financial disputes)	0800 00 66 75	www.istudent.org.nz/contact-us
Christchurch Central Police Station (Please	03 363 7400	www.police.govt.nz

Christchurch External Support Contacts

List of External Support Available in Christchurch

report acts of crime)		
Relationship Services (Provides help to resolve relationship problems)	03 741 9201	www.relationships.org.nz
Chinese Christian Church of Christchurch	03 359 5986	www.chinesechurch.org.nz
Indian Festivals (Diwali Festival)		http://www.diwalifestival.co.nz
The Federation of Islamic Associations of New Zealand	+64 4 387 8023	https://fianz.com/
Canterbury Indonesia Society	022-685-7782	http://facebook.com/CanterburyIndonesia.Society
Christchurch Indian Association	021-298-4090	christchurchindians@outlook.com
Muslim Association of Canterbury	021-114-8011	http://macnz.org/
Philippine Society of Canterbury	021-104-1758	http://www.facebook.com/#!/philippinesocietyof.canterburyinc
Sri Lankan Community in Canterbury, New Zealand	N/A	https://www.facebook.com/Sri-Lankan-Community-in-Canterbury-New-Zealand-211820468866602/

Appendix A: Summary 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 of Practice?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

When does the Code apply?

The New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016, which replaced the 2010 Code of Practice.

The new Code of practice was released in March 2016 and applied from 1 July 2016.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider.

The Code is also available online from:

www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/2016-Code-pdfs/2016-Code-of-Practice-English.pdf

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

NZQA is the Chief Administrator of the Code of Practice. NZQA maintains a list of all education providers that are approved signatories to the Code of Practice. You can obtain this information online in different language translations on:

www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified 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 (for concerns and complaints about a provider breaching the Code) or iStudent Complaints (for concerns and complaints about money or contracts)

For information about how to make a complaint see the NZQA website:

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

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

The Code sets standards for educational providers to:

- Provide clear, sufficient and accurate information so you can make informed choices about your education
- Give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- Check that you have the prescribed insurance cover
- Provide a safe and supportive environment for study
- As far as practicable, ensure you live in accommodation that is safe and appropriate
- Provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- Monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- Ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- Have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- Ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

Full details of what is covered can be found in the Code itself.