



STUDENT
HANDBOOK
2014

أهلاً وسهلاً 歡迎

Bienvenidos

Kia Ora

Bem-vindos

Добро пожаловать!

歡迎

أهلاً وسهلاً

Bienvenidos

Добро

Kia Ora

Bem-vindos

Добро пожаловать!

Welcome!

Welcome to Excellent International Academy

This Student Handbook has been compiled to give you all the information you will need if you intend to study, or are studying, at Excellent International Academy. Please do not hesitate to talk to any member of staff at the Academy if you are unsure about any of the information given or want to know more. If they cannot help you they will direct you to the person who can. Staff who can speak your native language may be available.

Management and staff at Excellent International Academy wish you every success with your training and your career pathway.

Best wishes

Excellent International Academy

Contents

Statutory Declaration	6
Personal Information	7
Introduction	9
Enrolment	10
Orientation	11
Fee protection	12
Fee Information	13
Withdrawal & Refund Procedures	14
Organisational Structure	16
Assessment	17
Code of Practice	18
Complaints Policies & Procedures	20
Medical & Travel Insurance	22
Health & Safety Procedures	23
Accommodation Policy	26
Homestay	28
General Student Informairion	32
Rules & Regulations	35
Support Agencies in Auckland	36

Statutory Declaration

Under section 234B of the Education Act

Excellent International Academy hereby declares that no governing members have actual or potential conflicts of interest in relation to their role as a governor of EIA. There are no governing members who have interests in organizations in the education or immigration sector that provide goods or services to tertiary students.

If you are willing to enrol in our course, the school will conduct an enrolment interview and issue you an offer of place. All relevant costs will be itemized and listed on the Offer of Place. It is your responsibility to make sure you are fully aware of all the costs before you accept the Offer of Place.

Personal Information



This is your Student Handbook. Complete the details on this page for your own record and information.

Name _____

Course Name _____

Tutor's Name _____

Class hours _____

Date commencing course _____

End date of course _____

Introduction



When you begin, you will be given a placement test which will help us decide which of the levels are best for you to start. In your first week, the teacher of that level will make the final decision on the level you should study at. Each level consists of 12 weeks of study.

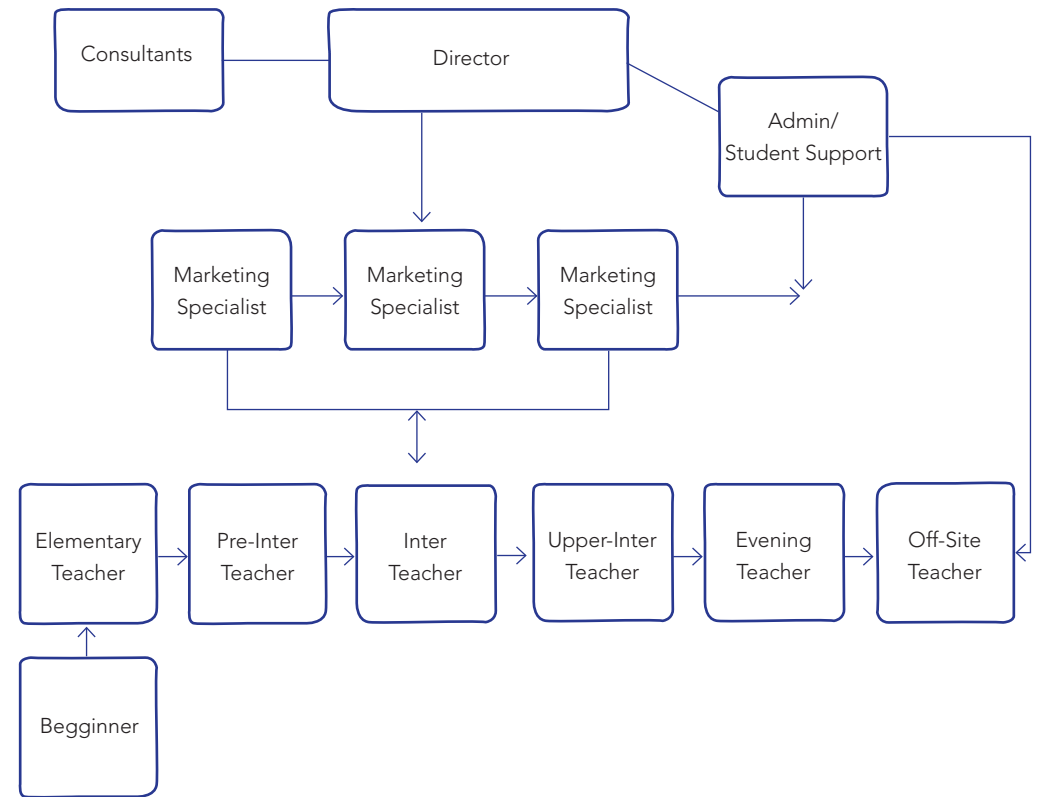
Our curriculum is based on the four fundamental skills of English (reading, writing, speaking and listening). Together with your teacher, you will decide how these skills can be used to reach your goals.

The course uses a variety of methods that will help you develop your use of English. These include classroom work, visual-based learning (such as DVDs) and outing to various locations to help you use English in practical settings.

In these ways we help you gain access to pathways that may include further study, employment or inter-personal skills here in New Zealand or abroad.

Your progree at Excellent is assessed every 6 weeks, and in order to move to the next level, you will need to acheive a score of atleast 70%. This includes as assessment of Grammar and Vocabulary (20%), writing (20%), Speaking (20%), Reading (10%), Listening (10%) and Course Participation (20%).

Organisational Structure



This is a list of all our staff positions – we will give you help and assistance if you need it.

Enrolment



- Submit to the administration office the following documents :-
- Completed Enrolment Form (please note the expected Start of Course)
- 1 Passport size photos
- Photocopied Cover Page Passport

Our Office's postal address is at below:

PO Box 6308
Wellesley St
Auckland 1010
New Zealand

Our Office's physical address is at below:

Level 4, 16 Waverley St
Auckland City 1010
New Zealand

- After receiving your application, we will check through your documents and we will issue you a Letter of Offer and an Invoice.
- You will bring this Letter of Offer to the nearest NZ Embassy in your country or if you are already in New Zealand you must present both documents to NZ Immigration office to obtain an Approval in Principle.
- With that you will pay the course fees as stated in the Offer and we will issue a Receipt to you.

Processing applications

Students must submit all the required documents in order for the Academy to process the applications successfully and timely. All applications are considered on a case-by-case basis and incomplete applications will not be processed.

Conditions of acceptance

All students must provide true evidence of entry requirements and Excellent International Academy reserves the right to decline applications where entry requirement are not met, or courses chosen are not available.

Orientation



First Day Orientation

From the moment you arrive at our school we do our best to make you feel comfortable and part of the school. When you arrive, a member of our Marketing team will give you a tour of the building and an information pack about the school and the area. They will discuss with you all the things you need to know and make sure that you are settling into your new surroundings. For more information please read your student handbook carefully.

Placement Check for English Students

For General English, we will give you a placement test on your first day to check your level of English so that we can put you in the most suitable class. The test takes about half an hour and consists of a multiple choice tests, a free writing exercise and a short chat with our Student Services staff. Orientation is the first Monday of any week, before your course starts.

Further orientation and assistance is provided throughout the first week by the Student Services staff. This includes city orientation, road safety information, assistance with the opening of bank accounts and assistance with the purchasing of medical insurance, bus-tickets and other essentials. Students may approach the Student Services staff at any time during their studies at our school for assistance and advice. During this Orientation Day you will meet teachers of the course you are enrolled in as well as the Academic staff and Administration Staff.

You will also be give information on the requirement for you to stay at homestay, school policies, course information and public transport in Auckland.

What do I need to bring?

Please bring your Passport, 1 passport size photos, a copy of your insurance - all students must have medical/travel insurance before course start.

Payment of your Fees



Your fee has been protected by Public Trust. All fees must be paid in full before a student visa can be issued.

You can make a telegraphic transfer to:

A trust account has been set up for student fees:

Account name: The Public Trust - Excellent International Academy

Trustee: The Public Trust

Bank: Bank of New Zealand

Bank Address: North End Branch (100 Lambton Quay Wellington)

Account Number: 02-0536-0305865-01

Swift Code: BKNZ NZ22

General English Course and IELTS Preparation Course:

(See the current Fee page on our web site or ask for our Fee schedule)

Note:

- All fees are in New Zealand dollars
- All fees include 15% GST tax.
- Fees must be paid in full before commencing course of study.
- Excellent use Southern Cross to meet with Immigration International Student Insurance requirements.
- If the Government increases the rate of GST, such increase will be added to the above fees.
- Student's full responsibility to make payments directly to the above Public Trust Account.
- Once payments have been made, please directly contact Excellent to obtain a Confirmation of Payments before arrival.

Student Fee Protection



What is Student Fee Protection?

The New Zealand Government requires that all New Zealand Qualifications Authority (NZQA) registered Private Training Establishments (Education Providers) must protect all student fees paid to them in advance. This means that in the unlikely event that your Education Provider has to close before the completion of your course, the remainder of your student fees will be protected. Fees protected within a Trust Account, means that you will have the choice to receive any remaining fees back or have them paid directly to an alternative Education Provider.

Who Is Public Trust?

Public Trust is New Zealand's largest and oldest trustee organisation, set up in 1873 to provide New Zealanders with independent and reliable trustee services. Their role is to help you protect your student fees during the period of your course. All fees are deposited into a Public Trust account and then held in separate student fee trust accounts which we have called Fee Protect.

Does It Cost Me To Have My Fees Protected Through Public Trust?

There is no direct cost to you to have your fees protected in the Public Trust Student Fee Trust Account. Public Trust's fees are agreed with your Education Provider and deducted from the payments due to your provider.

What Should I Do To Ensure My Fees Are Protected?

Ask your Education Provider about how they are meeting their fee protection obligations. Remember that if they are using another provider to protect your fees, there may be hidden costs to you. If you know your Education Provider is with the Public Trust, you can ask them to provide evidence that your fees are deposited in the Student Fee Trust Account.

What Should I Do If I Want A Refund?

If you leave your course before the due date, you may be entitled to a refund. Speak to us at Excellent Academy about a possible refund which is outlined in our Refund Policy.

For Further Information

If you want to find out more about Student Fee Protection, speak to us at Excellent Reception or you can ring Public Trust on 0800 494 733. You can also visit the New Zealand Qualifications web site <http://www.nzqa.govt.nz/for-learners/rights/fees.html>

Withdrawal & Refund Procedures

Cancellations, Refunds & Delayed Starts

- Excellent International Academy reserves the right to cancel any course due to insufficient demand, unavailability of suitable staff or facilities, or any other reason. In all cases students will be offered alternative course dates.
- If a student cancels before his/her course commences he/she will be refunded fees paid in accordance with the statutory refund provisions. All requests for cancellation/ withdrawal must be completed in writing by the student.
- Students must advise the school in writing if unable to commence classes on the date agreed. Students who wish to delay the start of a course must receive approval in writing prior to the start date. Students who delay the start of their course without prior written approval will be deemed to have started and the statutory refund period will apply. Tuition fees will be deducted for the period of absence.
- Immigration NZ will be advised immediately if a student withdraws under Sections 6-11.

Statutory Refund Provisions

- Students who withdraw during the statutory period will be entitled to the following refunds:
- If the course is up to 34 days and the student cancels in the first 2 days we will refund 50% of any tuition fees paid. A request for cancellation/ withdrawal must be completed in writing by the student.
- If the course is over 35 days and 3 months or less and the student cancels in the first 5 days we will refund 75% of tuition fees paid.
- If the course is over 12 weeks and the student cancels in the first 10 working days we will refund tuition fees. Based on actual costs incurred, the maximum percentage of the payment EIA may retain is 25%. **A request for cancellation/withdrawal must be completed in writing by the student.**

Enrolment Period	Withdrawal Period	Amount of Refund
1-34 Days	Within the first 2 days of course	50% of total fees paid
	After more than 2 days	No Refund
35 Days - 3 Months	Within the first 5 days of course	75% of total fees paid
	After more than 5 days	No Refund
More than 3 Months	Within the first 10 days of course	Full refund of total fees paid, less administration costs of up to 10% of the total fee or \$500, whichever is lesser of the two
	After more than 10 days	No Refund

Assessment



How your teacher follows your progress

Throughout your time at Excellent, all of your teachers will regularly monitor your learning so that they (and you) can decide how well you are progressing. Every 6 weeks you will be assessed and a decision will be made about whether you are ready to move on to the next level.

You will be assessed on:

- Grammar and Vocabulary (20%)
- Writing (20%)
- Speaking (20%)
- Reading (10%)
- Listening (10%)
- Course work (20%)

Assessment Appeal

If you think your assessment is unfair, an appeal can be made to your teacher. He or she will check and marking to make sure it is correct, and will advise you. If you are unhappy, the Director of Studies will meet with the teacher to consider your appeal and a final decision will be made. If you are still not satisfied you may appeal to the external moderator. (Student Support Staff can help you do that.)

Student at Risk Policy

School policy and process is developed to identify and give special support to any students at risk. eg. Failing to make progress, poor attendance or focus, etc.

Code of Practice



Summary code of practice for the pastoral care of international students

When students from other countries study in New Zealand, it is important they are well informed, safe and properly cared for. New Zealand education providers have an important responsibility for the welfare of international students.

Excellent International Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students ("The Code") published by the New Zealand Ministry of Education. Copies of The Code are available on request from Victoria International or from New Zealand's Ministry of Education www.minedu.govt.nz/goto/international

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 Excellent International Academy Student Handbook 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.

Code of Practice Continued. . .

A Summary of The Code

The Code sets standards for educational providers to ensure that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students aged under 18 are in safe accommodation.
- Education providers have fair and equitable internal.
- Procedures for the resolution of international student grievances.

To find out more information about The Code of Practice, ask at reception.

Complaints Policies & Procedures



EIA is committed to provide a high quality services to our students from enrolment to completion. We value your feedback and want to learn from them so we can improve our services ensuring students a positive experience while in our care. If something goes wrong or you are dissatisfied with what our school is providing, please tell us – you should feel free to raise matters of concern without risk of any disadvantage.

Steps:

1. You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the person concerned. Please talk to your teacher or any other

member of staff about what you are complaining about so that we can try to resolve any problems on the spot.

2. We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member. This can be done face-to-face, by phone, in writing or by email.
3. We will give you our decision within 5 working days, unless there are exceptional circumstances. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to next stage of the complaint procedure.
4. Your complaint will be forwarded to the Director for further investigation. A meeting with the Director and the other party in concern will be set up within the 14 days after receiving the original complaint for further discussion. At this point you will be ask to have an independent support person with you when you meet with the Director. If agreement is reached, you will be provided with the notes taken and you will be asked to sign the notes. A copy of the agreement will be given to you for your record. In even of not being able to resolve the problem you can then go to the next step of the process.
5. If your concerns are not resolved by the internal grievances procedures, you can contact the International Education Appeal Authority (IEAA) for further action. You can write to the IEAA at: International Education Appeal Authority Tribunal Unit, Private Bag 32-001, Panama Street, Wellington 6146. P: 64 4 462 6660 F: 64 4 462 6686 E: ieaa@justice.govt.nz W: www.justice.govt.nz/tribunals/international-education-appeal-authority
6. A copy of a file note describing the issue/concern and the outcome should be kept in student folder. The Administrator should communicate to the Director the nature of all complaints and outcomes that are received in writing.
7. The Director will review all complaints to identify areas of improvement in annual course reviews carried out by Programme Committee Teams.

Medical & Travel Insurance

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 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 www.acc.co.nz.

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

N.B. Students must provide evidence of medical and travel insurance on enrolment. The school will keep a record of the Insurance Policy number and the type of cover provided. Excellent International Academy can arrange insurance for you with Southern Cross. (For example, the cost is from \$330.00 for 12 months' individual cover).

Health & Safety Procedures

Note: the building manager of the Auckland City Campus building may have procedures that supersede the following procedures.

Display of Evacuation Notices

Notices are displayed in the building showing the exits to be used in an evacuation. Trial evacuations will be conducted once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The evacuation assembly point is on White Street, CBD Auckland.

First Aid Kit

A first aid kit is kept at Excellent International Academy's Reception.

First Aid Procedures

If you are ill and need to leave class tell our staff and we will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Administration Manager.

Safety Rules

All persons on Excellent International Academy premises must observe the following safety rules:

- Do not run around the Academy - only walking is permitted.
- Use hand rails when going up and down the stairs.
- You are not allowed to drink alcohol on the premises.
- If you spill something you must clean it up immediately.

Fire and Safety Compliance

- You are not allowed to smoke in any of the premises.
- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers.

Emergency Procedures



Fire and Explosion

The school has an electronic fire alarm system this will be triggered by the alarm system within the school. In the event of a fire, the designated person will ring the Fire Brigade (111).

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service (111).

Serious Injury

Call for assistance.

Call ambulance (111).

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to Administration Manager.

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.

Call police (111)

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow "serious injury" procedure referred to above.

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person's features, height, build, clothing etc).

Call the police (111).

Notify management.

Practice Drills

To ensure that we are well prepared for emergencies, emergency drills will be practised regularly, (preferably once a term).

Emergency Closure Of The School

The school would be closed in situations where services such as water, electricity and sewage are not operating or where safe access to the school is not possible.

Student safety is always a priority.

All persons associated with the school are to be notified as soon as possible – parents, caregivers, bus operators.

Accommodation Policy



Excellent International Academy undertakes to comply with the accommodation provisions set out in Part 6 of the NZQA Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the school are:

- Living with parents
- Living with a designated caregiver
- Living in a homestay
- Boarding Establishment – as per Code of Practice.
- Temporary accommodation for group students and short courses only (for students 18 and over).
- Flat (over 18).

The categories of accommodation that will be accepted by the school for students under the age of 18 are:

- Living with parents
- Living with a designated caregiver
- Living in a homestay
- Boarding Establishment – as per Code of Practice.

Policy Objectives

- To provide a suitable living environment conducive to study and a safe and supportive home life.
- To involve the residential carer in the welfare of a student away from the student's family and home country.
- To assist the student to successfully integrate into the New Zealand lifestyle.
- To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

Provision of Accommodation

For international students who are 18 years old and over, and at the student's request, Excellent International Academy may arrange accommodation, refer the student to accommodation providers or to a homestay agent.

Use of Accommodation Agents

Excellent International Academy will make use of accommodation agents to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International Students.

Administrative Requirements and Understandings

- Students under 18 years will not be permitted to rent a flat/room/house/apartment or live on their own.
- All accommodation queries and issues will be dealt with initially by the designated person/unit for accommodation. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the appropriate pastoral care person/unit.
- For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
- Any serious concerns relating to accommodation will be reported to the Code Administration Manager.

Students not living with a parent

For all students aged 14 to 17 years and not living with a parent. Any accommodation to be used by international students will have:

- An on-site assessment to determine that living conditions are of an acceptable standard.
- If a homestay or designated caregiver, an assessment to determine that the accommodation type is not a boarding establishment.
- An assessment of the residential carers' suitability and whether they will provide a safe physical and emotional environment.
- Each student will be interviewed by Excellent International Academy at least quarterly to ensure that their accommodation is suitable.
- All accommodation residences will be visited at least every three months to ensure that they remain suitable.
- Police vetting will be carried out on all adults aged 18 years and over living in a homestay or boarding establishment and may be carried out for designated caregiver accommodation used by a student.
- Excellent International Academy or its Accommodation Agent will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Homestay



A typical homestay offers a room, two meals a day, laundry, inclusion in family life, an interest in improving the student's English language. Homestay families have a genuine interest in other cultures and people. Students who choose homestay will have a bedroom with study facilities, eat with the family and be part of the family. Meals include breakfast and dinners on school days and all meals at the weekend and on holidays.

The Home Stay Application Process

You must confirm your enrolment with Excellent International Academy at least 14 days before the start of your course and you must complete the Homestay section of the Enrolment Form with your arrival details so we can arrange your homestay. If you arrive without giving two weeks' notice we may have to find you different accommodation, at your own expense, until a homestay becomes available.

The initial homestay period is expected to be for a minimum of 4 weeks. This allows you to adapt to New Zealand life and to improve your English in an English speaking home. You must give at least two weeks' notice if changing from homestay to another form of accommodation.

Hostels provide you with your own bedroom and shared bathroom and kitchen facilities. You may be able to buy meals or choose to cook your own. Prices for hostel accommodation range between \$135 and \$275 per week. Some hostels need to be booked well in advance.

Furnished apartments can be single bedroom or multiple bedrooms to share with others. Apartments can be difficult to find for short term rental. We recommend that students only consider this option after living in Auckland for some time. The above information is to notify you of the existence of accommodation options available to you and is not a recommendation of any accommodation in particular, nor has Excellent International Academy assessed any accommodation in particular. Where students under 18 years old are placed in accommodation by our accommodation agent, the agent will assess the suitability of the accommodation and will notify students of the result of such assessments.

Homestay

- Students in the school homestay programme must make homestay payments in advance at the beginning of each term.
- Students must not make their own private homestay arrangements without the approval of the Administration Manager.
- Students staying in a homestay are required to exhibit appropriate behaviour.
- Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student will be reviewed.
- Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given in writing to the Administration Manager.
- Any homestay bond paid will be refunded when the student leaves the homestay less any costs for damage or financial loss to the homestay host caused by the student.
- Advice and a support infrastructure for homestay carers will be provided by the Accommodation Agent.

Designated Caregivers

- Parents of each student living with a designated caregiver are required to sign an identity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Excellent International Academy approving the accommodation.
- On or before enrolment, Excellent International Academy will meet and establish communication with the designated caregiver.
- The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

Boarding Establishments

- The boarding establishment will be checked to see that local government bylaws are being observed.
- The suitability of the resident manager and employees of the boarding establishment will be checked.
- Risks to safety of students will be monitored and managed.

Homestay Continued. . .



Temporary Accommodation (for students 18 and over)

- Ensure adequate supervision
- Assess suitability of accommodation
- Monitoring and managing risks to safety of students.

Divisions of Responsibility

Excellent International Academy will be responsible for:

- Monitoring the activities of any Accommodation Agents at least once a quarter.
- Recording the results of all quarterly student interviews.

Accommodation Agent

The Accommodation Agent will be assigned the following responsibilities by Excellent International Academy for the following, as set out in the Accommodation Agents agreement:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Selecting, monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all accommodation assessments.
- Visit accommodation residences at least twice yearly to ensure that they remain suitable.

Caregivers

Excellent International Academy will expect all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including 2 meals (3 at weekends) a day and access to snacks.
- Own room
- Bed and bedding
- Study desk and chair
- Adequate bedroom furniture to store clothes, books etc.
- Lamp and adequate lighting
- Adequate heating
- Transport arrangements to and from school
- Bathing/showering/bathroom access
- Laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.

- Notify the school if there are any changes or additions to the household.
- Notify the school immediately if there are any problems with the student, e.g. medical condition, misconduct.
- Notify the school immediately if the student seems very homesick or depressed.
- Look after the student in their home to the best of their ability.

Host Families will not be expected to:

- Pay for toll or mobile phone calls made by the student.
- Cook special food.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

Review

This accommodation policy will be reviewed annually on or about 31 July.

General Student Information

Being on time

You are required to be on time for learning and classes will start on time. If you are going to be late, you are expected to inform the Administration Manager.

Attendance

A student on a student permit/visa cannot take a break that is not catered for by normal school holiday periods (unless prior arrangements are made). If a student fails to attend classes regularly or make satisfactory progress, Immigration New Zealand will be notified. The Teacher, Administration Manager or Managing Director will make contact with you to discuss the reasons for your absences and will endeavour to assist to enable you to continue to attend and meet your achievement requirements.

Students must attend at least 80% of classes to receive an attendance certificate and must achieve 70% of the module criteria and/or units in each of the macro skills in each level to gain the level. An attendance record is kept.

Smoking

There is no smoking in the school premises. All smoking must be outside the building. The legal age for purchasing cigarettes in New Zealand is 18. You may be asked to show identification before you buy them.

Telephone Call Procedures

Students must ask a staff member's permission to make any calls. Reception phone may be used for URGENT calls only. All other calls to be paid for at Reception at the time of call. Phone cards are available for purchase at local dairies.

Mobile phones must be switched "off" when in class unless prior arrangements have been made that you are expecting an important call or text message.

Personal Belongings

Any items you bring to the premises are your responsibility. The Academy is not responsible for loss or breakages. If you wish to have items stored/held in the main office, please ask either your teacher or other staff members.

Eating and Drinking

No eating or drinking (tea, coffee, coke, etc) during class time, except water. Time is allocated throughout the day for breaks. No gum is to be chewed in the building.

Alcohol

The legal age for drinking alcohol in New Zealand is 18. You may be asked to show identification before you enter a bar or club or when you purchase alcohol.

Computers

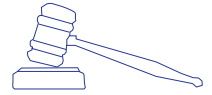
Excellent International Academy provides you with free access to the internet. (You usually also have access to the internet at your homestay). The following rules apply to use of the internet at school:

- No food or drink in the computer/library room.
- Other people also want to check their emails, so use for short periods.
- Do not download music or movies.
- Do not change any computer settings.
- Do not download and instal new programs.
- Do not use during your class time.
- You may not use the internet for offensive or illegal behaviour.
- You may not download/view offensive or illegal material.
- Viewing of pornography may result in expulsion from school.
- Viewing of illegal material, e.g. child pornography, may result in referral to the Police.
- Excellent International Academy does not guarantee the quality or continuance of this service nor will it be liable for any damage to or loss of equipment you connect to our service.
- In using Excellent International Academy's internet connection, you agree to the above rules.
- Do not play games.

Expenses

We recommend that you budget your minimum basic personal living expenses around NZ\$15,000 per year. This amount includes accommodation, food, clothing, and entertainment, etc. It does not include tuition fees.

Student Disciplinary Procedure



Student ID Card

You may obtain a student identification card when you enrol. It identifies you as an Excellent International Academy student and entitles you to use Academy facilities. It also proves your age and helps you gain discounts in shops, at the cinema, etc. Keep it with you at all times as it also has emergency contact phone numbers.

Student Guidance and Support

Staff will be available during office hours for guidance and support. If appropriate, staff may be available outside these hours. Students are encouraged to talk to their teachers to discuss any problems they may have. Staff will guarantee student confidentiality. Appointments can be made with the Managing Director, the Administration Manager or one of the native speaking counsellors if the teacher cannot assist.

New Zealand has strong laws about harassment and discrimination. If you are experiencing harassment of any kind or discrimination of any kind (whether from people within the Academy, accommodation providers, agents or any other person you believe is connected with your study at the Academy) you should talk with someone you are comfortable with (either a person at the Academy, your home, or an external support agency – see next page).

If outside support or expertise is required, the Managing Director, the Administration Manager or one of the native speaking counsellors can give details of this support to students. The Academy has access to a number of organisations providing both specialist and general counselling and support.

You may discuss your progress with your teacher in order to identify any learning needs you may have. If a need of yours is identified, you and the teacher can work together to identify the support or assistance required and how this can be arranged. This support may be provided within the Academy or from an external agency or service.

The following procedure will take place in the event of student misconduct. The student will be given:

- A first verbal warning in cases of misconduct, or serious breach of EIA student rules and regulations. Any verbal warning will be documented on file.
- A second verbal warning where a student had previously been given a first verbal warning. Any verbal warning will be documented on file.
- A written warning for a third breach of policy for which has previously been verbally warned. All written warnings are subsequent discussion will be fully documented and placed on the student's file.
- Notice of instant termination of enrolment will be given to the student if the student fails to comply with any written warning.
- There will be notice of instant termination of enrolment in the event of serious misconduct which includes, but is not limited to, willful abuse of EIA's property, both physical and intellectual, theft, any unauthorized access to the EIA's network, inappropriate Internet use, drunkenness, or being under the influence or in the possession of illegal drugs. Immigration authorities will then be informed that the student is no longer enrolled at Excellent International Academy.

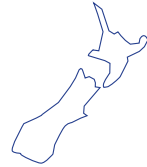
Infringement of Rules or Laws

If a student does not comply with the Academy rules and the laws of New Zealand, the Academy reserves the right to suspend or expel the student. No refund of fees will be made.

Attendance

You are expected to attend all lessons, and to be punctual. If you are absent from school without a valid reason for consecutively one week, EIA will notify New Zealand Immigration Services. If a student fails to maintain 80% attendance for the course, EIA reserves the right to expel the student.

About New Zealand

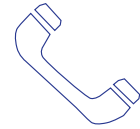


One of the most geographically isolated countries in the world, New Zealand is well known for its pure and naturally luxurious landscapes. New Zealand has a number of native animals and plant. On land, the Tuatara reptile dates back to the dinosaurs. Of the many native birds, some – including the kiwi and the parrot kakapo – are flightless and so was the extinct moa (the largest bird to have ever lived). With few natural predators, New Zealand's birds have little use for flight (though sadly, with several introduced pests, this is no longer the case). The country's coast is home to numerous marine species include Sperm and Humpback whales, orcas, Hector dolphins and fur seals. Several native plants enjoy an almost iconic status – the yellow flowering Kowhai tree, the bristly red pohutukawa and the national symbol, Ponga (Silver Fern). The island of New Zealand split off from Gondwanaland approximately 50 million years ago and has since been vigorously shaped by the earth's mantle. Maori legend details that tribes arrived in New Zealand from 'Hawaiiiki' about 1000 years ago, following the country's discovery by Kupe, the ancestor, who named the country Aotearoa; 'land of the long white cloud'. In the legend, the South Island was Kupe's canoe, Stewart Island was its anchor and the North Island was the enormous fish caught by Kupe. Pakeha (white-skinned people) arrived in the late 1700s and early 1800s. Captain Cook navigated the country in 1769 and claimed it British, although Dutch navigator Abel Tasman sighted New Zealand in 1642. The early settlers were mostly English with some Scottish and Dalmatians. In 1840 – eager to cement their colonisation – the British government instigated the Treaty of Waitangi, between themselves and Maori chiefs throughout the country.

The New Zealand Culture

New Zealand's culture is rich and diverse due to the blending of Polynesian and European cultures. The influence of Maori, Pacific Island, European and Asian cultures make New Zealand a colourful and vibrant place with many different customs and food to enjoy. Our national icon is the Kiwi bird; which is also a popular term meaning a New Zealander. For a small country, we've got a big attitude. Kiwis believe they can do anything and love a challenge to prove it. That "can do" attitude has seen us excel in many areas.

Support Agencies in Auckland



Fire, Ambulance and Police:
DIAL 111
(free from cell phones)

Counselling and Advice

Citizens' Advice Bureau
305 Queen Street
Ph 09 377 3314

Chinese Christian Church of Auckland,
105 Vincent Street.
Ph 09 358 0661

CRISIS Mental Health Services
Ph 09 366 4287 (24 hour)

Disabled Citizens' Society
Ph 09 638 8153

Japanese Christian Church
Ph 09 623 0474

NZ Chinese Christian Church
81 Ellice Road, Glenfield
Ph 09 444 8030

Problem Gambling Foundation of NZ
Ground Floor 7-9 Alpers Avenue,
Newmarket.
Ph 09 522 4823

Relationship Services
Ph 09 525 1051

Domestic Violence

Domestic Violence Centre
33 Wyndham Street, CBD
Ph 09 303 3938

Shakti Asian Women's Centre
138 Church Street, Onehunga
Ph 09 636 8512

Drugs

Odyssey House
390 Mt Eden Rd Mt Eden
Ph 09 623 0228

General

Auckland Hospital
Ph 09 379 7440

Greenlane Hospital
Ph 09 638 9909

Russian Consulate General
Ph 09 528 9237

Russian Society of NZ
Ph 09 303 3020

Vietnamese Culture & Education
Centre
Ph 09 270 0212

Auckland Indian Association
Ph 09 357 0665

Turkish Consulate General
Ph 09 524 4198

Brazilian Consulate General
Ph 09 521 2227

Chilean Consulate General
Ph 09 627 5917

Spanish & Latin American
Services
Ph 09 373 4602

Japanese Consulate General
Level 12, ASB Bank Centre
135 Albert Street

Migrant Services North Shore
7 The Strand, Takapuna
Ph 09 486 4081

Immigration New Zealand
Level 4, 280 Queen Street
Ph 09 914 4100

New Zealand Income Support Service
450 Queen Street
Ph 09 913 0500

Peoples Centre
33 Wyndham Street
Ph 09 302 2496

Auckland Central Police Station
Corner Cook St & Vincent St
Private Bag 92002

New Zealand Department of Labour -
Employment Advice
www.ers.govt.nz

Inland Revenue Department
ph 0800 257 774

Immigration New Zealand
Ph 09 914 4100

Student Travel Association
267 Queen Street, Auckland
Ph 09 3733822

Tertiary Education Commission
Manukau City
Ph 09 262 2100

Legal Services

Community Law Office
Grey Lynn Centre
449 Richmond Road
Ph 09 378 6085

Legal Information Service
52 Hepburn Street
Freemans Bay
Ph 09 378 7444

Pregnancy Help

Family Planning Centre (Abortion)
Anzac Street, Takapuna
Ph 09 486 1014

Excellent International Academy

Campus:
Level 4, 16 Waverley Street,
Auckland CBD, New Zealand
P.O. Box 6308
Wellesley Street
Auckland CBD
New Zealand

Phone: 09 3666198
Fax: 09 3666195
Email: info@excellent.ac.nz
Website: www.excellent.ac.nz
Office Hours:
Monday to Friday
9.00 am to 5:30 pm