



**STU
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HAND
BOOK**
/2016

FINANCIAL INFORMATION

TABLE OF FEES

Recognition of Prior Learning (RPL) Application	\$100.00
Recognition of Prior Learning Assessment Fee (per hour)	\$60.00
Record of Learning Replacement	\$25.00
Qualification Documentation (Certificate/Diploma) Replacement	\$25.00

CROSS CREDITING FEES (if you wish to apply to another institution for a higher level programme following your studies at the College)

Information in support of full credit transfer application	\$100.00
Extra work undertaken on student's behalf (per hour)	\$60.00

DEPOSITS AND TUITION FEES PAID

Balance of fees is due on commencement date (NZ students). All fees to be paid in full via the Student Loan or by cash/cheque on or before the first day of study. D&A has EFTPOS and some credit card facilities. All money paid (deposits and tuition fees) prior to the commencement of any programme is deposited to Public Trust and held until released from the trust account in accordance with the terms of the trust. See Student Fee Protection Scheme as follows.

FUNDING SUBSIDY STATEMENT

All New Zealand citizens and New Zealand residents are entitled to receive a funding subsidy from the Ministry of Education. From the subsidy the College makes a deduction to student fees. The balance is used to assist in resourcing the programmes.

A full breakdown of tuition and estimated programme related costs is on the Schedule of Fees form in the enrolment pack and available at reception.

OUTSTANDING ACCOUNTS

On conclusion of the student's programme all College equipment and books must be returned, and any outstanding accounts settled before any results or certification will be issued.

STUDENT FEE PROTECTION SCHEME

The College has a fee protection arrangement in place whereby all the unused portion of the paid student fees is kept in the independent trust account and made available to students within a maximum of 60 days if a course is cancelled by the College.

In the event of insolvency or other reason a programme is unable to be delivered, the unused portion of the student's fees will be repayable to the fee payer or the new provider directly from the trust account under the terms of the trust deed between the Design and Arts College of New Zealand and Public Trust. All students must sign a copy of the Trust Agreement to agree to the terms and conditions set out in there.

The fee protection scheme protects all monies paid to D&A by students and includes tuition, living costs if applicable, and any monies paid to or held by D&A on behalf of the student. In the unlikely event of a programme or college closure, students' fees will be made available for reimbursement. Should the need ever arise, information about this process will be available from NZQA's Student Fee Protection Advisory at +64 4 802 3000 or email helpdesk@nzqa.govt.nz. Students should retain a copy of this handbook as well as copies of enrolment, programme, and trust account documentation.

STUDENT LOANS AND ALLOWANCE INFORMATION

If you need to access information and application forms for Student loans and/or allowances please contact Study Link by phone 0800 88 99 00, or you can apply directly online www.studylink.govt.nz. Complete the application as soon as possible. To delay will mean having to wait to access finance. You should allow for a four to five week turnaround time. If required course-related costs quote forms are available from reception.

Check that you have filled in all the details correctly and have all the documentation required. You must provide verified documentation of birth certificate, bank account and IRD number. The Verification of Study that you need from the College will be sent electronically to StudyLink at their request.

WITHDRAWAL AND REFUND POLICIES

The following withdrawal and refund policies will apply to all full-time, part-time, and international students.

1. If the College cancels a programme prior to commencement date, monies paid will be refunded in full within 60 days.
2. If the College cancels a programme after the commencement date, monies paid will be refunded less an amount deducted on a pro rata basis for lessons conducted and materials provided.
3. If domestic students withdraw up to the end of the eighth day of the programme commencement date, a refund will be made less 10% of the amount paid or \$500, whichever is the lesser.
4. Domestic students withdrawing after the eighth day of the programme commencement date will not receive a refund of fees.
5. If an international student withdraws up to the end of the tenth working day of the programme commencement

date, a refund will be at least 75% of the amount paid.

6. International students withdrawing after the tenth day of the programme commencement date will not receive a refund of fees.
7. Students expelled from the Design and Arts College will not receive a refund of fees.
8. No refunds are given outside of the withdrawal period as stated above except in extreme extenuating circumstances at the discretion of the College Director. Refund applications must be accompanied with supporting evidence and can be made in writing to the College Director for consideration. The College Director's decision is final.
9. Students wishing to withdraw are required to meet with their Programme Coordinator to discuss their options and to complete a withdrawal form, if required.
10. Once past the relevant withdrawal period, students are required to pay their fees in full whether or not they complete the programme.
11. Unpaid fees will result in the student being withdrawn.
12. D&A may withdraw a student if the student is not meeting the attendance requirements of the programme.
13. There will be no refunds for international students who change their visa at any time during the year enrolled.
14. Fees are not transferable to other programmes once past the withdrawal period.
15. Monies will be refunded to the source from which the money originally came.

INTERNATIONAL REFUND POLICY

Refunds will be made via the D&A representative to whom the fees were originally paid, or to the student's bank account in the same country and currency in which the fees were originally paid.

POLICIES, PROCEDURES AND PRACTICES

STUDENTS

ORIENTATION

During the first week of college, all new students will follow an orientation programme. This will cover general items related to the College, more specific detail about individual courses and items for the benefit of international students. You will meet the team of staff that will be in charge of your education while at the College.

STUDENT FORUM

Student representative meetings will be held once a month. This is an opportunity for the students to discuss matters relating to their study at D&A and provide suggestions. Student reps will be appointed from each class, and will be responsible for reporting on behalf of their class.

CHANGE OF DETAILS

Address changes should be recorded on the form at the College reception. If the name under which you enrolled differs from that on your birth certificate, verified explanatory documentation must be submitted. If your name changes during the programme of your study, the same procedure applies and the College's Administration Officer should be notified.

EVENTS AND EXHIBITIONS

There is a calendar of events and exhibitions throughout the year available to view at www.designandarts.ac.nz. Only graduating students are eligible to exhibit in the student graduating exhibitions. The graduating exhibitions provide the opportunity for students and staff to celebrate the success of the class. Any other functions that students organise outside of this will not be the responsibility of the College.

NATIONAL STUDENT NUMBER (NSN)

Every tertiary student and NCEA candidate in New Zealand is given a unique number. This number identifies students from each other and provides the Ministry of Education (MoE) with basic data needed to assess trends and develop initiatives. The numbers allow the MoE to work with the information in a way that protects student privacy.

GRADUATION

A College Graduation Ceremony will be held annually. Please check the Events Calendar online for dates.

PROCEDURE AT PROGRAMME END D&A responsibilities:

- Record of Learning (RoL) sent out one month after programme end date.
- Initial graduation information to Diploma and Advanced Diploma level graduates sent out one month after programme end date.
- Final graduation details sent out to students one month prior to the Graduation Ceremony.
- Security of all student work [computer files and project work] guaranteed for three weeks after programme end date.

Student responsibilities:

- Return any D&A security card issued and collect refund in accordance with terms of the after hours contract.
- Ensure all personal property and assessment work removed within three weeks of programme end date.
- Ensure all personal computer files are downloaded and removed within three weeks of programme end date.
- Provide D&A with full contact details for future correspondence.
- Ensure any outstanding debt to D&A is cleared.

RULES AND REGULATIONS

- No smoking. The College is a smokefree zone - this includes the footpaths outside the front doors and in the immediate vicinity of the College access.
- All student cell phones must be turned on vibrate in class. Use of a cell phone for incoming or outgoing calls or text messages may result in the cell phone being confiscated by the tutor. Confiscated phones may be collected from the Programme Coordinator at the end of the day.
- No electronic audio devices in class unless permitted by tutor.
- No illegal drugs shall be consumed, carried or sold on the premises.
- Alcohol is only permitted at D&A sponsored exhibitions and functions.
- Social Networking - offensive, defamatory, or otherwise illegal statements, information or images published on social networking and/or websites which refer to or identify the Design and Arts College of New Zealand or any of its students, staff, or stakeholders may be treated as serious misconduct. This refers to publication in either private or public setting. Any such occurrence may trigger a disciplinary investigation by the College, and/or referral to the New Zealand Police.

Offending students will be spoken to by the Programme Coordinator. If offending continues the College Director will initiate the College disciplinary procedures.

CODE OF CONDUCT

The College will treat all staff and students with honesty and respect as individuals and as members of other cultures or groups. The College will expect all staff and students to treat each other with similar honesty and respect, and to seek to understand the different perspectives that all people have due to differences of life experience and cultural background.

STEALING

Students found stealing resources will face immediate dismissal from their programme.

COMPUTERS AND OTHER RESOURCES

COMPUTER INFORMATION

The computer suites are used by all departments within the Design and Arts College and must be handled with care and responsibility to keep maintenance efficient.

Some work/files are accessible on the server via individual logins and specific shared directories. Please ensure that you save all critical data to your student home directory. Do not store critical files on the student share directory - this is not a secure location.

Not all computer suites have all available software installed. Graphic software such as InDesign and Photoshop, general word-processing and Internet are accessed on all machines, but specific software such as PAD, ArchiCAD, Plotmaker and Artlantis are only available in some suites.

Because students are sharing spaces it is imperative to not stake claim to a specific computer. Programmes do not have room 'ownership' and it is expected that students treat each others' needs with respect and professionalism.

Computers need to be logged off after each session. Applications must not be left running while taking short breaks – at least close down to the desktop. This will ensure work is saved properly without leaving incomplete work on screen where someone may come along and turn off the computer (thus the possibility of losing work). If machines are left on and no one is at the machine, they may be turned off. It is your responsibility to save your work and be professional.

Regular archiving of your files is imperative (at least once a fortnight is recommended). The College does not accept responsibility for files lost due to lack of regular archiving. At certain periods throughout the year you will be requested to remove all work from the hard drive. This process is needed for computer maintenance. Students will be advised when this will occur and it is also posted on the class white board - it is the students' responsibility to read information on the whiteboard and act accordingly - i.e. to archive work within the outlined deadline. Remember, student work is precious. D&A does not want files lost; however until work is archived, work is simply digital data that can be trashed and lost forever. Students will have three weeks from the conclusion of their programme to remove all their data from the College system. After this time all data will be erased.

Users shall not share any copyrighted or illegal material on the College network. No food or drink is to be consumed in computer rooms or in any classrooms featuring the "No food or drink" sign.

PRINTING

Further details of the technical support will be given to each student during Orientation Week.

Students are allocated a print quota. These figures are determined in direct relation to the programme length and criteria. Once a print quota has been reached, students will be required to purchase blocks of print allocation. Print allocation can be purchased from reception.

It is vital that students treat the printing resources that the College provides with respect and professionalism. Lack of print allocation is not considered an excuse for failing to reach a deadline – resources need to be managed.

PRINTING POLICY

Students should be aware that some materials are unable to be fed through printers which are more sensitive than other College printers. Check with your tutor for the maximum weight for paper and it must be laser printer proof. There is also a 200MB file size limit. Check with tutors if uncertain. Students may be liable for replacement costs if there is damage.

COLOUR PRINTING POLICY

The colour printers are of industry standard for proofing purposes and are suitable for final mock-ups and presentations of work for portfolio presentation. The colour prints will never fully replicate an exact colour from the screen, so keep in mind that colour prints are for proofing purposes and may vary from what you see on the screen. It is crucial to use colour prints economically. Prior to sending any work to the colour printer, it is advisable to have a black and white print approved by the tutor. Further information will be provided in class about printing process.

PRINTING COSTS

Colour A3	.50c
Colour A4	.30c
Grayscale	.10c
Colour A3 (2 sides)	.75c
Colour A4 (2 sides)	.45c
Grayscale A4 (2 sides)	.15c
Grayscale A3 (2 sides)	.30c
Large format printing	P.O.A

INITIAL PRINT ALLOCATION

Academic Year One

250 x Grayscale, A3 or A4
80 x Colour, A3 or A4

Academic Year Two

350 x Grayscale, A3 or A4
150 x Colour, A3 or A4

Academic Year Three

350 x Grayscale, A3 or A4
200 x Colour, A3 or A4

USE OF COMPUTER EQUIPMENT

The availability of after hours access may alter throughout the academic year. Your tutoring staff will explain any changes to access, and every effort will be made to provide students the broadest possible access to equipment within security parameters.

TECHNICAL SUPPORT

A full-time IT Technician is on staff to keep the equipment and system running smoothly. No computer system is infallible, but D&A does its utmost to keep things running as smoothly as possible. Often unexpected equipment or parts need to be ordered and shipping is usually handled through Auckland. Thus, there are certain delays with getting some supplies.

The IT Technician's primary role is to oversee and manage all of the technical resources of the College. There are times when the IT Technician will not be available for student assistance.

To manage the workflow of the IT Technician it is expected that students will act in a professional and polite manner when requiring assistance.

INTERNET USE

The Internet access facilities provided by the College are for academic purposes. This may generally be described as related to the information requirements of subjects in courses for which the student has enrolled.

Research may be conducted by searching and browsing or may be directed via email requests to external parties holding useful information.

Listed below are the restrictions on the legitimate access to web-based information. Breach of this policy is subject to general policies of student discipline and may lead to suspension or expulsion. Note that within this policy the term access

includes viewing, retrieval or download of files whether directly viewable or readable or not. This also includes the sending of files or the placement of files for access by others. Email messages and any attachments are covered by this definition. Files which are encrypted or compressed are not excluded. Claimed ignorance of content will not necessarily be acceptable defence against a breach of this policy.

- Access shall not be for personal purposes other than those related to programme content.
- Material which is accessed may not be pornographic or otherwise likely to cause offence to other students or staff by way of cultural, ethnic, gender, sexual preference, religious or philosophical discrimination.
- Material may not be accessed for illegal purposes. This specifically includes the law relating to ownership or copyright and the Privacy Act.
- In the case of material authored by others, the use of material is further subject to academic privilege with limited reasonable quotation permitted. However, it is important that acknowledgement of sources is respected.
- Access shall not be used to harass third parties, whether internal or external. This includes participation in spamming of any kind or chain letters.
- Access of material shall at all times be subject to the constraint of reasonable volume. Unfair use of the access capacity at the expense of other users is not acceptable. Users are expected to moderate their access and avoid wasteful practices such as repeating large downloads.
- Printing of material from the Internet is expected to be limited to small volume critical data.
- Access shall not be used to forward to third parties, material which is the property of the College or confidential to the College.

- Material shall not be published via the Internet which is liable to bring the College into disrepute.
- Use of the Internet within the College is on the understanding that a representative of the College management may at any time expect to examine material which has been accessed and material may be confiscated.
- Under the Copyright (Infringing File Sharing) Amendment Act 2011, D&A as an Internet Service Provider to you, the student, reserves the right to hand down any infringement notice to the offending party. Additional information on the Copyright Amendment Act 2011 can be found at: <http://www.legislation.govt.nz/act/public/2011/0011/latest/DLM2764312.html>
- All Internet access will be logged by user. This information will be stored for the academic year. In addition to this, filters relating to pornography and other objectionable sites will operate and banned site lists will be updated daily.
- The College reserves the right to filter any Internet service/site at its discretion. The College also reserves the right to place a data cap on users if abuse of the system occurs.

USERS AGREE TO BE:

Responsible: Users who have individual accounts must use their real names (as opposed to pseudonyms) and may not share passwords with one another. They also need to accept responsibility for the content of their communications, recognising that Internet access is a privilege that can be taken away.

Ethical: Users may not interfere with other people's work or with the overall performance of the network. They may not, for example, attempt to 'hack' passwords, gain entry to off-limits areas of the network, or introduce computer viruses.

Efficient: Users understand that the network is a shared resource and use it in efficient ways.

Polite: Users live by common rules of behaviour.

Legal: Users respect issues of copyright. They do not use network resources to promote illegal activities.

Students and staff have the right to:

- Privacy in their electronic communications.
- Safety from unwanted solicitations or communications. Students are strongly discouraged from posting their home addresses or phone numbers.
- Intellectual freedom of personal expression.

BORROWING OF RESOURCES

Security of machinery and equipment is of primary concern to the College. All resource material and equipment must be signed for, and countersigned by a tutor. If resources are not returned you may be required to bear the costs of replacement, if on returning equipment you have not had it signed-off by a tutor.

Contact departmental staff when resources are required, and they will explain the system to you.

HEALTH AND SAFETY

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The College endeavours at all times to fulfil legal, cultural and behavioural requirements regarding health and safety issues. Students have some responsibility for their own workspaces and in public areas to ensure hygiene and safety. You will be instructed in safe practice for your work space. If you become aware of a hazard please report it to your tutor/ Programme Coordinator in the first instance. Fire prevention equipment and first aid kits are available.

You will be made aware of them at Orientation. In case of an accident/incident, a report must be filed. Forms are available through your Programme Coordinator or from reception.

During an emergency, the Building Warden has absolute authority until emergency services arrive.

EVACUATION PROCEDURES

The College Evacuation Procedures are as follows:

- Any person discovering a fire should raise the alarm immediately by operating the nearest fire alarm, which is clearly marked with signs (and on the floor plan).
- Call the Fire Brigade - Automatic Bell System - or phone 111.
- On hearing the sound of the alarm bells ALL students and staff will leave the premises immediately by the nearest means of exit available, and assemble at the designated assembly area. Tutors will take roll book and check class at assembly area.
- Move quickly and quietly - DO NOT RUN.
- Do NOT collect personal belongings from any part of the premises.
- The Fire Wardens will search the College. When satisfied that all is clear they will report to the Building Warden.
- NO person is to re-enter the building until instructed.
- Any person that feels they need special assistance in the event of an evacuation must identify themselves to the Operation Manager, so arrangements can be made to inform all wardens in case of an emergency.

Important

If, in a fire, or other emergency requiring evacuation you are aware of the absence of a warden or wardens, please take all practicable steps to facilitate the safe evacuation of building occupants.

If appropriate, carry out the role of Fire Warden. Follow the instructions.

Disabled Persons

All disabled persons should be taken to a safe area inside a stairwell or outside a fire door in such manner as to not obstruct others leaving the building. If their disability prevents them from immediate evacuation after other occupiers have left, a person or persons capable of helping them from the building should stay with them. If they are still unable to be safely evacuated, the Building Warden must be told that help is needed and their location given to the Fire Service on arrival.

If you are disabled and likely to need assistance in an emergency, please advise the Fire Warden.

EARTHQUAKE

In the case of a strong earthquake: remain inside, taking cover under desks, in doorways or lie beside solid structures. When shaking stops: if a fire has started, put it out if possible. Check for electrical and gas hazards. Turn off all electrical switches. Assist those nearest to you who may be injured. Do not go outside - wait for instructions from the Warden or rescue teams. If an evacuation is initiated, the fire alarms sound, or the building is unsafe, or instructions are given, leave the building. Follow instructions from the rescue team leader or the Building Warden. Proceed to the assembly area as directed. Injured people: do not remove any unconscious or seriously injured people unless they are in immediate danger of further injury by falling debris, etc. Stay by them and send for help. Get someone to call for an ambulance. Give first aid to the injured.

RECYCLING POLICY

The D&A actively seeks to comply with best practice procedures in dealing with waste and unused resources which should be segregated for recycling at the appropriate locations around campus.

Please assist by sorting rubbish into the appropriate bins for disposal. D&A encourages staff and students in their efforts towards recycling and awareness of environmental considerations.

GENERAL

CAR PARKING

There is no facility for student parking at the College. We are situated close to city bus terminals, as well as long-term street parking if required.

COMMITMENT TO EQUAL OPPORTUNITIES

The College is committed to equal employment and educational opportunities for its staff and students, and to preventing sexual harassment, other forms of harassment, and discrimination on the basis of age, gender, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

HUMAN RIGHTS ACT

The College will comply with the provisions of the Human Rights Act as they relate to educational and vocational training institutions and employers.

MEDIA POLICY

It is the policy of the Design and Arts College that all media enquiries are directed to the College Director. The College Director can be contacted through reception. To ensure the correct information is given to the media we ask that all staff and students do not comment to any media representative.

PROMOTIONAL ACTIVITIES

D&A and its students have a mutually beneficial relationship in respect of the reputation of the College out in the wider community. The more widely known and respected D&A becomes, the more widely known and respected your qualification also becomes. One of the most effective ways the College has of extending the

positive reputation of D&A is to feature student work and testimony in the programme of promotional publications such as the prospectus and website.

Your Programme Coordinator will wish to consider the best examples of work from each programme to illustrate the quality of work students are achieving while studying at D&A. To this end we ask you to sign a declaration that grants your permission for the College to consider your work for use in the course of its promotional activities. You will receive this as part of the Orientation procedures.

PROPERTY

College property is for the use of all students and tutors. Students are responsible for cleaning up their own mess. Students are responsible for College equipment and ensuring it is returned to storage when it has been finished with. Damaged or broken property or equipment should be reported to the Operations Manager. Removal of College property/books, other resource material or equipment from the premises, constitutes theft and will result in immediate expulsion of the offender, and possible police action.

SECURITY

The College is situated in the inner city and as such is exposed to occasional visits from 'stair dancers' and other people not authorised to be on the premises. While the College is constantly working to improve the security of the building, all students are asked to assist by keeping private property in lockers (hire through reception) and not leaving equipment and bags in open view. All students must leave at 10:00p.m. In case of challenge, you must have your ID Card on you at all times, particularly if you are working after regular hours.

STUDENT PROTECTION MECHANISMS

TREATY OF WAITANGI

The College recognises the social importance of the Treaty of Waitangi to New Zealand and recognises the special status of the Tangata Whenua, and the need for appropriate cultural support during the provision of training.

VISITORS, FRIENDS AND FAMILY

No visitors are allowed on the premises unless arranged beforehand with the Programme Coordinator. All visitors must sign in at desk reception.

Students who allow members of the public access to the College without prior permission will be dismissed from their programme immediately.

COMPLAINT/DISPUTES PROCEDURE

The Design and Arts College considers that it is important that clear processes are in place in the event of a complaint being made. The purpose is so that all involved can clearly understand the requirements in terms of a fair and transparent process to reach a satisfactory and effective outcome. The College has two levels of complaint / dispute resolution.

Guidelines

Direct Resolution to the Person

Going directly to the person and being able to approach a person with whom a disagreement exists to resolve a matter directly is an important and assertive interpersonal skill. D&A expects that the resolution of disputes will begin at this level. High levels of dispute resolution should not be used until a direct personal approach has finished or if an allegation is too serious to warrant this low-key approach.

Should the matter remain unresolved a student may lodge details with the Programme Coordinator who will assist the student to resolve the dispute. The

Programme Coordinator is to document the complaint and what was done to resolve it.

Formal Complaint

If a complaint remains unresolved or the matter is too serious to be dealt with as outlined above, students may make a written complaint to the College Director.

External complaints may be made in writing directly to the College Director.

The College Director will acknowledge the complaint in writing within seven working days. The College Director is responsible to investigate and manage the process and have 21 working days to complete this. The College Director must advise the complainant in writing within seven days of the outcome.

Appeal

A complainant may appeal against the decision of the College Director. Appeals should be made in writing to the GM Organisational Capability and within seven days. The GM Organisational Capability has 14 working days to investigate and manage the process. The GM Organisational Capability must advise the complainant in writing within seven days of the outcome. The GM Organisational Capability's decision is final.

This process does not restrict the complainant's right to pursue other legal options.

Matters that remain unresolved may be taken to:

New Zealand Qualification Authority
(NZQA)
PO Box 6140
Wellington
Ph (04) 463 300 or 0800 697296
Email: qarisk@nzqa.govt.nz

(International Students only)

International Education Appeal Authority
(IEAA)
Tribunal Unit
Private Bag 32001
Wellington 6011
Ph: 04 462 6660
Email: ieaa@justice.govt.nz

HARASSMENT

The College defines harassment as actions or statements which interfere with, or inhibit a person's ability to work or study in a positive and successful manner, and which fails to respect the dignity of an individual. This includes sexual harassment (any form of unwanted sexual attention, action or statement) and harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

Any person who feels they have been harassed in any way is directed to the College's Complaints/Disputes Procedure which is followed in all harassment complaints.

In addition, if appropriate, a mediator may be appointed to negotiate between the complainant and the person accused of harassment.

Both parties are welcome to bring support people with them to any meeting.

CONFIDENTIALITY OF INFORMATION

The Privacy Act 1993 sets standards for collection, storage and use of personal information. Information you are asked to

provide is required, to enable us to enrol you, to monitor progress and to confer your certification at the conclusion of your programme of study.

Statistical information is reported to the Ministry of Education as required under the Education Amendment Act 1990. If we want to make any other use of the information we will seek your permission first. Occasionally the College may wish to use your work or your name for marketing or other purposes.

All those within the College who have access to your personal information are bound by the terms of their employment to keep that information confidential. The personal information you supply is held securely and permanently on the College's database and you will be asked to regularly update that information. If you have any questions about the privacy of your personal information, please contact the Operations Manager.

PRIVACY ACT

The Design and Arts College of New Zealand Ltd collects and stores information from the enrolment form to comply with the requirements of the Ministry of Education (student statistical returns), the New Zealand Qualifications Authority (Record of Learning registration and Unit Standard outcomes), Tertiary Education Commission (funding returns), Industry Training Organisations (funding and academic outcomes), Ministry of Social Development (confirmation of enrolment and academic outcomes), Inland Revenue Department (student loan interest rebate), Department of Immigration (if you are not a New Zealand citizen or permanent resident), and Agencies who support particular students through scholarships and prizes, payment of fees or other awards (if you are a recipient of one of these awards). The information is also used to select students for programmes, to manage internal administrative processes, and for internal

reporting. Information about students may be supplied to, and sought from, other educational institutions for the purposes of verifying academic records.

In addition, when required by statute, the Design and Arts College of New Zealand Ltd releases information to government agencies such as the NZ Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC). In signing your enrolment form you authorise such disclosure on the understanding that the Design and Arts College of New Zealand Ltd will observe the general conditions governing the release of information, as set out in the Privacy Act 1993 and the Post-Compulsory Unique Identifier Code of Practice. You may see any information held about you and amend any errors in that information. To do so, contact the Operations Manager.

NB: The Privacy Act came into force on 1 July 1993 with the stated aim of protecting the privacy of individuals. It requires the Design and Arts College of New Zealand Ltd to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act. www.privacy.org.nz.

FEES

In signing your enrolment form you undertake to pay all fees as they become due, and to meet any late fees and collection charges associated with debt recovery.

The Design and Arts College of New Zealand Ltd's policy on withdrawal and refund of fees is outlined on page 5 of this student handbook.

RULES

In signing your enrolment form you undertake to comply with the published

rules and policies of the Design and Arts College of New Zealand Ltd with regard to attendance, academic progress, standard of dress, health and safety, and behaviour.

DISABILITY DISCLOSURE

Any student having a medical and/or learning disability that may affect performance during the programme activities must disclose this on the Application for Enrolment. It is important that you make known any health condition that may affect your studies or your safety or the safety of others. The College cannot be held responsible for any lack of success directly related to an undisclosed disability. Failure to disclose information may result in the student being withdrawn.

STUDENT DISCIPLINARY PROCEDURES

In cases of substandard performance, misconduct or breaches of College policies and procedures, a first warning will be given. A second warning is given for offences where the student has previously been warned and where the behaviour continues.

A final warning is issued in cases of persistent poor performance, where a student has previously been warned twice for repeated breaches of policies or procedures or misconduct, or in cases of serious misconduct where instant dismissal is not warranted. Termination of enrolment may follow if a student fails to comply with any written warning.

SERIOUS MISCONDUCT

This includes wilful abuse of College property, violence or drunkenness, and/or where there has been a serious breach of New Zealand law, including but not limited to cases of assault or theft, or selling, being under the influence of, or in the possession of illegal drugs.

Serious misconduct may result in suspension or instant dismissal without

notice. A specially convened Disciplinary Committee will meet to consider any such actions. That committee must approve any suspensions or dismissals without notice. Students are asked to sign a Code of Conduct contract at Orientation.

PROFESSIONAL CONDUCT IN THE CLASSROOM

Students should conduct themselves in a professional manner at all times. An appropriate standard of dress is expected and there may be specific requirements regarding dress and footwear for safety reasons for site visits and class trips. Tutors will inform you in advance. All equipment is to be handled with care, rooms are to be kept tidy as they are shared with other students and have to remain in a good workable condition. Please do not leave any personal items lying around as we cannot take

responsibility for lost or stolen personal effects. Please keep the classrooms clean - respect the next users as the rooms are all shared spaces. Music in classrooms is allowed at staff discretion. During self-directed work be considerate to other students and use headphones if necessary. Specialised areas such as computer suites, workshops, cut & paste areas, wet areas, etc are for a specific use only and need to be kept tidy.

The College will be open to the public at various stages in the year, which will give students the opportunity to gain exposure and exhibit their work. Students are expected to make their work and themselves available prior to and during guest lectures, events and exhibitions in order to prepare spaces, display work and attend the event.

ACADEMIC INFORMATION

MATERIALS

Where materials are not supplied by the College, students will be given a materials list at the start of the programme and information on where to buy. In some cases students will be taken to an art supply outlet where the materials will be discussed with them.

PROGRAMME HOURS

All D&A courses require full-time study with a time of commitment of at least 40 hours per week made up of two types of study.

- 1. Timetabled contact hours** -These hours are inclusive of all timetabled classes including direct teaching, practical hands-on work with tutor guidance, assessment activities, internships, work experience and other learning activities. Contact hours generally equate to an average of 20-21 hours per week, although there are some variations on this,

for example some higher level programmes require more self-directed learning and less class contact.

2. Self-directed learning hours –

This is vital time that builds on your contact time to advance your practical application of programme content, your reading and research, brief and assessment work, consulting tutors and fellow students, etc. This requires a minimum of about 20 hours per week. Students are welcome to use college rooms and facilities for self-directed learning at times when rooms are not booked for timetabled classes.

DIRECTED LEARNING

Attendance at all timetabled classes is a requirement. This is a compulsory time allocated for all programme delivery, brief definition, lectures and critical brief development. It is vital that the time for

accessing teaching staff is used effectively as this contact forms the basis for all primary learning, critical feedback, creative direction and interaction. Maximise your investment in education by getting exposure to as much time with the teaching staff – it will benefit the learning process.

SELF-DIRECTED LEARNING

Apart from teacher-directed learning, a major component of being a student is time management and showing initiative. As students progress through each term the time for completion of assessments, project briefs, and research will require individual learning and self-motivation. There is an expectation that the student will spend up to 20 hours per week in self-directed and non-contact design development working on assignments.

When rooms do not have timetabled classes it is expected that students will take the initiative and use the access time to use resources and work with others in the class. It is at these times that assessments can be worked on from the various courses. This time is invaluable as the programme progresses, as it is time set aside to allow work to be completed, talk with other young designers, and gain feedback from the various tutors available at that time. These times are for thinking and doing and creating.

ASSESSMENT

Assessment deadlines are very important. In class, missed deadlines will mean you may be unsuccessful in completing your programme of study.

Requirements

The Programme Coordinators are responsible for reviewing the overall programme assessment on an annual basis to ensure the continuous improvement of College and industry standards.

All courses at the College may involve important teaching sessions at the beginning of lessons; therefore punctuality is vital for students to gain the best value from the programme. Lateness will be counted as absence.

- Students must be in class at the start of the lesson.
- You may be marked absent if you do not attend all of each class session.
- Students are expected to operate within an industry model. Therefore time management and meeting deadlines are crucial.
- Where there are extenuating circumstances, such as accident, severe illness, bereavement, or breakdown of College equipment, a student may apply in writing to the Programme Coordinator for an assessment extension, prior to the assessment due date where possible. A medical certificate/letter of verification and the work done to date, must accompany the application.
- Persistent applications for late assessment may require further scrutiny by the Programme Coordinator.
- Where an extension is granted and the new deadline not met, the resubmission procedure applies.
- The College may consider awarding an aegrotat pass if a student is unable to complete assessments due to prolonged illness or accident causing disability.

ASSESSMENTS SUBMISSION

Extensions

All extension applications must be made to the Programme Coordinator prior to the assessment due date. A medical certificate/letter of verification and the work done to date must accompany a request for an extension. Work submitted prior to the extension due date will be marked and graded.

Extension Assessments

When it is determined to grant an extension, the tutor may, on the Programme Coordinator's recommendation, set additional or different conditions on the extended assessment where these may be necessary to ensure fairness and to protect the validity and authenticity of the assessment both for the student and for other students. Length of extension granted may vary at the discretion of the Programme Coordinator, however 3 weeks being the maximum length granted.

A student may follow Design and Arts Complaints/Disputes Procedure Policy in the event they consider an extension request has been unfairly declined.

Resubmission

- If an assessment is not awarded a pass or competent on the first submission, a student may resubmit the work once.
- An assessment must be resubmitted within a maximum of two weeks of it being returned to the student. Late resubmissions will not be assessed.
- The maximum grade that can be awarded to a resubmitted assessment is competent.
- A pass/fail mark will be sent to you within three weeks of resubmission.

ASSESSMENT APPEALS

Students who wish to appeal against assessment decisions with which they are unhappy do so by raising a query with the tutor concerned. If the matter remains unresolved then they should following steps 2 and 3 below.

Individual Assessments

1. In the first instance, the student should query the grade directly with the marking tutor who explains the grade awarding.
2. After considering the tutor's explanation the student may query the grade with the Programme

Coordinator. The Programme Coordinator will review the grade and discuss the awarding of the grade with the tutor. The Programme Coordinator will record the query and inform the student of the outcome.

3. If after considering the outcome of the Programme Coordinator's review the student believes that they have grounds, they may submit a written appeal to the Teaching and Learning Committee. This must detail the grounds for the appeal and be made within 15 programme days of receiving the grade. This may include a re-mark of the assessment.
4. The outcome of the Teaching and Learning Committee review is final and this will be notified to the student in writing within 15 programme days of review of the appeal.

AEGROTAT PASSES

A student prevented by illness, personal bereavement or critical circumstances from completing course work may apply for an aggregate pass. Application must be made to the Programme Coordinator on or before the due date of the assessment. All applications for aegrotat pass will be determined by the Teaching and Learning Committee.

The Teaching and Learning Committee will consider each case individually, reaching a decision based on:

- Formative and summative assessment evidence.
- A student's adherence to College policies (such as attendance).
- Presentation of a medical certificate/letter of verification detailing the reasons which prevented the student from completing the programme requirements.

IMPAIRED PERFORMANCE

If a student believes an assessment performance may have been impaired

by ill health the student may apply to the Programme Coordinator for impaired performance consideration.

Applications for impaired performance consideration will be determined by the Programme Coordinator based on the evidence presented and the reasonableness of the application and, if satisfied that performance is likely to have been impaired by genuine circumstances beyond the student's control, may adjust the assessment result. All changes made under the impaired performance regulation must be reported to the Teaching and Learning Committee.

RECORD OF LEARNING (RoL)

On completion of each academic year, the College will provide each student with an overall record of their achievement in each course component (Record of Learning), one month after the end of the programme year.

CERTIFICATION

The College will issue its Certificates and Diplomas when the student has successfully completed all courses of the programme to the required level. These awards will be made either directly to the student at the College Graduation Ceremony, or posted to the student following graduation.

PROGRAMME PROGRESSION

To be eligible to progress from first year to the second year or third year of programme of study, students must have successfully completed and passed all courses for the year. Students who have met most requirements (including attendance) **may** be given provisional acceptance for the next year of study, which will be conditional on successful completion of any outstanding requirements by a specified date. Failure to successfully complete the outstanding requirements by a specified date will result in the student's current enrolment

not being confirmed. The student will be required to repeat the course or courses before progressing to the next year of the study programme.

PROGRAMME COMPLETION

To be eligible for the award of a qualification, students are required to pass all the assessments of each individual course within the programmes. Programme completion also includes attendance requirements for face to face sessions and completion of online assessment components of the courses.

LATE COMPLETION ALLOWABLE – POST-PROGRAMME SUPPORT PROVIDED

If a student has not successfully met the programme requirements they are enrolled in within the specified timeframe they may formally apply for an extension. An extension application must be made in writing to the Programme Coordinator a minimum of two weeks before the programme end date. The extension application must state the reasons for the extension and provide supporting evidence as appropriate.

ATTENDANCE REQUIREMENTS

Students are required to attend all timetabled classes and other programme activities.

100% attendance is desired and encouraged. The requirement to be able to complete the programme and be awarded the qualification is for 85% minimum level of attendance per course for all 2016 intakes.

For existing students to be able to complete the programme and be awarded the qualification the attendance requirement is 80% minimum level of attendance per course.

All absences must be explained to their tutor.

In the event of illness or emergency that will affect a student's ability to attend any course activity, the student is required to notify the Administration Officer at the main Design and Arts Office before the class starts. The Administration Officer will then inform their tutor.

Absence for three consecutive days means the student must gain a certificate from either a registered nurse/medical practitioner or other appropriate person and give that to the Programme Coordinator on return to College.

Where a student has more than three unexplained absences, they will receive a warning letter and the Programme Coordinator will interview the student to provide appropriate support. If there are further unexplained absences a second warning letter will be issued and the Administration Officer will interview the student. If there are any further unexplained absences the student will be withdrawn from the programme.

Where a student is absent with ongoing illness the Programme Coordinator will make contact and discuss support and options. Failure to adhere to the policy may result in the student being unable to complete the programme NB: Students who do not achieve the required attendance for their programme may not be eligible to pass that programme whether or not they have completed the assignments.

Attendance records are kept for Ministry of Education (MoE), New Zealand Immigration Services and Study Link purposes – poor attendance may impact on continued accessibility to Student Loans and Allowances and in the case of International Students, their student visa.

ABSENCES

- No 'catch up' time or tuition will be offered to students when they have

been absent; at best they can request a copy of any handout material.

- Absence may affect Student Allowance.
- Where a student is absent from an assessment she/he will be given a zero grade, except in cases of illness or personal tragedy. If a student can give the Programme Coordinator a medical certificate/letter of verification, she/he will:
 - be required to complete the summative assessment task, OR
 - be awarded a grade based on previous grades within that course/unit (aegrotat pass)

RULES FOR EXAMINATIONS

Students will be admitted up to half an hour after the start of the examination.

1. Students will be informed of the date, time, exam rules and materials to bring in advance.
2. No reader/writer will be allowed in an examination without a request having been approved by the Programme Coordinator at least one week prior to the examination.
3. No mobile phones may be taken into the examination.
4. No radios are allowed into the examination.
5. No talking is allowed, other than absolutely necessary communication with the supervisor.
6. No student is permitted to leave the room until he/she has finished the examination.
7. Students must use their own personal notes for open book exams (not those of another student).
8. Students may bring a non-alcoholic drink to consume during the examination.

PLAGIARISM

Plagiarism - take and use (another person's ideas, writings, or inventions) as one's own [Oxford Dictionary].

This is considered cheating and the student will be awarded a zero for that assessment. If a student(s) knowingly permits another student(s) to copy their work, the students involved will fail that assessment. Original sources of work must be clearly identified so credit is given and can be checked, including Internet-based technical information. This is applicable to all work submitted for assessments in all modules.

COPYRIGHT

Copyright is the right to own an original work — like a book, song, film or picture — and control what happens to it. Only the people who make or publish the original works are allowed to make money from them. This means you must not copy their work without their permission. If you copy a copyright work to sell or give away, it is called infringing copyright. It is theft, and you may be liable for prosecution.

- You can copy extracts from a book or magazine article if you are going to review or critique it in an assignment or an essay, as long as you make it clear who wrote it. Acknowledge all non-original sources.
- You can copy a small part of a book or article if you need it for your own study or research — only one copy and only for your own use.
- You must not copy a whole book if it is possible to buy it.
- You must not copy parts of books to sell or give away.

Check out www.copyright.co.nz if you want further information.

GUIDELINES FOR ESSAY WRITING AND PRESENTATION

At tertiary level, presentation of essays is very important as various aspects of student skills, such as interpretation of sourced information and formulation of ideas will be assessed in this form.

Students are required to understand sourced information and to be able to present findings articulately. This does not

involve memorising or presenting someone else's point of view.

a. Preliminary Planning

Allocation of time planning is required at this stage to allow for thinking about the topic, researching and compilation of information, writing a draft copy, double checking and presenting the final written assignment on time.

b. Tutor's Brief

Ensure briefs are read and understood thoroughly so there is no misunderstanding of what is required.

c. Preliminary Reading

Once the brief is understood students will need to access and research the appropriate information. Information for pros and cons on a researched topic will be useful along with background information, which will hopefully inform, extend and challenge existing ideas. Before formulating thoughts, make sure all the written material is understood.

Essay Layout

The layout for a written assignment generally follows the standard guidelines:

a. Introduction

The general subject matter of the essay is stated, what direction and focus a student intends to take and any other relevant information that will be useful so that the reader will understand what the student intends to achieve in the essay. No more than one or two paragraphs are required.

b. Middle (Body)

Break up the work into manageable sections. Each paragraph should consist of one main point, which should be presented in a logical sequence. This section should present evidence and the reader should be able to follow arguments clearly and logically.

c. Conclusion

A summary of the development of the topic is required including restating the answer in terms of evidence.

Once the layout is decided and the starting on the essay commences, students need to keep in mind various terms, which help in the phrasing of essay questions. Avoid slang, colloquialisms and jargon that are not precise forms of language, and try to say exactly what is meant. At tertiary level there should be no spelling mistakes and no errors in sentence construction or grammar. If students cannot find the correct word use a thesaurus or a dictionary along with spell check if using a computer. If English is not a student's first language or grammar is a particular problem, proofreading is essential.

For your essay you need:

1. Draft copy — write out the whole of the essay in a rough draft. This might consist of major and minor points and/or free writing.
2. Revision and Editing — read over what has been written and make appropriate changes.
3. Final copy.

REFERENCING

Referencing is to be based on the In Text/ APA system — an outline of which follows. The purpose of referencing (citations and bibliography) is:

1. To avoid plagiarism, using other people's ideas and words as if they are your own.
2. To establish the correctness of your information.

3. To show the scope of your research and reading.
4. To allow readers to assess your original sources.

Citations

Use citations to acknowledge where ideas and information came from.

1. Direct quotes.
2. Paraphrasing.
3. Other people's ideas.

Citations are placed in the text at the end of the quote or paraphrased material.

They contain the minimum amount of information needed to identify the source: author's surname, year of publication, page number, (Brown, 2000, p. 21). Include websites in brackets at the end of the sentence using the author's surname and year (Ascherson, 2000). If there is no author, use the web address (<http://www.uk.digiserve.com/>). Authored websites are preferred and may be found by searching Google Scholar.

Bibliography

All reference material must be listed alphabetically by author's surname on a new page at the end of your essay. It must include all the sources you have used in your citations and may include others that you have not used as citations but referred to during your research.

Bibliography

Ascherson, N. (2000). *No place like home for Elgin's looted treasures*. Retrieved January, 10, 2015, from <http://www.uka.digiserve.com/mentor/marbles/>

Brown, J. (2000). *A history of New Zealand art*. Auckland, New Zealand: Phoenix Press.

Jones, R; & Smith, A. (2006). *Cultural treasures*. Auckland, New Zealand: Phoenix Press.

Paton, J. (2002). Special Agent: Michael Parekowhai's generous duplicity. *Art New Zealand*. 103, 58-63.

WELFARE AND STUDENT SUPPORT SERVICES

STUDENT WELFARE

Administration Officer

Contact through Reception.

- Referral for personal counselling.
- Advice on student accommodation.

Registrar

Contact through Reception.

- Assists with advice and applications, Student Loans and Allowances.
- Listens to and directs students with problems to appropriate areas.
- International student visas and issues.

Domestic students are advised to apply for a Community Services Card from WINZ. Domestic students should consider health insurance, which could be of definite assistance while on limited income. International students must have health insurance to cover their time as a student.

STUDENT HEALTH ISSUES

Should a staff member have serious grounds for concern about the health and welfare of a student, she/he may speak directly to the student or refer the student to the Programme Coordinator. Student confidentiality will be maintained as much as possible, depending on the circumstances. If appropriate, the student will be referred to the help agency best suited for the student (e.g. medical or mental health services).

INDEPENDENT PERSONAL COUNSELLING

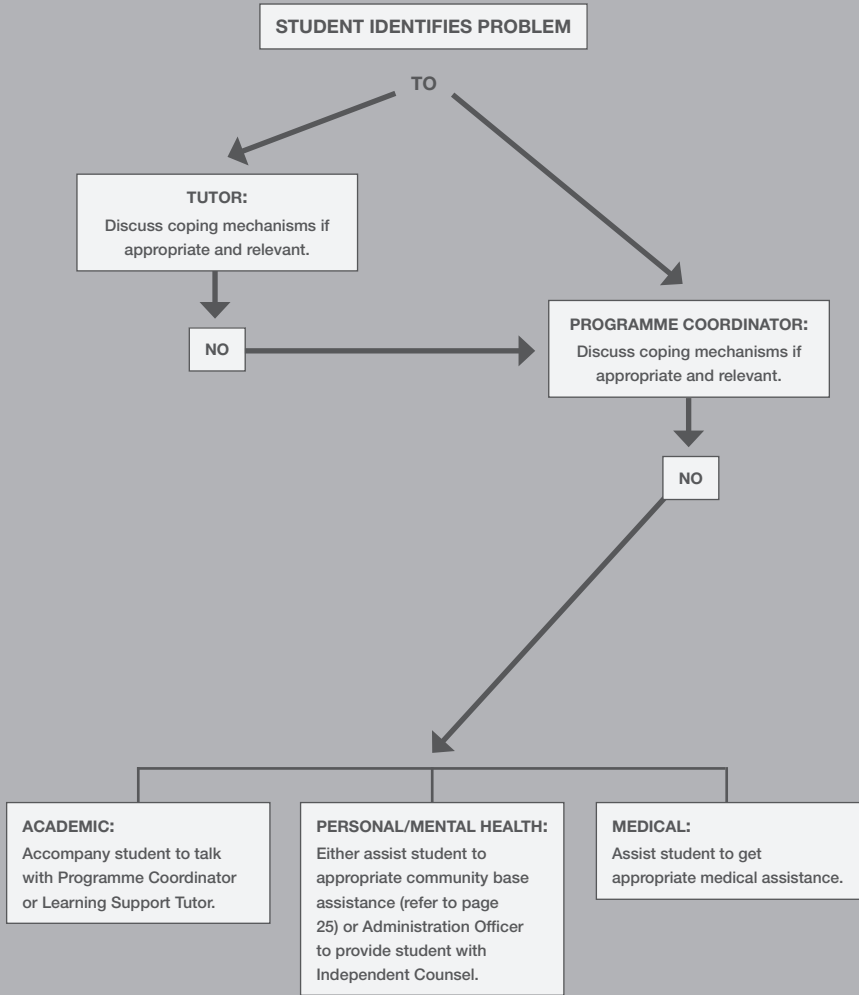
An independent counsellor is available to students requiring assistance. See the Administration Officer for contact details.

ACADEMIC COUNSELLING

The Programme Coordinator takes personal interest in the academic progress of the students, and can be seen by making an appointment.

STUDENT IDENTIFICATION

Students are given an ID card for discount on purchases and identification. If ID Cards are lost, the student is responsible for paying \$10 for a replacement.



COUNSELLING AND SUPPORT ORGANISATIONS

YOUTHLINE:

0800 376 633 or free text 234

Provides 24 hour telephone and text counselling services for young people, their families and those supporting young people.

SAMARITANS:

0800 726 666

Provides 24 hour counselling.

Samaritans offer non-judgemental, confidential support to anyone who is lonely or in emotional distress.

WHAT'S UP:

0800 942 8787 (What's Up)

Mon-Fri 1.00p.m. to 10.00p.m.

Sat-Sun 3.00p.m. to 10.00p.m.

What's Up is a counselling helpline for children and young people. Our counsellors are available 365 days a year, and it's free to call, including from a mobile phone. Children and young people can also get tips on dealing with the most commonly called about issues through the 'most talked about' sections of the kids and teens sections on www.whatsup.co.nz.

LIFELINE:

0800 543 354

Provides 24 hour telephone counselling. Lifeline provides high quality, affordable face to face counselling in many of our Centres, including Auckland, Hamilton and New Plymouth. Lifeline also provides ACC trauma counselling in some centres. Please contact face2face@lifeline.org.nz for further information.

SUICIDE CRISIS HELPLINE:

0508 828 865 (0508 Tautoko)

Provides 24/7 confidential and free telephone counselling and support for people who may be thinking about suicide, or for those who are concerned about friends or whanau. This helpline is staffed by highly experienced helpline counsellors with training in suicide prevention and intervention.

**IF IT IS AN EMERGENCY OR YOU FEEL YOU OR SOMEONE YOU KNOW
IS AT RISK, PLEASE CALL 111.**

ADDITIONAL INFORMATION FOR INTERNATIONAL STUDENTS

CHRISTCHURCH: LOCATION

Christchurch, the largest city in the South Island, is clean and beautiful and is located on the east coast of the South Island.

Ski slopes, beaches, lakes, rivers and mountains are all within an easy 1-2 hours drive from the heart of the city. The international airport offers direct links to Asia, Australia and the Pacific.

CHRISTCHURCH: THE CITY

Christchurch is known as the ‘Garden City’ as there are many beautiful gardens and parks. The city is a thriving, cosmopolitan business, educational, and arts centre with an enticing atmosphere. The central city has botanic gardens, museum, art galleries, and a range of shops. Malls can be found in most major suburbs.

AUCKLAND: LOCATION

Auckland in the North Island, and is the largest and most populous city in the country. It is part of the wider Auckland Region, which includes the rural areas and towns north and south of the urban area, plus the islands of the Hauraki Gulf.

AUCKLAND: THE CITY

Auckland is based around two large harbours and is a major city in the north of New Zealand’s North Island. In central Queen Street, the iconic Sky Tower has views of the Viaduct Harbour, which is full of superyachts and lined with bars and cafes. Auckland Domain, the city’s oldest park, is based around an extinct volcano and home to the formal Wintergardens. Mission Bay Beach is minutes from Downtown.

ENTERTAINMENT

There are many restaurants, cafes, nightclubs, and bars for an exciting nightlife. Auckland and Christchurch often holds festivals and events including the Festival of Romance, the Floral Festival, a

Winter Carnival, Showtime Canterbury, and the famous International Buskers Festival.

To find out more about living in Christchurch or Auckland, please visit:

- www.christchurchnz.net
- www.aucklandnz.com
- www.ccc.govt.nz
- www.aucklandcouncil.govt.nz
- www.metroinfo.co.nz

GETTING AROUND

Auckland and Christchurch are perfect for cycling or walking. We also have a reliable and regular bus service which many people choose to use. For information about bus fare and routes, please visit www.metroinfo.co.nz and at.govt.nz.

Some students purchase a car during their stay in New Zealand. New Zealand has very strict rules for driving, licensing and car maintenance, and students should ensure they are aware of these before buying a car. For more information please visit www.itsa.govt.nz

CLIMATE

Christchurch has a mild climate. Summer in New Zealand runs from December through February and Winter from June through August.

Temperature:

Mean Daily Maximum:

Jan 22.5°C, July 11.3°C

Mean Daily Minimum:

Jan 12.2°C, July 1.7°C

SEASONS

Spring September-November

Summer December-February

Autumn March-May

Winter June-August

COST OF LIVING

The cost of living in Christchurch is relatively low compared to other big cities.

Below are some prices for your reference, quoted in New Zealand Dollars (prices as at January 2014):

Sandwich	\$3.00-\$5.00
Cappuccino	\$5.00
1kg rice	\$2.75
Loaf of bread	\$2.25
Dozen eggs	\$3.60
1 litre of milk	\$2.40
Local newspaper	\$2.80
Movie ticket	\$15.50
Bus fare	\$5.00 per day

BEFORE YOU LEAVE

We understand that at times you may feel nervous when preparing for your stay in New Zealand. There are some important things you need to know before you leave that will make your life easier when you arrive here. Use our checklist to ensure that you do not forget anything and are well prepared for the exciting times ahead.

CLOTHING

Students dress casually for classes. You should bring some nice clothes for going out to restaurants, nightclubs, etc. Please also bring clothing appropriate for job interviews. You may also bring clothing for sports and outdoor activities. You can usually rent sporting equipment. The climate is changeable and may be very different from your own. The typical summer temperature is 22°C and in winter 3°C to 14°C, although it can drop below freezing. Bring warm waterproof clothing for autumn and winter.

BANK ACCOUNT

If you are staying for longer than 6 months you may wish to open up a bank account. There are many banks to choose from. Each is a little different but most offer similar services. You can open a free of charge international student account if you have a student visa that is valid for at least six months. To open a bank account, you will need two forms of identification (i.e. Passport), and a letter from D&A college to prove your address.

ELECTRICAL CURRENT

Standard voltage in New Zealand is 240 volts. To make sure that you are able to use all your electrical appliances bring an adaptor with you.

CURRENCY

New Zealand's unit of currency is the New Zealand dollar (NZ\$). Coins have values of 10, 20 and 50 cents and \$1 and \$2. Notes have values of \$5, \$10, \$20, \$50 and \$100. Every person who carries more than NZ\$10,000 in cash in or out of New Zealand is required to complete a Border Cash Report. Foreign currency can easily be exchanged at banks, New Zealand Post shops, some hotels and bureau de change kiosks, at international airports. All major credit cards are accepted in New Zealand.

TRANSIT VISA

If you are not travelling to Christchurch directly, please make sure you have a valid transit visa for any countries you are transiting. You will not be allowed to continue your flight if you do not have a valid transit visa.

WHEN YOU ARRIVE IN NEW ZEALAND

Arriving in the airport of a foreign country is often overwhelming and stressful. You could be feeling very tired and disoriented. To better prepare yourself, make sure that you have followed our checklist and have read below about your arrival and how to get to your accommodation. Do not feel shy about asking the airport staff for help. Most airport staff will be happy to give assistance.

ARRIVING AT THE AIRPORT

The arrival process you will go through when you arrive in New Zealand:

- Complete a New Zealand Arrival Card. You can get this card from crew members on your flight to New Zealand.
- Show the Arrival Card and passport at the Passport Control.

- Show the Acceptance Letter and Offer of Place letter from D&A if required.
- Collect your luggage and go through Customs.
- If you have any Customs goods to declare, or if you are unsure, please go to the “Goods to Declare Way Out” (Red Exit).
- Otherwise go through the “Nothing to Declare Way Out” (Green Exit).

Remember to fill in the Arrival Card carefully and declare the relevant items. False declarations can lead to penalties including fines and imprisonment. If you are unsure whether you have to declare the items, make sure you declare them anyway.

AIRPORT PICK UP

If you have a pre-arranged transfer service through D&A college (strongly recommended), please let us know your exact flight details before you leave your home country. When you pass through the Arrivals Hall, the taxi driver will wait for you outside the arrival gate holding a board with your name and nationality on it.

If you did not book the transfer service, you can get a taxi at the taxi stand outside the Arrival Hall. This is the easiest and quickest way to get to your accommodation. Give the driver your accommodation details that you have received from your D&A representative.

If you have any problems, call 03 365 1578, and a member of D&A staff will help you (you can ask the staff at the airport information counter to help you make the phone call).

HEALTH AND SAFETY

If you or a friend is seriously ill and needs an ambulance call 111. Stay calm and describe to the operator on the line what type of assistance you need (ambulance, fire, or police) and your location. You may be required to describe any symptoms. Explain as much as you can.

IF YOU GET SICK

If you get sick while you are in New Zealand you should visit a doctor. You can ask staff at D&A reception where the nearest doctor is. If you have a minor illness you can often ask staff at a local pharmacy for advice. If you are ill, make an appointment to see a doctor and take any relevant insurance or medical documentation with you. You may be required to register with your local doctor. Medical costs are at the discretion of your local doctor or hospital. Guides to costs in New Zealand are as follows:

- A consultation with a doctor (minimum NZ\$45)
- Prescriptions at a chemist (minimum NZ\$5 per item)
- Dental treatment (minimum NZ\$80)
- Eye tests (minimum NZ\$60)

Remember to keep all receipts for insurance claims.

LAWS AND CUSTOMS

You may find that laws are differently enforced in New Zealand than in your home country. You must obey the country's laws and respect its customs. It is important that you understand the laws, rules and customs that you may encounter.

LAWS

- No one under the age of 18 in New Zealand may buy or drink alcohol, including beer and wine. It is against the law to buy alcohol for someone you know is under the age of 18.
- Driving under the influence of alcohol is a very serious crime and police make regular random checks.
- Buying, selling and using drugs is illegal.
- You are not permitted to smoke indoors anywhere in NZ.
- The police and D&A are very strict at enforcing these laws.

CHECKLIST

Use this checklist to make sure that you have packed everything you will need and that you are well prepared for your stay in New Zealand. Check off each item as you pack it, or complete the task.

PASSPORT

Remember to bring your passport and any other form of personal identification you may need. For example, your driver's licence.

ACCEPTANCE LETTER

Pack your acceptance letter and D&A documentation in your hand luggage so that it is easy to access on arrival.

DON'T BRING

Fresh food, wildlife, fish or shells, plant life, illicit drugs.

EMERGENCY CONTACT DETAILS

Reception: +64 3 365 1578 (CHCH)
(Monday - Friday, 8.30a.m. to 5.00p.m.)
After Hours: +64 27 264 5050

VISA

Ensure that your visa is attached to your passport and is stored in your hand luggage. You will need your visa when passing through immigration.

HOMESTAY/RESIDENTIAL ADDRESS DETAILS

Remember to pack your homestay or residential address details in your hand luggage so they are easy to access on your arrival. You will have to fill in your address in the New Zealand Arrival card. If your accommodation is arranged by the College, you will have received this from your D&A representative.

PROOF OF MEDICAL AND TRAVEL INSURANCE

If you have arranged your own Medical and Travel Insurance, you must bring proof of your insurance with you. You must give a copy of the Insurance Policy to D&A on your

first day of college. Also leave a copy with your family in your home country, in case you lose any documentation during your stay. If you have booked for New Zealand Medical and Travel Insurance through D&A (strongly advised), your insurance policy will be given to you within the first 2 weeks after arrival.

NEW ZEALAND DOLLARS IN CASH

You should bring some NZ dollars in cash. Store this on your body or in your hand luggage. Try to avoid counting or pulling out your money in public places.

TRAVELLER'S CHEQUES IN LOW DENOMINATIONS

Store these cheques on your body or in your hand luggage. As with cash, try to avoid counting or pulling out your money in public places.

CORRECT CLOTHING

Pack something warm in your hand luggage and ensure that you are wearing layers in case you get hot. Even when arriving in summer, Christchurch has been known to have 'four seasons in one day'.

ADAPTOR FOR ELECTRICAL APPLIANCES

Remember standard voltage in New Zealand is 240 volts and you may need a plug adaptor.

PRESCRIPTION MEDICATION

Pack medication carefully in full packaging in case you are asked questions in customs on your departure or arrival.

MOBILE PHONE

Make sure your phone is unlocked if you intend to use it in New Zealand.

CUSTOMS

Customs are an accepted way of behaviour in our country. You need to know the customs of New Zealand to help you feel comfortable with people. Some important customs to know include:

Women: Women in New Zealand are equal to men and should always be treated fairly. Men and women share equally in household work and childcare.

Queues: Always stand in line and wait for your turn when buying tickets, in a bank, post office or waiting for a bus. Keep to the left when standing on escalators and walking up stairs.

Friendliness: New Zealanders talk to strangers in public areas. This is a great way to practice English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations. Although most people are friendly, some may be reluctant to speak with strangers.

Please and thank you: These are very important words! Always use them if you ask someone to do something for you or if they have done something for you.

LEGAL REQUIREMENTS

STUDENT VISA

To study at the Design and Arts College in any course, you must have a current student visa, sponsored by the Design and Arts College for a specific course within the College.

To gain a student visa from within New Zealand, the following procedures apply:

- Fulfil entry criteria of the course you wish to study.
- If you are successful in your interview and gain a place on the course you will receive an Acceptance Letter from the College with a request for payment for the tuition fee.

- Pay the full tuition fee. You will receive a receipt and offer of a place from the College.
- Student visa application form can be obtained from the International Student Recruitment Manager. D&A can assist you with your application. Please enquire at reception.
- For more information please visit www.immigration.govt.nz.

The College must keep a copy of your passport and your Student Visa. Please bring your passport to reception for a copy to be made of the relevant sections.

The College will take steps to cancel your visa if you do not fulfil course requirements — completing and handing in assignments for marking and having at least 80% attendance at classes.

Students must obey New Zealand law. If you are convicted of a crime — such as drunk driving or driving while disqualified — it is likely that you will have your student visa revoked and be required to leave the country.

GRADUATE JOB SEARCH VISA

You may be able to gain a graduate job search visa if you are studying in a Diploma course of two years. This will allow you to work 20 hours a week. It is illegal for you to work without a permit. You must pay tax on all income you receive. Usually your employer deducts tax from your income, so you will need an Inland Revenue Department (IRD) number before you start working. Under the graduate job search visa programme, international students should have received full information for visa purposes with their acceptance documents. If further information is required, you should speak to the International Student Recruitment Manager.

Remember: D&A must keep a copy of your current Student Visa and insurance policy on file.

MEDICAL AND TRAVEL INSURANCE

Student Visa holders are generally not eligible for publicly funded health and disability services. People covered by New Zealand's reciprocal health agreements with Australia and the United Kingdom are entitled to publicly funded health care for immediately necessary medical treatment only.

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.

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. Please ask the International Student Recruitment Manager or Registrar for insurance information.

ACCIDENT INSURANCE

The Accident Compensation Corporation (ACC) 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.

The College does not accept responsibility if you have any accidents in New Zealand. You must pay for your own medical help.

IMMIGRATION

Full details of visa and permit requirements, advice or rights of employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

The Design and Arts College of New Zealand has agreed to observe and be bound by the Code of Practice for Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at www.minedu.govt.nz.

SUMMARY OF CODE OF PRACTICE

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 education providers have an important responsibility for international students' welfare.

This handbook 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 education provider or agent of a provider.

What is the Code?

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

Who does the Code apply to?

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

What is an “international student”?

An “international student” is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

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

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the

provider’s agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:
International Education Appeal Authority
C/- Ministry of Education
Private Bag 92644
Symonds Street
Auckland 1150
Fax: (09) 632 9456
Phone: (09) 632 9513
Email: info.ieaa@inedu.govt.nz

What will the IEAA do?

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

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

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

What can the Review Panel do?

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

A Summary Of The Code Of Practice For The Pastoral Care Of International Students

The Code sets standards for education providers to ensure that:

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

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

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

ACADEMIC ADJUSTMENT

Please read the table of key staff at the College and how they can help you.

Learning to study in a new environment has some of the same challenges as learning to live in a new culture. You will be uncertain, unsure of what to do, who to ask, or how you will be assessed. Again, ask your friends, ask your tutors. Read all the information given to you by the College and ask if you do not understand. When you start your course you will receive extra information which will contain all relevant information about your components, the requirements and assessment procedures.

Most importantly, ask questions if you do not understand. If you are studying in a group situation you will be expected to participate, to make comments, to have researched your subject thoroughly and to present your findings to the group.

The style of teaching may vary from what you are used to. If you are having trouble, remember to ask for help. Classrooms can be noisy places where students and tutors enter freely into discussion. This may be part of the learning process and is not considered disrespectful as in some cultures. All students are expected to participate. It is important to realise that the classroom is not the only source of information. You will be expected to use the Internet, the library and reference books to gain further information.

Exams and tests vary according to the subject. You may have to answer essay questions or solve problems under time pressure. Remember that lack of English skills in either spoken or written form is not an acceptable reason for late or non-submission of assignments. If you have concerns in this area, you are encouraged to seek additional English language lessons before the need arises in class — contact the International Student Recruitment Manager or Academic Support Coordinator for further information.

In New Zealand it is not acceptable to copy work from books or the Internet and present it as your own work. You must not copy work from other students and you must not coerce other students into doing work for you. This is cheating and may be punishable by dismissal from your course. New Zealand teachers want to see your own work.

If you have concerns about your study, please discuss these issues firstly with your tutor before making an appointment with the Programme Coordinator.

If you require discussion with the Programme Coordinator, Registrar or Academic Director, please allow time to schedule an appointment.

ATTENDANCE

It is important that you attend all classes in each subject in your course. A minimum of 80% attendance record is required to meet the requirements of your Student Visa. It is impossible to deliver programme content effectively if 85% attendance is not observed. The College registers your attendance very strictly. If you are unable to come to College please phone and leave a message at reception in advance.

New Zealand Immigration asks for attendance information from the College on completion of the programme. Make sure that your attendance meets the 85% requirement throughout the course as it is impossible to make it up at the end.

If you are sick please let the College know before class starts. If you are away for 3 days you should see a doctor and get a medical certificate. Do not go to the hospital to see a doctor unless it is an emergency. Ask advice at reception about where to go to see a doctor. There are addresses in the Welfare Section of this handbook.

- Students must be in class at the start of the lesson.
- You may be marked absent if you do not attend at least 85% of each class.

VISA/PERMIT RENEWAL RULE

You need to come and see the Registrar before your current student visa/permit expires. Late submission of application and passport may get declined by the immigration office.

ENGLISH AS A SECOND LANGUAGE

All students should have good English language ability and must meet the English language requirement of the programme as

listed on the D&A website to be accepted into the programme.

A student may be dismissed or have an offer of place revoked if English language skills prevent acceptable course delivery requirements.

To help yourself, make sure you ask questions in class. If you don't understand, ask your tutor. Practice speaking in English all the time. If you have learned English in your own country, do not be too surprised if you find it difficult to understand a New Zealand accent at first. You will get used to it in a few weeks.

Counselling support for students is available on request, so that cultural needs are met. This support is accessed through the Administration Officer. There is an expectation that students will adopt acceptable cultural behaviours consistent with New Zealand conduct. A student may be disciplined or dismissed if behaviour is outside accepted standards.

HOLIDAYS

Your Student Visa is for studying, not for tourism. If you want to take a holiday which is longer or at another time than the dates set for your programme, you must get permission from your Programme Coordinator. Applications must be made in writing with start and end dates clearly stated and intention of additional leave request. Holidays not approved in advance will be regarded as absence. Holidays during course weeks will only be approved in exceptional, e.g. compassionate circumstances.

ACCOMMODATION

The College recommends students coming to New Zealand for the first time go into home stay for at least the minimum period while they get used to their new environment.

HOMESTAY

Most homestays are situated at least 30 minutes by bus from D&A. The College can arrange homestay for students for a minimum stay of four weeks. If you want to change your homestay you must speak with the Administration Officer. You must pay an administration fee and give 7 days notice to change your accommodation.

Please talk to the Administration Officer if you wish to go on holiday and want to return to your homestay.

The homestay weekly payment covers Saturday to Saturday. If you arrive earlier than Saturday, any extra nights are charged at the "Homestay Extra Night" rate from the day that you arrive at homestay until the first Saturday.

If you are less than 18 years of age you must live in D&A approved homestay or with a designated caregiver (a relative or close family friend designated in writing by your parents as the caregiver and accommodation provider).

Living with a home stay family is very different from living with your own family.

- The food is different.
- The rooms are different.
- The language is different.

When you arrive in New Zealand you will probably be very tired and you might have jetlag. Don't worry. After a few days you will feel much better as you relax in New Zealand.

Here are a few homestay facts to help you settle into the family life:

- The family should give you a key to the house so you can be independent. New Zealand families do not use keys for private rooms.
- The family will cook a meal for you every evening and at lunchtime on Saturday and Sunday.
- At breakfast time New Zealand people usually say 'help yourself'. This means choose your own breakfast food in the kitchen (cereal/toast) and prepare the meal yourself.
- If you cannot eat any particular foods, tell the family (politely) and please indicate it on the enrolment form in advance.
- If you will be late for a meal, please telephone the family before 5.00p.m.
- Please do not smoke anywhere in the house.
- In your room you should have a bed, chair, cupboard, desk and lamp.
- The family will wash your clothes for you. Please tell them if you want to wash your clothes yourself. Do not put wet clothes in cupboards or on heaters. Ask the family where to put them.
- Use an international phone card to make international calls. Check with your host parents before using their phone.
- Use the shower for no more than 10 minutes. Ask the family what time you can use it.

Students under the age of 18 must stay in a homestay assigned by D&A. Students (over 18 years old) may choose to arrange their own accommodation (i.e. flatting or renting a house with other students). Room rental in Christchurch ranges from NZ\$120 – NZ\$160 per week. Please refer to the Student Handbook for more information. We recommend students coming to New Zealand for the first time go into homestay for at least the minimum period while they get used to their new environment.

Our Administration Officer can then assist you to find other rental accommodation if you wish to. However, students need to do room inspection themselves.

FLATTING

Most New Zealand students flat from their second year at tertiary level. A flat may have one bedroom or be a house with many bedrooms. In a larger flat you may have your own bedroom, but will share the kitchen, shower, toilet and living areas with the other people there. The owner or manager of the flat is the Landlord. A person/s renting the flat is the Tenant. Make sure you sign a formal Tenancy Agreement with the landlord to protect your rights. The landlord is required to provide you with a receipt for each rent payment you make and to give you 60 days written notice if he plans to increase your rent. They may inspect the flat by giving 48 hours notice. If they want to come to do repairs you should be given 24 hours notice.

You can be asked to pay a bond of up to four weeks rent. This payment is supposed to ensure that the tenant keeps all his obligations. Some or all of that entire amount can be kept by the landlord if the house is left dirty or damaged. The landlord is responsible for property insurance, but you should insure your personal belongings and insure against accidental damage to the property with contents insurance. Find out more information from www.tenancy.govt.nz or the Tenancy Services 0800 836 262.

You are responsible for paying electricity, gas, phone and excess water; keep the flat tidy, pay rent on time, inform landlord if repairs are necessary, or if there is any damage caused. You will be asked to sign an agreement. Be careful not to sign a fixed-tenancy agreement without first seeking advice from Tenancy Services 0800 836 262.

Further information

Details on a variety of flatting issues including your rights and responsibilities, protection against discrimination, types of tenancies, giving notice. Christchurch Tenants Protection Association Phone 379 2297.

ADJUSTING TO KIWI LIFE

CULTURAL ADJUSTMENT

Learning to live in a new culture can be a difficult time. To begin with you feel uncertain, perhaps unsafe and certainly very self-conscious. There are some things you can do to help yourself settle in.

- Know as much as you can about New Zealand — go to your library, surf the Internet, ask your friends. New Zealand is a small country, only 4.6 million people. It is reasonably large geographically; a little larger than Great Britain which means that it seems like there are hardly any people here at all.
- Many visitors consider the lifestyle very relaxed. The pace in Christchurch is a lot slower than in other cities in the world. There is a large emphasis on weekend outdoor activities including sport, gardening, tramping and boating. It is normal for young people to leave their parents' homes about the age of 18 and live in a flat with other young people.
- Expect to find differences — climate, living arrangements, medical system, size of population, size of country.
- Expect to feel 'culture shock' but know it does not last long. You may feel sad and miss your own country, family and friends. Some people feel irritated especially at bureaucracy, lonely, unable to make decisions, frustrated, tired and disoriented.

Don't panic — all these feelings are quite normal. Speak to other students from your own culture that have been in New Zealand for a while. You can also speak

with the International Student Liaison who can arrange some help for you if you would like that.

TRANSPORT

Public transport is by bus. For more information, timetables and maps visit www.metroinfo.co.nz. If you need to use taxis we recommend Regency Cabs (Tel: 0800 357 800), Blue Star Taxis (Tel: 3799 799) or Gold Band Taxis (Tel: 3795 795).

BIKING

Make sure you stay off the footpath and bike in the bike lanes if there are any. You must wear an approved safety helmet at all times. Please refer to NZ Transport Agency www.nzta.govt.nz for more information.

DRIVER'S LICENCE

It is against the law to drive in New Zealand if you DO NOT have an international driver's licence or a New Zealand driver's licence. If you already have a driver's licence from your own country, you must carry an accurate English translation or International Driving Permit while driving. An overseas driver's licence cannot be used as a primary identification document.

CAR OWNERSHIP

New Zealand law requires all drivers to have a current driver's licence. You may drive in New Zealand for up to one year using your home country driver's licence. You must carry an accurate English translation with your home country driver's licence while driving. It is best to obtain a New Zealand driver's licence as soon as possible. You will need to sit a written and oral test and a practical road test. It is a good idea to have lessons from a driving instructor to gain an understanding of New Zealand road rules and conditions.

Students under the age of 18 years are not permitted to own a vehicle.

Students found to be driving a vehicle in New Zealand without a current International or New Zealand driver's licence may be expelled.

If you are buying a car, make sure the car holds a current WOF and vehicle licence. It is best to buy from a registered motor vehicle trader (refer www.motortraders.govt.nz). You then have some guarantee that the car will be in good condition and the price is appropriate. Remember to also check whether there is any money owed on the vehicle you wish to buy. For more details on buying a car visit www.nzta.govt.nz.

Many international students have been seriously hurt or killed by driving dangerously in New Zealand. Some have been involved in accidents where others have been killed and those students have been prosecuted and jailed. Ensure you know the rules and follow them.

ROAD CODE

In New Zealand we drive on the left hand side of the road. All those in the vehicle must wear their safety belt at all times or they will be fined. Talking (unless using hands-free devices) or texting on your mobile is also forbidden at all times while driving. Please refer to the Road Code for details and rules about driving in New Zealand at www.nzta.govt.nz.

TELEPHONE CALLS

If your family wants to phone you here in New Zealand, make sure they know the time here, so they don't call in the middle of the night.

BANKS

Banks open at 9.00.a.m and close at 4.30p.m. The College can help you to get a New Zealand bank account during the orientation week.

BEDTIME

New Zealanders go to bed around 10.00p.m., and get up around 7.00a.m. It is better not to phone anyone between 10.00p.m. and 7.00a.m.

INDEPENDENCE

Teachers in New Zealand expect you to find answers for yourself and ask questions if you do not understand. Ask for help if you need it.

SMOKING

You cannot smoke in any public buildings, including bars and restaurants, or public transport in New Zealand. You must go outside to smoke. Most people do not smoke inside their houses or cars either, but if you want to smoke and you are inside ask people around you “Do you mind if I smoke?”

BARGAINING

New Zealanders don't usually bargain in a shop but pay the marked price. Sometimes you can ask for a reduced price on a large item if you pay cash. You can try bargaining at a garage sale, weekend market or boot sale.

MOBILE PHONES

You can either purchase a prepaid card to top up your phone or set up an account with Telecom or Vodafone to go for a monthly payment option.

CHRISTCHURCH LIBRARY

It is free to join the library. You need to prove you live in Christchurch so take identification with you (e.g. passport) and something with your address on it (e.g. a letter addressed to you from school, bank, post office, etc.) You can borrow books, magazines, videos, CDs and cassettes.

The membership also provides you with access to academic and research resources through several international databases as well as software training video resources. Many of the available

books and magazines are available for loan in digital format (e-books, e-magazines and audio books).

INTERPRETING SERVICE AT HOSPITALS

If you have to go to hospital it is very important to understand the reasons why and equally important once you are in hospital that you are clearly understood by the medical staff. There is a free interpreting service. Ask at the hospital.

ALCOHOL AND CIGARETTES

You will be asked to show your passport or New Zealand driver's licence to prove that you are over 18 years of age if you want to purchase any alcohol or cigarettes.

DRUGS

In New Zealand it is illegal to buy, sell, use or possess certain drugs and plants. The list of some illegal drugs and their street names are as below:

Heroin - smack, horse
 Amphetamines - speed, crank, meth
 Cocaine - coke, Charlie, C, snow
 Cannabis - marijuana, hash, weed, grass, dope, spliff, gear
 LSD - acid, magic mushrooms
 Pure amphetamine - P
 Ecstasy - E, XTC, Adam

Ring the helpline for drugs or alcohol and they will tell you where you can get help: 0800 376 633.

PROBLEM GAMBLING

There are four types of legal gambling in New Zealand:

- Lotteries: These include Lotto and daily Keno.
- Instant Kiwi: Instant Kiwi is a scratch card game. You must be aged 18 years or older to buy Instant Kiwi tickets.
- TAB: This agency enables gambling on horse racing and other sports. You must be 18 years old to place a bet with the TAB.

- Casinos: There are several major casinos in New Zealand. The legal age to enter any casino is 20 years.

If you are concerned about a gambling problem, free help is available. Please talk to the International Student Liaison or visit the Problem Gambling website www.pgfnz.org.nz

PERSONAL SAFETY

Christchurch and Auckland is quite a safe, but you must still be careful as there is crime does occur.

- DO NOT carry a lot of money; keep your money in the bank.
- DO NOT carry your passport; leave it in your house in a safe place.
- DO NOT walk alone late at night.
- DO carry your Student ID card all the time.

CRIME

International students should be careful about people they do not know who might want to take advantage of foreign students in a new country. These people:

- Are usually well-dressed.
- Speak English well and seem to be very successful in New Zealand.
- Offer to help you get apartments, university places, cars, IELTS certificates and other things such as Permanent Residency.
- Offer to loan you money. Never borrow money and give your passport to the lender as a guarantee. Always keep control of your own passport.

Please do not trust them — they will not help you and may take all your money. Never give your passport to anyone as security — ask someone you know and trust for advice. Staff at D&A are available to help you.

IMMIGRATION NEW ZEALAND: SETTLEMENT SUPPORT

SSNZ is an Immigration New Zealand initiative consisting of 18 offices. It provides a clear point of contact for newcomers locally around New Zealand. The settlement information is also available in other languages. CAB language link is free, independent and confidential. For more information, please visit www.immigration.govt.nz or free-phone 0800 788 877.

The Christchurch Settlement Support website is www.settlementsupport.net.nz
Phone 03 353 4162

STUDENT COUNSELLING

If you are experiencing difficulties in making adjustments to living in New Zealand or you are having problems you need to share with someone else, assistance can be arranged. You should see the Administration Officer about getting help.

There are many agencies in Christchurch to assist and support international students. A few are listed below. You can check out more at the library.

CINCH Directory - Library
Canterbury Malaysian Students Organisation
Indian Events

www.ccc.govt.nz
www.cmsa.org.nz
<http://nzindians.moonfruit.com>

USEFUL CONTACTS

Fire, Police, Ambulance

Christchurch Police	www.police.govt.nz	363 7400
Auckland Police	www.police.govt.nz	302 6400
Hospital (Emergency Department)	Riccarton Avenue - Christchurch	364 0270
	Park Road, Grafton - Auckland	307 4949
Moorhouse Medical Centre	422 Moorhouse Avenue (8.00a.m.-10.00p.m.)	365 7900
After Hours Surgery	Cnr Colombo Street and Bealey Avenue	365 7777

Emergency situation only

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Banks

ANZ	www.anz.co.nz
ASB	www.asb.co.nz
BNZ	www.bnz.co.nz
Kiwi Bank	www.kiwibank.co.nz
Westpac	www.westpac.co.nz

Others

Christchurch City Libraries	www.christchurchcitylibraries.com	941 7923
Auckland Libraries	www.aucklandlibraries.govt.nz	377 0209
Be There - Christchurch Events	www.bethere.co.nz	
Problem Gambling Foundation	www.pgfnz.org.nz	0800 862 342
Study Link	www.studylink.govt.nz	0800 889 900
New Zealand Immigration Service	www.immigration.govt.nz	0508 558 855
Inland Revenue Department	www.ird.govt.nz	
NZ Business Phone Directory	www.yellow.co.nz	
NZ Residential Phone Directory	www.whitepages.co.nz	
Southern Cross Insurance	www.southerncross.co.nz	
Seek - NZ's #1 Job Site	www.seek.co.nz	
Trademe - Online Auctions	www.trademe.co.nz	

Art / Stationery Supplies

Gordon Harris (Christchurch)	34 Southwark Street	377 3617
Gordon Harris (Auckland)	31 Symonds Street	377 9992
The Drawing Room	Cnr Manchester & St Asaph Streets	366 0033
Whitcoulls	www.whitcoulls.co.nz	
Paper Plus	www.paperplus.co.nz	
Fine Arts Papers	www.fineartpapers.co.nz	379 4410
Art Shed	www.artshed.co.nz	327 9307

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