



Student Handbook 2024

Version 7



Context

This Handbook is given to every student at Talent International Institute (TII). The handbook provides students with information related to policies, student support and studying in Christchurch. The Handbook should be read in conjunction with the Programme Handbook with provides course specific information.

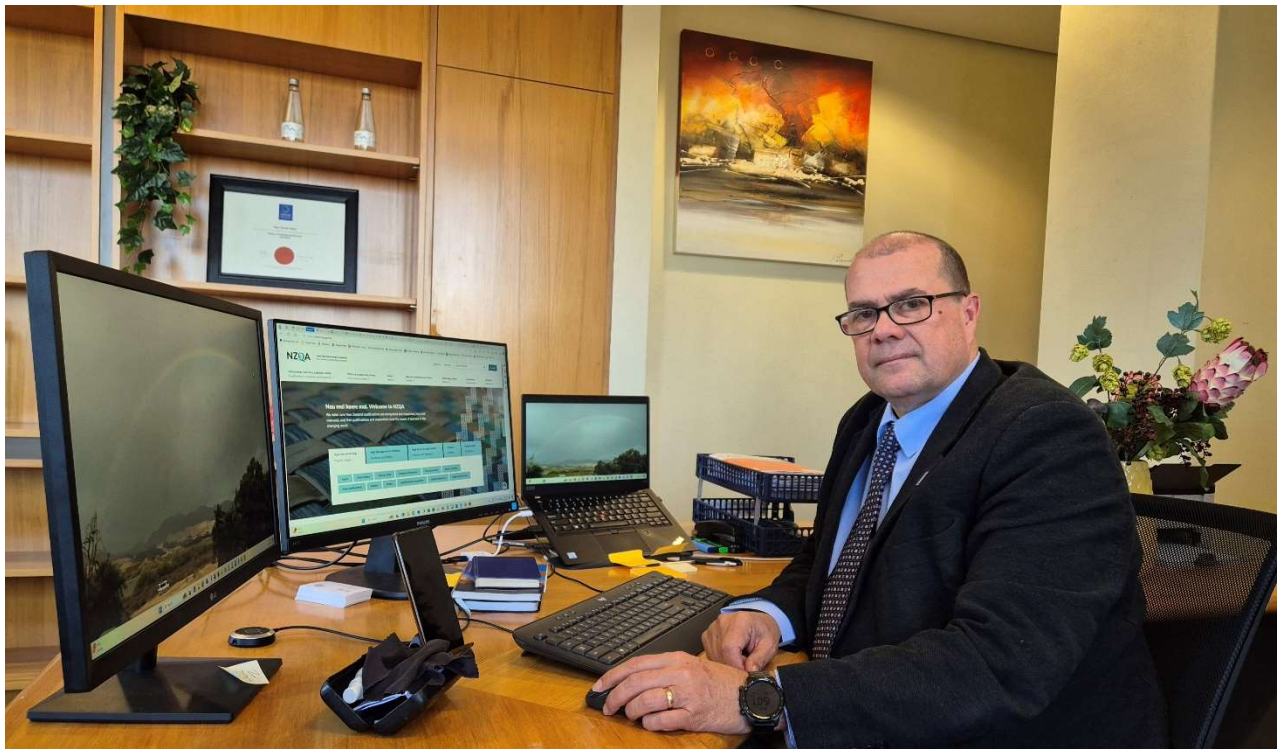
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Message from the General Manager



Dear Students,

At Talent International Institute (TII), we are committed to delivering our best to our students.

We consider you as an integral stakeholder and provide a range of programmes to enhance your employability in the New Zealand market and the world! Our highly professional, qualified, and experienced team will help you to successfully navigate your academic journey and help you achieve your academic goals while at TII.

We have a culture of care, respect, and inclusiveness at TII and celebrate different cultures and nationalities from learners who come to us from all around the globe. We aim to provide you with all the essential services that you need to be successful – student support, academic support, and employment support. We genuinely take an interest in all our learners.

TII also has strong industry ties with external stakeholders who help us support you into employment.

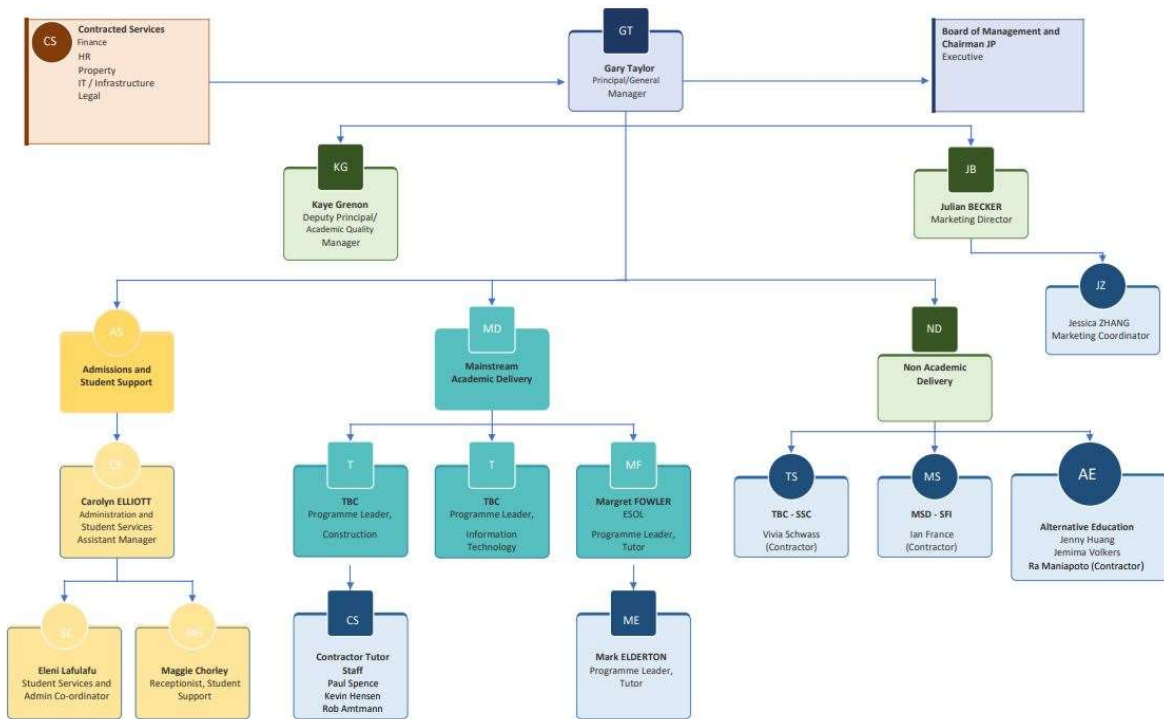
Welcome to TII and I hope you enjoy your student journey with us. I look forward to meeting you and seeing you around the campus.

Gary Taylor
General Manager

What is the Student Handbook?

To help you get the best possible outcomes from your study, we have created this **Student Handbook** to help, guide and support you while you are a student at TII. The handbook provides valuable information on general rules and policies that apply to you while studying. Following these rules will help you get the best out of your study experience.

Organisational Chart – November 2024



Name	Contact Details
Gary Taylor	Gary.Taylor@tii.ac.nz or 021 800 337
Carolyn Elliott	Carolyn@tii.ac.nz or +64 3 366 0797 / 027 437 8865
Margaret Fowler	marg@tii.ac.nz
Jemima Volkers	jemima.volkers@tii.ac.nz or 027 436 7196
Jenny Huang	Jenny.huang@tii.ac.nz or 027 223 1068

Our Building and Facilities

TII is in the heart of Christchurch City, providing a welcoming atmosphere for students from all around the world. The school has classrooms with the latest learning technology, an administration office, staff room, wireless computer access facilities, student common room with kitchen, a gym, library, and student computer facilities. We provide free Wi-Fi throughout the building.

Our teaching staff are enthusiastic and committed, with high professional standards, and have been chosen for their ability and interest in teaching to a range of nationalities and skills needs.

We expect our students to perform to their highest possible potential and regard student welfare and pastoral care as important aspects of our jobs. Our well-qualified and experienced tutors are assisted by talented, hardworking support staff who understand the challenges and successes of studying and are there to support you.

TII has guidance and care procedures designed to assist students, both academically and socially, since the classroom is only one part of your life as a TII student.

Campus: Christchurch City Centre
Phone: +64 3 366 0797
Street address: 282 Durham Street North,
Christchurch, New Zealand

Email: info@tii.ac.nz
Website: www.tii.ac.nz



TII Aims and Objectives

TII (TII) is an established Private Training Establishment with a strong culture and clear value statement that underpins our delivery. Our aims and objectives can be described as follows:

To provide education which challenges, encourages, and supports students to reach their full potential,

To use recognised language techniques that allow students to learn at their best possible rate,

To serve our students by always taking extra care of their needs, both inside and outside of the classroom,

- To support our students through the provision of a high-quality service,
- To respect the worth, rights, responsibilities and dignity of staff and students

In meeting our value statement, we are led by three guiding principles.

1. Ensuring the best possible outcomes for our students
2. Ensuring the best possible staff support
3. Ensuring educational and cultural equity for all students and staff

External Quality Outcomes

Talent International Institute (TII) is registered and accredited by the New Zealand Qualifications Authority. NZQA approves all programmes delivered by TII under section 249 and 250 of the Education and Training Act 2020.

In June 2024, The New Zealand Qualifications Authority conducted an External Evaluation and Review (EER). Their conclusions were that “NZQA is highly confident in the educational performance” and “confident in the capability of self-assessment” of TII. TII was awarded Category 1 Status.

Summary of Te Tiriti o Waitangi (The Treaty of Waitangi)

Te Tiriti of Waitangi (The Treaty of Waitangi) is the founding document of New Zealand. It was an agreement entered into by the Crown (Government) and several important Iwi and Hapu. The Treaty was signed on the 6th of February 1840 and is celebrated every year as a public holiday.

The Treaty was not drafted as a constitution or a statute but as a series of principles and promises that the British officials and Māori chiefs made. The Treaty is very important as it establishes the partnership arrangements between Māori and non-Māori (Pākehā) by:

- Requiring the Government to act reasonably, in partnership, and in good faith with Māori
- Accepting that Māori iwi have the right to organise themselves, protect their way of life and to control the resources they own
- Making the Government responsible for helping to address grievances
- Establishing equality and the principle that all New Zealanders are equal under the law

Student Support Principles

TII understand that students who are happy, secure and have strong welfare support are much more likely to be successful in their study goals. We are committed to providing a comprehensive support system that safeguards the interests of our student population. TII is committed to providing you with a high degree of welfare and care. We are here to help you with any of your problems, whether it is difficulty within the school, difficulty within your living arrangements or difficulty fitting into your new cultural surroundings. Please don't hesitate to ask for help at any time.

To underscore our commitment, TII is a NZQA Code signatory. This means that TII must ensure that its services and support are consistent with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. A copy of the Code can be found here: [pastoral-care-code-of-practice-2021-english.pdf \(nzqa.govt.nz\)](https://www.nzqa.govt.nz/pastoral-care-code-of-practice-2021-english.pdf)

Our experience in educational delivery and student pastoral care informs our support services including an understanding that students who: -

- are not attending school regularly, or
- are not submitting coursework or assessments on time, or
- are not engaging in class, or
- have a significant drop in their assessment grades, or
- apply to exit the programme early, or
- present with external issues related to wider welfare concerns, are less likely to achieve their learning goals.

Student Academic Support

If we identify any student who we believe is “at risk”, we will arrange a meeting with their tutor and Programme Leader to discuss any issues that may be impacting their study and where necessary, develop a Student Welfare and Success Plan to support their continued engagement. The Plan will identify strategies, support systems and milestone to enable students to refocus and achieve their revised study goals. Support could include guidance on additional reading, timetable changes, resetting academic workloads and additional support around Moodle, APA, reading or assessment preparation.

If, despite this intervention, students are not able to meet the requirements set out in the Student Welfare and Success Plan, a meeting will be arranged with the Principal / General Manager to discuss and where necessary alter the student study plans to better meet their needs, time constraints, academic progression and learning demands. In such situations, the student will remain on the at-risk register and be supported by Talent International staff until we believe that the “At Risk” status can be reasonably removed.

Student Welfare Support

TII staff support students around wider welfare matters including:

Accommodation placement or changes to accommodation

Part time work opportunities

Preparation for employment / CV preparation

Access to external services, i.e. physical and mental health, dental support, family planning, managing finances, legal support, immigration guidance¹ or enjoying life in Christchurch.

A Student Voice through formal and informal feedback opportunities as well as membership of our important Welfare Committee

If students have any concerns related to wider student welfare, for guidance and support please contact Carolyn Elliott at carolyn@tii.ac.nz, by phone on 03 366 0797 or 0274378865. If contacting by phone, please do so in usual business hours 9 am – 5 pm weekdays, unless there is an urgent need for contact outside of those hours.

Support in Action

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 provides the basis of our care and support for students; however, several other policies are important. These are detailed below:

Code of Conduct

While at TII you will be required to follow our Student Code of Conduct which sets minimum and the expected standards that you as a student will follow. The Code of Conduct is there to guide you around how to behave in class and about adapting to what can be a differing style of learning. If you do not follow the Code of Conduct, you may be subject to disciplinary action as set out in this Handbook.

Behave in a manner that will not bring the good name of TII into disrepute.

Verbal, sexual, or mental harassment is not acceptable or tolerated. Sexual Harassment means unwanted sexual comments, jokes, touching or advances. If someone is making someone else feel uncomfortable regarding sexuality, they do not have to put up with it.

¹ TII is not a Licensed Immigration Service. Guidance will be based on available public knowledge

1. Discrimination under the Human Rights Act is not acceptable or tolerated.
2. Tutors and student support staff will be treated with care and respect
3. The following 4 points will be enforced:
 - a. No threats of violence
 - b. No drugs
 - c. No alcohol
 - d. No bad language

Students must not share material that is offensive, racist, pornographic, or illegal on any TII platform or IT tool

Honesty is expected of all students

Health and Safety

Your safety and that of other students, staff and visitors to our buildings is crucial to the success of our school. We will be given clear instructions related to safety during your induction including what to do in the event of a fire or earthquake. We will also provide wider guidance around keeping yourself and others safe.

You must comply with all the instructions, signage, and information you receive in relation to Health and Safety.

Emergency Numbers

In case of an emergency, please contact the emergency service that is most appropriate to your need.

If you feel unsafe or in immediate danger, call the Police by dialing 111. 111 will connect you to a central operations service. You can ask for the police, an ambulance or for the fire brigade. Do not end the call until you are told to by the operator. If the call is NON-URGENT you can dial 105

Programme Fees and Payments

Your programme fees will be sent to you as part of your enrolment process. If your course has programme fees, they must be paid prior to course commencement. Failure to pay your fees, without explanation and agreement, will result in your place on the programme being reviewed, and potentially cancelled. Further details can be found in your Programme Handbook.

Fee Protection

TII has established a Student Fees Protection Trust Fund held by the Public Trust. All fees paid by students are protected from any wrongdoing by, or insolvency of the Institute. TII agrees to comply with Section 253 of the Education Act 2020 and the Student Fee Protection Rules 2022 regarding the protection of student fees:

All student fees of \$500 or less (GST Inclusive) are required to be deposited in the business account of TII.

1. All student fees of more than \$500 (GST Inclusive) are required to be deposited in the Student Fees Trust Account of the Institute in advance. Fees are drawn down after the commencement of study **in stages** as the course is completed.
2. Funds held in this trust account can only be released after the student has been at the Institute for:
 - a) 5 calendar days for all courses under 13 weeks and after the Trustee has given his/her permission for the funds to be released.
 - b) 8 calendar days for domestic students on courses of 13 weeks or more.
 - c) 10 working days for international students on courses of 13 weeks or more, and after the Trustee has given his/her permission for the funds to be so released.

The student will pay their fees into the Public Trust account and authorise the Trustee to administer the Student Fee and any accumulated interest according to the Trust's provisions and terms and in accordance with the payment schedule produced by the Institute. The student should also understand that after signing this document this authorisation cannot be revoked.

Please visit the Public Trust website for more information:

Public Trust

www.publictrust.co.nz;

Phone: 0800 494 733



E-mail: feeprotect@publictrust.co.nz

Address: BNZ Centre Level 4/120 Hereford Street Christchurch Central.

Additional Fees

In addition to your student fees, you may also request additional services from TII that incur a cost. These costs will always be explained in advance, and you will confirm acceptance of the service before it is charged.

Course costs including safety gear (for Construction students) are updated annually and will be made available to you during the application process. Any costs associated with Recognition of Prior Learning, re-enrolment and academic appeal are set out in the Programme Handbooks.

Additional Fee Costs (Including GST) excluding texts books that you may wish to purchase while studying.	2024
Enrolment Fee* Includes Resource Fee and Public Trust Fee	\$390
Airport Pickup (Christchurch)	\$150
Medical Insurance* (Orbit Lite to Prime) (Other options available)	\$450 to \$750 per year

*Under 18's and those with specific needs may pay higher rates.

Student Surveys

Surveys are an important way that students can provide honest feedback to TII about their study, and wider study experiences. We undertake surveys:

- At the end of the second week of your first study programme to gain first impressions and feedback on student support, your accommodation, and our orientation programme.
- At the end of each course or semester, whichever comes first to provide feedback on the tutor, teaching and academic support offered.
- At the end of the programme to get feedback on your complete student journey.

Note:

1. If you are a longer-term student, we will also survey you about your accommodation approximately 6 months into your enrolment with TII.
2. English Language students will be invited to provide survey feedback every 6 weeks of study.

Attendance

TII is committed to ensure that learners maintain one hundred percent attendance while studying at TII. TII will contact learners who are absent from class without a valid reason. Learners whose attendance falls below 90% will be required to meet with designated TII staff, which may result in formal notification and a written warning. A learner may be terminated from the course if they receive three warning letters; a fourth letter will result in automatic termination, or if they have ongoing attendance issues and fail to maintain the minimum attendance threshold of 85%. Learners are not entitled to a refund of fees if terminated for disciplinary reasons, such as absenteeism.

- Learners are required to attend all classes, tutorials, and activities as per their timetable.
- Face to Face Delivery, learners must attend in person.
- Online Delivery, learners must attend online sessions.
- Learners will be marked either present or absent in the TII attendance register.
- Learners who are late to class 3 or more times over the enrolment period will accumulate an equivalent absence of a full day session.
- There is no grace period, and lateness will be counted from the time the class is scheduled to start.
- Tutors may refuse entry to the learners to class if learners are more than 15 minutes late from the class.

Approved Leave of Absence: Learners may apply for Approved Leave of Absence due to unavoidable circumstances, for example, medical reasons, immigration meetings, and job interviews. TII recognises that unavoidable circumstances may occur which may mean that a learner is unable to attend a class. Learner attendance records will not be impacted for genuinely unavoidable circumstances. Approved leave is solely at the discretion of TII.

Leave of Absence forms are available from the Level 2 student resource area and should be submitted to the tutor in the first place. The tutor will then forward the application to Student Services for final approval. This process will take no more than 1 week. Learners are encouraged to submit Leave of Absence forms at least 1 full week prior to the leave being taken. Verification for the reason for absence, i.e., medical certificate, appointment letter, card or email (court, immigration, medical or dental etc.), should be submitted with the application.

Learners who are unwell for more than two weeks (even with a medical certificate) may not be permitted to continue their paper unless permission is given by the Academic Quality Manager. Decisions regarding the approval of medical leave for students will be made on a case-by-case basis, considering various factors that may include previous attendance and academic performance, as well as the individual learner's potential to catch up on any missed learning and assignments.

If approved leave is given for an extended period, the learner may qualify for an aegrotat assessment. If an aegrotat assessment is not appropriate, the learner will be required to re-enrol with payment and repeat the course(s).

The learner should discuss this possibility with the tutor and then complete a Special Consideration form, available from the Level 2 student resources area:

- i. The Special Consideration form will be submitted to the tutor in the first place.
- ii. The tutor will then forward the application to the Academic Quality Manager for final approval. Approval for aegrotat assessment will be confirmed or declined within 30 days.

College Policies

TII have developed several Policies and Procedures to support the effective delivery of our programmes. A number of these policies apply to students. Several key policies are shown below:

Internet Use Policy

TII provide students with free WiFi and internet access to support safe study and to allow connections with friends and family. The service is not provided to undertake business interests, nor to access peer to peer websites, download movies or to access any explicit, illegal, or discriminatory documents, videos, or images. Use of our internet provision, in breach of these conditions, will result in your access being removed and you may be subject to disciplinary action under our student Code of Conduct.

Smoking

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

Cell Phones

It is customary in New Zealand Institutes for cellular phones to be turned off during class teaching so as not to disturb other students or disrupt the lessons. Please do not answer or make a call during the class period.

Harassment Policy

Policy: TII defines harassment as actions or statements that undermine an individual's ability to work or study in a positive and healthy environment, as well as actions or statements that disrespect the dignity of an individual or group. Harassment encompasses a wide range of behaviours, including but not limited to those based on age, sex, gender, ethnicity, nationality, marital status, religious or political beliefs, sexual orientation, disability, or any other characteristic protected by law. Harassment also includes unwanted sexual attention manifested through verbal, physical or visual means, as well as written material. Any form of harassment is serious misconduct and may result in disciplinary action, termination of employment, or expulsion from the institution. The definitions of 'workplace' and 'place of study' encompass all environments related to TII, including online platforms.

Behaviour that Constitutes Harassment: Harassment is characterised by unwelcome behaviour that creates a hostile, intimidating, or offensive environment, regardless of whether the affected individual has explicitly communicated their discomfort. Examples of behaviours that may constitute harassment include, but are not limited to:

- Personal or offensive remarks.
- Jokes or innuendoes that belittle or demean others.
- Comments or teasing about an individual's private life, preferences, religious beliefs, sexual orientation or gender identity.
- Offensive hand or body gestures.
- Inappropriate physical contact, such as patting, pinching, or touching.
- Repeated and unwelcome social invitations or communications via phone, text, email, or video conferencing platforms.
- Engaging in any illegal activity that negatively affects others, in the work/study environment.
- Sexual, physical, racial, or hate based assaults or offences.

- Displaying offensive posters or materials.

Bullying as Harassment: Bullying is a form of harassment, defined by TII as behaviour that is characterised by repeated, intentional behaviours aimed at intimidating, degrading, humiliating, or causing physical or emotional pain to an individual. This includes actions such as verbal or physical abuse, spreading malicious rumours, and any behaviour that creates a hostile, intimidating or offensive environment.

Reporting Procedures: If a student or staff member experiences any form of harassment, they are encouraged to report the behaviour to any staff member with whom they feel comfortable. That staff member will then escalate the complaint to their direct manager, with the complainant's consent.

All concerns or complaints will be addressed through the Natural Justice Process. The General Manager or designated representative will investigate and resolve all complaints. In serious cases, the GM may appoint an external mediator to facilitate a resolution to the complaint. A concern or complaint will be deemed 'serious' at the GM's discretion. TII's definition of the Natural Justice Process is: Natural Justice is a legal principle that ensures fair decision-making processes, requiring that individuals are given a fair hearing and the opportunity to present their case, as well as the right to appeal or challenge decisions affecting them.

All complainants have the right to pursue their concerns through external bodies, such as Police or the Human Rights Commission, as appropriate to the situation. It is usually expected by external agencies that internal processes are utilised first. TII may conduct internal investigations concurrently with any external investigations, ensuring that all concerns are addressed comprehensively.

Commitment to a Safe Environment: TII is committed to creating and upholding a safe, respectful and inclusive environment for all students and staff. This is part of our *Culture of Care*. We take all reports of harassment seriously and will take appropriate actions to ensure that the environment is safe and supportive for all.

Disputes Resolution, and Complaints

Students have the right to raise concerns and expect them to be addressed. An effective complaints process offers several benefits:

1. Enables quick resolution of issues.
2. Encourages informed decision-making.
3. Builds positive relationships between students and staff.
4. Ensures quality service through effective complaint management.

Informal processes:

- A student may place concerns, comments or suggestions for review in the Suggestion Boxes at the reception desk and on Level 3.
- A student may wish to discuss an issue of concern with Student Services, Administration or a tutor.

Formal process: Follow the procedure outlined on the next page:

Talent International Institute Limited (TII) Complaints Procedure

Complaints Procedure for All Students

Initial Discussion:

If you have a concern or complaint about your experience at TII, first discuss it with your Tutor, Programme Leader, or Student Support Services. Complaints should be made within 90 days of the incident or issue.

Support for International Students:

International students who have concerns about their treatment by TII or their agents, should contact the TII Student Support Services Team.

Escalation to Management and Contacting the GM:

Should the issue remain unresolved after another 10 working days; you may escalate the complaint in writing to the General Manager (GM) of TII. At this stage, address your complaint to: Attn: [Gary Taylor], GM, Talent International Institute Limited, [282 Durham Street North, Christchurch 8013]. Phone: [+64 03 3660797]. The GM will aim to resolve the complaint within 30 working days. You can obtain a copy of the TII complaint form from the Administration Team or from Student Support Services.

If Your Complaint Remains Unresolved:

If you are not satisfied with the resolution, you may lodge a formal complaint with the appropriate authority. The New Zealand Qualifications Authority (NZQA) requires students who have a complaint to first follow the provider's complaints procedure (above). If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing with the appropriate authority.

For Domestic Students		
ACADEMIC CONCERNS /OTHER ISSUES New Zealand Qualifications Authority (NZQA) Phone: 0800 697 296 Email: risk@nzqa.govt.nz Web: www.nzqa.govt.nz	Or	FINANCIAL DISPUTES & CONTRACT SETTLEMENT Fairway Resolution Limited iStudent Complaints (Contractual and Financial Disputes) Phone: 0800 00 66 75 Email: complaints@istudent.org.nz Web: www.istudent.org.nz/making-a-complaint
For International Students		
New Zealand Qualifications Authority (NZQA) Post to: New Zealand Qualifications Authority The Complaints Officer, Quality Assurance Division PO Box 160, Wellington 6140 or/ Phone: 0800 697 296 Email: risk@nzqa.govt.nz Web: www.nzqa.govt.nz		

Filing a Formal Complaint

1. Download the complaint form from the NZQA website. [Make a complaint : NZQA](#)
2. Submit your completed form along with supporting documentation to the relevant authority.

Dispute Resolution

For more information on dispute resolution options, please refer to the following resources:

NZQA Website: [NZQA Dispute Resolution](#).

Privacy and Personal Information Handling

Any personal information collected during the complaints process will be used exclusively for addressing your complaint. Access to this information will be limited to authorized staff members only. You have the right to request access to your personal information and to ask for corrections if needed. Such requests should be directed to TII's Privacy Officer (details available upon request).

General information about the Privacy Act 2020 can be found on the Privacy Commissioner's website at www.privacy.org.nz.

Additional Assistance:

The flow chart on the next page titled, 'Do you need help?' is designed to simplify this process and assist you to choose the best option for your circumstances.

Privacy Act 2020

TII collects, and stores information supplied by or related to students who enquired, applied, or are studying at our Institute. Such collection is necessary to comply with requirements of the Ministry of Education, TEC, Immigration New Zealand, NZQA or third-party agencies. This information is used to select students for programmes of study, to manage internal administrative processes, for internal reporting, or to supply to other educational institutions for the purpose of verifying academic records.

When required by law, we release information to Government agencies such as New Zealand Police, Department of Justice, Work, and Income, IRD, New Zealand Immigration Service, ACC, TEC and NZQA. By signing the Enrolment Form, students authorize such disclosure on the basis that TII will release such information in accordance with the terms of the Privacy Act 2020. Students have the right to see any information held about them and to request amendments to any factual errors contained in that information.



Disciplinary Procedures

If a student's enrolment is terminated or expelled, his/her fees will not be refunded, and Immigration New Zealand will also be informed. The following circumstances may result in termination or dismissal:

- Student does not have or maintain a valid visa to study at TII.
- Student has poor attendance.
- Student has poor in-class performance.
- Student damages belongings of his or her classmates or TII.
- Student who cannot meet the conditions of their offer of place or any other agreed conditions.
- Student gets involved in sexual harassment or other harassment.
- Student provides fake personal information when he or she enrol or re-enrols at TII.
- Student breaks TII rules and regulations.
- Student is found guilty of an offence that could lead to a custodial sentence.
- Student causes any physical or psychological harm to other students or staff at TII.

At TII, we ensure that we provide all students with a safe and protective environment. A student can complete an appeal form for their termination and submit it within 72 hours to the College Principal / General Manager.

Assessment Policies and Procedures

Students should refer to the relevant Programme Handbook for Guidelines of Assessment Policies and Procedures.

Academic Appeal

A student can ask the tutor to review the mark, or grade awarded because of some glaring error, or omission. This might, for example, arise because of the discovery of unmarked pages or incorrect addition of marks. In such cases, the student may approach the tutor during the hand-back session for an immediate resolution. If, however, a student believes any aspect of their work should have received more marks, but the tutor does not agree, then the student has the option to request a review of marking, via a form available from the administration staff. In completing the review of marking request, the student needs to state their specific concerns regarding their mark (or grade) by making clear reference to the relevant parts of the marking schedule. For more details, please see your Programme Handbook.

Public Holidays 2024

TII will be closed on public holidays. These are listed below.

Waitangi Day - 6 Feb	Good Friday - 29 March	Easter Monday -1 April
ANZAC Day - 25 April	King's Birthday - 3 June	Matariki – 28 June
Labour Day - 28 October	Canterbury Show Day- 11 Nov	

TII is also closed for around 1 month over the Christmas break.

Dates to be advised by your tutor.

Information for Domestic Students

Payment of Programme Fees

Prior to programme commencement, arrangements must be made to pay all programme fees either via Student Loans, via TEC Fees-Free Scheme or privately. If you have any questions, please discuss them with our Admissions Team.

StudyLink: StudyLink is part of the Ministry of Social Development and is responsible for student loans and allowances. They can provide information about the financing of tertiary study for

individual students. The latest information on Student loans and Allowances can be found on the StudyLink website at www.studylink.govt.nz or by calling 0800 889 900

Information for International Students

Withdrawal and Refund Policies

Any student who requests a withdrawal or refund should submit a completed withdrawal / refund application to TII and make sure it is acknowledged immediately by the Assistant Administrative and Student Service Manager. Once the withdrawal or refund of the student has been processed completely, TII will inform the New Zealand Immigration of the student withdrawal. The refund policies are as below based on the length of your course:

Course Length	Refund Policy
Courses three months or more	<p>If the course is of three months duration or more and you cancel part of or your entire course during the first 10 working days of your enrolment* you are entitled to receive a full refund, less a deduction for costs incurred by the school. Up to a maximum of 30% of fees are paid.</p> <p>If you cancel or change your course after you have completed the first 10 working days, or finish your course early, no refund will be given. However, an application can be made to the Principal for special consideration and a refund may be recommended.</p>
Courses five weeks or more but less than three months	<p>If the course is five weeks or more but less than three months, and you cancel part or your entire course during the first 5 days of your enrolment* you are entitled to receive a fund of up to 70% of any amount paid.</p> <p>If you cancel or change your course after you have completed the first 5 days, or finish your course early, no refund will be given. However, an application can be made to the Principal for consideration and a refund may be issued.</p>
Courses under five weeks	<p>If the course is more than two days but under five weeks and you cancel part or your entire course by the end of second day of your enrolment* you will receive a fund of at least 50% of any amount paid.</p> <p>However, if two days constitute the full amount of the tuition paid, the school may retain 100% of the fees paid.</p> <p>If you cancel or change your course after you have completed the first 2 days, or finish your course early, no refund will be given. However, an application can be made to the Principal for consideration and a refund may be issued.</p>

The course start date (enrolment) is the date specified on the Student Offer of Place Letter or such later dates as agreed between the student and the Institute in writing.

Other withdrawal and refund information:

1. If a student chooses to withdraw from a course prior to its commencement, we will refund all course fees received, less the Enrolment Fees.
2. No refund will be given to students taking time off during the course, unless by prior arrangement, agreement, recorded and signed by the students and TII at least two (2) weeks in advance.
3. If a student withdraws from a course for medical or family reasons, TII may refund a portion of the course fees at their own discretion, and upon application by the student of satisfactory evidence.
4. If a student's enrolment in a course proves unsatisfactory, TII may, at their sole discretion, refund a portion of the course fees on a case-by-case basis.
5. If fees are paid by a prospective student and the student is not granted a visa, all fees will be refunded less the enrolment fee.
6. If the school must cancel a course, you are specifically enrolled for, you will receive a full refund of fees received by the school, including the Enrolment fees.
7. No refund will be made to a student who is expelled from the Institute. New Zealand Immigration will also be informed.
8. The student can bring a support person with him/her when applying for a refund/withdrawal.

In the occurrence of a course Closure Event and the student transfers to an Alternative Provider with the approval of NZQA, then the balance of student fees held in trust will be transferred to the Alternative Provider.

If the student withdraws from a course or a Closure Event occurs, and the Trustee refunds the balance of the funds directly to the student, this will be carried out in accordance with the provisions of the Education Act 1989 and TII's Refund Policy.

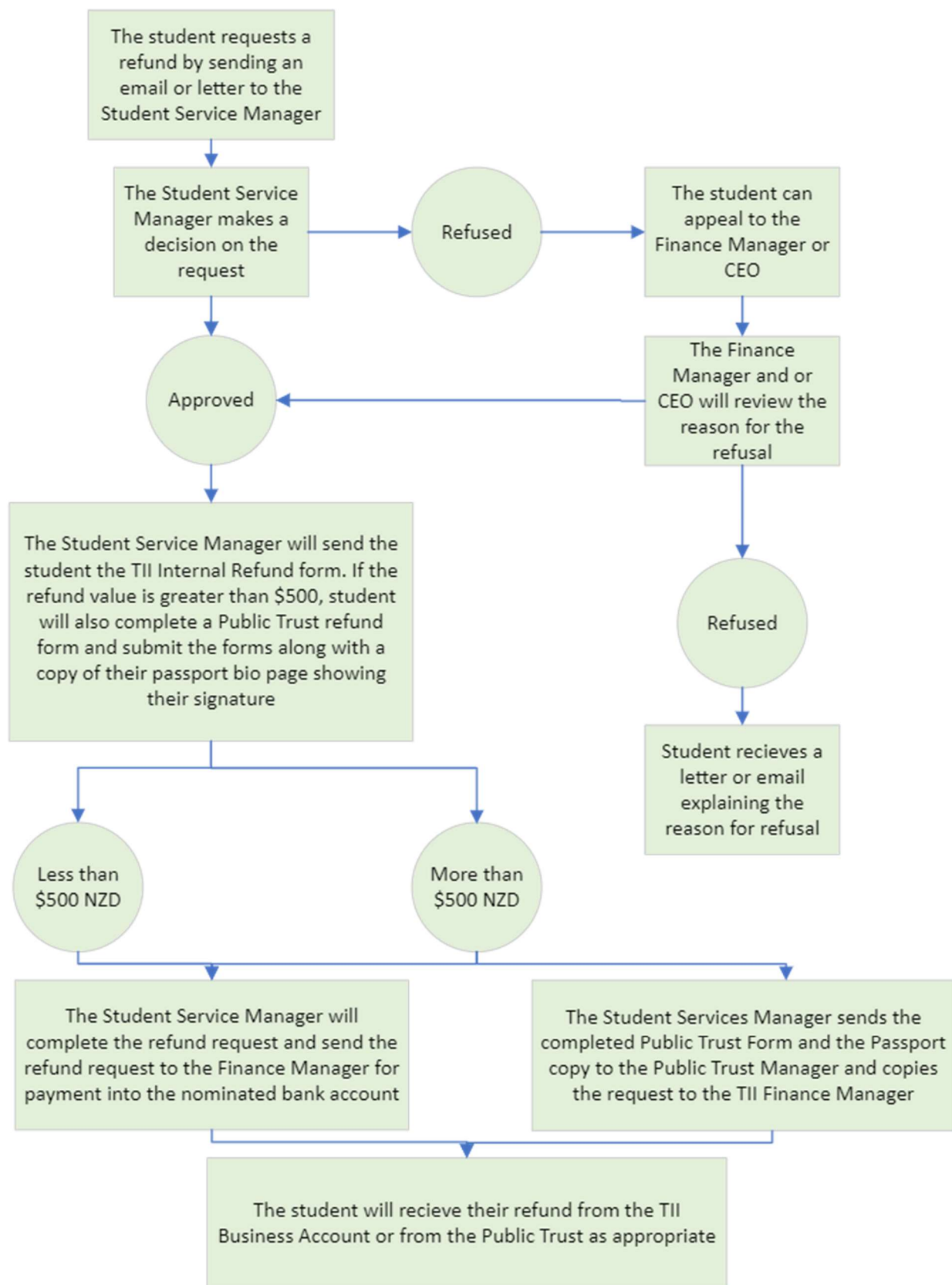
In the event where the student commences studies on an interim visa, TII refund policy would apply. However, TII may decide on case-by-case basis and consider partial refund of fees solely on TII discretion.

A student who fails to secure or retain a suitable student visa or cancels their visa application once they commence their studies, will have any refund consideration assessed against the TII refund policy.

Additional Assistance:

The flow chart on the next page titled, 'Refund Procedure?' is designed to simplify this process and assist you to choose the best option for your circumstances.

Refund Procedure (Revised May 2024)



Immigration Requirements

A Student Visa is generally required to allow an international student to enter New Zealand and study full time. Most student visas are multiple entry, which allows the student to travel in and out of the country several times before the visa expires. Student Visas allow students to stay in New Zealand and study and states the expiry date and conditions of the visa. These conditions will include details about:

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

If you are already in New Zealand at the time of your placement into TII, or if you wish to extend your Student Visa, you must apply to Immigration New Zealand. 100% attendance levels are expected from students on study visas. The Administration and Student Services Manager will tell you your attendance rate at any time.

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

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

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

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

Immigration New Zealand
PO Box 22 111
Christchurch 8142

Phone Immigration New Zealand on 0508 55 88 55

The Academic Administrator or Student Services team will help you with your Visa applications at any time but cannot provide immigration advice. If you need immigration advice, we can refer you to Licensed Immigration Advisors who are qualified to assist you.

Health & Travel Insurance (International Students)

You must have Health and Travel Insurance to study at TII. We can help arrange your cover if necessary. If you have arranged your own insurance, you will need to provide the school office with a copy (in English) prior to your first day of school. "Appropriate health coverage" as defined by the New Zealand Code of Practice 2021 for Pastoral Care of Tertiary and International Learners, includes:

- Medical expenses incurred for the treatment of illness and/or injury (more than ACC cover) that requires surgery and/or hospitalisation - unlimited sum insurance recommended
- Medical evacuation related to serious illness and injuries - unlimited sum insurance recommended
- Emergency dental treatment
- Costs for family members' travel if the student suffers a serious illness or injury

Emergency Contact

In an emergency see pages 8 and 10 of this handbook for details.

In a Fire emergency or building evacuation

Please be aware of the following:

- The sound of continuous alarm bells is the signal that there is a fire in the building.
- Listen to the instruction
- Ring 111
- If you discover a fire, warn others immediately and leave the building immediately by your designated exit which is THE STAIRCASE
- Do not wait in rooms or passageways
- Do not run
- **DO NOT use the lift in the event of a fire**
- Assemble at the **Fire Assembly Point** and await instructions. DO NOT leave the Fire Assemble Point until told to do so by the Fire Marshall or your tutor
- Do not return to your room until the 'all clear' is given

Accommodation:

Homestay

New Zealand Homestay is a preferred homestay provider for Talent International Institute Limited, but students are free to choose other homestay providers. Please see the TII Website for more information, or email Carolyn Elliott Carolyn@tii.ac.nz, from our Student Services Team for more information.

Alternatively, you can approach the organisation directly

<https://www.newzealandhomestay.co.nz>

Flatting

If you choose to flat there are several decisions, you must make. You must establish a budget for yourself including rent, utilities, food and any extras. You must decide whether you wish to flat by yourself or with other people.

If you choose to flat with other people, make sure that you establish the rules of the flat beforehand. This can include rules regarding cooking, food purchasing, cleaning, how to pay utilities, pets and smoking. If you are entering a flat that is already occupied by several students,



make sure that you know the rules that they have established and that you are prepared to abide by them. Flats are sometimes furnished and sometimes unfurnished. Make sure you find the right one for your needs. New Zealand is a student-friendly city and there are many flats in and around the city. The cost of flatting can vary greatly from about \$180/week (for a room in a house) to \$250/week (for a house-usually split among several friends). Additionally, you normally need to pay several weeks rent in advance and a security bond (which is normally returned to you at the end of your tenancy). It is important to remember that these fees only include the flat or room. **They do not include electricity, phone, internet, food, or laundry.** You will have to budget separately for those. If you decide to flat, pick up a brochure from TII about Tenancy Services. It will inform you of your rights and responsibilities when you flat. Tenancy Services can also act as a mediator between you and any landlord.

Short Term Accommodation

If you need a place to stay when you first arrive in New Zealand, while you look for a flat, please go to the following link:

<http://www.hostelworld.com/findabed.php/ChosenCity.Christchurch> - a list of some inexpensive, short term accommodation options near the city centre.

Other Living Costs and Essentials

Banking

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



Bank of New Zealand (BNZ)

111 Cashel Street,
Christchurch Central City
0800 275 269

ANZ

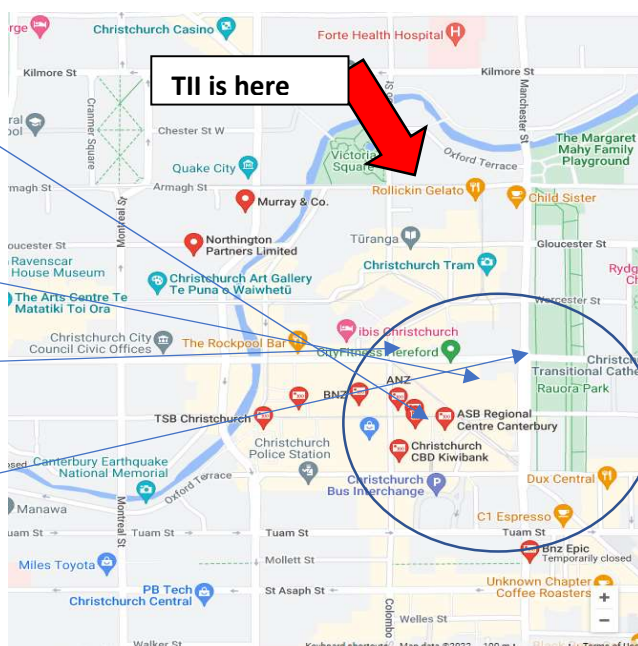
665 Colombo Street,
Christchurch Central City
0800 269 296

Westpac

83 Cashel Street,
Christchurch Central City
03 374 0710

ASB

150 Cashel Street,
Christchurch Central City
03-379 9672



The Student Services team will help you open a student bank account. You will not usually have to pay any bank fees as you will have a student account.

Transport

Most students use the public transport system. In Christchurch, the 'Metro' bus system is relatively cheap. Most buses leave from the Bus Interchange in Lichfield Street. You are advised to get a Metrocard as it is much cheaper and easy to use. There are free bus timetables and bus information available from reception, the Bus Interchange or at www.metroinfo.org.nz. ID with your date of Birth, Passport is required when you purchase a

new Metrocard. The cost of a Metrocard is \$5.00 and loading a minimum of \$5 onto the Metrocard will activate it. After that, you can top-up your card with a minimum of \$10.

Driving

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

The “Driving in New Zealand” guide from the NZ Transport Agency. This booklet covers essential information for new drivers in New Zealand, including road rules, safety tips, licensing requirements, and what to expect on New Zealand roads. You’ll find advice on speed limits, road signs, roundabout navigation, and unique road features like one-lane bridges. For complete information: <https://www.nzta.govt.nz/assets/resources/driving-in-nz/docs/driving-in-nz.pdf>

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

Mobile Phones

To be able to use your mobile phone in NZ you will likely need to purchase a Sim card from one of the following providers. The most common package that includes data, text and calling minutes starts at \$10 a month. Contact Spark at www.spark.co.nz/or call 123; One NZ at www.one.nz or call 0800 800 021; or contact 2degrees at www.2degreesmobile.co.nz or call 0800 022 022.

You can top up your mobile phone online or buy a top-up voucher from any supermarket. You can pay your phone accounts at any NZ Post Shop. Visit www.nzpost.co.nz/tools/postshop-Kiwibank-locator/Christchurch to find your nearest Post shop.

Electricity

Electricity costs can vary from as little as \$70/month to as much NZ\$350/month. To set up your electricity, contact Contact Energy on 0800-80-9000, TrustPower on 0800-87-8787, Meridian 0800 49 6496. You can pay your power accounts at any NZ Post Shop. Visit www.nzpost.co.nz/tools/postshop-Kiwibank-locator/Christchurch to find your nearest Post shop. You can also set up a Direct Debit from your bank that will pay your power account weekly or monthly.

Shopping

Supermarkets:

New World: 175 Durham Street South, Christchurch Central City
Countdown: 347 Moorhouse Avenue, Sydenham, Christchurch Central City
Pak ‘n Save: 297 Moorhouse Avenue, Sydenham, Christchurch Central City

Christchurch Farmers Market:

Open every Saturday Morning – From 9:00 am-13:00pm

16 Kahu Road, Fendalton, Christchurch

Offers the freshest and best of Canterbury’s wonderful fruit, vegetables, meats, fish, eggs, cheese and many other delicious, healthy foods.

Household Supplies:

The Warehouse: 265 Blenheim Road, Riccarton, Christchurch

K-Mart: 129 Riccarton Road, Riccarton, Christchurch

Farmers: 7/220 Moorhouse Avenue, Sydenham, Christchurch

Fun and Recreation

There are many things to do around Christchurch. To find out more about the activities taking place in and around Christchurch, contact one of the following places:

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

Tramping and hiking out of the city are very popular outdoor activities in New Zealand. If you choose to go tramping or hiking during your stay in New Zealand, please keep the following precautions in mind. The weather here is extremely variable.

- Make sure you are suitably preparing for any weather, even if it looks like a nice day.
- Let someone know where you are going and when you expect to be back and inform them of any changes along the way. New Zealanders take this type of responsibility very seriously, so make sure you let them know that you have returned safely.

Swimming is a very popular outdoor activity in New Zealand. If you go swimming during your stay in New Zealand, please keep the following precautions in mind.

- Beach swimming: Swim on a patrolled beach, between the flags at beaches where lifeguards are on duty; look for flags and signs indicating surf conditions and ask lifeguards if you’re unsure; watch for wildlife and be aware of any warnings about jellyfish (‘Blue Bottles’) or other marine life that may pose a risk; understand rip currents by learning how to identify rip currents and how to escape them if caught.
- All swimming: Never Swim Alone! Always swim with a buddy or in groups for added safety; stay hydrated by drinking plenty of water before and after swimming, especially in hot weather; use sunscreen, wear a hat, and seek shade to protect against UV rays; follow any specific local rules or advice from lifeguards or signage; if swimming in lakes or rivers, be cautious of currents, depth, and water temperature; and be mindful of your swimming ability and don’t push yourself too hard.

Libraries

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

- Christchurch Library

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

We can support students to get a library card and can assist you with your library membership. Please talk to the Student Services team.

Additional Contact Numbers and Addresses

TII

Phone: +64 3 366 0797
 Address: 282 Durham Street North
 City: Christchurch
 Country: New Zealand
 Email: info@tii.ac.nz
 Website: www.tii.ac.nz

Immigration New Zealand

Phone: 0508 558 855
 Fax: DN-955-7606
 Website: www.immigration.govt.nz

New Zealand Qualifications Authority

Phone: (04) 463 3000
 Fax: (04) 802-3112
 Website: www.nzqa.govt.nz
 Address: PO Box 160
 Wellington

iStudent

Phone: (04) 918 4975
 Fax: (04) 918 4901
 Website: www.istudent.org.nz
 Address: PO Box 2272
 Wellington 6140

New Zealand Emergency-Police, Fire, Ambulance

Phone: 111

Community Law Canterbury

Phone: 03-366 6870

Youthline

Phone: 0800 376 633

Citizens Advice Bureau

Phone: 03-471 6166

Christchurch External Support Contacts

Agency	Telephone #	Website/email
Sexual Abuse Services (For victims of sexual abuse)	03 366 0067	http://mherc.org.nz/directory/sexual-abuse-services
Chinese Lifeline (Provides counselling for people with personal problems - 24/7)	0800 888 880	Mindfit NZ - Chinese Lifeline
Lifeline (Provides counselling for people with personal problems – available 24/7)	0800 543 354	www.lifeline.co.nz
Citizens' Advice Bureau (General information about community services)	03 366 6490	www.cab.org.nz
Community Law Canterbury (Legal Advice– consumer rights, tenancy and employment problems)	03 366 6870	Community Law Canterbury / Te Ture Whanui o Waitaha
Stopping Violence Services (For victims of violence in the home)	0800 478 778	https://svschch.org.nz
Gambling Helpline NZ (Helps people addicted to have concerns about gambling)	0800 654 655	www.gamblinghelpline.co.nz
Alcohol and Drug Helpline (Provides help with addiction to substances)	0800 787 797	https://alcoholdrughelp.org.nz/
New Zealand Aids Foundation (Provides help for people with Aids and HIV)	03 379 1953	www.nzaf.org.nz
Depression Helpline (Provides help for people with depression)	0800 111 757	www.depression.org.nz
Asian Family Services	0800862342	https://www.asianfamilyservices.nz/
Health & Disability Advocacy	0800555050	https://advocacy.org.nz/
New Zealand Income Support Service	0800 559 009	www.workandincome.govt.nz
Immigration New Zealand (Deals with student, work and residency visas)	0508 558 855	www.immigration.govt.nz
iStudent (For settlement of contractual and financial disputes)	0800 00 66 75	www.istudent.org.nz/contact-us
Christchurch Central Police Station (Please report acts of crime)	03 363 7400	www.police.govt.nz
Relationship Services (Provides help to resolve relationship problems)	03 741 9201	www.relationships.org.nz
Chinese Christian Church of Christchurch	03 359 5986	https://chinesechurch.org.nz/
Indian Festivals (Diwali Festival)		2024 Indian Calendar for Indian Festivals and Indian Holidays
The Federation of Islamic Associations of New Zealand	+64 4 387 8023	https://fianz.com/
Canterbury Indonesia Society	022-685-7782	http://facebook.com/CanterburyIndonesia.Society
Christchurch Indian Association	021-298-4090	www.cinch.org.nz
Muslim Association of Canterbury	021-114-8011	http://macnz.org/
Philippine Society of Canterbury	021-104-1758	http://www.facebook.com/#!/philippinesocietyof.canterburyinc
Sri Lankan Community in Canterbury, New Zealand	N/A	https://www.facebook.com/Sri-Lankan-Community-in-Canterbury-New-Zealand-211820468866602/

Living in Christchurch

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

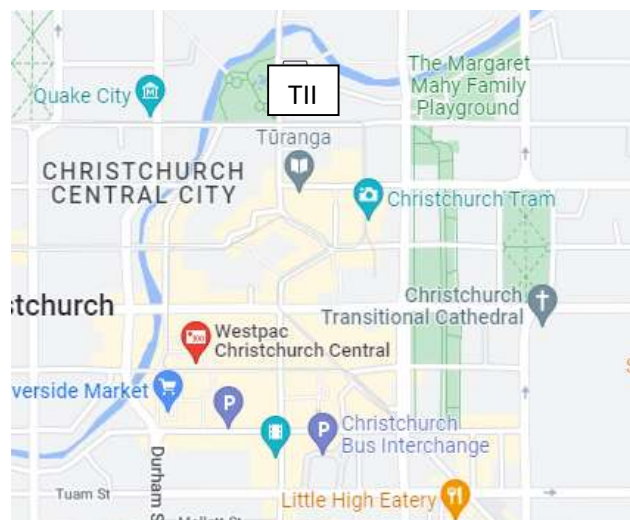


Christchurch, the South Island's largest urban centre, is characterised by its English heritage. The picturesque city also serves as a gateway to fun-filled southern adventures, with an international airport and short drive to the sparkling Pacific Ocean, or the majestic Southern Alps.

Our building is located on the side of the Avon River which runs through the city, right in the CBD area. It is within walking distance to the Christchurch library, bus interchange, a large shopping complex and supermarkets, movie theatres, restaurants, cafes and other conveniences. Students are encouraged to explore their new environment in every way. To find out more about Christchurch and Canterbury, we recommend these websites:

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

<https://findchch.com/>



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

Weather

The weather in Christchurch ranges from about 24°C in the summer to -2°C in the winter. The weather is very changeable, and Christchurch enjoys all four seasons. Students should plan to dress warmly in the winter. You will need a good warm waterproof jacket, woollen jerseys, woollen hat and gloves, Jeans, thermal underwear such as leggings and singlet, warm woollen socks, sturdy boots or shoes, track pants and gym shoes.

Seasons

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

Culture Shock (International Students)

Nearly everybody who studies in a foreign country will experience some degree of culture shock. It is perfectly normal and if you begin to feel stressed and unhappy, see one of the Student Administration and Service team and they can help you to work through your culture shock and enjoy your experience here. Here are a few important tips for dealing with culture shock. Never confuse your ability to speak a new language with your intelligence; it is easy to feel frustrated or annoyed, but there is no reason to. It takes everyone some time to adjust and become comfortable with a new language.

- Be physically active! You will feel better, meet new people, and keep in shape.
- Keep your sense of humour. Try, no matter how hard it is, to see something of value in every new experience and challenge you come across. Laugh now, not just later!
- Take advantage of services that local churches or any other communities offer. TII can help you find a community that you feel comfortable with. If you are having a problem with something, tell someone! They will want to help you, and you will feel a lot better having people to support you. Don't be afraid to speak up.

If you are unsure how to do something, just ask. Most people are happy to explain how things work to newcomers. If you are nervous about asking a stranger, ask one of the staff at TII. We are always happy to help.

Adjusting to a new culture can be difficult and frustrating, but it can also be a wonderful, thought-provoking time of your life during which you will grow as a person. Living in a foreign country will open new doors, introduce you to new ways of thinking, and give you the opportunity to make life-long friends.

REMEMBER: All international students share in what you are going through; you are not alone. Even more importantly, it is only a matter of time before you are adjusted and comfortable in your new home.

Working in New Zealand

According to New Zealand law, all workers must be paid at least the minimum wage (see the table below). These figures are correct at the time of printing (January 2024)

Type of minimum wage	Per hour	8-hour day	40-hour week	80-hour fortnight
Adult over 18	\$22.70	\$181.60	\$908	\$,1816.00
Starting out	\$18.16	\$145.28	\$726.40	\$1,452.80
Training	\$18.16	\$145.28	\$726.40	\$1,452.80

Please note that from 1st April 2024, the minimum wage will go up to

Type of minimum wage	Per hour
Adult over 18	\$23.15
Starting out	\$18.52
Training	\$18.52

For information about which type of minimum wage applies to you, visit the NZ Government employment website - <https://www.employment.govt.nz/>.

Working while on a student visa

On a student visa, you can usually work up to 20 hours a week during term time, and full time over the holidays. **You must check your visa for conditions specific to your visa. If you are in doubt, call Immigration NZ to check.**

Employee rights

All workers in New Zealand need to be treated fairly and legally. It is the employer's responsibility to ensure that all workers are treated according to their rights. If you would like to find out more about your rights, please ask a member of the administration staff at TII. Also, you can visit the New Zealand Government employment website (<https://www.employment.govt.nz/>).

Healthcare:

If you need medical attention during your stay in Christchurch, there are many possible healthcare providers. TII is happy to refer you to a general practitioner or you can browse the web or ask your homestay family or friends.

For After Hours or Emergency Care:

24 Hour Surgery

Open every day – 24 hours

401 Madras St, Christchurch Central City – Christchurch

03-365 7777

<https://www.24hoursurgery.co.nz/>

Unichem Pharmacy

Open every day – 9 am to 10 pm

212 Bealey Avenue, Christchurch Central City – Christchurch

03-365 1234

<https://www.unichembealeyave.co.nz/>

Christchurch Hospital

Open every day – 24 hours

2 Riccarton Avenue, Christchurch Central City – Christchurch

03-364 0640

<https://www.cdhb.health.nz/hospitals-health-facilities/christchurch-hospital/>

Family Planning Clinic

From Monday to Saturday – Opening hours may vary

9 Washington Way, Waltham – Christchurch

03-379 0514

<https://www.familyplanning.org.nz/>

Disclaimer

The information contained in this Handbook replaces all information contained in any previous handbooks and is intended to be a guide only.

TII reserves the right to change any aspect(s) of its delivery, services, or programmes which may affect the information contained in this handbook.

TII complies with all operational requirements of NZQA, MoE, TEC and MSD as amended in areas of policies, procedures, reporting, record keeping, academic reporting and standards and financial management.