



Student Handbook 2024

Version 6



Context

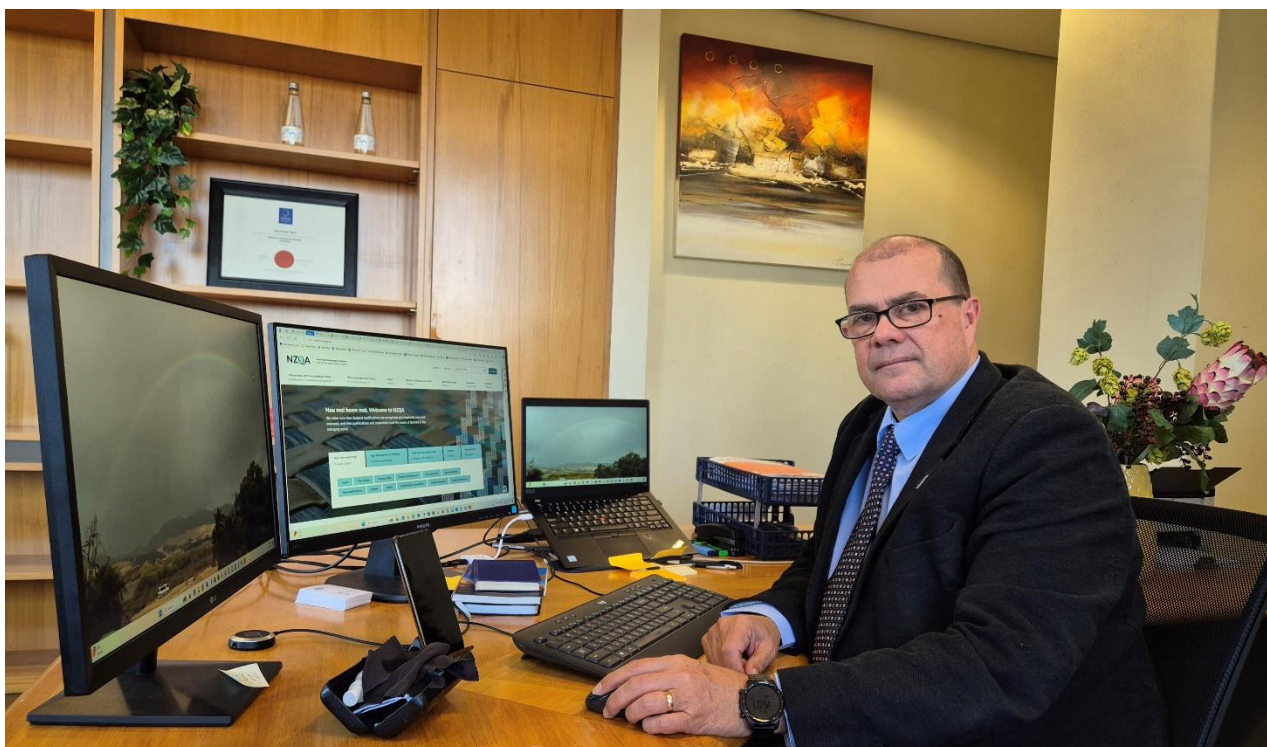
This Handbook is given to every student at Talent International Institute (TII). The handbook provides students with information related to policies, student support and studying in Christchurch. The Handbook should be read in conjunction with the Programme Handbook with provides course specific information.

Table of Contents

Student Handbook 2024	1
What is the Student Handbook?	5
Organisational Chart and Contact Details – January 2024.....	5
Our Building and Facilities.....	6
TII Aims and Objectives	6
External Quality Outcomes	7
Summary of Te Tiriti o Waitangi (The Treaty of Waitangi)	7
Student Support Principles	7
Student Academic Support	8
Student Welfare Support	8
Support in Action	9
Code of Conduct.....	9
Health and Safety.....	9
Emergency Numbers.....	9
Programme Fees and Payments	9
Fee Protection.....	10
Additional Fees.....	10
Student Surveys	11
Attendance.....	11
Late Arrival	12
College Policies.....	12
Internet Use Policy.....	13
Harassment Policy.....	13
Privacy Act 2020.....	13
Grievance Procedures	14
Informal.....	14
Formal	14
NZQA Complaints Process.....	16

Disciplinary Procedures.....	18
Sexual Harassment.....	18
Smoking.....	19
Cell Phones.....	19
Academic Appeal.....	19
Assessment Policies and Procedures	19
Public Holidays 2024	19
Information for Domestic Students	20
Payment of Programme Fees.....	20
Information for International Students	20
Withdrawal and Refund Policies	20
Other withdrawal and refund information:	21
Refund Procedure (Revised May 2024)	22
Immigration Requirements	23
Health & Travel Insurance (International Students)	23
Emergency Contact	24
Accommodation:.....	24
Homestay	24
Flatting	24
Short Term Accommodation	25
Banking.....	25
Fun and Recreation	27
Additional Contact Numbers and Addresses	29
Christchurch External Support Contacts	30
Living in Christchurch	31
Culture Shock (International Students).....	32
Working in New Zealand	33
Healthcare:.....	33
Disclaimer.....	34

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 inclusivity 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.

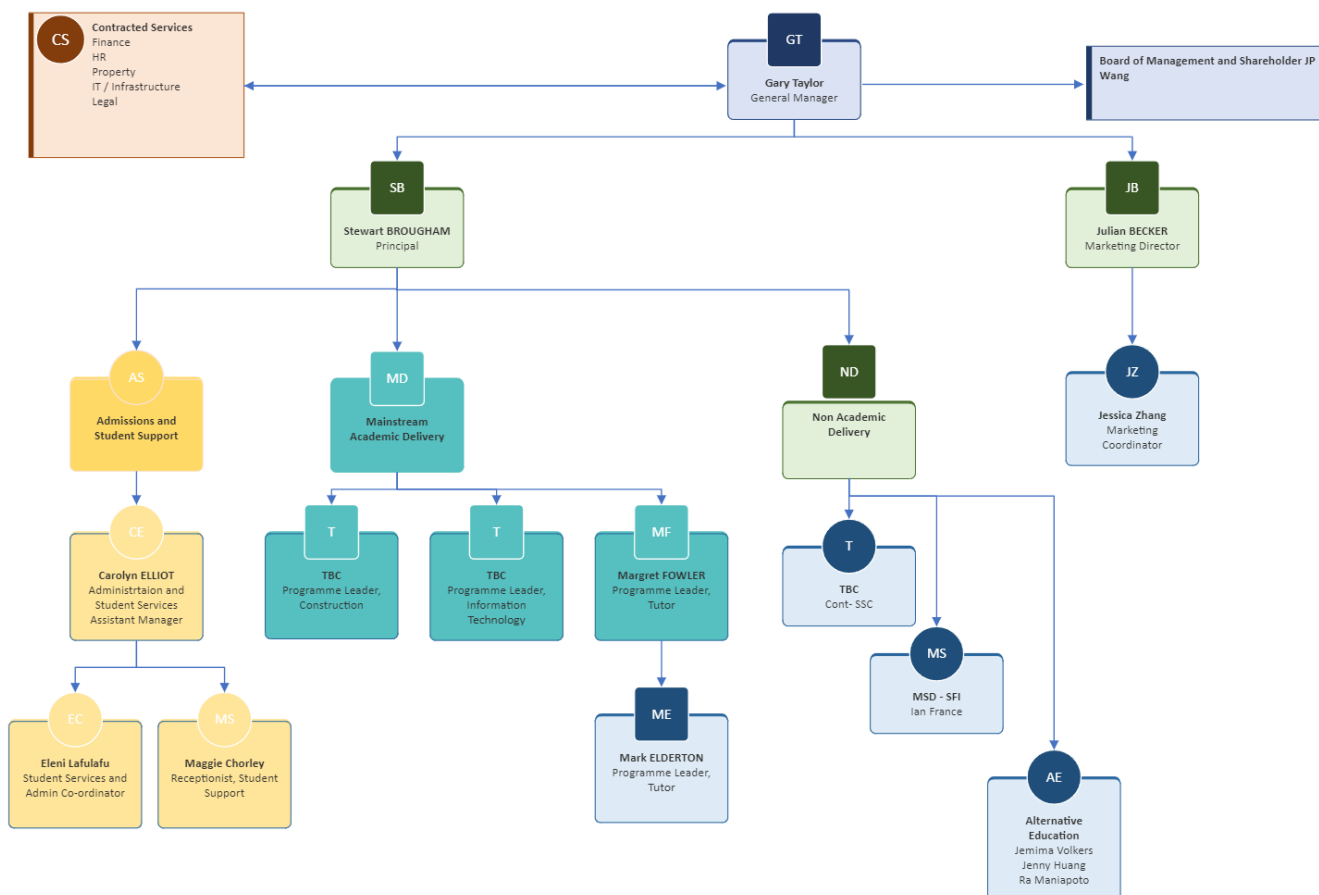
Welcome to TII and I hope you enjoy your student journey with us. I look forward to meeting you and seeing you around the campus.

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 and Contact Details – January 2024



Name	Contact Details
Gary Taylor	Gary.Taylor@tii.ac.nz
Stewart Brougham	Stewart@tii.ac.nz or +64 3 366 0797 / 021 931 531
Eleni Lafulafu	Eleni.lafulafu@tii.ac.nz or +64 3 366 0797
Margaret Fowler	marg@tii.ac.nz
Carolyn Elliott	carolyn@tii.ac.nz or 027 437 8865
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

Our school 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) are 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) are registered and accredited by the New Zealand Qualifications Authority. All programmes delivered by TII are approved by NZQA under section 249 and 250 of the Education and Training Act 2020.

In April 2020, The New Zealand Qualifications Authority conducted an External Evaluation and Review (EER). Their conclusions were that **“NZQA is confident in the educational performance”** and **“confident in the capability of self assessment.”** Of TII. TII was awarded Category 2 status. The EER report can be viewed [here](https://www.nzqa.govt.nz/bin/providers/download/provider-reports/7592-2020.pdf).

<https://www.nzqa.govt.nz/bin/providers/download/provider-reports/7592-2020.pdf>

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 a number of important Iwi and Hapu. The Treaty was signed on the **6th 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/bin/providers/download/provider-reports/7592-2020.pdf)

Our experience in student delivery and 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

- Who apply to exit the programme early, or
- Who 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 have a strategic goal to provide students with “whole of organisation” support around wellness, safety and care. Details can be found online.

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

In meeting such obligations, TII will follow guidance found in the **Code** and in full compliance with the relevant legislation including the Privacy Act 2020.

If students have any concerns related to wider student welfare, please contact Eleni Lafulafu for guidance and support on eleni.lafulafu@tii.ac.nz or by phone on 03 366 0797 or Carolyn Elliot at carolyn@tii.ac.nz or [on 027 437 8865](tel:0274378865).

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

Support in Action

The **Code** 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 expected standards that you as a student will follow. The Code of Conduct is there to give you guidance around how to behave in class and about to adapt 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.

1. Behave in a manner that will not bring the good name of TII into disrepute.
2. Verbal, sexual, or mental harassment is not acceptable or tolerated. Sexual Harassment' means unwanted sexual comment, jokes, touching or advances. If someone is making someone else feel uncomfortable in regard to sexuality, they do not have to put up with it.
3. Discrimination under the Human Rights Act is not acceptable or tolerated.
4. Tutors and student support staff will be treated with care and respect
5. The following 4 points will be enforced:
 - No threats of violence
 - No drugs
 - No alcohol
 - No bad language
6. Students must not share material that is offensive, racist, pornographic, or illegal on any TII platform or IT tool
7. 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 will all 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 with regard to the protection of student fees:

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

Please visit the Public Trust website for more information:

Public Trust
www.publictrust.co.nz;
Phone: 0800 494 733



E-mail: feeprotect@publictrust.co.nz
Address: 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.

Services that incur an additional charge include homestay placement fees, homestay costs, airport pickup changes, insurance costs and changing accommodation charges. 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)	2024
Enrolment Fee* Includes Resource Fee and Public Trust Fee	\$390
Homestay Placement Fee	\$300
Resource Fee	\$150
Additional Fee for Halal Food	\$ 25 week
Airport Pickup (ChCh)	\$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.

These fees exclude texts books you may wish to purchase while studying.

Student Surveys

Surveys are an important way that students can provide honest feedback to TII in relation to their study, homestay or wider study experience. We undertake surveys:

- At the end of the second week of your first study programme to gain first impressions and feedback ,on student support, homestay and our orientation programme,
- Every6 weeks of study you will be invited to provide feedback,
- At the end of each course or semester, whichever comes first to provide feedback on the tutor, teaching and academic support offered, and
- At the end of the programme to get feedback on your complete student journey.

Attendance

Unless health decelerations are in place, TII offers face to face delivery for all of its learners who may be studying a range of English or mainstream programmes at TII. All learners are required to attend all classes, tutorials, and activities. TII is committed to ensure that learners maintain one hundred percent attendance while studying at TII.

The following elements constitute TII attendance policy.

1. Learners are required to attend all classes, tutorials, and activities as per their timetable.
2. Leaners will be marked either present or absent in the TII attendance register.
3. The present learners shall be:
 - a. The ones who attend class, tutorial, and activities during the specified time periods of their timetable.
 - b. The ones who have an approved leave of absence due to medical reasons and other unavoidable reasons, such as immigration meetings, job interviews and other similar reasons.
4. The absent learners shall be:
 - a. The ones who are not present in class, tutorial, and activity during the specified time periods of their timetables and do not have an approved leave of absence.
 - b. The ones who have accumulated three late arrivals in the class shall accumulate an equivalent absence of a full day session.
5. Lateness:
 - a. Learners arriving late from the class commencement time shall be recorded as late comers. There is no grace period and lateness shall be counted when learner is even a minute late from the time of the class commencement.
 - b. Teacher may refuse entry to the learners in their class if learners are more than 15 minutes late from the class.
 - c. Three late arrivals shall accumulate to one full absence.
6. Leave of Absence:
 - a. TII recognises that sometimes learners are unable to attend their classes due to illness and other unavoidable circumstances. TII therefore has set-up provisions so that learners' attendance records are not impacted.
 - b. TII shall include all approved leave(s) of absence in learner's attendance as positive attendance, where learners provide evidence that is accepted by TII. However, TII shall keep an internal record outlining when learner attended class and when learner did not attend the class for any reason, including illness, or approved absences.

- c. Leave of absence may not always be approved. Decision to approve leave of absence shall be made on case-by-case basis. TII has the right, and may decline, a leave of absence application despite learner(s) providing a leave request form and/or evidence, such as doctor's certificate.
 - d. In the event where learner takes an approved leave of absence for an extended period, and misses a significant part of the course delivery, the learner may qualify for an aegrotat pass. Where learner does not receive an aegrotat pass, he/she will be required to re-enrol with payment and repeat the course(s).
 - e. In case of online and/or electronic-based enrolments, and for reasons beyond the control of the student and TII, such as, internet disconnection for significant amount of time (duration of one or more sessions), the student is entitled to reschedule with their teacher/facilitator one missed session at no extra cost, subject to informing the teacher or the support staff at the earliest as soon as the student acknowledges the connection outage. For internet service disconnections from the student's end, the student is
 Liable to seek technical support from their Internet Service Provider (ISP) and inform TII in a reasonable and timely manner.
7. Medical certificates provided cannot exceed a maximum of 2 weeks per term (academic enrolments only). Learners who are ill for more than two weeks will not be permitted to continue their paper unless permission is given by the Programme Leader. Decisions to approve medical leave for students shall be made on case-by-case basis by the Programme Leader.
 8. For reasons other than illness, learners are allowed a maximum of 2 days approved leave of absence per term (academic enrolments only). Students must complete a leave request form and give to TII in advance. TII may or may not approve the leave of absence. Decisions to approve leave of absence for shall be made on case-by-case basis.
 9. Absence from class: Learners are required to attend all classes and always maintain one hundred percent attendance. Learners' absenteeism from their classes, tutorials and activities shall be dealt with in accordance with TII attendance policy as follows.
 - a. TII shall contact learners absent from the class without a valid reason and intimation.
 - b. Learners shall be required to undergo an interview meeting with the TII designated staff when his/her attendance drops below 95%. This could follow a formal notification and possible written warning.
 - c. Learner shall be suspended from the class when his/her attendance drops below 85%. The learner shall be required to undergo a disciplinary meeting with the designated TII staff and provide an acceptable reassurance to reinstate his/her commencement in the class. A written warning shall be issued to the learner.
 - d. Learner shall be terminated from the course where:
 - i. Three warning letters have already been issued; the fourth letter shall be an automatic termination from the course.
 - ii. Learner has ongoing attendance issues and is not able to maintain the required minimum attendance threshold of 85%.
 - e. A learner is never entitled for refund of fees if he/she is terminated on disciplinary grounds, such as absenteeism.

Late Arrival

If you are not able to start your study on the date specified in your offer letter, you must contact the Admissions Office as soon as you can to let them know there is a delay. Our staff will try and assist you where possible.

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.

Harassment Policy

Definition

Harassment may be physical, verbal, sexual, ethnical, psychological, or hateful in nature. If a staff, a student or visitor is offended, hurt or humiliated by the actions of others at Talent International then it can be deemed to be harassment.

Policy

TII define harassment as actions or statements that interfere with someone's ability to work or study in a positive and healthy environment, and actions or statements that disrespect the dignity of an individual or group. It includes harassment based on age, sex, gender, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability. It also includes any form of unwanted sexual attention through actions or statements or verbal or physical behaviour or any form of visual or written material. Harassment of any form is a serious misconduct in the workplace and may result in the termination of employment. Studying (including on-line) or working at TII is considered the 'workplace'.

- Behaviour that constitutes harassment includes any behaviour where it is unwelcome, whether the person harassed makes it clear or not. Behaviour that may constitute harassment may include but is not limited to: Personal and offensive remarks
- Jokes or innuendoes
- Comments or teasing about a person's private life, preferences, religious beliefs, sexual activities or preferences or gender,
- Offensive hand or body gestures
- Physical contact such as patting, pinching, or touching another person's body
- Unwelcome social invitation or, comments via telephone calls or texts, or from any other messaging app, zoom or similar video communication app
- Presentation or displaying any offensive posters
- Sexual, physical, racial, or hateful assaults or offences of any kind
- Any illegal activity that affects or impinges on others in any unwelcome form.

If a student experiences any form of harassment and the behaviour continues, then the student should approach any staff member that they feel comfortable with to share their concerns. That staff member will then escalate the complaint to their direct manager, with the complainant's permission.

All complaints will be dealt with through a natural justice process. The General Manager or delegate (as appropriate) will be responsible for investigating and resolving all complaints. The General Manager may, in serious cases, appoint an outside mediator to facilitate a resolution to the complaint. As with any harassment complaint, the complainant is welcome to make a complaint directly through either the Police or the Human Rights Commission, as appropriate. In such cases, TII may continue an internal investigation in parallel with the external investigations.

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.

Grievance Procedures

Informal

A student may discuss concerns with their tutor, Assistant Administration and Student Services Manager or the Programme Leader. If necessary, an agent may be contacted to facilitate a resolution. If the issue is not resolved by their tutor, Administration and Student Services Manager or the Programme Leader, students should contact the College Principal / General Manager. If students cannot resolve their concerns within TII they may do so through external means. For academic concerns, they may submit a complaint to the New Zealand Qualifications Authority. For settlement of contractual and financial disputes, they may contact Fairways Resolutions Ltd (iStudent). For all other concerns they should contact NZQA. The contact information for these institutions is listed in the Contacts section of this Handbook and on a "Have you got a problem" chart on the student notice board. All records of formal complaints and resolutions are kept on file by the Assistant Administration and Student Services Manager. (See below)

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

Formal

A student may raise a formal complaint in relation to a range of issues including:

- Harassment by a staff member or other students
- Inappropriate treatment by staff or other students
- Unfairness in the application of policies
- Unsafe learning situation
- Unfairness in an assessment or moderation activity

Once a written complaint is made, the complaint will be recorded and acknowledged by the Principal. The complaint will be allocated to an Investigating Officer best suited to addressing the complaint with a view to allowing for a speedy resolution.

- The complainant may ask a facilitator to help explain the issue, and in such cases the complainant must sign any documents created showing their agreement to the information submitted.
- A meeting will be held with the Investigating Officer. The complainant can bring a support person.
- The concerns raised in the complaint will be discussed and the complainant will identify what would be regarded as a satisfactory resolution.
- A plan will be developed to manage the complaint and undertake any investigation necessary

- An *Outcome Statement* will be prepared at the end of the investigation, and the complainant will be invited to consider and where appropriate sign their acceptance of the outcome, or failing that, noting that a decision was reached.
- The signed *Outcome Statement* is retained on file.
- If the complainant is unhappy with the outcome, they can appeal to the General Manager and depending on the nature, have this considered by external mediators. (See below)

NZQA Complaints Process



International students – How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to olve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to risk@nzqa.govt.nz

If you need more information on the complaints process, visit this [webpage](#) or contact NZQA on 0800 697296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints via their [website](#) or on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

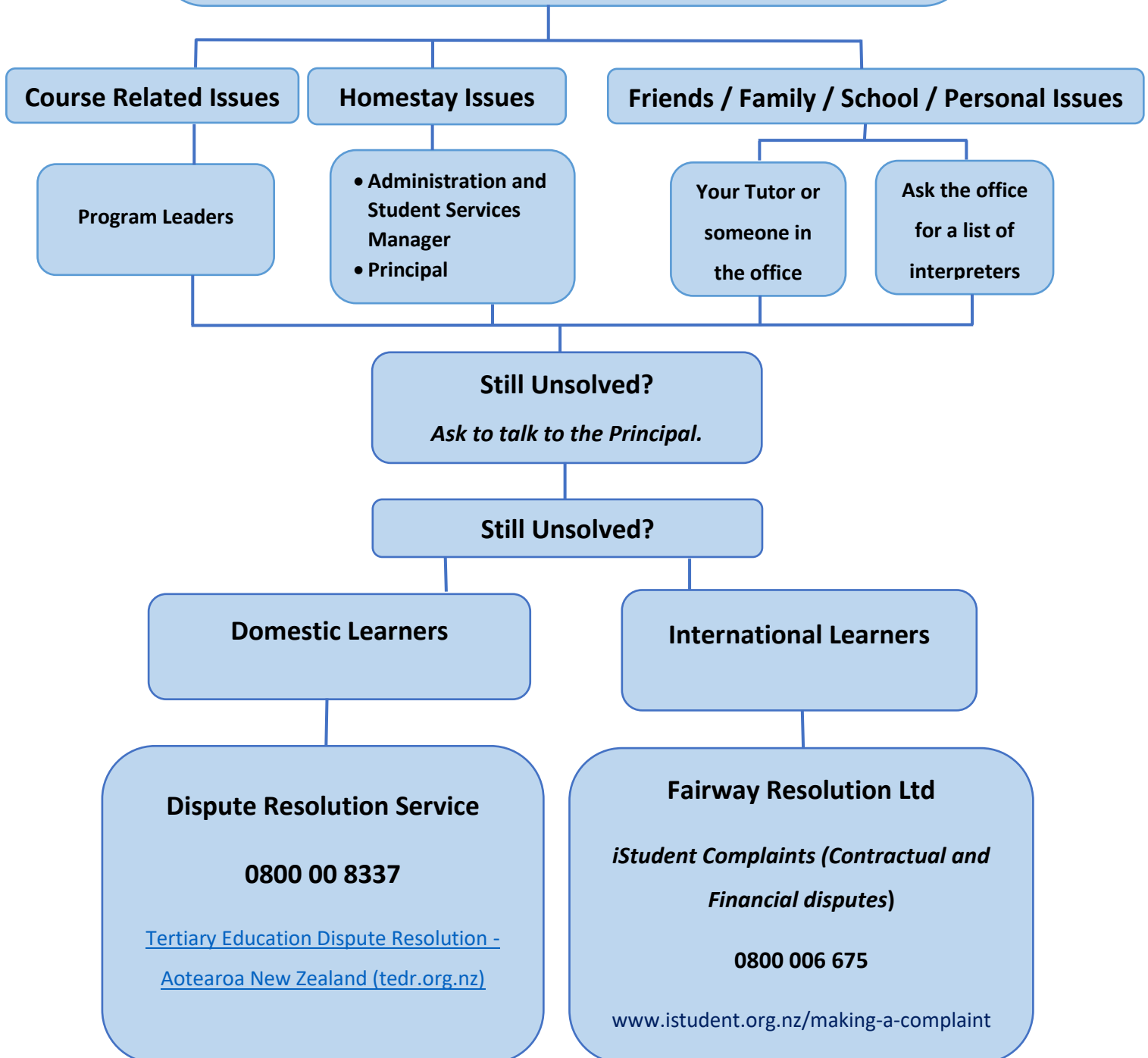
NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice 2016.

www.nzqa.govt.nz

Have you got a problem?

Who should you talk to?

Always talk to your Tutor first.



Disciplinary Procedures

A student at TII can be terminated from his/her course and might be expelled from TII under some circumstances. If a student 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).

Sexual Harassment

TII has committed itself to be an environment free of sexual harassment. This sexual harassment policy covers all staff and students at TII.

TII does not tolerate sexual harassment. Sexual harassment is defined as any unwelcome or offensive sexual behaviour that is repeated or is serious enough to have a harmful effect. This conduct is of such an immediate or serious nature or level of persistence that the work performance and life satisfaction of the individual subjected to it is affected detrimentally.

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

Procedures

- "Minor" harassment may include inappropriate or insensitive comments of a sexual nature that causes offence to another person or persons.
- In relatively "minor" harassment situations, a number of options may be followed such as:
- A harassed person confronts alleged harasser alone in order to resolve the issue.
- A harassed person confronts alleged harasser with the Programme Leader or Administration and Student Services Manager.
- The harassed person may wish to address issues to the alleged harasser in writing the complainant and/or the alleged harasser may wish to consult with the Programme Leader or Administration and Student Services Manager.

If no resolution is possible then the complaint can be forwarded to the Principal / General Manager of TII in order to try and get a resolution.

For more serious instances of sexual harassment a student or member of staff may approach the Programme Leader or Administration and Student Services Manager, for assistance and advice.

All information supplied will be treated in accordance with the Privacy Act 2020. Strict confidentiality will apply.

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

Academic Appeal

A student can ask the tutor to review the mark, or grade awarded as a result 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.

Assessment Policies and Procedures

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

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	

We are also closed over Christmas and New Year for a period of at least 4 weeks.

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 with our Admissions Team.

StudyLink

StudyLink is part of the Ministry of Social Development and responsible for student loans and allowances.

They can provide information around 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 length of your course:

Course Length	Refund Policy
Courses three months or more	<ul style="list-style-type: none">▪ If the course is of three months duration or more and you cancel part 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 paid.▪ If you cancel or change your course after you have completed the first 10 working days, or finish your course early, no refund will be given. However, an application can be made to the Principal for special consideration and a refund may be recommended.
Courses five weeks or more but less than three months	<ul style="list-style-type: none">▪ If the course is of five weeks or more but less than three months, and you cancel part or your entire course during the first 5 days of your enrolment* you are entitled to receive a fund of up to 70% of any amount paid.▪ If you cancel or change your course after you have completed the first 5 days, or finish your course early, no refund will be given. However, an application can be made to the Principal for consideration and a refund may be issued.
Courses under five weeks	<ul style="list-style-type: none">▪ If the course is of more than two days but under five weeks and you cancel part or your entire course by the end of second day of your enrolment* you will receive a fund of at least 50% of any amount paid.▪ However, if two days constitutes the full amount of the tuition paid, the school may retain 100% of the fees paid.▪ If you cancel or change your course after you have completed the first 2 days, or finish your course early, no refund will be given. However, an application can be made to the Principal for consideration and a refund may be issued.

****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 has to cancel a course you are specifically enrolled for, you will receive a full refund of fees received by the school, including the Enrolment fees.
7. No refund will be made to a student who is expelled from the Institute. New Zealand Immigration will also be informed.
8. The student can bring a support person with him/her when applying for a refund/withdrawal.

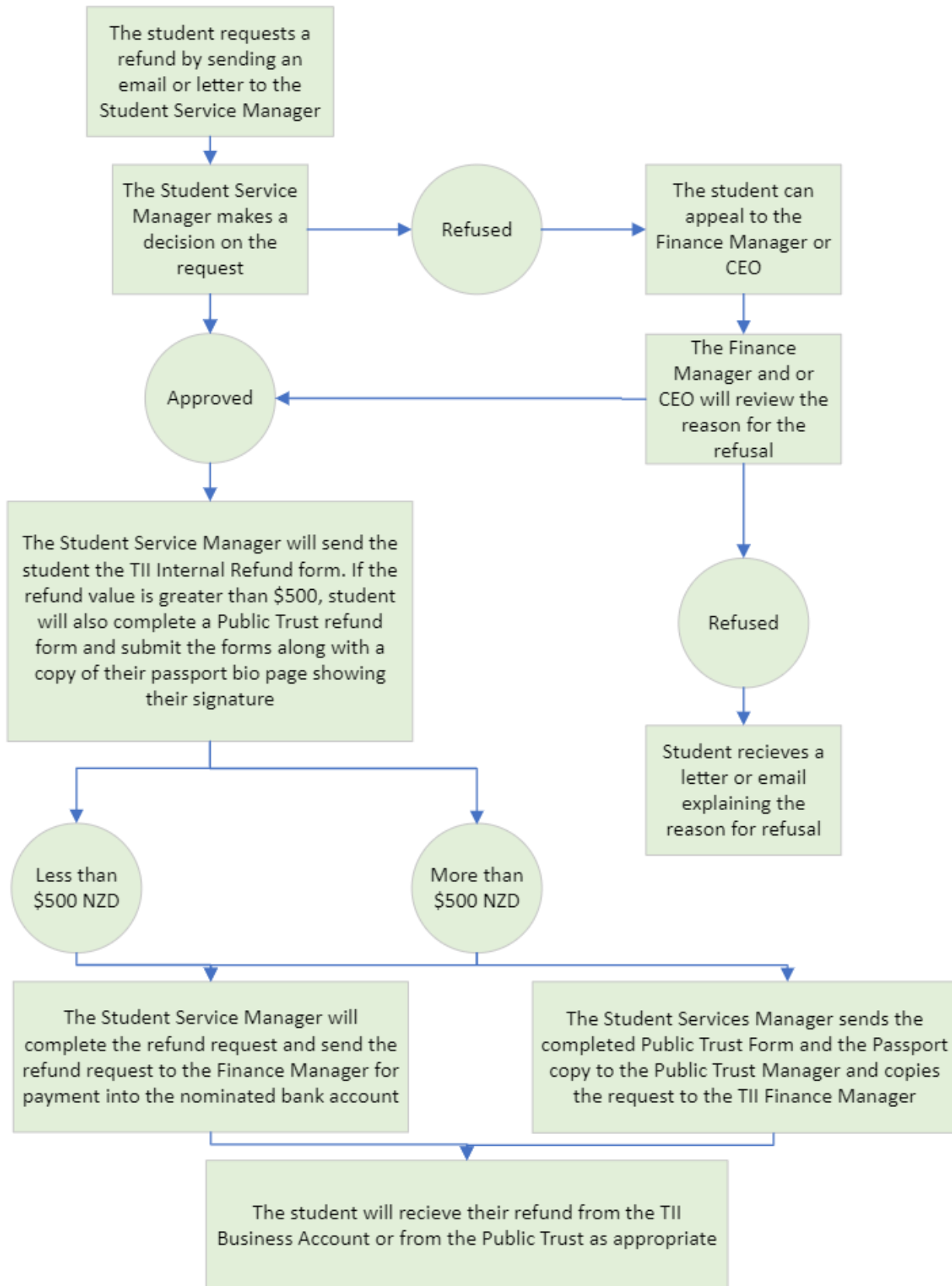
In the occurrence of a course Closure Event and the student transfers to an Alternative Provider with the approval of NZQA, then the balance of student fees held in trust will be transferred to the Alternative Provider.

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 make a decision 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.

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.

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

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

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. Remember, students on a Student Visa must try and retain 100% attendance levels.

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 Administration and Student Services Manager will help you with your Visa applications at any time but cannot provide immigration advice. If you need immigration advice, we have details of Licensed Immigration Advisors who can help 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) on 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, as coverage that includes the following:

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

Emergency Contact

In an emergency, contact (Eleni Lafulafu) on 020 413 32642.

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

This is an excellent way to experience New Zealand culture. If you decide to Homestay, you will live with a New Zealand family, who will help you introduce you to New Zealand. They will provide a furnished room, food, and laundry as well as lots of information about your new surroundings. TII is happy to set up a Homestay for you. Please let us know if we can help. There is a fee for this service.

Most of our Homestay families speak English as a first language, and it can be a wonderful way to improve your English.

Flatting

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

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



Flats are sometimes furnished and sometimes unfurnished. Make sure you find the right one for your needs. New Zealand is a student-friendly city and there are many flats in and around the city.

The cost of flatting can vary greatly from about \$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 also a security bond (which is normally returned to you at the end of your tenancy). It is important to remember that these fees only include the flat or room. **They do not include electricity, phone, 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/findaded.php/ChosenCity.Christchurch>

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

Banking:

If you will be in New Zealand for longer than three months, it is recommended that you open a New Zealand bank account. Most bank accounts will provide you with a cash card (EFTPOS) which will allow you to withdraw funds from an ATM machine and make purchases at local stores.

If you choose to open a bank account in New Zealand, there are **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

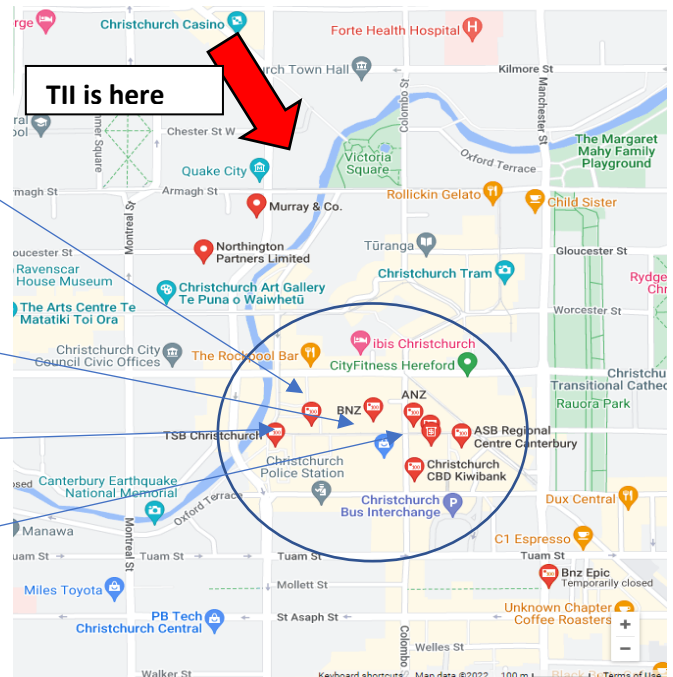
665 Colombo Street,
Christchurch Central City
0800 269 296

Westpac

83 Cashel Street,
Christchurch Central City
03 374 0710

ASB

150 Cashel Street,
Christchurch Central City
03-379 9672



The Student Services Coordinator will help you open a student bank account. You will not generally 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. You can also view information in different languages on the following links:

Driving in New Zealand

<https://www.nzta.govt.nz/assets/resources/driving-in-nz/docs/driving-in-nz.pdf>

Driver training video

<https://www.aa.co.nz/travel/rental-vehicles-and-transport/visitors-to-new-zealand/visiting-driver-training-programme/>

If you have an overseas driver licence or an international driving permit, you may drive in New Zealand for one year after your arrival in New Zealand. After one year, **you will have to take a theory test and possibly a driving test.**

These tests can be arranged at the Automobile Association (AA) which is located at 126 Riccarton Rd, (Phone: 03 964-5530)

Cell Phones

To be able to use your cell 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 2degrees at www.2degreesmobile.co.nz or call 0800 022 022.

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

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

Shopping

Supermarkets:

New World: 175 Durham Street South, Christchurch Central City
Countdown: 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

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.

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 is a very popular outdoor activity in New Zealand. If you choose to go tramping during your stay in New Zealand, please keep the following precautions in mind. The weather here is extremely variable. Make sure you are suitably 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 Zealander's take this type of responsibility very seriously, so make sure you let them know that you have returned safely.

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 strong support students to get a library card and can assist you with your Library membership.](#)

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

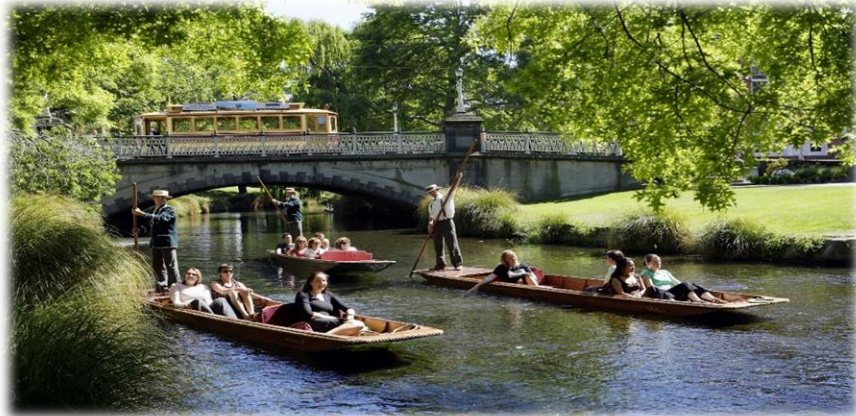
Christchurch External Support Contacts

List of External Support Available in Christchurch

Agency	Telephone #	Website/email
Sexual Abuse Services (For victims of sexual abuse)	03 366 0067	http://mherc.org.nz/directory/sexual-abuse-services
Chinese Lifeline (Provides counselling for people with personal problems - 24/7)	0800 888 880	www.chineselifeline.org.nz
Lifeline (Provides counselling for people with personal problems – available 24/7)	0800 543 354	www.lifeline.co.nz
Citizens' Advice Bureau (General information about community services)	03 366 6490	www.cab.org.nz
Community Law Canterbury (Legal Advice– consumer rights, tenancy and employment problems)	03 366 6870	www.canlaw.org.nz
Stopping Violence Services (For victims of violence in the home)	0800 478 778	www.svschch.org.nz/
Family Planning Association (Provides advice on conception, pregnancy and abortion)	03 379 0514	www.familyplanning.org.nz
Gambling Helpline NZ (Helps people addicted to 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
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	www.chinesechurch.org.nz
Indian Festivals (Diwali Festival)		http://www.diwalifestival.co.nz
The Federation of Islamic Associations of New Zealand	+64 4 387 8023	https://fianz.com/
Canterbury Indonesia Society	022-685-7782	http://facebook.com/CanterburyIndonesia.Society
Christchurch Indian Association	021-298-4090	christchurchindians@outlook.com
Muslim Association of Canterbury	021-114-8011	http://macnz.org/
Philippine Society of Canterbury	021-104-1758	http://www.facebook.com/#!/philippinesocietyof.canterburyinc
Sri Lankan Community in Canterbury, New Zealand	N/A	https://www.facebook.com/Sri-Lankan-Community-in-Canterbury-New-Zealand-211820468866602/

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.



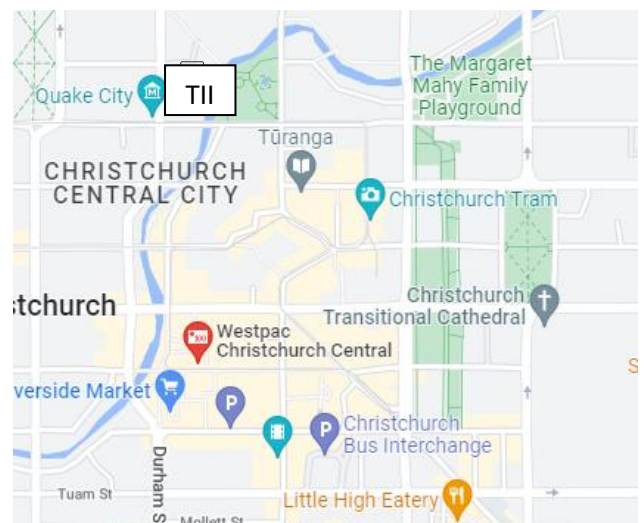
Christchurch, the South Island's largest urban centre, is characterised by its English heritage. The picturesque city also serves as a gateway to fun-filled southern adventures, with an international airport and short drive to the sparkling Pacific Ocean, or the majestic Southern Alps.

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

Study in New Zealand

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

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

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 are in need of 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 reserve 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.

E & OE