



International College of Camille Student Handbook

International Students

C o n t e n t s

Welcome to International College of Camille	4
Introduction	4
Values and Qualities	5
Personal Attributes required becoming a Beauty Therapist	5
- Career Prospects in Beauty Therapy	5
Application Requirements and Procedures	6
- Selection Procedure	6
- Documentation required	6
- Conditions of Acceptance	6
- Eligibility - entry criteria	7
- Orientation	7
- Recognition of Prior Learning	7
Assessment and Student Progress	7
- Examining Bodies	7
- Assessment and re-assessment	8
- Reporting and progress reports	8
- Assessment Procedures NZQA	8
- External, Internal reporting	8
- Re-Assessment provision	9
- Appeals	9
- Evaluation	9
- Pre and post assessment	9
Fee Protection, Withdrawal and Refund Policies	10
- Fee Protection Policy	10
- Fee Indemnification	10
- Payment of Course Fees	10
- Withdrawal Policy	11
- Cessation of Attendance	11
- Refunds policy	11
- Cancellation of Training	12
College Rules	12
Grievance Procedure	13
Complaints, Disputes & Resolution	13
- Internal Processes	13
- External Bodies	14
- Complaints and Disputes Resolution	14
- (refer to Complaints Procedure Flow Chart on page 18)	
Students Guidance and Support System	14
- Support provided within the training programme by the staff	14
- External Support Agencies	14
- Living and Accommodation information	15
- Accommodation Available	15
Health and Travel Insurance	17
Immigration requirements	17

Privacy Act	17
Flowchart - Complaints Procedure	18
Summary: Code of Practice for the Pastoral Care of International Students	18
- Summary of the Code of Practice	18
- What is the Code?	19
- When does the Code apply?	19
- Who does the Code apply to?	19
- What is an International Student?	19
- How can I get a Copy of the Code?	19
- How do I know if an Educational provider has signed the Code?	19
- What do I do if something goes wrong?	19
What is the International Educational Appeal Authority (IEAA)?	20
- What will the IEAA do?	20
- What can the Review Panel do?	20
- How can I contact the IEAA?	20
Sign off Sheet	21

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

Welcome to the International College of Camille

This handbook is to provide Prospective International Students with a clear understanding of the Guidelines, and Policies and Procedures of the courses offered by the International College of Camille. If the policies included in this handbook are changed or updated, students will be notified through written communications or announcements on the student notice board. It is each student's responsibility to check this notice board regularly for any such changes.

If you have any further questions, or wish clarification of anything in this handbook please ask the Business Manager, or your Tutor

We hope that you will enjoy your course of study at the International College of Camille and wish you every success for you future.

Introduction

The International College of Camille Ltd offers some of the most professional, comprehensive Beauty Therapy, Nail Technology, training courses available in New Zealand. The College was established in 1984 and has been offering VTCT, the British qualification in Beauty Therapy since its inception. In 1994 the College was recognised by the CIDESCO organisation to offer its highest internationally recognised Beauty Therapy qualification and in 1996 achieved NZQA Accreditation to offer Hairdressing training to level 4, and in 2004 achieved NZQA level 5 training in Beauty Therapy. The International College of Camille Ltd is still owned and operated by its original owners, Lasertone Ltd.

In conjunction with the International College of Camille Ltd, Lasertone Ltd also owns The House of Camille - the largest national supplier of Skin Care and Beauty Therapy equipment in New Zealand. The liaison between these two divisions allows students to use the most current equipment and cosmetics available, whilst also offering them the opportunity to purchase products and equipment.

With emphasis on excellence, our teaching faculty is chosen for their experience, teaching skills and qualifications with many of our tutors having been trained in the U.K. Our Beauty Therapy tutors all hold either the VTCT and/or CIDESCO qualification with a minimum of five years industry experience in their specialist fields or the relevant Adult Teaching qualifications. The knowledge base and experience of our faculty is an integral part of the success of the International College of Camille.

The College occupies one floor of fully air-conditioned modern premises, centrally located in Newmarket, Auckland's premier shopping centre, with convenient access to motorways and public transport services.

Our premises include a one Body Treatment room, one Lecture room, two Facial Treatment rooms, Nail Technology room, one student room, laundry and one shower facilities, and administration offices. Each room is fully equipped with the latest in beauty therapy tables and equipment to ensure a high standard of professional training.

The major range of cosmetics available to the College of Camille is COLLIN (France), which includes - Genesis and Ocean ranges. Genesis is a product based on Biological extracts, while Ocean is based entirely on Marine and Sea extracts. We also stock DARPHIN (France), which is based on Aromatherapy, Phytobiology and Phytotherapy, which uses serums, oils and moisturisers to create a totally balanced skin. Only professional Beauty Therapists retail these extensive and quality skin care ranges.

Students at the College undergo thorough training in COLLIN, incorporating many specialised treatments additional to the Beauty Therapy training syllabus.

Numbers are limited to sixteen in each class to enable students to receive comprehensive and effective training and full access to equipment. Equally, it allows tutors to perform supervision and assessments tasks in the most constructive manner.

Values and Qualities

Our mission is to provide training in the Beauty Services area which is of the highest international standard and which meets the needs of trainee and industry.

The beauty therapy profession offers an exciting, challenging and rewarding career. Our focus is on providing students with information and skills that will extend their knowledge base and enable them to seek-out and achieve the opportunities and challenges they desire. We encourage on-going education in this rapidly expanding industry and endeavour to assist graduates to reach their goals.

At the International College of Camille we value and foster professionalism, excellence in education, creative learning, honesty and integrity.

Personal Attributes Required Becoming a Beauty Therapist / Nail Technician

Care - As a potential Beauty Therapist you must have the necessary qualities and attributes. A genuine care and concern for people and their well-being is essential.

People - It is important that you are a 'people person' and you enjoy working closely with people. You will be working on a one-to-one basis with your client.

Character - Patience, tolerance and a calm disposition as well as a friendly nature are important. You must be able to put clients at ease and quickly gain their confidence.

Ethics - A serious approach is required with a great deal of tact and diplomacy. Respecting your client's privacy is vital.

Health - Good health and fitness is a must. Providing Beauty Therapy services can be very tiring and physically strenuous, and sometimes the hours can be very long.

Commitment - A rewarding career requires dedication both in training and practise. The more you put in, the more you will get out. Sincerity and attention to detail are a must.

Career Prospects in Beauty Therapy / Nail Technology

Beauty Therapy, and Nail Technology, is a rapidly expanding market offering a wide base of areas that graduates may choose to work in.

The Beauty Clinic / Nail Bars

Upon successful completion, graduates will be qualified to secure a position in a Beauty Therapy Clinics and Nail Bars.

Hair Dressing Salons

The total look is fast becoming the service of the 21st Century. Hairdressing Salons can give you the opportunity of renting space and operating your own Beauty Therapy business or working in their in-house Beauty Clinic.

Cosmetic Houses

Many of the leading Cosmetic Houses require qualified Beauty Therapists or Make-up Artists to represent their brands either as a traveling consultant or working instore at one of their Cosmetic counters in a Department Store, Perfumery, and Pharmacy.

Cruise Liners

For many years now, opportunities have arisen for Beauty Therapists and Nail Technicians to be employed on worldwide cruise liners. Contact is made through Steiner Liners which visit New Zealand once a year to interview prospective staff. Positions arise on a regular basis, and providing criteria are met (qualifications and age), New Zealand trained Therapists are very sort after. Contracts are for approximately eight months with an option to renew. This is an exciting opportunity to see fascinating parts of the world and expand your knowledge.

Application Requirements and Procedures

Selection Procedure

Selection procedure will take place from pre enrolment. The applicants will complete an application for enrolment form and submit all relevant documentation to support the application, which will be reviewed by the Manager of Recruitment

Documentation Required:

- Passport
- Student Visa/Permit
- Copies of recent Academic records with verified English translation
- Copies of recent English Language course completion certificates and/or
- Copy of recent IELTS test results (if available)
- Health Insurance documentation (if applicable)
- Medical information (if applicable)
- Registration Fee of NZ \$250.00 (non refundable)

Conditions of Acceptance

If the applicant meets the criteria for entry and pays the registration fee they will be invited to attend an interview. Upon arrival into the country (if coming from overseas) student will be interviewed by the Recruitment Officer who will give a placement test to the applicant to determine the level of eligibility is met if no formal IELTS test is available. The placement test will consist of written and oral components and will also check the proficiencies and aspirations of the student and ensure that they match the training offered.

Selection will be determined on whether the student has the level of oral and written competency in English and/or prior learning to be able to successfully complete the qualification.

Where an applicant fails to secure a place they will be informed of the decision and, where appropriate, of the reason. This will generally be either a failure to meet the stated entry criteria, or because of insufficient places available on the programme. If there are insufficient places for demand, preference will be given to applicants who, in the opinion of the selection team, appear most likely to succeed based on the evidence presented.

Applicants who meet the entry criteria but are not offered a place because of insufficient available places will be placed on a waiting list and notified by letter of the decision. They will be advised of the next planned start date and will be contacted again prior to this time. They may also be offered a place in the event of the withdrawal of a successful applicant.

Eligibility

Entry Criteria

Entry-level criteria are assessed at the interview.

- Age 18 or higher
- Possess the appropriate Immigration Documentation
- Written and oral English to IELTS 5.0 (minimum requirement)
- Minimum 3 years secondary school education.

Pre Admission Procedures

- Provide appropriate documentation.
- Read the Student Pre-Enrollment Handbook and Code of Practice for International Students and sign to state they have understood and accept the contents of the documents.

Orientation

On the first day of the program, students are met by the Business Manager and Tutors then are introduced to each other, the staff, the facilities and the full requirements of the programme, including timetables and dates. Documents are signed Student Handbook is explained and agreed upon before students commence the course.

Recognition of Prior Learning

The International College of Camille acknowledges and supports the right of students to gain credit for existing skills and knowledge through the process of recognition of prior learning.

RPL will involve the collection of evidence of what learners know, understand and can do. This evidence is then judged against the criteria expressed in the qualification involved and the college will afford students the opportunity to be assessed against course components if they feel they already possess the skills involved.

Depending on the outcome of these challenge assessment, students may be given alternative tasks or assignments instead of being required to attend classes for which they have gained a competent grade from RPL.

However, while some students may gain RPL for parts of the course content, they will still be required to pass final exams that may incorporate the collection of evidence from a variety of sources, which make up a coherent body of learning.

Assessment, Attendance and Student Progress

International Examining Bodies

The International College of Camille uses the internationally recognised examining bodies of CIDESCO and VTCT to administer the Beauty Therapy qualification's final examinations.

Comite International d'Esthetique et de Cosmetologie

CIDESCO is a non-profit organisation of Esthetics and Cosmetology. It was founded in 1946 and registered in Zurich, Switzerland. CIDESCO aims to promote Esthetics on an international basis and to co-ordinate professional activities worldwide.

Students must achieve a 70% pass in their final exam to successfully complete the CIDESCO Beauty Therapy Qualification. Students are then eligible to join the professional bodies Associated with these exams.

Vocational Training Charitable Trust

VTCT is based in the UK and conducts examinations, education research and provides education information services on an impartial basis for all bonafide Health and Beauty Therapy Schools throughout the world. VTCT does not act in any way as a trade or professional representative body and is run as a non-profit trust.

It has always been considered of prime importance for VTCT examinations to be both educationally viable and at the same time provide those levels of knowledge in Beauty Therapy that will be required by the Industry for the future. IHBC is continuously maintaining trends to ensure that courses are updated with the latest techniques.

To successfully complete the VTCT qualification students must achieve a minimum of 60% in their final exam.

Assessment

Competency will be assessed throughout the course using a wide variety of methods including tests, projects, assignments and practical demonstrations.

Integrated assessment tasks are used drawing together the elements of unit standards to provide a holistic and realistic assessment of performance.

Self-assessment is used to strengthen the students self image and ability to realistically measure their own ability in a non-threatening learning environment. This provides indirect evidence of performance, which is useful to both the student and tutor in gauging progress towards competency.

Reporting Procedure

Students will receive verbal and written feedback of formative assessments or internal exams at the time of assessment by their tutor. Summative assessment results will be given to students in writing within one (1) week of the assessment taking place, to allow for marking and recording. Helpful comments on progress are included in written feedback and discussion is entered into.

Progress Reports

Students are provided with progress reports near the end of each term, which is presented in a meeting with the Business Manager, the relevant tutor and the student and advises the student on their academic progress and attendance. This provides the student with a safe platform to discuss any relevant issues regarding their progress, they may have.

Assessment Procedures for NZQA

Methods of assessment will be appropriately designed to meet the standards that are stated in the unit standard assessment packages. Generally these may include written assignments, practical exercises, demonstration of practical skills.

- Theory knowledge is assessed by written tests and assignments.
- Practical skills, professional attitudes, communication skills and personal image development are measured by the assessment of observed activities.
- Some learning activities are assessed internally by a combination of an oral, written, or practical work.

Internal Reporting of Student Achievement

When a unit standard is achieved the following process is followed:

- Record competent results in the student's Record of Learning file.

- Record competent results on the student's Summative Assessment Summary Sheet held in the class folder by highlighting, dating and initialing the competent element.
- Results will be entered into the Academy database and backed up on tape drive nightly.

External Reporting of Student Achievement

- Results will be entered onto Single Data return forms 2004/2005 and sent to the Ministry of Education

Re-assessment Provision

Students are required to meet all the performance criteria in order to achieve credit for each component or unit standard. Should a student not meet all the criteria, they will be given the opportunity to re-sit part or all of the assessment. The student need only re-sit the element or performance.

At the discretion of the tutor, students may have the opportunity to do a verbal re-sit if only minor errors or omissions have been made. When appropriate and at the discretion of the tutor, students may be asked to supply supplemental verbal questions if written English proved to be a barrier.

Appeals

The following procedures will apply.

- Within 7 days of the written assessment, the student must meet with the Business Manager with a request for reconsideration, stating on what grounds the request has been made
- If appealing regarding a practical assessment, the student must ask the tutor who has conducted the assessment for a reassessment from the Business Manager
- If the student is not satisfied with the result they may appeal to the NZQA.

Evaluation

Students will be able to evaluate the assessment by responding to a questionnaire which will look at the fairness and validity of the assessment. As unit standards will be taught at regular intervals this form of student feedback will assist in ongoing evaluation of assessment materials and procedures.

Pre and post assessment procedures

Tutors will conduct a pre assessment meeting with all candidates prior to the assessment. This will consist of the following information:

1. Consultation with the candidate and gaining agreement regarding all assessment details
2. Checking the candidate has an understanding of what is required
3. Assessor explaining their role
4. Checking with candidate regarding special needs (cultural/disability) and taking any into account
5. Giving the candidate details of re assessment and appeals procedures

At the end of an assessment tutors will conduct a post assessment meeting which will include the following information:

1. To make a fair decision regarding the result of the assessment
2. Tell the candidate what they had done well
3. Tell the candidate what they could improve upon
4. Record the result
5. Inform the candidate that their credit will now be recorded or what they have to do to complete the unit (appeals re stated if not yet competent)

Fee Protection Policy

In accordance with the requirements of NZQA for Student Fee Protection the International College of Camille Ltd operates an independent trust account in accordance with s236A of the Education Act 1989 to protect fee payments made by students in case the student chooses to withdraw from the course any time up to the end of the seventh (7) day after the first day of the course at which their attendance on a course is required.

The trust account is held and operated by:

Mr R J Warburton
Barrister and Solicitor
1st Floor, 11 Beach Road,
Auckland
Telephone: 09 309 5306 or Fax: 09 309 7455
Email: Warburton@clear.net.nz

Any course fees paid by students will be transferred to the International College of Camille on the 8th day after the first day of the course for which attendance of students at the International College of Camille is required only if the student has not formally notified the college of their intention to withdraw from their course within this time.

Fee Indemnification

Additionally and in accordance with the requirements of NZQA for Student Fee Indemnification the International College of Camille Ltd holds a Bank Bond Guarantee with the ASB Bank Limited who undertakes, in the event that the International College of Camille Ltd ceases to offer a course that the student is enrolled in, to pay to the Trustee; Mr Andrew Williams, Chartered Accountant, Auckland the remaining un-used portion of the enrolled students fees to be distributed by the trustee to the students of the College, to reimburse course fees paid to the date of closure.

The Student Fee Indemnification policy does not apply to situations where a student voluntarily withdraws from the course after the eighth day of the course or where the student is expelled from the College.

Course Fees

- Tuition fees and course costs are clearly defined in the prospectus, at the enrolment interview and in the courses offered schedules supplied with this Pre-Enrollment Handbook
- All fees are inclusive of GST.
- The course fees include Exam & Registration fees, Uniform, Text Books, Equipment and linen needed by the student for the course.

The International College of Camille reserves the right to amend the Course Fee at any time, further notification will be given to students once the change is made.

Payment of Course Fees

Course fees must be paid in full before the start date of your course. Course fees may be paid by cash, cheque, eftpos or credit card.

Payments in person can be made at the College' s premises 4th floor, 393 Khyber Pass Road, Newmarket, Auckland.

Cheques should be made payable to: International College of Camille Trust Account. Please write students name and programme of study on the back of the cheque.

Any payment received at the International College of Camille will be placed, without delay into the College' s Trust Account (as specified above) and will automatically generate a receipt.

Withdrawal and Refund Policies

Withdrawal

A withdrawal from a course takes place when a student stops attending for more than two consecutive weeks or completes a notice to withdraw in writing. A student enrolled in a course of study may withdraw from the course by written notice at any time.

It is the student's responsibility to report their withdrawal from a course in writing.

If a student withdraws prior to the course commencement date then he or she is entitled to a full refund of any fees paid.

Cessation of Attendance

In the event that a student ceases to attend their course without notifying the College for two days, the tutor responsible will, in the first instance attempt to contact the student by phone to ascertain the reason for the non-attendance. If the tutor is unsuccessful in contacting the student then the Business Manager will be notified of the non-attendance and will be responsible for continuing to attempt to contact the student.

If after one week no contact has been made with the student the Business Manager will attempt to contact the student by letter requesting the student contact the college immediately. If after two weeks the student has not made contact with the College, the Business Manager is responsible for advising the appropriate bodies including NZ Immigration Department that the student is not fulfilling the minimum attendance requirements and has therefore been withdrawn from their course of study, which could result in the student's study permit being revoked.

In the event that the student is contacted and a valid reason for the non-attendance is established then a meeting will be suggested between the tutors responsible, the Business Manager, and a support person (if requested) to discuss the student's issue. If applicable, at this meeting the student will be advised of support agencies and the complaints process, which form part of this document that they may wish to follow.

Refunds Policy

All applications for a refund of fees must be in writing to the Business Manager.

If the student has enrolled but has not yet started the course:

Students should notify the Business Manager in writing at least two weeks prior to their course commencement date of their intention to withdraw from the course. Any course fees paid are then refunded in full less the \$250.00 non-refundable registration fee.

If the student has started their course but is within the first 7 days of the course start date:

Students must notify the Business Manager in writing of their intention to withdraw from the course within the first seven (7) days of the course commencement date, they will then be entitled to a refund of any fees paid, including any agents fees paid;

- Less the non-refundable registration fee of \$250.00, and
- Less 10% or \$500.00, whichever is the lesser amount, and
- Less the cost of any equipment or textbooks received or any exam fees paid or the cost of any made-to-measure uniforms ordered or received.

No refund of course fees paid is made in the case of withdrawal from the course more than seven days after the first day of the course for which attendance of the student, at the college is required.

Cancellations of training by the International College of Camille

The International College of Camille reserves the right to cancel training courses due to insufficient demand, unavailability of suitable tutoring staff or facilities or other similar events. In all cases, if students are enrolled on the cancelled course alternative training dates or a refund will be offered.

College Rules

Rules and Regulations are put in place to provide a safe, professional environment and to set standards that will be expected in the Beauty/Hairdressing & Health professions. All students must adhere to these rules at all times.

- All students must wear the official International College of Camille uniform at all times whilst on the College premises, but not to and from the College.
- All students must be in the College 15 minutes prior to the start of lessons.
- All students must abide by the Code of Hygiene provided on the first day.
- All students must abide by the Code of Ethics (also known as the Code of Conduct).
- Students are encouraged to use the English Language at all time within the College.
- Mobile phones are not permitted in classrooms, if any students are found to have their phone with them in class time the phone will be confiscated until the end of the day.
- For Health and Safety reasons, students must not undertake classroom practical unless a Tutor is present.
- Students must not move or remove any items of equipment or material from the classrooms without specific permission from the Tutor or College Management.
- At no time is food to be eaten in the classrooms
- No smoking is permitted during school hours or whilst wearing the College uniform whether inside or outside the College premises.
- All students must abide by the International College of Camille policies and procedures as laid down in the student handbook.
- Students are not permitted to use College telephones. A coin phone is provided.
- In order to be eligible to sit final exams, students must complete all required hours on International College of Camille premises or authorised hours by work placement.

Days Absent - Only in extreme circumstances absent days are allowed. If due to sickness, a medical certificate must be produced. All hours must be 'made up', see Student Handbook Policy; 'Making up lost Hours'.

Working together we achieve common goals, develop a happy atmosphere and work to ensure you a successful future.

Grievance Procedure

Internal Processes

This procedure applies to the resolution of all relationship and personal grievance matters within the College. The College encourages a co-operative approach to the resolution of complaints. It is recognised that open communications are required for the achievement of the establishment' s goals.

If you feel a staff member has unfairly treated you, or are unhappy with the college in some way, there are a number of steps you can take. We will do everything we can to resolve it as soon as possible after the event.

You must first if you feel you can, discuss the problem with the staff member or colleague concerned. Avoid being confrontational - the problem may just be one of communication.

If you are unable to resolve the issue by approaching the person, make a time to discuss the issue with your tutor.

If you still do not feel the matter has been resolved, make a time to discuss the matter with the Manager of Studies or the Business Manager. You may wish to have a support person with you at this meeting - if so, please inform the Business Manager of this before the meeting.

At this meeting the Business Manager will complete a Complaints Form. This ensures that the issue is clearly identified. The Business Manager will then attempt to resolve the issue. Possible solutions include:

- The Business Manager will set up a meeting with all of the people involved to try to reach agreement and resolve the issue.
- The Business Manager will discuss the issue directly with the person concerned to resolve the issue.
- The Business Manager will discuss ways to change institute policy and/or procedures in response to your concerns.
- The college management may decide there are no grounds for complaint.

You will be notified of the outcome within 14 days.

You may prefer to raise the matter in writing, or if you feel the matter has not been resolved you should write a letter to the Business Manager setting out the following:

- a) details of your problem or grievance
- b) what solution you seek to resolve the matter.

The procedure listed above will be followed and we will respond to you within 14 days.

If you are still not satisfied the issue has been resolved, you may wish to raise your complaint with an outside agency as listed below.

External Bodies

All students are advised of their recourse to the following external bodies if they are unable to resolve grievances through internal process:

NZQA - write to P O Box 160 Wellington or by phoning 0800QAHELP.

The Human Rights Commission - Level 10 Tower Centre, 45 Queen Street, Auckland or phone: 09 309 0874.

International Education Appeal Authority - Ph 09 374 5481

Complaints, Disputes and Resolution

A student may appoint a student representative if he or she wishes. The representative will be responsible for liaising with the International College of Camille management, the ITO and a mutually agreed representative (where necessary). If a student is dissatisfied with the complaints procedure or the outcome of the complaint he or she may write to the IEAA (International Education Appeal Authority), C/o Ministry of Education, Private Bag, 47 911, Ponsonby, Auckland or Ph (64 9) 374 5481, or Fax (64 9) 374 5403 or email: info.ieaa@minedu.govt.nz

Student Guidance and Support System

Support provided within the training programme by the staff

The Business Manager Tutors and Support Staff will be able to be contacted during office hours for student guidance and support. If appropriate, staff may be available to see students outside these hours. This is of particular benefit when students are engaged in self-directed tasks. Students are encouraged to talk to their Tutor to discuss any problems they may have. If they require support, staff will guarantee Student Confidentiality. Students can make an appointment to meet with their Tutor, the Business Manager. Students are informed of the support and guidance available at the commencement of each course.

External Support Agencies available

Chinese Community Guidance and Support	Du Shiyong, Association of Professional Chinese (NZ) Inc Jim He, Secretary, NZ Chinese Association Jianhua Wong, Chairman, NZ Chinese Scholars and Students Association
Citizen's Advice Bureau	546 Mt Albert Rd, Three Kings (library building) Ph: 625 4854, Fax: 625 2091
CRISIS Mental Health Dentist	Ph: 366 4287 (24 hours) Dominion Rd Dental Care Dr Phillip Lowe (Chinese speaking) 213 Dominion Rd, Mt Eden, Ph: 638 7927, Fax: 623 4958
Disabled Citizens' Society Doctor	421-423 Dominion Rd Mt Eden, Ph: 638 8159 Dr Andrew Y.K Leong (Chinese speaking) 349 Mt Albert Rd, Mt Roskill Ph: 629 4986, Fax: 620 1349, A/H: 579 7119
Domestic Violence Centre	33 Wyndham Street, Ph: 303 3938
Family Planning Association: Guidance Counselor	5 Short Street Newmarket, Ph: 522 0120 Leslie Challis, 17 Hazelmere Rd, Sandringham, Ph: 815 5353
Hospital	Green Lane Hospital, Ph: 638 9909 National Women's Hospital, Ph: 638 9919 Starship Hospital (Childcare Services), Ph: 307 8900
Legal Information Service	52 Hepburn St, Freemans Bay, Ph: 378 7444
New Zealand Income Support	450 Queens St, Ph: 913 0500

New Zealand Immigration 450 Queens St, Ph: 914 4100
 Odyssey House (Drug and Alcohol problems) 390 Mt Eden Rd, Mt Eden
 Ph: 623 0228
 Peoples Centre 33 Wyndham Street., Ph: 302 2496
 Presbyterian Support 627 Great South Rd, Manukau, Ph: 263 4466
 Relationship Services 1 Robert St, Ellerslie, Ph: 525 1051
 Rental Agency Orchid Homestays,
 Director – Judith Hunt, BA, Dip Teaching
 25 Frost Rd, Mt Roskill
 Ph: 629 3200, Fax: 629 3269, MB: 025 280 1213
 Police Auckland Central Police Station
 cnr Cook Street & Vincent Street
 Private Bag 92002
 Ph: 302 6400

If your car is towed away, try Auckland City Council road and traffic co-ordinator
 Ph: 375 7063.

Living and Accommodation Information

Typical Homestay Accommodation in Auckland

The police and homestay officers check Homestay families. Students will have a bedroom with study facilities, eat with the family and be part of the family. Meals include breakfast and dinners on school days and all meals at the weekend and on holidays.

Flatting

You could rent a flat or a house either on your own or with other students. You will have to provide and cook all your own food, provide your own linen, towels etc and share the cleaning of the flat. You will have to pay for your own power and heating costs. Some flats may be furnished, but usually you will have to buy your own furniture too.

Hostels

A hostel is a building where many students stay together and share facilities. You may have your own room, or share with a friend, which is cheaper. The rooms are basically furnished and electricity and heating are included in your rent. Shared facilities usually include kitchen, bathroom, TV lounge and laundry.

Accommodation

Choice Plaza

10 Wellesley Street, Auckland Central, Phone: 302 0888

www.choiceplaza.co.nz or Email: infor@choiceplaza.co.nz

\$150 - \$200 per week

Double and single part-furnished rooms. Air-conditioned. TV/Recreation/Laundry room. Share kitchen and bathroom

The Railway Campus

26-48 Te Taou Crescent, Auckland Central, Phone: 367 7100

www.auckland.ac.nz/accommodation or Email: railcamp@auckland.ac.nz

From \$185 per week, share 3-bedroom deluxe apartment. All apartments equipped with bathrooms and fully equipped kitchenettes. On-site licensed café, games room, gymnasium, Sky TV and library.

YWCA

10 Carlton Gore Road, Grafton, Auckland City, Phone: 377 8763

Single room: \$135 per week

Share twin: \$100 per week

Kitchen, TV and coin laundry facilities.

YMCA

Cnr Pitt Street and Greys Avenue, Auckland Central, Phone: 303 2068
www.nzymca.com or Email: hostel@nymca.com
Single room: \$125 per week (reduced to \$118 per week after four weeks)
Linen, laundry, kitchen facilities. TV and recreation rooms. Cafeteria on premises.

Oaklands Lodge

5A Oaklands Road, Mt Eden, Phone: 638 6545
Single room: \$40 per night or \$180 per week
Twin room: \$25 per person, per night. Long-term rates may be negotiated
Kitchen, TV, lounge and dining room facilities. Bus stations outside the lodge, buses depart for town approximately every ten minutes.

Central Hostel

Ground Floor, 47 St Pauls Street, Auckland Central, Phone: 377 6889
Single room: \$145 - \$185 per week
Twin share: \$200 - \$225 per week (for two people)
Kitchen and laundry facilities, common lounge and shared bathroom.

Eden Lodge

79 Owens Road, Mt Eden, Auckland. Phone: 630 0174
Single room: \$120 per week. Twin share: \$170 per week (for two people)
No utility expenses. Common kitchen, showers and laundry facilities. Lots of parking.
5 minutes to City, buses leave every 10 minutes. One stage from city.

Huia Residence Hostel

Cnr Grafton and Park Roads, Auckland Central. Phone: 377 1345
\$100 deposit (refunded at the end of the stay), \$130 per week for a single room.
Shared kitchen, bathroom, laundry and common rooms. Parking available

Rocklands Accommodation

187 Gillies Avenue, Epsom, Auckland.
Phone: 630 0845, Fax 630 9721.
www.rocklands.co.nz
Casual residential, back packers and student accommodation. Please phone for prices. Shared bathroom, kitchen, laundry & common facilities. 15 minutes by bus to city.

Hotel De Brett

Cnr Shortland and High Streets, Auckland Central. Phone: 377 2389
\$300 per week for a twin room with kitchen, TV and lounge facilities.
One-month minimum stay.

Princeton Apartments

30 Symonds Street, Auckland Central
Phone: 921 1000, Fax: 921 2000
www.princeton.net.nz
Single accommodation: \$215 to \$225 per week
Twin share: \$155 - \$165 per person, per week.
Includes toilet, shower and fully equipped kitchen, cleaning and linen. Shared facilities include common room with Sky TV and two restaurants.

Hoyi Home Service

Phone: Nancy on 820 9686 or 025 2888 661.
Charge for the service: from \$60 to half a weeks rent.
Provides professional help for international students to get suitable rooms/home stays.
Most houses/rooms within walking distance to the course.

Orchid Homestay

Director - Judith Hunt, BA, Dip Teaching
25 Frost Rd, Mt Roskill, Auckland
Ph: 629 3200, Fax: 629 3269, Mob: 025 280 1213

Accommodation cost estimates may change without notice. We recommend you contact all accommodation providers direct to get up to date pricing.

Health and Travel Insurance

Most students are not entitled to publicly funded health services while in New Zealand unless they are:

- a. A resident or citizen of Australia; or
- b. A national of the United Kingdom in New Zealand; or
- c. The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment. We strongly recommend that you have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand. We also strongly recommend that you obtain insurance to cover your travel to and from New Zealand.

Immigration requirements

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

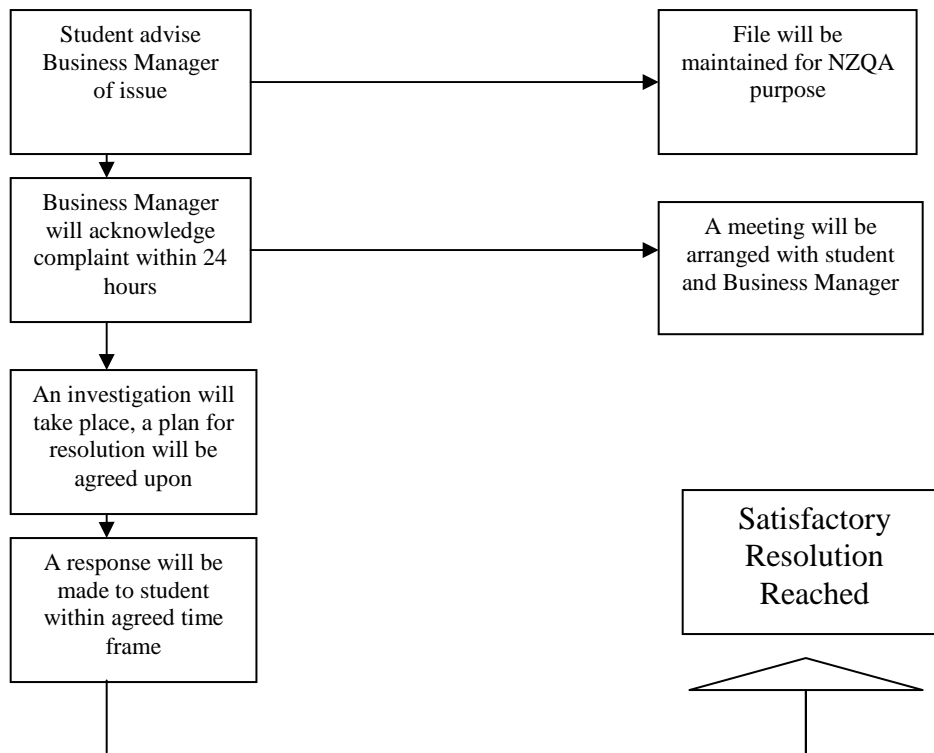
Privacy Act

The International College of Camille complies with the Privacy Act 1993.

In line with privacy act requirements, students will be informed of the communication of their personal details to NZQA, MOE, parents and agents where necessary and/or other similar bodies, which are necessary for records of learning, funding and certification purposes.

Written permission to disclose information/data about themselves to these organisations is obtained from each student by the receptionist/administrator prior to any information being disclosed. Students may request to look at any records at any reasonable time, with reasonable notification.

Complaints Procedure Flow Chart



Summary: Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

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

The Code sets standards for educational providers to ensure that:

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

Full details of what is covered can be found in the Code itself.
The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What is the Code?

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

When does the Code apply?

The Code commences on the 31st of March 2002. Educational providers then have six months to sign the Code. Between the 31st of March and the 30th of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

Who does the Code apply to?

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

What is an “International Student”?

An “International Student” is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online for www.minedu.govt.nz/goto/international.

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

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

What do I do if something goes wrong?

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

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

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

What will the IEAA do?

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

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

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

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

What can the Review Panel do?

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

How can I contact the IEAA?

You can write to the IEAA at:

The International Education Appeal Authority,
C/-Ministry of Education,
PO Box 1666,
Wellington,
New Zealand.

Student sign off sheet

Student Confirmation

Please sign this page and return to the International College of Camille. The International College of Camille will keep it on file to verify that you have agreed to our terms of conduct and procedures.

I understand that it is my responsibility as a Student of the International College of Camille to read and comply with the policies and procedures contained within this Student Handbook.

Student Name _____ *Please print*

Please sign here

Signature _____

Date ___ / ___ / ___

Business Manager _____

Please sign here

Signature _____

Date ___ / ___ / ___