



International College of Camille Student Handbook

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1. Introduction

Welcome to the International College of Camille. From the moment you enter the College on your first day as a student, you are joining a select group with an international reputation for producing outstanding Health and Beauty Therapists and Hairdressers.

For students who take the Beauty Therapy strand and successfully completed your examinations you are able to become a member of senior professional representative bodies in New Zealand, the United Kingdom, the United States and Australia. As a member of these professional bodies you will be subject to a Code of Ethics and be expected to conduct yourself in a dignified and responsible manner.

For students taking the Hairdressing strand, you will be able to take your place in the ever-changing Hairdressing industry, confident that the training you have received is NZQA Accredited and conforms to Hairdressing Industry Training Organisation standards.

In addition to acquiring a theoretical and practical understanding of each service essential for your future career, our aims are to groom you for the level of professionalism required in the Beauty Industry and develop your personal confidence to ensure successful placement in the workforce.

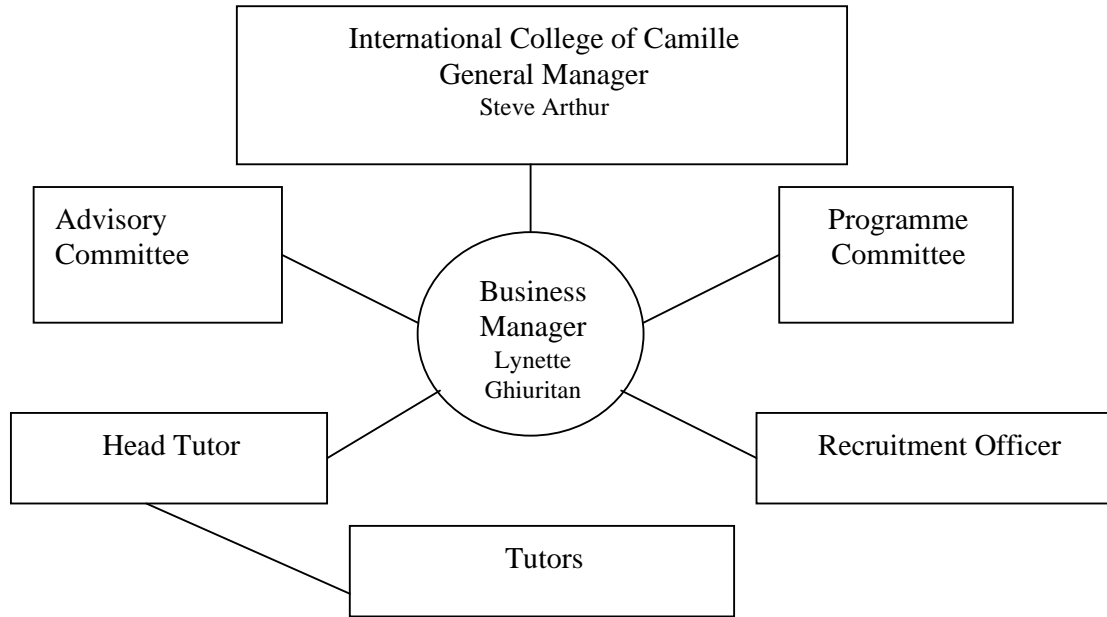
To enable us to maintain high standards of learning, and the health and safety of all of our students, staff and visitors to the College, it is essential that all students adhere to the College rules at all times as outlined later in this Student Handbook.

In order to be eligible to sit the final examinations of the International Examining Boards and to obtain maximum learning from your courses, students must attend all compulsory classes listed on their timetable; remember there is no substitute for tutor input.

In addition, certain special project sessions and extra classes may be arranged, and students may have set items of practical and theory study to perform outside class hours as specified by your tutors. These are compulsory and count towards satisfactory performance on the course.

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

2. Organisational Chart



3. Admission Requirements and Application Procedures

1. Admission Requirements

To be considered for admission the applicant must:

- Meet the eligibility criteria.
- Have completed a written application form by the closing date.
- Have a personal interview with the Recruitment Officer.

2. Eligibility

- Applicants minimum 16 years of age will be considered (unless with MOE exemption).
- Applicants must be able to demonstrate a proficient use and understanding of English.

3. Application Forms

- Applications must be made on the forms provided.
- To be considered for admission students must complete the application form prior to the course starting and must supply all the stated documentation.

4. Interview Procedure

All applicants are required to have an interview. Your interview will be scheduled once your initial interest has been shown you may book your interview by phone or mail. Applicants are advised to bring along any relevant material to the interview. The College encourages applicants to bring parents; guardian or a friend to offer support where needed.

You need to use the interview to:

- Ensure the course is really what you think it is about, and to look at your options.
- Find out about the staff and their expectations of you.
- Be sure of all the course costs, financing and your eligibility for the Student Loan/Allowance.
- Be sure that you choose a course fee option that you can afford.

1. Notification of Interview Outcome

Applicants will be notified as to the outcome of their application/interview in no later than a one week period

5. Documentation

1. Student Contract

Part of the enrollment process at the College of Camille is to read and sign a student contract that is issued on the first day. This is a contract between the College and the Student outlining the obligations of both parties. Please ensure you read the document thoroughly before signing. You are entitled to be issued a copy of this signed contract. If for any reason you do not have a copy please see the Recruitment Officer who will be more than happy to provide you with one.

2. Domestic Students

For a valid enrollment as a domestic student you must be a citizen of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship) or a permanent resident of New Zealand or a citizen or permanent resident of Australia residing in New Zealand. You must provide evidence of citizenship or permanent residency and to do so you must produce one of the following:

- Birth certificate with place of birth stated as New Zealand, Cook Islands, Tokelau, or Niue.
- New Zealand passport.
- A statement of Whakapapa, including date of birth, countersigned by a Kaumatua.
- Certificate of citizenship or letter of confirmation.

- Overseas passport with residency stamp.

Most of you will have already provided the College with this documentation. If for any reason you have not, please supply it immediately to the Recruitment Officer. You must bring the original documents, which will be photocopied, and the originals returned to you immediately.

3. Declaration of IRD number for full Student Loan Interest Write-Off

If you wish the International College of Camille to provide your IRD number to the Ministry of Education, to be passed on to Inland Revenue along with your part-time or full-time study status for the purposes of assessing and actioning your full student loan interest write-off please ensure you have filled in and signed the appropriate form. Forms can be obtained from the Recruitment Officer.

. Verification of your IRD number must accompany this form.

4. Records of Prior Learning and Qualifications

You may have provided us with this at your enrollment interview, if not please ensure the College has a copy of any prior learning documentation you may have. It may be possible to award you Recognition of Prior Learning in some subject areas. See page 10 for more details on RPL.

5. Recognition of Prior Learning

- Entry policy allows for recognition of prior learning in line with New Zealand Qualifications Authority (NZQA) policy on this issue.
- Recognised Prior Learning (RPL) is accessible to any student who already has skills and knowledge that can be validated by a demonstration of skills gained in prior learning to the Business Manager.
- Students are given an opportunity to demonstrate their skills and knowledge, as well as full guidance and support throughout the assessment process.
- Assessment procedures are fair, valid and consistent.

6. Application Forms

Applications must be made on the forms provided.

To be considered for admission students must complete the application form prior to the course starting and must supply all the stated documentation.

7. Cancellation of Courses

The College reserves the right to cancel, change or modify modules, programmes or courses. Students will be notified a minimum of one week before the course commencement date.

In the case of a course cancellation, students will be given the option to choose whether they wish to take a place in the next course or withdraw totally.

8. Procedure for Dealing with Student Loans and Allowances

At the interview, prospective students will:

- Have the eligibility criteria for receiving a student loan and allowance explained to them.
- Have the fee structure of the course explained and also what the student loan and student allowance can be legitimately used for.
- Be given the application forms.
- Be asked to return the completed forms, with supporting documentation to the International College of Camille Manager of Recruitment.
- International College of Camille personnel will not fill in or make any alteration to any student loan, student allowance or the course application form.

When the loan and allowance forms are returned to the Recruitment Officer will:

- Check applications and documentation for accuracy to Ministry of Education requirements.
- Photocopy all applications and supporting documentation and file them into the student's personal enrolment form.
- Complete the Verification of Study (VOS), post all relevant documentation to Study Link

6. Fees, Costs and Expenses

1. Consumer Protection

In the event that during the 2005-2006 Academic Year, International College of Camille is unable to continue to deliver tuition to the student for any reason, other than exclusions listed below, The Company Director shall pay to the Student the Unused Portion of the Tuition Fees. This cover shall apply only be in respect to the current tuition year. A pro rata basis and shall not be liable for any fees in respect of future years or other consequential losses.

Exclusions: Radiation

Exclusions:

Priority of student financial claims

Students are fourth in line behind the Inland Revenue Department, the bank and the staff salaries in the event of liquidation or receivership. Fees refunds are covered by the insurance scheme indicated above.

2. Fees Protection

Student fees will be held in trust in compliance with Section 236A of the Education Act 1989 as amended by the Education Amendment Act (No 4) 1991.

3. Fees Information

Information on tuition fees, GST, equipment, extra costs, NZQA fees, payment options, financial assistance, withdrawal and refund and non-payment of fees is set out below, and given to students again at course commencement.

- Tuition fees and course costs are clearly defined in the prospectus and at the enrolment interview.
- Tuition fees, equipment and GST are shown separately.
- The total fees for each course including costs for equipment are set out below.
- The required equipment list is given to students at course commencement.
- The NZQA record of learning 'Hook-on' registration fees and credit fees are included.
- Some additional materials may be required by students throughout the course, which will be explained at interview. These costs are kept to a minimum.
- There are no other compulsory costs to students for the programme.

4. Credit transfer

All courses offered at International College of Camille are based on unit standards, as you progress through the course you will gain credit for each unit standard you complete. Should International College of Camille fail, you will have a current record of learning form NZQA listing the units for which you have gained credit. Other providers offering similar Framework based courses are obliged to recognise this record of learning and you will be able to pick up those aspects of your training course, which you have not completed, with a new provider.

5. Course Fees and Costs Include

- All tuition fees for theory and practical classes.
- Equipment
- All facilities used in classes (except personal equipment).
- Access to all school facilities and equipment during College hours.
- Processing, recording and reporting of assessment results and personal data.

- The official graduation event and the end of course function.
- Tuition fees and course costs are clearly defined on the Courses Offered schedules in the Pre-enrolment Prospectus and at the enrolment interview.
- All fees are inclusive of GST.
- The course fees include Exam & Registration fees, Uniform, Text Books, Equipment and linen required by the student for the successful completion of their 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.

7. Withdrawals and Refunds

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 for a course of study may withdraw from the course by written notice at any time.

- A student's enrolment from the course may be withdrawn, if the student is absent without contact for at least two consecutive weeks.
- There is no provision for leave of absence, or withdrawal from any of the modules.
- Student fee payments are held in a trust account until seven calendar days after the course begins.
- It is the student's responsibility to report their withdrawal from a course in writing. Any fees outstanding will remain payable until official notification is received.
- If a student withdraws within seven calendar days of course commencement he or she is entitled to a refund of any fees paid less 10% or \$500.00, whichever is the lesser amount.
- No refund is normally made in the case of withdrawal more than seven calendar days after the course commencement date. However, in extraordinary circumstances the student may make representation to the

Business manager, who in consultation with selected Advisory Committee members will consider the refund request. The size of the refund might amount to the fees paid less the proportion of the course already undertaken and the 10% or \$500.00 indicated above.

In the event of a student failing to complete the course for a valid reason such as personal or dependent family injury or illness supported by a medical certificate, deferral to a later course can be arranged. This will depend on the availability of a place in the course for up to one year after the deferral is requested.

1. Complaints Policies and Procedures

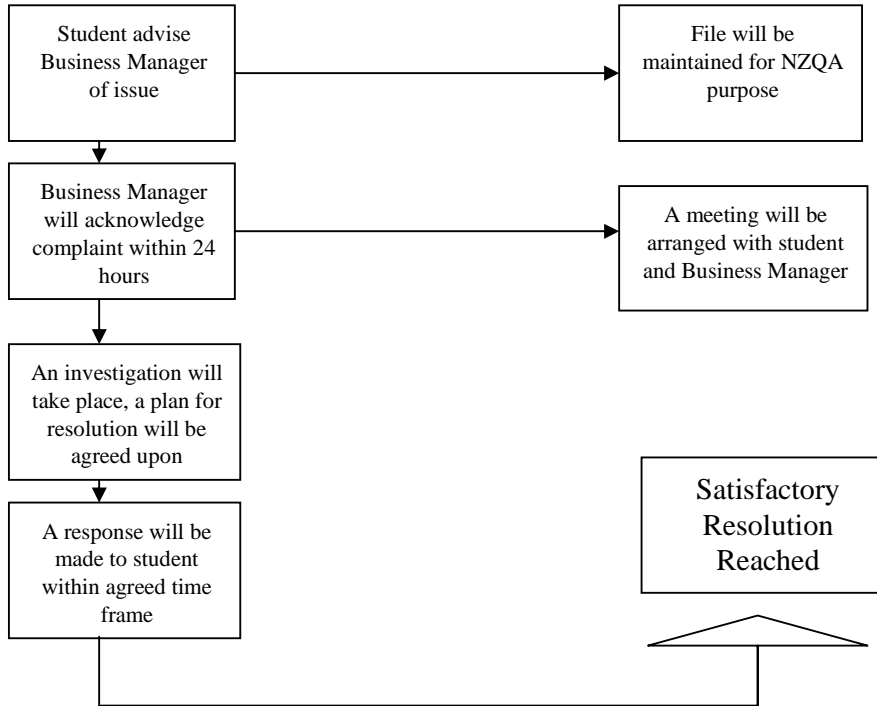
Policies and procedures are in place to give the students an internal process for lodging complaints and, where necessary, a process to complain to external bodies if the internal process does not result in a satisfactory outcome.

The College will have a network of internal contact people to deal with complaints. The tutors, the Business Manager and the student representative are appointed to notify complaints in the first instance.

If you have a complaint:

- All concerns should be brought to your tutors attention in the first instance
- If the tutor can not resolve the issue it will be brought to the Business Manager
- The Business Manager will respond to the complaint within 24 hours

2. Complaints Procedure Flow Chart



8. Assessment

1. Policies on Assessment

- Students will be given the opportunity to complete written/theory assessment in Te reo Maori.
- Credits are awarded for unit standards, the results of assessments, which take place throughout the course.
- Tutors explain how assessments will be conducted and what guidance and support are available.
- Ongoing or formative assessment is completed to provide students with immediate feedback on their progress towards meeting the criteria of each unit.
- Students must meet all the assessment criteria in order to be awarded the credits for the unit standards.
- A student not passing any unit standard assessment shall have the right to re-sit all or part of that unit to achieve competency.
- Assessment policies are evaluated and reviewed by the Business Manager
- As units are assessed on competency basis. All assessments must be undertaken. Students absent with justification on the day of assessment will be offered an opportunity for another assessment session.

2. Assessment Procedures

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.

3. 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 initialling the competent element.
- Results will be entered into the College database and backed up on tape drive nightly.

4. External Reporting of Student Achievement

- For students who receive a student allowance, Study Link will be sent a copy of their academic record.
- Results will be entered onto Single Data return forms 2004/2005 and sent to the Ministry of Education

5. 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.

6. 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.

7. 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.

8. 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)

9. International Examining Bodies

The International College of Camille uses the internationally recognised examining bodies of CIDESCO and ITEC 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.

10. International Therapy Examination Council

ITEC was founded in 1973 and is an International Awarding Body, accredited in the UK by the Qualifications and Curriculum Authority (QCA) on behalf of the Department for Education and Skills to award Professional Vocational Qualifications.

ITEC sets the written multiple choice theory examinations to test fully the knowledge of candidates and also provides its own highly qualified examiners to conduct practical examinations where candidates must demonstrate their practical skills. To successfully complete the ITEC qualification students must achieve a minimum of 60% in their final exam.

9. Dealing with Students

1. Students Lunch Room

A fridge and Microwave are available in the student's lunchroom. Lunch times are rostered according to class timetables. Rosters are designed to accommodate space for the student's relaxation during morning tea, lunch and afternoon tea breaks. Students are requested to please tidy up after themselves to ensure their fellow students have a clean space to relax.

2. Laundry

The College has an automatic washing machine and tumble dryer on site for College use only (not personal). Only hairdressing towels and Beauty Therapy linen are to be laundered here.

3. Lockers

Student lockers are located in the lunchroom. (Subject to numbers) If keys are lost, a duplicate key can be purchased from Admin. If you forget to bring your key, please see the Business Manager and they will open your locker for you.

4. Student ID Cards

The International College of Camille are able to issue you a student ID card at a cost of \$10.00 to enable you to receive student discounts on transport, movie passes etc. Please supply the Recruitment Officer with a passport sized photograph and they will arrange the ID card.

5. Address Change

It is essential that all students keep the College informed of any change of address or personal circumstances that may affect their learning.

It is a requirement of the International Code of Practice for the Pastoral Care of International Students that all International students studying at the College of Camille on Study Permits notify the Recruitment Officer if they move addresses, change the type of accommodation they are living in or their next-of-kin contact details in their home country change. Changes of address forms are located on the notice board in the lunchroom or from the Recruitment Manager.

6. Purchasing Products

Students are able to purchase Beauty Therapy equipment or Darphin and Collin Beauty Therapy retail products directly from the House of Camille Ltd for the wholesale price plus GST. Anyone wishing to order products or additional equipment must fill in an order form obtained from the lunchroom notice board or from the admin staff. The order will be faxed through to the House of Camille Ltd, who will confirm availability and price. Payment can be made to admin staff using cash, cheque or credit card. Orders can be bought over to the College for you by the next available person or couriered to the College or your home at a small additional cost.

7. Car Parking

Car parking across the road from the College outside Lion Breweries is for an unlimited time and free, but these parking spaces do fill up quickly in the morning. We recommend the safest parking is at the 'Wilson's' parking building on Khyber Pass down towards Broadway Newmarket. The cost of this parking is \$5.00 per day (12 hours) if you enter before 11am and park on the roof level, or \$6.00 per day if you park undercover in the building. (Note; prices are as at October 2003).

8. Bussing

There are bus stops both sides of Khyber Pass (outside Lion Breweries and the BP Station). For Bus, Train and Ferry information and timetables with the Auckland region phone RIDELINE; 366 6400 or text message: 3666 or visit their website at www.rideline.co.nz

Their hours are Monday to Saturday 7am-8pm, Sundays and public holidays 8am-6.30pm and they are closed Christmas day.

9. Train

There are two train stations within close walking distance from the College. One is down Khyber Pass road towards Broadway, Newmarket. Turn right and cross over Broadway at the lights and turn right, keep walking until you see a sign posted walkway that takes you behind the shops to the station. The other train station is 5-minute walk up Khyber Pass Road (turn left from the front door), across the intersection at the lights (Mountain Road), continue walking up Khyber Pass, via left and continue until you see the sign posted walkway to the station.

10. Places to purchase Food

The closest place to the College to purchase food is the BP Station just down Khyber Pass road. Continue on to Broadway and there are many cafés and lunch bars as well as a food court at the 277 shopping centre.

11. Student Purchase list

The following is a list of suggested stationery students may wish to purchase for their course.

- Folder / Folders
- Refill Paper
- Pencils, Pens, Coloured Pencils/Felts
- Ruler
- 1 Art Paper (A3 paper)
- Ream A4 paper (Assignments)
- A Diary

12. 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 lesson.
- 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. Chewing gum is not permitted at the College
- No smoking is permitted during College 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 this student handbook.
- Students are not permitted to use College telephones. A coin phone is provided at reception.
- 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.

The International examining bodies of ITEC and CIDESCO sets down minimum attendance requirements for students to be eligible to sit there final examinations at the end of your course. When a student's attendance falls below the minimum attendance allowed the student would be notified. If the hours are not 'made up' and regular attendance established students will be required to attend a meeting with the Business Manager

13. Making up lost Hours

- All 'make up' hours are to be completed on College premises or during work placement with prior authorisation by College Management.
- These hours are to be spent completing missed Theory or Practical work. (Remember, Practical work cannot be carried out without a Tutor present).
- 'Make up' hours are to be completed within seven (7) days of the missed time, if not; an extension arrangement must be made with your relevant tutor.
- All 'make up' hours must be completed in a Practical or Theory class whether the class is relevant or not (day or evening). Students must provide their own practical model that will be charged the standard price for a treatment. If students cannot provide a model, then they must still attend the practical class to gain lost hours.
- Students must not disrupt other classes at any time. To attend another class, arrangements must be made 2 days prior, and will be approved only if space is available.
- The supervising Tutor must record the hours made up and sign for them, so please don't forget to make sure your 'made up' hours are recorded at the time they are completed

10. College Uniform

The guidelines for the uniform are not only Health and Safety requirements but also the requirements of the International Examining Boards. We would remind students that all examiners and assessors do take notice of the general appearance of candidates during examinations. Untidy hair, soiled uniforms, or an unprofessional approach to the client will mean loss of marks. Tutors also expect a high standard of appearance to be maintained during class time. Failure to comply with these rules may lead to warnings being issued.

1. International College of Camille Minimum Uniform Guidelines

Clean and ironed white tunic top and black trousers provided by the designated uniform company, coloured bras under white tunics may result in loss of marks from international examiners.

- Name badge must be worn during class time.
- Clean, black low-heeled closed in shoes with black socks or stockings must be worn at all times whilst in uniform. For your health and safety the College cannot allow inappropriate footwear to be worn in practical classes.
- Clean tidy hair. Beauty therapists must tie back hair neatly with no loose ends dangling.
- Short clean nails, no free edge showing over the end of the digit. No nail enamel, buffing is permitted.
- A full defined day make-up.
- Personal hygiene is of the utmost importance, please pay particular attention to breath and body odours.
- No jewellery is to be worn whilst in the College uniform. All valuables must be put somewhere safe; the College takes no responsibility for any loss.
- A smart black cardigan or jacket may be worn during winter.
- Any students who are not required to wear uniform or have not yet received their uniform should dress in smart clothing (smart black trousers and a clean white top).

11. Student Duties

Part of the training we provide to our students are the requirements of a commercial beauty therapy or hairdressing salon in the way of setting up stations, clearing away at the end of the session and general cleaning duties. Students are not expected to do anything at the College that they would not ordinarily be expected to perform as an employee in a commercial salon. Students have individual responsibilities to set up and clear away product and equipment at each session following their tutors' direction, but generally each group of students are rostered on to complete general cleaning duties. These duties may include but are not limited to; washing and drying dishes, washing and drying (in dryer) linen and salon towels.

12. Working with clients

Students shall work with members of the public (clients) only when they have met a clearly defined criterion, which means demonstrating procedures in a classroom situation to a high competence level, demonstrating sound knowledge of safety and health procedures, and showing a consistent high level of personal presentation. Prior to student performing

Services on members of the public, clients are informed that students are providing the service under supervision from qualified tutors.

All students are required to bring clients to the College as models for both Nail Technology and Beauty Therapy services.

13. Work Experience

1. What is the purpose of the work experience?

- To provide students with experience of working in a commercial Beauty Therapy or Nail Bar.
- To enable students to establish contact with potential employers.
- To accelerate a students learning.

2. Work experience salons might expect students to:

- Perform tasks to expectations.
- Have acceptable attendance and punctuality.
- Have an enthusiastic attitude.
- Maintain appropriate personal presentation.

3. Our expectations of a work experience salon are:

- Provide students with the same comfortable working conditions and environment that is provided to a salon's own staff.
- Provide meaningful work, which will allow students to develop their skills and gain an understanding of working in a commercial salon environment.
- Provide support and guidance to the student.
- To provide a written report to the College at the end of each student' s work experience.
- To inform the College immediately if they have any concerns about welfare or behaviour of the student or about any other aspect of the work experience.

4. Student's can expect the College to:

- Monitor work experience placements to ensure that the expectations above are met.
- Respond promptly to your concerns or requests.

14. Fee Protection Policy

In accordance with the requirements of NZQA and the Code of Practice 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.

1. 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 courses that students are enrolled in, to pay to the Trustee;

Mr Andrew Williams,
Appleby and Burns Chartered Accountant,
P O Box 2769, Auckland
Ph; 09 379 4059 or Fax: 366 4704

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.

15. Student Guidance and Support

1. Discrimination

Discrimination occurs when a person is treated differently from another person in the same or similar circumstances:

- It can be direct or indirect
- It is not always unlawful

2. Unlawful discrimination

Discrimination is **only** unlawful when it occurs in one of the prohibited grounds **and** in one of the prohibited areas of public life. Other forms of discrimination are also unlawful, including racial disharmony, racial harassment, sexual harassment and victimization.

3. Prohibited Grounds when discrimination is unlawful

Age (*from age 16*); colour; disability; ethical belief (lack of religious belief); ethnic or national origins; family status; marital status; political opinion; race; religious belief; sex; sexual orientation.

4. Prohibited Areas of Public Life when discrimination is unlawful

Access to public places, vehicles and facilities; education; employment; industrial and professional associations, qualifying bodies and vocational training bodies; partnerships; provision of goods and services; land, housing and accommodation.

5. Exemptions

The Act defines a number of circumstances where discrimination is not unlawful. These are known as exemptions or 'exceptions'. An exemption allows a practice to occur that would normally be discriminatory under the Act.

6. Other forms of discrimination

- Advertisements
- Inciting racial disharmony
- Racial harassment; is unwelcome or offensive behaviour that expresses hostility, or contempt against a person because of their race, ethnic or national origins and causes some harmful effect on the complainant.
- Sexual harassment; is unwelcome or offensive sexual behaviour that is repeated or is significant enough to have a harmful effect on the complainant.

7. Racial Harassment

The Human Rights Act 1993 (the Act) defines racial harassment as behaviour that is uninvited and humiliates, offends or intimidates someone because of their race, colour, or ethnic or national origin. It can involve spoken, written or visual material or a physical act. Usually the behaviour has to be repeated, but there will be occasions where the behaviour has such a detrimental effect on a person that it will be considered unlawful. However, a one-off minor comment is unlikely to be harassment.

8. Racial harassment may include:

- Making offensive remarks about a person's race
- Mimicking the way a person speaks - i.e. if they have an accent
- Making jokes about a person's race
- Calling people by racist names
- Deliberately pronouncing people's names wrongly.

9. Discrimination and Harassment

Racial harassment may be unintentional. The person who engages in the offensive conduct may be unaware of the effect of their actions but they can still be held responsible. What is important is how the behaviour affects the person at whom it is directed.

10. Racial harassment is serious

Racial harassment should always be taken seriously because:

- People don't have to put up with racist behaviour they don't like
- Racial harassment is often repeated unless action is taken
- Racial harassment may affect people's ability to work, study, or access services, or to feel comfortable in their home, school, tertiary institution or workplace
- Racial harassment can lower self-esteem and cause health problems
- Racial harassment can cause major disruption to a workplace

11. What to do if you feel you are being harassed

- Keep a record of the incidents that you find offensive.
- Talk it over with someone you trust and who will keep the information confidential. This may help clarify your best course of action.
- Confront the person who is harassing you and tell them that you don't like their behaviour. Tell them that you do not like what they are doing and that it is unlawful. Tell them you want them to stop - otherwise you will complain. You can do this in person, in a letter, or with a support person.
- Don't confront the alleged harasser if you don't want to. Only do so if you feel confident and safe.

If this doesn't work, or is inappropriate, you can seek advice and assistance from your Tutor, the Business Manager or the Manager of Studies.

You can then decide whether you want to make a complaint. If you do complain, the situation should be dealt with and the harassment stopped.

Disclaimer:

While we have tried to make this educational information as accurate as possible, it is not exhaustive and should not be regarded as legal advice. Please contact a lawyer for specific legal advice. You are also welcome to phone the Human Rights Commission on 09 309 0874 for further advice.

16. Grievance Procedure

1. Internal Processes

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

If you feel a staff member or fellow student has unfairly treated you, or you 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 feel you are unable to resolve the issue by approaching the person, make a time to discuss the issue with your tutor.

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

At this meeting a Complaints Form will be completed. This ensures that the issue is clearly identified. We will then attempt to resolve the issue. Possible solutions may include:

- a) A meeting will be set up with all the people involved to try to reach agreement and resolve the issue.
- b) The issue may be discussed directly with the person concerned to resolve the matter.
- c) The College Management may discuss ways to change institute policy and/or procedures in response to your concerns.
- d) 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. If you feel the matter has not been resolved you should write to the College Management setting out the following:

- a) Details of your problem or grievance
- b) What solution you seek that will resolve the matter.

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

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 (where necessary) and a mutually agreed representative (if requested). If you are unable to resolve your grievances through the internal process, students can appeal to the following external bodies.

External Processes

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

The Human Rights Commission - L10, Tower Centre, 45 Queen Street, Auckland, ph: 309 0874. Free phone information line: **0800 496 877** or visit the website: www.hrc.co.nz.

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

17. Disciplinary Procedures

It is the Colleges' obligations that all students be treated fairly and reasonably. We believe students require a safe and rewarding study environment and should at all times be protected from harassment or duress. The College Management wishes to maintain a high level of professionalism and welcomes any feedback from its students on the evaluation forms provided periodically throughout their course. Without students observations we cannot maintain our reputation as one of Auckland leading training establishments.

It is the tutors and Business Manager obligation to discuss any issues raised with a student first, as soon as the issue arises.

If an issue arises with a student, it is the staff member concerned responsibility, as part of their obligation to give feedback, to write an incident report. Two incident reports for the same matter will result in a meeting with the Business Manager and all parties concerned to discuss the issue. Students will be invited to bring along a support person to this meeting if they wish.

If the matter continues to be a problem, the following procedure will be followed to issue warnings:

- 2 verbal warnings
- 1 written warning.

If the incident continues after these warnings have been issued it may result in the student concerned being suspended from the College.

Gross misconduct could result in suspension or dismissal from the College.

1. Gross Misconduct

Examples of Gross Misconduct are:

- i. Stealing - theft is not tolerated at any time within the College,
- ii. Aggressive, threatening behaviour or violence towards a staff member, students, clients, or other visitor to the College.
- iii. A reckless attitude towards College property, which places fellow students or staff members at risk or in danger of harm.
- iv. Attending / drinking/ taking alcohol or drugs at the College

18. Emergency Procedures

The following has been put together as a helpful guide for students in case of an emergency. In all cases please advise a staff member immediately any emergency arises?

Part of the College's orientation programme is to practice fire drills. When you hear a bell ringing and someone calling "fire" please follow your tutor's instructions and evacuate the building via the fire stairs at reception to the assembly point in the car park to your left of the front doors, where a roll will be called to ensure everyone is safely out of the building. In the unlikely event of a fire please keep calm, follow the direction of your tutor or follow the practiced procedure for evacuation.

All students must make themselves familiar with the location of emergency exits and fire equipment.

1. What if you smell smoke?

- Remember to be alert at all times. Do not ignore any indications of fire.
- Notify a staff member immediately. State where the smoke smell is coming from. DO NOT check the area for signs of fire yourself.
- If you are assuming there is a fire, lock your area up and leave the building via the fire stairs, DO NOT use the elevator and always meet in the nominated assembly area.

What if there is smoke?

- Where there is smoke, there may not necessarily be fire. A smouldering mattress may produce great amounts of smoke.
- Smoke fills the room from ceiling to floor - the air is clearer near the floor.
- Smoke can contain poisonous gases, may be very irritating to the eyes, and makes it hard to breathe so remain as low as possible to the ground (on your hands and knees, crawling on your stomach).
- Breathe air that is at floor level and make your way to the fire stairs and go DOWN to the assembly area.
- When moving to the fire stairs, try to stay on one side of the corridor. There is a chance you may be trampled by other staff in the building that also run down the corridor.
- **Make sure you SHUT the fire door behind you!**

2. What if you find a fire?

- If the fire is small and you are in no immediate danger, isolate the fire by shutting doors and windows and extinguish it with the nearest fire extinguisher and advise a staff member immediately as to what you have done.
- If smoke or flames threaten you, close the door, advise a staff member and leave the building by the nearest fire exit and go down to the assembly area.

3. What if you are trapped in a room?

- You may be trapped in a room due to a fire in a corridor. Ring the fire service dialling 111 and state your name and location.
- DO NOT break the window. Wet towels and fill the gaps around the doors to prevent smoke entering. Pull down the curtains and thoroughly wet down the furnishings using waste paper bin. Tie a wet hand towel or handkerchief around your nose and mouth to reduce the inhalation of smoke.

4. What if evacuation is ordered?

- ASSEMBLY AREA is outside Frank Casey suit hire just to the left of the building.
- If you are evacuated, DO NOT leave the assembly area. You will be presumed missing in the fire and cause needless delay. You must wait in the assembly area for your name to be marked off and then wait for further instructions.

5. First Aid

If you require any medical assistance whilst at the College please advise either your tutor or the admin staff, they will be more than happy to help you. The College does hold a first aid box in the stock room with basic first aid supplies for any minor ailments.

What you need to know about First Aid:

Who to call for help - dial 111. This will get you the operator. Tell them your name, location, what service you require (fire, ambulance etc) and the nature of the incident.

6. What to do at the scene of an accident:

Never put your own life at risk. Never touch any casualty in contact with electricity. Turn the power source off first. Call or send someone off for help.

7. Priorities in Treating a Casualty - A B C:

- **Airways:** The passage between the mouth, nose and throat must be open and kept open if casualty is unconscious or choking.
- **Breathing:** must be established and maintained.
- **Circulation:** Of blood must be maintained.
- **Bleeding:** severe bleeding must be stopped immediately.
- **Broken Bones:** do not attempt to shift casualty if broken bones are evident except where life is in immediate danger.

8. What to do if?

Splashed with Hot Water:

Remove casualty or yourself from any danger. If clothing is on fire, douse with water, blanket or non-flammable liquid. DO NOT RUN! Cool the burnt area immediately. Hold under cold running water for at least 10 minutes. If running water is not available, immerse in bucket or bath of cold water.

Scalded Mouth or Throat:

Reassure the casualty, wash the mouth out with cold water to cool the tissues and then give frequent sips of water to drink. Quickly remove any jewellery or tight clothing from around the neck. Get help as soon as possible.

Chemical Burns:

Flood the area by holding the injured part under cold running water for at least 10 minutes. Remove all affected clothing while you are flooding the area. Get help immediately.

For eyes:

Flood the affected area for at least 10 minutes. Place a sterile dressing over the eye and tightly secure. Get help immediately.

Wounds and Bleeding:

Apply direct pressure by pressing over the wound with your thumbs and/or fingers - preferably over a clean pad. You may need to maintain pressure for up to 10 minutes. Raise and support the injured part so that it is above the heart (chest). Place a sterile dressing over the wound so that it extends well beyond the area of the wound and secure it firmly with the attached bandage. Get help immediately.

Shock:

Stop external bleeding immediately. Reassure the casualty and move them as little as possible. Cover with a blanket. Raise legs slightly. Loosen any tight clothing. Get help immediately.

Choking:

Ask the person if they can cough. If they can, encourage them to do so. If they are unable and they are still not breathing, stand behind casualty, clench your fist and place over the stomach. Grasp your fist with your other hand and then pull suddenly upward and downward. Do this six to ten times in rapid succession. Check inside the casualties' mouth. Try to hook out any foreign matter that you detect.

Unconsciousness:

Check the ABC priorities - airways, breathing, and circulation. Find out what happened from any other people around whilst waiting for help, keep checking breathing and note any changes.

Fainting:

Have casualty in lying down position and raise the feet above the level of the heart. If there is no room to lie down, put head between knees. Loosen any tight clothing and give casualty plenty of air. Move people away and open windows.

19. New Zealand Driving and Drinking Laws

1. Alcohol Purchase and Consumption

In New Zealand the minimum legal age for purchasing alcohol and for drinking on licensed premises is 18. It is illegal to purchase takeaway alcohol under the age of 20.

If you want help with your drinking, or alcohol-related problems, consider calling the **Alcohol Helpline 0800 787 797** where trained counsellors can provide you with advice or assistance. Your General Practitioner will also be able to assist you.

Information on alcohol and its related issues and problems is available on these websites:

www.aphru.ac.nz/hot/youngfix

www.ndp.govt.nz/alcohol

2. Tobacco Purchase and Consumption and the Smoke-free Environments Act 1990.

In New Zealand the minimum legal age for purchasing cigarettes is 18.

Since 1999 there has been a proposal to significantly amend the Smoke-free Environments Act 1990. The proposed changes would: create 100% smoke free indoor workplaces, including bars, pubs and clubs and make other wide-ranging changes for schools, retailers, tobacco manufacturers and the general public. The bill is in its final stages of debate before parliament. It may go to a final vote in October or November 2003.

The [Smoke-free Environments Act 1990](#) and subsequent amendments, and the Smoke-free Environments Regulations 1999, have, among other matters:

- Placed restrictions on smoking in workplaces.
- Required all workplaces to have a policy on smoking and to review that policy annually.
- Placed restrictions or bans on smoking in restaurants, bars, casinos, public transport and certain other public places.
- Regulated the marketing, advertising, and promotion of tobacco products and the sponsorship by tobacco companies of products, services and events.
- Banned the sale of tobacco products to people under the age of 18 years.
- Provided for the control, and disclosure, of the contents of tobacco products.

The 1990 Act and Regulations have also imposed controls on tobacco products, as the following:

- Mostly banned the advertising or promotion of tobacco products in magazines, on TV, signage and other places.
- Regulated the size, placement and wording of labels and health warning messages on tobacco products, including the Maori warning message 'Ka mate koe i te kai hikareti' (smoking kills).
- Required annual testing/returns and reports on 'harmful constituents' for classes of tobacco products.

The 1990 Act also established the [Health Sponsorship Council](#). The Council has the primary function of promoting health and encouraging healthy lifestyles through the provision of sponsorship and other means.

Copies of New Zealand legislation can be obtained from Government bookshops or reviewed at most public libraries. You can [access New Zealand legislation online](#) at www.legislation.govt.nz

If you have a complaint about an alleged breach of the Smoke-free Environments Act 1990, please contact your local public health service.

3. Owning and driving a car in New Zealand

It is recommended for any students we will be in New Zealand for a reasonable period of time and intend to either own or drive a car that they start the process of obtaining a New Zealand drivers licence on their arrival into the country.

For students who own their own car, it is recommended that you should obtain at least third party insurance.

4. Visitors and New Residents – Driving in New Zealand

If you have a current overseas driver's licence or a current international driving permit, you can drive for one year after you first arrive in New Zealand. You must then convert your overseas licence to a NZ driver's licence. Apply for a conversion to a NZ driver's licence BEFORE the year has passed, to make sure you have one in time. You will have to pass a theory test and, depending on the country you have come from, pass a practical driving test as well. Forms to apply for an overseas licence conversion are available from LTSA driver licencing agents.

Driver licencing agents are participating offices of:

New Zealand Automobile Association

Vehicle Testing New Zealand

Vehicle Inspection New Zealand

On Road New Zealand

If you DO NOT have an overseas drivers licence or an international driving permit you cannot drive in New Zealand. You must apply for a New Zealand driver's licence.

What happens if I don't apply for a New Zealand driver licence?

If you do not apply for a New Zealand driver licence within one year of arriving in this country you will be considered an unlicensed driver. The Police could charge you if you are caught driving, and you may not be able to get car insurance.

If you are unlicensed, are warned not to drive and you are then caught driving by the Police, the vehicle you are driving will be seized at the roadside and impounded for 28 days.

If you are an unlicensed driver you should not be driving. You have not proven that you know and understand New Zealand's road rules and you are putting yourself and others at risk.

5. Driver Licensing Laws

New Zealand has a Graduated Driver Licencing System (GDLS) designed to help you build up your driving and road safety skills. The graduated system has three levels: Stage 1 – learner licence, Stage 2 – restricted licence, Stage 3 – full licence.

6. Details of Graduated Licencing Program:

Each stage has a test you have to pass. There is a theory test in stage 1, and driving tests in stages 2 and 3. As you move from one stage to the next you're given a new licence, with different requirements and more responsibilities. Normal road rules apply at all times. You must always have your licence with you when you're driving, and you must be at least 15 years old before you can apply for a car driver licence.

7. Does the learner licence test have to be taken in English?

Yes, but there are written translations of the tests available in Arabic, Chinese, Korean, Maori, Samoan, and Tongan to help you. If you have problems reading English and there isn't a written translation in your preferred language you can bring along an interpreter.

8. Learner Licence Conditions:

1. You must be accompanied by a supervisor at all times when driving on a public road. The supervisor must currently hold and have held a Full Licence for at least 2 years and be seated next to the driver in the front passenger seat.
2. If you're under 20 years old the legal alcohol limit is 30 mg/100 mls of blood. This is effectively a zero limit – consuming one drink will mean you can be charged with drink driving. If you're over 20 the legal alcohol limit is 80mg/100ml of blood.
3. An "L" plate must be displayed on the vehicle at all times and if you are driving you must have your learner licence with you.
4. Learner Licence must be held for at least 6 months before you are eligible to sit your restricted licence.

9. Restricted Licence Conditions:

1. Unless accompanied by a supervisor, the holder of a Restricted Licence cannot carry passengers other than the holder's spouse or children or parent of either the holder or the spouse.
2. Unless accompanied by a supervisor, cannot drive between the hours of 10 pm and 5 am.
3. Subject to lower alcohol limits (the same as Learners) and you must carry your licence at all times when driving.
4. If you sat the test in an automatic vehicle then your licence will say that you can only drive an automatic vehicle.

10. Full Licence

1. If you are under 25 years old, you can apply for a full driver licence after 18 months on your restricted licence, or after 6 months if you are 25 years or older.

2. If you are under 25 years and successfully complete an approved course, you can apply for your full licence after 12 months instead of 18 months. (Please note that you must have had your restricted licence for at least 6 months before you complete the course.)
3. If you are 25 years or older and successfully complete an approved course, you can apply for your full licence after 3 months on your restricted licence.

11. Driving Laws

- a. In New Zealand we drive on the left hand side of the road.
- b. Give Way Rule – refer to the *Rode Code* for more detailed information, as NZ Give Way rules are unique. When approaching an intersection (a place where two or more roads intersect or meet), look for traffic wherever it may come from and give way to your right.
- c. Drivers must carry their licence whenever they are driving.
- d. Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.
- e. When carrying children and infants they must be strapped into car safety seats.

12. Penalties

The New Zealand Police enforce New Zealand driving laws.

- a. There are fines, licence disqualification or suspension, vehicle impoundment and imprisonment for breaking the driving laws in New Zealand.
- b. Drivers must carry their licence whenever they are driving and you could be fined \$55.00 if you cannot produce your drivers' licence when a police officer asks you to do so.
- c. If you drive with passengers and no supervisor or drive between 10 pm and 5 am, you risk a ticket at the roadside, a fine of \$400 and 25 demerit points. If you're summonsed to appear in court the fine could be up to \$1000 as well as 25 demerit points.
- d. Under the Land Transport (Unauthorised Street and Drag Racing) Amendment Act 2003 police can impound vehicles, at the owner's expense, for operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (eg wheel spins).

13. Speeding and the Speed Limit

The maximum speed limit in New Zealand is 100 km/h. Most urban streets have 50 km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them.

It is quite common for the traffic police to be patrolling the roads for speeding traffic offenders. If you exceed the speed limits you may be photographed and sent a fine in the mail, or pulled over and issued a ticket, which will usually mean a substantial fine and loss of demerit points.

14. Drive to conditions

In poor visibility and bad weather it may be appropriate to drive slower than the speed limit. New Zealand roads can be more dangerous to drive on in comparison to other countries. We have many unsealed roads, or roads with unsealed shoulders, winding, hilly or narrow roads so reduce your speed and overtake with caution

15. Driver Fatigue

Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired stop driving and have a sleep, drink water or coffee, and circulate fresh air into the car.

16. Parking

There are parking laws in New Zealand. Parking areas are sign-posted. Parking is not allowed on yellow lines. Most city parking requires drivers to pay and display a receipt. Vehicles can be towed away at the expense of the owner if they are parked illegally.

17. Random Breath Testing

New Zealand operates a random breath-testing program called "compulsory breath testing" (CBT). CBT laws give the police the power to test any driver, anytime, and anywhere without first having a good cause to suspect that the driver has been drinking. CBT is usually conducted at checkpoints although the law also allows mobile patrols to stop and test any driver. Each police district is contracted to deliver a certain number of hours of alcohol enforcement in their local communities. Standards for the level and types of alcohol enforcement activities are specified including CBT operations.

18. What to do in case of an accident

If in an accident, exchange details with other driver involved (name, telephone numbers, address, type and colour of vehicle, vehicle registration number, and insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions.

If someone is injured or killed in an accident it must be reported to the police. If the police do not attend the accident, report it at the nearest police station within 24 hours.

For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (eg Police, Fire or Ambulance).

In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owners name and address, and the registration plate number of his/her vehicle to the other people involved in the accident. If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be report to the police at the nearest police station within 60 hours.

19. Testing when driver is involved in a crash

The laws allowing Compulsory Breath Testing will cover drivers involved in crashes. In most serious crashes attended by the police, it is highly likely that drivers will be tested for alcohol, especially if there is a suspicion that any of the parties were involved in drinking. In fatal crashes, it is usual practice for blood samples to be taken from deceased drivers for blood alcohol analysis as part of the post mortem procedure. Breathe and blood alcohol tests can be conducted on drivers involved in crashes if the driver is capable of undertaking a breath test. If the driver is injured or unconscious, a blood specimen can be taken at the hospital at the request of the police.

20. Cycle Safety and Rules

Cyclists share the roads with motor vehicles. For their own safety, and the safety of other road users, cyclists and their cycles have to comply with certain safety requirements. In addition to ordinary road rules, cyclists are also obliged to obey some road safety rules specific to cycle riders.

21. Helmets

Most serious cycle injuries involve the head. Head injuries can mean brain damage, impaired sight or hearing and/or a loss of co-ordination in the arms and legs. Unlike other injuries, damage to the brain is often permanent. For these reasons, **helmets are compulsory for cyclists in New Zealand.**

22. Cycle safety features my cycle must have

You can't ride a cycle on the road at any time unless it has:

- A rear reflector (preferably red) at least 35 cm² in area at the back of the cycle.
- Either **yellow pedal reflectors** on the forward and rearward-facing surfaces of each pedal or **reflective straps** attached to the lower parts of the rider's legs.
- Good **brakes** on the front and back wheels (if the cycle was made on or before 1 January 1988 it only needs a good brake on the back wheel).

In addition to the helmet-wearing requirement, cyclists must also follow these rules:

- Cycles must be ridden on the road unless there's an adequate cycle lane. Only riders delivering newspapers, mail or leaflets are allowed to ride on the footpath.
- At intersections riders must follow the road rules for motor vehicles, or get off the cycle and walk across.
- Cyclists can only ride alongside another cyclist or a moped (i.e. they can't ride alongside a car, truck, or any other sort of vehicle).
- Cyclists passing another vehicle must ride in single file.
- Cycles cannot be towed by another vehicle.
- Cycles can only tow a trailer. Towing any other sort of vehicle (like a person on a skateboard or roller blades) is illegal.
- Passengers can only be carried if the cycle has a pillion seat and footrests. The pillion seat must protect children's legs from the wheels.
- If you ride during the hours of darkness (defined earlier) you must have the cycle lights on.
- Cycles must be kept in good working condition.

Your cycle **must not have:**

- White lights at the back
- Red lights at the front
- A rusty or dangerous frame
- Any dangerous fittings
- Any insecure loads or loads that touch the ground.

23. Where can I find out more?

For more information all aspects of driving laws, driver licencing, vehicle registration/licencing, vehicle safety, cycling safety, road rules and enforcement etc. contact:

Land Transport Safety Authority, PO Box 2840, Wellington;

Consult the website: www.ltsa.govt.nz/factsheets or free phone **0800 699 000**.

The Official New Zealand Road Code is available from libraries and bookshops or from www.ltsa.govt.nz/roadcode

Novice driver Practice Programme; Ph: **0800 772 284** or visit Website at www.practice.co.nz

You can also refer to *The Safe Cycling Book* available from bookstores for \$14.95.

Visit the *Bikewise* website at www.bikewise.co.nz

Study Auckland – *Pedestrian Safety* website at www.aucklandnz.com/studyauckland

20. Student Guidance and Support Systems

Support provided within the training programme by the staff

The Business Manager and Tutors 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.

1. External Support Agencies

Agency/Organisation - ethnic -	CONTACT
The Office of Ethnic Affairs <u>Language Line</u>	www.ethnicaffairs.govt.nz or Email: interpret@dia.govt.nz For information about a free telephone interpreting service providing help to talk to the following government agencies: Accident Compensation Corp; Dept of Internal Affairs; NZ Immigration services; Housing NZ Corp; Work & Income; NZ Police. 35 languages offered.
The Office of Ethnic Affairs Department of Internal Affairs	L4, 450 Queen Street, Auckland or PO Box 2220, Auckland Ph: 362 7919 or Fax: 377 3467 or Email: ethnic.affairs@dia.govt.nz
The Office of Ethnic Affairs - <u>Community Advisors in Auckland</u>	Jennifer Janif – Ph: 357 6168 or Mob: 025 271 3407 Email: jenny.janif@dia.govt.nz Fezzeela Raza – Ph: 362 7968 or Mob: 025 802 563 Email: fezeela.raza@dia.govt.nz Wong Liu Shueng – Ph: 362 7993 or Mob: 025 283 0264 Email: wongls@dia.govt.nz
New Zealand Culture Guidebook	www.nz.com/guide/culture For information and links to other sites on Ethnic and Cultural communities within NZ, Language, History, Cultural ties, Museums, Literature and Music.
Ministry Pacific Island Affairs www.cyberlink.com	www.minpac.govt.nz Cross Cultural Communication, Vital Manners and Business Etiquette for different cultures.
www.accessnz.co.nz	For information on cultural New Zealand

AGENCY/ORGANISATION - HEALTH -	CONTACT
Family Planning Association FPA provides sexual and reproductive health information and clinical services.	5 Short Street, Newmarket, Auckland. Ph: 5220120 or visit www.fpanz.org.nz Or Email: resources@fpanz.org.nz Services include; Contraception – your choice, Sexually Transmitted Infections checks and pregnancy help. Translators are available for clinic visits on request.
Auckland District Health Board	www.adhb.govt.nz - this website provides links to other sites within the Auckland District Health Board
Green Lane Hospital	Ph: 6389909
National Women's Hospital	www.nwhealthinfo.co.nz Ph: 6389919
Starship Children's Hospital	www.starship.org.nz Ph: 3078900
Refugee Health	www.refugeehealth.govt.nz for refugees and new immigrants
Odyssey House	Drug and Alcohol problems 390 Mt Eden Road, Mt Eden, Auckland Ph: 623 0228
CADs – Community Alcohol & Drug Service	Ph: 623 2323 (central); Ph: 836 6166 (west); Ph: 588 2701 (north); Ph: 277 8080 (south).
Alcohol Helpline	Ph: 0800 787 797 Trained counsellors can provide you with advice or assistance with drinking, or alcohol-related problems.
www.clubdrugs.org	For information on the dangers of drugs available to young adults at Night Clubs, 'Raves' etc.

New Zealand Drug Foundation	www.nzdf.co.nz this website includes information on alcohol and other drug laws and policies.
St Lukes Community Mental Health Centre	www.adhb.govt.nz/cmhc/StLukes Ph: 845 0940 Fax: 845 0941 615 New North Road, Morningside. Hours 8.30 am to 4.30 pm Monday to Friday
Crisis Mental Health	Ph: 366 4287 (24 hours)
Mental Health Commission	www.mhc.govt.nz
Mental Health Foundation of New Zealand	www.mentalhealth.org.nz
Health & Disability Commissioner	www.hdc.org.nz/advocacy/translatedbrochures.html for information on the code of health and disability consumer's rights and advocacy services.
Asian Health Support Service	Waitemata District Health Board North Shore Hospital. Ph: 486 8953

AGENCY/ORGANISATION - COMMUNITY -	CONTACT
Auckland Regional Migrant Services Charitable Trust	532 Mt Albert Road, Three Kings, Auckland P O Box 27 367, Mt Roskill Resource Centre Ph: 625 2440 Information service Ph: 625 3090 Email: john.wong@xtra.co.nz or www.arms-mrc.org.nz
Citizens Advice Bureau	www.cab.org.nz or Ph: 0800 367 222 CAB is a voluntary organisation providing free, confidential information and advice to anyone about any query or problem.
Domestic Violence Centre	33 Wyndham St. Auckland, Ph: 303 3938
NZ Domestic Violence Contacts	www.crime.co.nz for a complete list of Women's Refuges throughout Auckland and New Zealand
Auckland Rape Crisis	26 Wyndham Street, Auckland Ph: 366 7213
Presbyterian Support	www.ps.org.nz . Presbyterian Support Officers provide services to all in the community regardless of race, belief or background.
Auckland Central Police Station	Cnr Cook Street & Vincent Street, Auckland Central Private Bag 92002, Auckland. Ph: 302 6400
New Zealand Police	www.police.govt.nz
New Zealand Police Youth Education Service	Email: yes@xtra.co.nz or www.police.govt.nz/yes
Auckland City Council Road and Traffic co-ordinator	If your car is towed away, try Ph: 375 7063.
Gambling Problem Helpline	Ph: 0800 654655 lines open 24 hours Thurs/Fri/Sat. All other days 8 am to 11.30 pm or www.gamblingproblem.co.nz
Alcoholics Anonymous	P O Box 5373, Wellesley Street, Auckland. Ph: 366 6688
Legal Information Service	52 Hepburn St, Freemans Bay, Auckland. Ph: 378 7444
Disabled Citizens' Society	421-423 Dominion Rd Mt Eden, Auckland. Ph: 638 8159
New Zealand Immigration	450 Queens Street, Auckland. Ph: 914 4100 Free phone: 0508 558 855 or www.immigration.govt.nz
New Zealand Income Support	450 Queens Street, Auckland. Ph: 913 0500
Ministry of Social Development	www.dsw.govt.nz
Peoples Centre	33 Wyndham Street, Auckland. Ph: 302 2496
Relationship Services	1 Robert Street, Ellerslie, Auckland. Ph: 525 1051
Leslie Challis Guidance Counsellor	17 Hazelmere Road, Sandringham, Auckland Ph: 815 5353
Chinese Life Line	0800 888 880 - Provides councillors in Cantonese and Mandarin for assistance on personal issues and helps new immigrants adapt to life in NZ
Shakiti Asian Women's Support Group	138 Church Street, Onehunga. P O Box 24 448 Royal Oak, Auckland For Helpline Ph: 624 3619 or 0800 742 584

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

1. 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.

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.

2. 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.

3. When does the Code apply?

The Code commences on the 31st of March 2002. Educational providers then had 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.

4. 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.

5. What is an "International Student"?

An "International Student" is a foreign student studying in New Zealand.

6. 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.

7. 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 enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that Institute.

8. 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).

9. What is the International Education Appeal Authority (IEAA)?

The 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.

10. 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.

11. How can I contact the IEAA?

You can write to the IEAA at: The International Education Appeal Authority,
C/-Ministry of Education,
Private Bag 47 911
Ponsonby,
Auckland, **New Zealand**

IEAA is an independent body established to deal with complaints from international students about pastoral care Ph: 09 374 5481 or Fax: 09 374 5403 or Email: info.ieaa@minedu.govt.nz

Sign Off Sheet for Student Handbook

Student Confirmation

Please sign this page and hand to your tutor. The International College of Camille will keep it on file to verify that you have read and understood 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* _____

Signature _____ *Please sign here* _____

Date ___ / ___ / ___

Business Manager _____

Date ___ / ___ / ___