

# Kingston Institute of Business & Technology

*“Bridge to your future”*



## Student Handbook 2019

**General Information & School Policies**

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## **Kia Ora & Welcome to Kingston Institute of Business & Technology!**

Thank you for choosing to study at Kingston Institute of Business and Technology (KIBT). Studying overseas can be both rewarding and challenging. At Kingston Institute we will listen to you and provide you with effective support. Students at Kingston Institute enjoy high quality teaching and excellent pastoral care.

Our English language courses have been approved by the New Zealand Qualifications Authority and provide a pathway to courses in higher education. Students learning English for the first time can quickly build their skills and progress to more advanced classes.

While you are studying at Kingston Institute you will meet new friends and experience a rich cultural and social environment. Your friendly Student Welfare Officer can speak your language and answer any questions you may have.

### **The Friendly Kingston Institute Team**

We have a friendly team at Kingston Institute who is dedicated to helping you succeed in your studies. A full list of staff and their details is available at Reception. Please Note: If you want to speak to a support person in your own language please let us know. We can arrange this.

### **Orientation, Student Handbook and Class Placement**

On orientation day you must bring:

- A valid passport with a valid visa
- Proof of valid medical and travel insurance

A copy of these will be kept on your file. If you do not bring these, your enrolment cannot proceed.

Your Orientation begins at 2pm on the Friday before the first day of your course. The enrolment form you complete during Orientation contains various clauses which you must agree to before your enrolment can be completed. One of the conditions is to notify Kingston Institute of your current contact details and any subsequent changes.

At Orientation, you will be given a Student Handbook. It can also be downloaded as a PDF from our website <http://www.kingston.ac.nz/download/> and a print version is always available at Reception.

### **Immigration**

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz)

### **The Code of Practice**

Kingston Institute has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. You will receive a summary of the Code, in your own language wherever possible, when you enroll. The full Code is available from the Kingston Institute Website <http://www.kingston.ac.nz/download/> or the NZQA website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz). A print version of the Code is always available at Reception. The designated person responsible for inquiries about the pastoral care of international students can be found in the list of contacts available at Reception.

## Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. Your insurance cover must commence before you get on a plane to New Zealand and be valid at least until the date your visa expires. If you do not have insurance, KIBT will arrange an Orbit or a Southern Cross Travel Insurance policy for you. Insurance is compulsory for all international students studying at KIBT and will be charged automatically unless you show us proof that alternative insurance which complies with the Code of Practice has already been arranged.

## Student ID cards

Once your enrolment is completed, you will receive a student ID card. The card includes your student ID number, legal name, date of birth and your photograph.

### Student ID card Conditions of Use

1. A student may be asked to present their ID card as proof of identity.
2. You must not allow anyone else to use your student ID card.
3. A student ID card will only be issued if your course enrolment has been completed.

### Card Replacement

If your student ID card is lost or stolen it is your responsibility to notify Kingston Institute immediately. If your card is handed in it will be returned to you, but you will be charged a \$10 fee if your card needs to be replaced. If you find someone else's ID card, please return it to Reception.

### Student Withdrawal

If you withdraw from your course on a permanent basis you must hand your ID card to your Student Welfare Officer.

## Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details of entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at [www.moh.govt.nz](http://www.moh.govt.nz)

## Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at [www.acc.co.nz](http://www.acc.co.nz)

## Class Timetables

### Morning Class

	Mon	Tue	Wed	Thu	Fri
9.00 – 11.00	Class	Class	Class	Class	Class
11.00 – 11.30	Break Time				
11.30 – 13.30	Class	Class	Class	Class	Class

## Public Holidays

Kingston Institute is closed on the following public holidays:

- Auckland Anniversary Day
- Waitangi Day (Observed on Monday if it falls on a weekend)
- Good Friday
- Easter Monday
- ANZAC Day (Observed on Monday if it falls on a weekend)
- Queen's Birthday
- Labour Day Christmas Day Boxing Day
- New Year's Day
- Day after New Year's Day

Holiday dates vary from year to year, so for up to date information visit:

<https://employment.govt.nz/leave-and-holidays/public-holidays/public-holidays-and-anniversary-dates/>

## Christmas/ New Year Holidays

Kingston Institute closes for two weeks over the Christmas/ New Year period. The last day of classes is the last Friday before Christmas day and the first day back at school is the first Monday after 2 January.

## School Rules

1. Attend all your classes. If you are absent from a class, you must email [attendance@kingston.nz](mailto:attendance@kingston.nz) and provide an explanation.
2. If you are absent from school due to illness, you must provide a medical certificate. If you are absent for any other reason, you must provide documentation to explain your absence.
3. Arrive on time and stay for the entire class.
  - Unsatisfactory attendance will lead to your course being terminated.
4. You must not use illegal drugs or drink alcohol at school or come to school under the influence of drugs or alcohol.
5. You must not hurt any member of staff or student.
  - If you break rule 3, 4, or 5 you will be sent home for the day and may be suspended for a longer period at the Principal's discretion.
6. You must obey New Zealand law while at school.
7. Speak only English in class.
8. Arrive at class on time and stay for the entire class.
9. Don't use your mobile phone in class unless your teacher tells you to as part of the lesson. If you break this rule, your teacher may take your mobile phone and give it back to you at the end of the lesson.
10. No eating or chewing gum during class.
11. You must participate in class. Your teacher may make you leave the class if you do not.
12. Address your teacher and classmates respectfully.
13. You must not cheat on any assessment.
  - Breaking any of the above-mentioned rules may result in a meeting with the Principal and a written warning. Serious or repeated breaches may result in your course being terminated..

## Termination of Enrolment

1. If you do not attend all your classes, Kingston will follow up with you and work with you to find a solution. However, if your attendance falls below 90% you will receive an official warning. If your attendance does not improve your course will be terminated and Immigration New Zealand informed. This is likely to lead to the cancellation of your student visa.
2. If you repeatedly break any of the rules, your course will be terminated and Immigration New Zealand informed.
3. A serious or repeated breach of rules 4 or 5 will result in your course being terminated immediately and Immigration New Zealand being informed.
4. If you are arrested or reported to the police for committing a crime you will be suspended immediately until the investigation is complete. If you are convicted of breaking the law, your course will be terminated immediately and Immigration New Zealand will be informed.

## Student Attendance

1. Teachers mark student attendance at the beginning of each session and students are required to attend all classes.
2. If you are absent from a class, you must email [attendance@kingston.nz](mailto:attendance@kingston.nz) and provide an explanation.
3. If you are absent due to illness you **must** provide a medical certificate.
4. You are entitled to check your attendance record.
5. If you require an Attendance Record or Performance Report please contact Reception by Wednesday. You will can receive your report the following Monday.

## Lateness Rules and Leaving Class Early

If you arrive after 9:00 am, you will be marked as late. If you arrive after 9:30 am, you will be marked absent. Late arrival into a session can be very disruptive, so whether you can enter the class late depends on the teacher's discretion and you may have to wait until the next session.

## Curriculum

Kingston offers the New Zealand Certificate in English Language Level 3 (General). This is a nationally recognised qualification intended for learners of English as an additional language. To gain this qualification you must complete 60 credits at the this level which represents 600 hours of study either in class or directed self-study. For more detailed information see our website or get an information sheet from Reception.

The class programmes include the major skills of listening, speaking, reading and writing. Classes use internationally recognised course books to learn the skills they need to gain NZCEL credits. The main course book is "Cutting Edge". Teachers supplement course books with resources they design to meet specific student needs. Teacher-designed resources include in-class activities such as games, surveys, interviews, and written assignments. Homework assignments are essential to your progress and must be completed on time. Regular tests and assessments and are given to track student progress and to award NZCEL credits. They are a compulsory part of the school curriculum.

**Note:** Kingston Institute is constantly reviewing curriculum options and reserves the right to make changes without notice.

## **NZCEL Assessment Rules**

1. Students may have one re-sit per assessment.
2. Re-sits are by request only by emailing [peter.onneweer@kingston.ac.nz](mailto:peter.onneweer@kingston.ac.nz) .
3. Requests for re-sits must be made within three working days of receipt of the results of the original assessment.
4. Re-sits will be conducted as soon as possible and must be completed before the end of the course the student is enrolled in.

## **Facilities and Services**

### **Computer, Internet and Wi-Fi**

We have free internet facilities available for students to use outside of class times. Please do not eat or drink when using the computers. The downloading of movies, music tracks and offensive materials is prohibited. Ask at Reception for the Wi Fi password.

### **Locker**

A limited number of student lockers are available. The only charge is a deposit of \$20 for the key and this is refunded upon return of the key. Please refer to Reception for more details.

### **Photocopy Service**

Kingston Institute has a copy service available at a subsidised rate.

## **Student Feedback**

To improve our programmes you are encouraged to give feedback at any time. Your teacher and/or Student Welfare Officer can help if there is something you think can be improved. In addition Kingston Institute conducts formal surveys on support staff, teachers, course content and facilities. These surveys take place on Thursdays in the fourth week of each cycle. All students participate in these and in a completion survey at the end of their course. Your Student Welfare Officer also regularly interviews students informally about their study and adjustment to life in Auckland, offering assistance whenever needed.

## **Complaints Procedures**

1. If you have a serious complaint, you should put your complaint in writing and email to [complaints@kingston.ac.nz](mailto:complaints@kingston.ac.nz) . Your teacher or Student Welfare Officer can help you put your complaint in writing.
2. Your written complaint will be investigated by the Chief Executive who will respond to you within five working days.
3. The Chief Executive may meet with you in person to discuss your complaint or take any other actions considered necessary to resolve it.
4. The Chief Executive will give you a final written reply.
5. If you are still not satisfied you can contact the following authorities:
6. -NZ Qualifications Authority  
PO Box 160 Wellington  
Phone: 0800 724357  
Website: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>  
- Fairway Resolutions Limited  
Phone: 0800 00 66 75  
Website: <http://www.istudent.org.nz/>

## Fee Protection and Service Fees

### Fee Protection

Kingston Institute uses the Public Trust for fee protection. This ensures that student fees are protected in the unlikely event of insolvency, regulatory closure, or the withdrawal of accreditation from Kingston Institute. This method of fee protection is approved by NZQA.

Student fee protection is also required where a third party pays the fees for an individual student and the total fees paid are over \$500.

The Public Trust contact details are as follows [info@publictrust.co.nz](mailto:info@publictrust.co.nz) or free call the Customer Help team on **0800 371 471**.

As a Private Training Establishment (PTE) Kingston Institute is exempt from providing fee protection if the total funds payable by or on behalf of a student for the programme or training scheme are \$500 (GST inclusive) or less.

All fees must be received by Kingston Institute **one week** prior to your course commencement date for an offer of place to be guaranteed. All student fees are protected by the Public Trust.

## Enrolment and Offer of Place

Enrolment and Offer of Place documentation must be officially signed and bear the Kingston Institute seal to be valid.

Offers of Place will be withdrawn if the student:

- a. fails to provide all the documentation required
- b. provides false documents
- c. refuses to obtain medical insurance before the commencement date
- d. fails to present their passport within the first week from the date of signing the application

Students who have not declared special needs at the time of application will be charged additional fees if extra services are required.

## Student Welfare

Kingston Institute wants your time with us to be a success. We are keen to assist and support you in your studies.

Members of staff at Kingston Institute deal with different areas of support:

- Your teacher or any other staff member can help you with your learning needs and any learning problems you might have. Your teacher can also advise you about further study choices.
- Your Student Welfare Officer can help you with any personal or health problems. They may refer you to an outside person or agency if you need special assistance. They can also help you with accommodation enquiries, banking, insurance and renewing your visa.
- 24 hours emergency contact phone number: 022-5606395, it is also shown on your Student ID card.

Kingston Institute wants to create a place of learning that is safe and enjoyable for you. If you have any concerns then please discuss these with the Kingston Institute staff. We are here to help you.

*\* For a full list of useful contacts, please see Reception.*



## **Withdrawal and Refund Policy**

Any application for a refund must be made on the appropriate form, available at Reception. You will be notified of the result of your application within 10 working days of receipt of the application. Where a refund is approved, payment will be made to the student's account or to a third party account nominated by the student. All fees are received and refunded in New Zealand dollars. Kingston Institute is not responsible for any currency fluctuation between enrolment and receipt of any refund. If you withdraw from your course, Immigration New Zealand will be informed.

International students are entitled to a refund as follows:

### **Courses of three months or more**

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which Kingston Institute requires the student to attend the establishment: In such cases Kingston Institute may deduct up to 25 per cent of the fees paid, provided Kingston Institute incurred costs to this amount and can justify these costs. (As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.)

### **Courses of five weeks or more but less than three months**

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

In such cases, Kingston Institute will pay an amount equal to the fees paid less a deduction of 25 per cent.

(As per section 235A(1)(c) and (d) of the Education Act.)

### **Courses under five weeks**

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

In such cases, Kingston Institute will pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, Kingston Institute may retain 100 per cent of the payment. (As per section 235A(1)(c) and (d) of the Education Act.)

No refund is provided if a student:

1. is excluded from study at KIBT for any reason (including inappropriate behaviour, poor attendance or inadequate academic progress).
2. wishes to transfer to another school after the refund period.
3. has their enrolment cancelled because the enrolment application is found to be inaccurate in any way.
4. has their visa/permit to study at KIBT cancelled.
5. seeks a refund of fees that have been paid after the start of the course and outside the refund period above.

*Notes:*

1. *If a student starts any course on an interim visa and their application for a student visa is declined, they are entitled to a full refund of fees paid less a deduction of the fees for the weeks they have studied.*
2. *The first day of a student's course is shown on their offer of place.*
3. *If KIBT is unable to proceed with the programme offered to a student, the tuition fee is refunded in full.*
4. *If a student wishes to withdraw from a homestay arranged through KIBT, they must provide at least two (2) weeks' advance notice (either before they arrive in New Zealand or before the date on which they wish to leave the homestay accommodation). Failure to provide this*



notice will result in two (2) weeks' accommodation fees being forfeited. The homestay placement fee is non-refundable under any circumstances.

5. If a student wishes to cancel a booked airport pick up, they must provide at least one (1) week's notice before their arrival date. If sufficient notice is given, a full refund of the airport pick up fee will be made. Otherwise, the entire fee will be retained.
6. KIBT will normally buy medical and travel insurance one week before the course start date for students who have paid their insurance fee at the same time as their tuition fee. A full refund of the insurance fee will be paid to the student if the student withdraws before the course starts. Students will be informed about the insurance fee refund policy if they request that KIBT buy the insurance earlier than one (1) week before the course starts.
7. Notification will be sent to Immigration New Zealand when a student withdraws.

## About New Zealand



New Zealand is a fairly small country, about the size of Great Britain or Japan. It is a country of beautiful landscapes, mountain chains, volcanoes, beaches, lakes, fiords and forests. Wellington is the capital city with a population of approximately 200,000. Auckland is the largest city with a population of about 1.5 million. The total population of New Zealand is about 4.5 million.

The first human settlers in New Zealand were the Maori people who arrived about 800 years ago. The first Europeans arrived in the 1600s and British settlement began in the early 1800s. The British gave special recognition to Maori as the indigenous people of New Zealand and this understanding was enshrined in the Treaty of Waitangi signed by Maori and British representatives in 1840.

The Treaty of Waitangi respects and protects Maori customs and culture. Kingston Institute acknowledges and honours the Treaty of Waitangi and respects the cultural needs and protocols of the Maori people.

## Living in New Zealand

New Zealand's climate is complex and varies from warm subtropical in the far north to cool temperate in the far south, with severe alpine conditions in mountainous areas.

### Enjoying the weather and keeping safe

- The sun can damage your skin very quickly. This can lead to serious problems such as skin cancer. Protect yourself from the sun by using sunscreen when you are outside. Find out more at <http://sunsmart.org.nz/>.
- Auckland beaches can be great fun but you need to be aware of water safety. You should always swim in patrolled areas between the red and yellow flags. Find out more at <http://www.watersafety.org.nz/>
- You need warm clothes for winter especially for travel in the South Island.
- The weather can change quickly in hilly and mountainous terrain so if you go tramping have warm waterproof clothes, plan your trip, be properly equipped, go with a partner, and let somebody know where you are going and when you expect to be back. For more detailed information see: <http://www.trampingnz.com/info-gear-list>

## **Other Practical Guidelines for living in Auckland**

### **Safety**

- do not carry large sums of cash
- if you have valuables stolen contact the police and fill in a report
- if you are walking late at night it is always a good idea to walk with a friend.

### **Health services**

International students are not entitled to publicly funded health services while in New Zealand and medical insurance is a compulsory requirement to cover medical costs. See “The Code of Practice” section above. In an emergency you can call 111 and ask for an ambulance which will take you to the nearest hospital for treatment.

### **Driving**

Driving in New Zealand can be different to driving in your home country. For example in New Zealand you must always drive on the left hand side of the road. If you wish to obtain a New Zealand driver’s license your Student Welfare Officer can provide you with advice and information. There are harsh penalties for driving under the influence of alcohol. You can get more information about driving in New Zealand by buying a copy of the *New Zealand Road Code*.

### **Public Transport**

Auckland City has a comprehensive bus system. At the Britomart Transport Centre at the bottom of Queen Street close to the school campus you can obtain travel information and a Auckland Transport Hop Card which enables discounted travel on selected buses, trains and ferries. Take your student ID with you.

### **Smoking**

Under New Zealand law people under 18 cannot buy cigarettes and smoking is prohibited in all public buildings, on public transport and inside bars and restaurants.

### **Alcohol**

Under New Zealand law you must be 18 to buy alcohol and you may be asked to prove your age with photo ID. This could mean using your driving licence, passport, HANZ 18+ card, or Student ID.

### **Gambling**

Gambling can be an addictive behaviour for some people. If you feel you have a problem with gambling your Student Welfare Officer can provide assistance and helpful contact information.

### **Immigration**

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

## **Living Expenses and accommodation options in Auckland**

Types of accommodation include:

**Homestay** provides home comforts and the warmth and security of family life. It’s a great way to improve your English. A typical homestay offers a room, two meals a day Monday to Friday and three on weekends, laundry, and inclusion in family life. It usually costs from \$240 to \$300. Kingston can help you arrange a homestay with our partner Homestay International. Please contact your Student Welfare Officer to do this.

**Backpackers and hostels** are inexpensive and usually in the heart of the city or surrounding central suburbs. Backpackers and hostels are ideal for students who are visiting Auckland for a short time. They are a great way to meet other travellers and to get advice on where to go in Auckland. Backpackers and hostels usually cost around \$15 - \$40 per night. Shared rooms (or dormitories), which usually hold up to 10 people, are cheaper than private rooms.

**Flatting** means that you share a house or apartment with others and divide the costs. Kingston urges students to be careful when entering into flatting arrangements and can offer guidelines. Flat prices

vary from suburb to suburb, but generally the city and central suburbs of Auckland are more expensive to rent than the outer suburbs of Auckland. A room in a flat can cost anywhere from \$80 to \$200, but the average is roughly \$120 a week. Usually this does not include food, bills or other expenses.

**Renting** means becoming a tenant and being responsible for all of the rent yourself. Average rent for a three bedroom property ranges from \$450 to \$650 depending on the area. In New Zealand there is a law that covers the landlord-tenant relationship. It gives both landlords and tenants legal rights and obligations. For more information on this, see [www.tenancy.govt.nz](http://www.tenancy.govt.nz).

Some useful websites for flatting or renting are:

[www.trademe.co.nz/trade-me-property/index.htm](http://www.trademe.co.nz/trade-me-property/index.htm) or [www.finda.co.nz](http://www.finda.co.nz)

## Health and Safety (See Appendix 1)

Ensuring the safety of students is a school priority and our policy adheres to the *Health and Safety in Employment Act 1993*. If you become aware of any potential or existing hazard to health and safety in the workplace, please report it to your Student Welfare Officer or the Principal immediately. Action will be taken to remedy the problem.

Your safety and security is important to us and we endeavour to keep you safe at all times while you are on school property. We need you to do your part by acting appropriately and responsibly and not behaving in a way that puts yourself or others in danger

If you feel unwell, speak to your teacher or your Student Welfare Officer. A first aid kit is available at Reception for small medical problems. For more serious problems, your Student Welfare Officer can contact a doctor or emergency medical services for you.

**Please note: It is compulsory for International students to have current medical and travel insurance while studying in New Zealand.**

Accidents Report any accident immediately to your Student Welfare Officer, your teacher or the Principal. They will take the necessary action, which may include calling a doctor or ambulance. An official report is prepared about any accident on school premises.

Harassment Harassment, including bullying and sexual harassment, will not be tolerated at Kingston Institute. If you feel you are the victim of harassment, contact your Student Welfare Officer immediately. Many forms of harassment are illegal in New Zealand and may be reported to the police, either by you or a Kingston staff member

Emergency Evacuation: When you hear the alarm:

- make your way to the nearest exit quickly
- **do not** take your belongings with you
- **do not** use the elevators - use the internal stairs and hold the hand rails

## Contact us

Physical Address: Level 3, 238-242 Queen Street, Auckland CBD

Postal Address: P.O Box 106-598 Auckland City Postshop, Auckland CBD

Phone: +64-9-2823343

Email: [info@kingston.ac.nz](mailto:info@kingston.ac.nz) Website: [www.kingston.ac.nz](http://www.kingston.ac.nz)

## Appendix 1

# EMERGENCY ACTION



## IF YOU DISCOVER A FIRE



Activate the Alarm



Dial 111



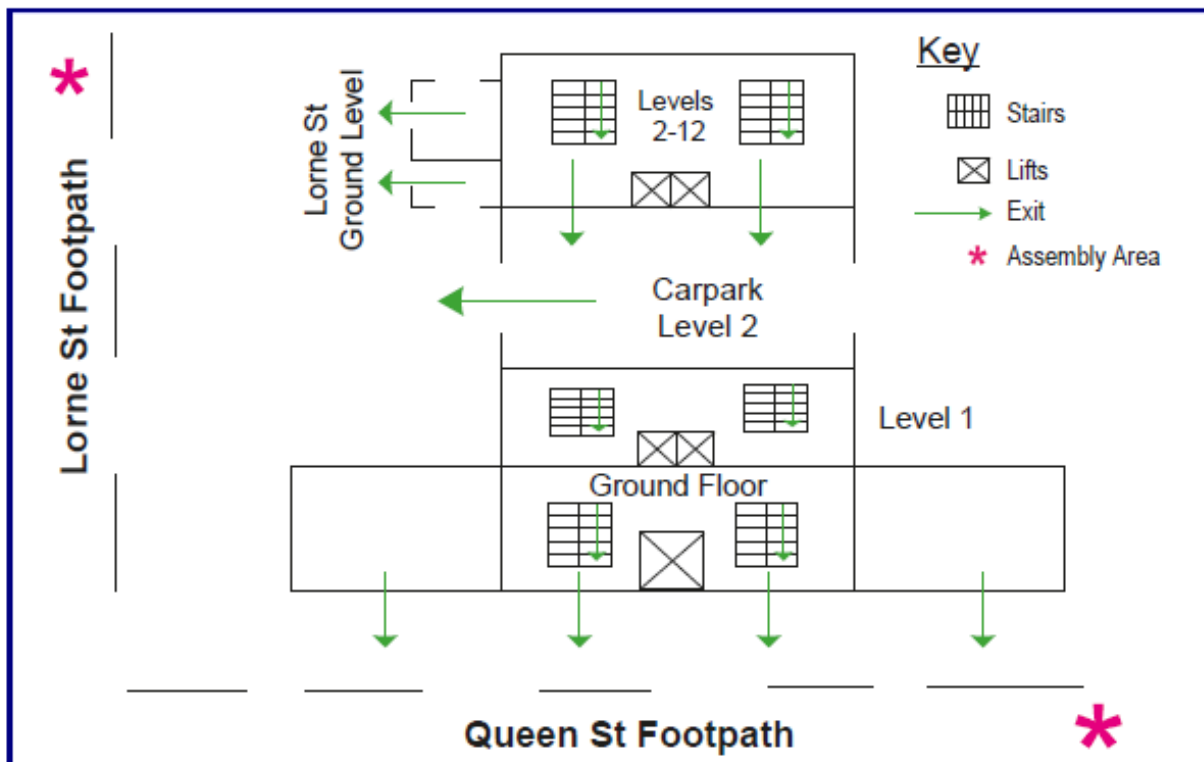
Evacuate the building by nearest marked exit



Proceed to Assembly Area



Only use fire fighting equipment if safe to do so



### When you hear a fire alarm

- On continuous sounding of Fire Alarm leave building by nearest exit
- Proceed to the Assembly Area and remain there until all clear is given
  - Follow the instructions given by the Fire Warden

**Walk don't run, Don't use lifts, Don't go back inside**

NOVA EVACUATION SERVICES PH: 09 3005022