



ADVANCED TRAINING ACADEMY LTD

Registered and accredited by New Zealand Qualifications Authority

International Student Handbook 2011

Student Name: _____

Student ID: _____

Course Enrolled: _____

Enrolment Date: _____

ATA Campuses

6A Jack Conway Ave, Manukau City (Head Office)

24 Garden Place, Hamilton

National Office Contact Details

Telephone: (09) 263 6527

Facsimile: (09) 263 6526

Website: www.ata.ac.nz

Email: info@ata.ac.nz

Hamilton Campus Contact Details

Telephone: (07) 834 0007

Facsimile: (07) 834 0407

Email: info.hamilton@ata.ac.nz

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Personal Information Page

This is your Student Handbook. Complete the details on this page for your own records.

Your Name

Course Name

Tutor's Name

Administrator's Name

Branch Phone Number

Class hours

Date commencing course

End date of course

In an emergency evacuation, for example a fire, I go to

.....

.....

The fire extinguishers are located

.....

.....

Welcome



Dear Student,

Welcome to the Advanced Training Academy.

This Student Handbook gives you the information you will need while you are studying at Advanced Training Academy.

Management and staff at Advanced Training Academy wish you every success with your training and we are committed to supporting you throughout your time with us. If you are unsure about any of the information, do not hesitate to contact us. You can make an appointment at Reception if you wish to see any staff members. Staffs are available to assist you with academic and/or personal matters and if necessary, can refer you to external counselling services.

Ask at Reception if you wish to speak to someone in your own language and the Administration Officer will make an appointment for you. Staffs are available through out the day to ensure you get the most out of your time at Advanced Training Academy.

Deryk Thompson
Chief Executive Officer

Mission Statement

Advanced Training Academy Ltd is committed to the provision of a holistic approach to quality training and education opportunities, developed and delivered for learners with the needs of industry in mind.

Our Mission Purpose is to:

- Build confidence and self-esteem in learners
- Provide learners with a strong base of employment skills
- Prepare learners to obtain and retain employment
- Support self-paced learning by delivering a mix of practical and theoretical activities

Our Goals and Objectives are to:

- Provide an innovative and stimulating learning environment
 - Maintain a range of quality training programmes delivered by well-qualified, motivated tutors
 - Meet the needs of individual learners with an agreed programme that supports them to reach their full potential
 - Be inclusive and welcoming to all cultures
-

Introduction to Advanced Training Academy

Advanced Training Academy (ATA) is registered and accredited by the New Zealand Qualifications Authority (NZQA). The quality of ATA courses is guaranteed. ATA specialises in both National Diploma and Certificate level qualifications and all of the ATA courses are externally moderated by NZQA. We pride ourselves on meeting the learning needs of both domestic and international students.

As one of the more successful private training establishments in New Zealand, we pride ourselves on meeting the learning needs of our students. We offer computer and business administration, and several trade training courses and have 2 campuses; one Manukau City and one in Hamilton. The prime purpose of ATA is to develop and deliver courses that provide training based on industry needs and/or employment.

As one of the leading training institutions in New Zealand we...

- provide a professional learning environment that meets individual needs,
- offer a good mix of practical work and theory,
- have modern and safe workshops with state-of-the-art facilities and technology,
- offer national and international qualifications,
- have professional tutors with a high quality standard of teaching skills and qualifications.

The Academy represents a number of special features. We are a multicultural organisation with an ability to communicate in a variety of languages including Te Reo Maori, Samoan, Cook Island, Tongan, Arabic, Farsi, Chinese and Hindi as well as English. We are a member of the Microsoft IT Academy Program ensuring that our students are given opportunities to gain internationally recognised qualifications. The Academy also has a formal and good relationship with higher education providers and universities throughout New Zealand. All inquiries should be made to the Administration Officer at the campus that you attend.

For further information go to www.ata.ac.nz or email info@ata.ac.nz

ATA Course List

➤ *Youth Training for Domestic Students (Conditions Apply)*

COURSE/QUALIFICATION	DURATION	INTAKES¹	LOCATION
Computer Assisted Learning Programme National Certificate in Computing Level 2 & National Certificate in Employment Skills Level 1	48 Weeks	January	Manukau
Employment, Technology Communication National Certificate in Computing Level 2 & National Certificate in Employment Skills Level 1	48 weeks	January	Hamilton

➤ *Training Opportunities Programme for Domestic Students (Conditions Apply)*

COURSE/QUALIFICATION	DURATION	INTAKES¹	LOCATION
Welding & Engineering Units towards the National Certificate in Mechanical Engineering Level 2 & 4711 Welding Ticket, GMAW – MIG, MMAW – Stick, GTAW – TIG, Oxyacetylene Welding and Oxyacetylene gas cutting plant	48 Weeks	January	Manukau
Furniture Making (Upholstery) Units towards the National Certificate in Furniture (Level 2) with strands in Introductory Furniture Finishing Skills, Introductory Furniture Making Skills, and Introductory Upholstery Skills	48 weeks	January	Manukau
Automotive Mechanical Units towards the National Certificate in Motor Industry (Automotive Electrical Mechanical Strand) Level 2	48 weeks	January	Manukau
Collision Repair National Certificate in Motor Industry (Entry Skills) (Level 2) with strands in Automotive Electrical and Mechanical, and Collision Repair	48 weeks	January	Manukau
Business Admin & Computing National Certificate in Business Admin & Computing Level 2	48 weeks	January	Hamilton

➤ *Fee-Paying Courses for Domestic and International Students*

COURSE/QUALIFICATION	DURATION	INTAKES	LOCATION
National Certificate in Computing Level 3	19 weeks	Flexible	Manukau
National Certificate in Computing Level 3	19 weeks	Flexible	Hamilton
National Diploma in Computing Level 5	43 weeks	February	Hamilton

¹ Or during the year if there is a vacancy.

Course Information

Our courses have been designed for domestic and international students who wish to study English, Computing and Business Administration in New Zealand. See www.immigration.govt.nz for requirements. On completion of any of the courses other study options are available.

Students who come to New Zealand for twelve months or more can consider applying to a university or to New Zealand Immigrations for New Zealand permanent residency.

Course Information

Listed below is information about the courses we provide to our international students.

National Certificate in Computing Level 3

Duration:	19 weeks (full time)
Qualifications:	National Certificate in Computing Level 3
Day Classes:	9.00am to 3.30pm - Monday to Friday (or as per timetable)
Campuses:	24 Garden Place, Level 2, Cnr Worley & Garden Place, Hamilton 6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however reasonable keyboard skills are preferred. Students must be computer literate and have an interest in computer technical skills. Suitable evidence of English language standard of IELTS 5.0 or equivalent should be demonstrated.

Course Summary:

The course is made up of 52 credits from the National Qualifications Framework (NZQA). The units cover advanced Microsoft Office skills, multi-media applications and problem solving to name but a few. Upon completing the prescribed units, the certificate will place the student into an ever-growing, challenging and interesting area of computing. The student will also be prepared for further studies for example, the National Diploma in Computing Level 5.

Career Opportunities:

The course is designed to help those wanting an intermediate computer qualification to use either as a stepping-stone to further IT training (i.e. National Diploma in Computing Level 5) or to enter employment. Graduates could find employment in the areas of information technology, business administration, office assistant/receptionist, desktop publishing and website/graphic design.

Fees:

The cost of this course for International students is NZ\$6,500.

National Diploma in Computing Level 5

Duration:	43 weeks (full time)
Qualifications:	National Diploma in Computing Level 5
Day Classes:	9.00am to 3.30pm - Monday to Friday (or as per timetable)
Campus:	24 Garden Place, Level 2, Cnr Worley & Garden Place, Hamilton

Entry Criteria:

This course is suited to candidates who have a sound knowledge of computer hardware and software. Students must be computer literate and have an interest in computer technical skills. Suitable evidence of the English language standard of IELTS 5.0 or equivalent should be demonstrated.

Course Summary:

The course is made up of 120 credits from the National Qualifications Framework and aims at training students with quality information technology skills in the fields of computer support, network support and user support. Upon completion of the course, students will be able to assemble and repair a personal computer and peripherals and be able to install networks and computer operating systems. Students will also be prepared for the internationally recognised A+ exam.

Career Opportunities:

The course is especially designed for those wishing to pursue a career in the computer industry and enables people to work in areas of computer support or personal computer repair. Students can get additional industry certification or can move on to further academic studies at a university degree level.

Fees:

The cost of this course for International students is NZ\$13,800.

Automotive Mechanical

Duration:	48 weeks (full time)
Qualifications:	Units toward the National Certificate in Motor Industry (Automotive Electrical Mechanical Strand) Level 2
Day Classes:	9.00am to 3.30pm
Campus:	6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however evidence of English language standard of IELTS 5.0 or equivalent is required

Course Summary:

The course is designed for those who are undecided about a career in the automotive industry and offers a pathway to either an apprenticeship in the trade, or further studies at other tertiary. The course provides an overview of practical skills in the automotive area. Students will also gain a nationally recognised qualification and a strong knowledge of communication and employment skills.

Career Opportunities:

Students will gain credits towards a nationally recognised course while developing their personal goals and also an opportunity to explore the wide range of career opportunities that are available within the automotive industry.

Collision Repair

Duration:	48 weeks (full time)
Qualifications:	National Certificate in Motor Industry (Entry Skills) Level 2 with strands in Automotive Electrical and Mechanical, and Collision Repair
Day Classes:	9.00am to 3.30pm
Campus:	6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however evidence of English language standard of IELTS 5.0 or equivalent is required

Course Summary:

The course provides an overview of the panel and paint industry and can be used as a pathway to either an apprenticeship in the trade or further studies at other tertiary institutions. Students will gain credits towards a nationally recognised qualification and a strong knowledge of communication and employment skills.

Career Opportunities:

The course provides opportunities for students to explore the wide range of career opportunities that are available within the automotive body industry and to develop their own personal goals under the guidance of our experienced tutors.

Welding and Engineering

Duration:	48 weeks (full time)
Qualifications:	Units towards the National Certificate in Mechanical Engineering Level 2 4711 Welding Ticket, GMAW – MIG, MMAW – Stick, GTAW – TIG, Oxyacetylene Welding and Oxyacetylene gas cutting plant
Day Classes:	9.00am to 3.30pm
Campus:	6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however evidence of English language standard of IELTS 5.0 or equivalent is required

Course Summary

The course has been developed to encourage students to study for qualifications in engineering or maintenance. Because the Engineering and Fabrication industry requires skilled operators, process workers and tradespeople, the course concentrates on building skills and knowledge that can be applied to employment in this industry. These skills will also provide the necessary entry requirements for other higher level courses. Students will also gain a strong knowledge of communication and employment skills.

Career Opportunities:

Upon the completion of the course, graduates will gain internationally recognised certificates and can enter into careers in manufacturing, mechanical trades, fabrication trades and welding.

Furniture Making (Upholstery)

Duration:	48 weeks (full time)
Qualifications:	Units towards the National Certificate in Furniture Level 2 with strands in Introductory Furniture Finishing Skills, Introductory Furniture Making Skills, and Introductory Upholstery Skills
Day Classes:	9.00am to 3.30pm
Campus:	6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however evidence of English language standard of IELTS 5.0 or equivalent is required.

Course Summary:

The course is designed for people having a desire to learn furniture restoration/recovery and upholstery. The course provides a broad approach that helps students to develop general overall skills through work and study. The qualified tutors are very keen to give back to the industry what they have learnt as tradesmen. Students will gain credits towards the National Certificate in Furniture Level 2 and a strong knowledge of communication and employment skills.

Career Opportunities

The course will lead to employment for people in the furniture and upholstery industries. It also delivers practical upholstery skills and knowledge to people wishing to start their own home based business.

Fees Information

Tuition Fees and Costs

The fees below are current as at the time of preparing this manual and could be subject to change. Please contact ATA to confirm the fees or to find out if there have been any changes. The fees quoted are for International Students, the cost to those with permanent residency status is available on request.

Course	Duration	Fee (NZ \$)
National Certificate in Computing Level 3	19 weeks	\$ 6,500
National Diploma in Computing Level 5	40 weeks	\$ 13,800
ESOL (Elementary or Intermediate)	24 weeks	\$ 4,800
Welding/Engineering, Automotive Options, Upholstery	48 weeks	\$ 13,000

Tuition Fees include:

- Tuition fees for your selected course
- GST (New Zealand government imposed goods and services tax of 15%)
- Advanced Training Academy Ltd Certificate (This is earned by successfully completing a course)
- The use of audio, electronic and learning equipment on the course and during self directed study time on campus.
- Access to all institute facilities and equipment during institute hours or by arrangement with the teacher in charge after class hours.
- Processing, recording and reporting of student assessment results to the National Qualifications Authority for registration on the National Qualification Framework
- Registration or 'hook on' to National Qualification Framework

Personal expenses not included in the tuition fees are:

- Immigration and visa fees including visa changes
- Pens, pencils and coloured pencils
- Airport pick up (if required @ \$60.00)
- Accommodation fees
- Travel and Medical insurance fees
- External examination fees (e.g. IELTS examinations @ \$245)
- External certificates and/or diploma
- Optional activities after class hours

Payment

All the tuition fees shall be credited into the trust account of the Academy (**account number: 02-0536-030586501**) held by:

Public Trust – Fee Protect (for Advanced Training Academy)

PO Box 31543

Lower Hutt, Wellington

On enrolment an invoice will be provided for your tuition fees. A personal/bank cheque should be made out to and deposited in the trust account at least seven days before the start of the programme.

After paying your tuition fees, a receipt of tuition fee payment is issued. If you need to extend your student visa, this can be done two weeks prior to the start of semester through the reception. Once you have paid your fees, you can get your Student ID Card.

If you are paying from outside New Zealand, an invoice will be sent to you. After banking your fees into the Public Trust account, you must post or fax your verification of payment (stamped bank receipt) to the Academy. A receipt will be posted to you at the mailing address specified in your initial application. A letter is then sent to NZ Immigration verifying that you are enrolled on a course and made payment; a copy of this is sent to you.

All tuition and personal expense fees invoiced to you must be paid by the due date. If you decide to extend your course you will be billed for the additional weeks and any other costs. If the invoice is not paid by due date the Academy can advise the New Zealand Immigration Service and your visa may be cancelled. If you move house in your home country prior to travelling to New Zealand you must tell the Academy immediately. If we cannot contact you to obtain payment, we can contact the New Zealand Immigration Service and the normal result of this is your visa will be cancelled.

Change of Address / Contact Details

If you move house or change any of your contact details while in New Zealand, you **must** immediately notify the Academy's reception/administrator of the details of the change so that your student record can be changed.

Student Fee Protection

The Advanced Training Academy has adopted the following policy to protect the fees of students in the event that the course that they are enrolled in ceases to be offered. The circumstances in which this may occur include but are not limited to:

- voluntary closure of PTE
- voluntary withdrawal of course by PTE
- regulatory closure of PTE
- insolvency of PTE
- withdrawal of accreditations

The Academy has an independently operated trust account into which student payments are placed for a period of at least seven days from the start date of the student on the course. Only after this period are funds released to the Academy.

ATA will apply to Public Trust on your behalf. An application form is given to you and must be signed by you. After you have signed, ATA will send the form to Public Trust. When the Public Trust has received your signed application, they will set up your account.

Compulsory Insurance

It is compulsory for all international students to take out travel insurance that covers their course fees. Where a student has not secured acceptable insurance by the time of enrolment they will be required to take out such insurance as part of their enrolment.

Accommodation

ATA **does NOT** arrange accommodation for international students.

There are many types of accommodation available to international students:

Student Halls of Residence

Most tertiary education institutions, have Halls of Residence that are located a short walk from the campus. Rooms are single or twin-share, with communal laundry, lounge room and dining hall. Meals are usually provided, and all dietary needs can be catered for. **Average cost:** Around NZ\$200 per week.

Homestay/Private Board

In New Zealand, 'Homestay' means you live with a family in a residential house – usually with a room of your own, where meals are provided. Homestay accommodation is an excellent way to meet New Zealanders, and interact with people in English. **Average cost:** Around NZ\$180 per week.

Flatting/Independent Accommodation

"Going Flatting" is the New Zealand term for renting an apartment or house (flat). Flatting gives you the flexibility to live with as many people as you like – males or females. **Average Cost:** \$70 - \$150 rent per week, plus expenses (food, electricity, phone, water etc)

Please refer to the following websites for more information on the types of accommodation and assistance available to International Students:

- <http://www.fourcorners.co.nz/new-zealand/student-accommodation>
- <http://www.homestaybooking.com/>
- <http://www.studenthub.co.nz/Auckland/InternationalStudents.aspx>
- <http://www.cab.org.nz/>
- <http://www.dbh.govt.nz/>
- <http://www.dbh.govt.nz/tenancy-tribunal>
- <http://www.communitylaw.org.nz/>

For any assistance, or any issues relating to unsatisfactory accommodation that may have been provided to you from another provider or accommodation agency, please contact the designated person as listed below:

Steven Doust (Programmes Manager)

Ph: 09 263 6527

Fax: 09 263 6526

Email: program.manager@ata.ac.nz

The Code Administrator (Ministry of Education)

Ph: 09 632 5511

Fax: 09 632 9456

Email: info.code@minedu.govt.nz

Enrolment Process for International Students

Being selected to enrol in the Courses

- Initial selection will take place overseas in your country of origin or at the Head Office of Advanced Training Academy Ltd, Auckland.
- You will complete an enrolment form for course you wish to attend. If you are under the age of 20 your parents or guardian will need to complete the Enrolment form on your behalf.
- If you meet the requirements for entry, a formal 'Offer a Place on the course' will then be given. Note: This 'Offer of a Place' is subject to English Language proficiency testing upon arrival in New Zealand.
- You will pay the course fees which includes \$500 registration fees.
- You can then get the appropriate immigration documentation in your country of origin
- Formal enrolment will take place at the ATA Head Office. A member of our staff will give you a placement test, which includes interview, oral, written, and listening tests to check your English language proficiency. The results will be matched to the range of training offered. Selection will be based on whether you have the level of oral and written competency to successfully complete your chosen course. If you do not meet the criteria to get a place on the course the reasons will be explained to you.

Your Enrolment Form contains various clauses which you must agree to prior to your enrolment being finalised. One of the conditions is that you agree to notify the Academy of your current contact detail and address at all times – should you fail to do so your enrolment can be cancelled.

New Zealand Immigration Requirements

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the New Zealand Immigration Service (NZIS) and can be viewed on their website www.immigration.govt.nz

The following must be completed to enable you to study in New Zealand:

- "Application to Study in New Zealand" form completed and signed.
- The application fee paid.
- Your passport must be valid (until at least 3 months past the date you plan to leave New Zealand).
- A recent passport size photograph (for ATA Student ID Card).
- An "Offer of Place" at a New Zealand education or training academy.
- Evidence of your financial support while in New Zealand – this may be:
A completed "Financial Undertaking for a Student" form on www.immigration.govt.nz or evidence of NZ\$7,000 per year and provision for a return ticket.

Short term students (under 36 weeks) may provide evidence of financial support which is the same as a visitor to New Zealand see www.immigration.govt.nz

You must also supply:

- Evidence that you have paid your course fees.
- Evidence of a guarantee of accommodation.
- A letter from the provider of the programme outlining the details of the programme.
- Any other documents or information requested by a visa/immigration officer.
- Evidence of Health and Travel insurance

Visas

Upon arrival in New Zealand the Academy will check your visa for validity; a copy is kept for evidence on your personal file. If you do not hold a valid visa or you terminate your enrolment prior to commencement of your course the New Zealand Immigration Service (NZIS) will be notified immediately.

Before you start the course you must:

- Obtain appropriate immigration documentation.
- Read the Student Handbook and Code of Practice for International Students and sign to state you understand and accept the contents of the documents.

Orientation

During the first week of your course orientation takes place. You will be met by members of management and tutors and introduced to staff, each other, the facilities and the requirements for training. Documents are signed and the Student Handbook is explained and agreed upon.

Course Related Information

If you begin a second course while studying in New Zealand you may have already achieved unit standards in your first course that are relevant to the second course. In this case you may not need to be re-assessed these unit standards as they may be cross-credited. This is known as 'Recognition of Prior Learning' or RPL. Note that cross-creditation can only apply to unit standards or skills gained in New Zealand and does NOT apply to skills or qualifications gained overseas.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) gives due recognition to prior knowledge and skills and/or previous qualifications.

RPL Principles:

- The student's individual NZQA Record of Learning is given recognition for qualifications (Framework and non-framework) and unit standards listed and may be used to meet entry requirements or as credits towards a qualification offered by ATA.
- RPL is available to students who have knowledge and skills that can be validated within the accreditation scope of ATA.
- The process should be fair, valid and consistent.
- Support and guidance should be available throughout the RPL process.
- RPL can be assessed from diverse sources of evidence.
- The RPL is subject to the same principles and requirements required under the assessment and moderation policy.

RPL Procedure:

- Student requests RPL service in writing to the Programmes Manager for RPL service.
- Student provides NZQA record of learning and evidence of non-framework qualifications awarded and discusses with Programmes Manager the area of prior learning that will be assessed.
- If the Programmes Manager decides that there is a viable opportunity to assess prior learning, the student is referred to an appropriate tutor to assess prior learning.
- The tutor briefs the student on what evidence is required to make a valid assessment.
- The student presents to the tutor their portfolio of evidence.
- The tutor assesses the evidence against the unit standard requirements and makes an assessment decision.
- The tutor may decide that there is not sufficient evidence available and conduct a challenge assessment using an existing assessment.
- The assessment decision is recorded and communicated to the student
- The established systems of assessment, moderation and reporting apply.

Assessment appeals

If you disagree with a teacher's assessment of your performance you may appeal the teacher's assessment decision. Simply follow the procedure for Complaints /Grievances or Assessment Appeals listed on page 21 and the Learner Assessment Appeal form in Appendix B of this handbook.

Copying or Plagiarism

Copying or Plagiarism is defined as ‘use of, and the representation as one’s own, the ideas or writing of another’. This means, copying work from the Internet, or someone else’s writing and NOT referencing to the original writer in a clear manner (like a footnote or bibliography).

As an example of the types of consequences that can occur, a student at Polytechnic or University may be instantly dismissed from the institution if they are found to have copied another student’s work and submitted it as their own.

The policy of Advanced Training Academy Ltd is that each student should be able to accomplish assessments must be their own work, unless they are taking part in a group assignment. If students are found to have copied assessments from another student, the consequences of those actions will be determined by the Operations Manager.

In class, students may talk about work they have done and ask opinions about the work they are going to submit. However, when doing assessments, students are encouraged to work towards completing the assessments with as little help as possible.

Assessment Corrections

Only tutors can correct details on assessments after the work is submitted. If corrections need to be made, the students must complete the changes within a specified timeframe and resubmit the work for marking by the tutor.

Support Information

Care of students while in New Zealand

The New Zealand government wishes to ensure international students living in New Zealand have an enjoyable and worthwhile study experience. To this end, the “**Code of Practice for the Pastoral Care of International Students**” has been published by the New Zealand Ministry of Education. A copy of a summary of **the Code** is provided with this handbook.

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

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

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 on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <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 <http://www.acc.co.nz> .

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

According to the Code of Practice, **medical and travel insurance is compulsory for all international students studying in New Zealand.**

Generally, students should have combined travel and medical insurance on one policy, but separate policies are permitted. Where students have separate travel and medical insurance policies, the travel insurance policy should cover:

- Loss of baggage and other personal effects
- Accident and injury
- Disruption to travel plans
- Cost of medical care in any “stopover” countries.

When enrolling students who are already in New Zealand, they would be asked to show proof of insurance prior to confirmation of enrolment.

Student Guidance and Support

The Student Services Officer and the Tutors will work with you to meet any particular needs or problems you may have. Should they be unable to help you, they will find someone who can. The receptionist/administrator can arrange for you to talk to someone in your language if you would feel more comfortable. The following is a list of external agencies you can use for support.

List of External Support Available in Auckland (area code: 09):

Adult Literacy Scheme (home teacher help), 55 Pollen Street, Ponsonby	Phone 376 8457
Chinese Lifeline	Phone 522 2088
Chinese Christian Church of Auckland, 105 Vincent Street	Phone 358 0661
Chinese Express Newspaper	Phone 534 6789
Chinese News	Phone 358 0735
Citizens' Advice Bureau, 305 Queen Street	Phone 377 3314
Community Law Office, Grey Lynn Centre, 449 Richmond Road	Phone 378 6085
CRISIS Mental Health Services	Phone 366 4287 (24-hour)
Disabled Citizens' Society, 421-423 Dominion Rd Mt Eden	Phone 638 8153
Domestic Violence Centre, 33 Wyndham Street	Phone 303 3938
Family Planning Association, 5 Short Street Newmarket	Phone 522 0120
Fiji High Commission, 31 Pipitea St, Wellington	Phone 04 473 5401
Fiji Travel, 151 Victoria St	Phone 914 4064
Housing New Zealand Corporation (all inquiries)	Phone 0800 739 717
Japanese Consulate General, Level 12, ASB Bank Centre, 135 Albert Street	
Japanese Christian Church	Phone 623 0474
Korean Buddhist Society of NZ, 1244 Coatesville Rd	Phone 412 6442
Korean Catholic Church Community, 28A Inverway Ave MtRkl	Phone 620 2340
Korean Consulate, Toshiba House, 396 Queen St	Phone 379 0818
Korean Society of NZ, 47 Customs St	
	Phone 309 6001
Legal Information Service, 52 Hepburn Street Freemans Bay	Phone 378 7444
NZ Income Support Service, 450 Queen Street	Phone 913 500 or 0800559009

NZ Immigration Service, 450 Queen Street	Phone 914 4100
Odyssey House, 390 Mt Eden Rd Mt Eden	Phone 623 0228
Peoples Centre, 33 Wyndham Street	Phone 302 2496
Relationship Services, 1 Robert Street Ellerslie	Phone 525 1051
Police Station - Auckland Central	Phone 261 1300
Student Loan inquiries (Permanent Residents and domestic only)	Phone 0800 377 774
New Zealand Qualifications Authority (NZQA)	Phone 0800 697 296
Studylink	Phone 0508 885 885
Your Help Line	Phone 0800 376 633

Note: For the relative information in Hamilton, please refer to the "Hamilton Directory for New Settlers" which is available either in our Hamilton campus or the Hamilton City Council and Hamilton Library.

Rules and Regulations of the Academy

Being on time

You are required to start class on time. If you are going to be late, you are expected to inform reception.

Attendance

- A student on a student permit/visa cannot take a break that is not within the normal Academy holiday periods.
- If a student fails to attend classes regularly (minimum 80% attendance) or make satisfactory progress, the Immigration Service will be notified.
- Your Tutor or Student Services Officer will contact you to discuss the reasons why you have been absent and will assist you to continue your course.
- Should the Tutor or Student Services Officer be unable to contact you for more than one week, documented discussions will be held by at least two members of the management team who will decide if external agencies need to be contacted regarding your welfare.
- Students must attend at least 80% of classes to receive an attendance certificate and must achieve 80% of the module criteria and/or unit standards in each of the main skill areas in each level.
- An attendance role is taken morning and afternoon and a hard copy and a computer record is kept.

Disciplinary Procedures

If you:

- are disruptive or uncooperative while attending the course, a verbal warning will first be given.
- fail to improve your behaviour; a written warning is then issued.
- still persist with the offending conduct the Academy may suspend or expel you at its discretion, and NZIS will be advised.
- use drugs or alcohol on the premises during course hours, or come to class under the influence of drugs or alcohol, you will face disciplinary procedures and /or instant expulsion.
- cause harm (being mental or physical) to any member of staff or other students while attending the course, you will be suspended and/or expelled depending on the seriousness of the incident.
- break a New Zealand law, expulsion will be immediate, and NZIS will be advised.

Eating and Drinking

No eating or drinking (except water) during class time. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.

Alcohol

The legal age for drinking alcohol in New Zealand is 18. If you are under 18 you are not allowed to enter a bar or nightclub, or purchase alcohol. You may be asked to show identification before you enter a bar or club.

Smoking and Fire

In case of emergencies such as a fire you must follow the instructions of your tutor. The Academy is a **NON SMOKING** area. If you need to smoke please smoke outside the building away from the entrance doors. You must dispose of any cigarette butts in suitable rubbish bins or receptacles, **NOT** on the footpath. Smoking is banned in most buildings in New Zealand.

Complaints Policies and Procedures

Internal and External Complaints Procedure

We know that you will enjoy your training with the Academy and we welcome any opportunity to make improvements for our students. The Academy will help you as much as possible, therefore if something is wrong, please let us know and we will endeavour to put it right.

If you feel unhappy or have a problem with your tutor, firstly speak to them so that the issue can be resolved. If you feel that you cannot talk to your tutor, you can speak to the CEO. Personal grievances and problems with other students should be resolved outside training hours.

Complaints/Grievance/Appeals Procedure

If you have a complaint you will need to take the following procedure:

Step	Responsibility
1. Students should bring any concerns/ problems first to the tutor who may respond immediately or consult with the Programmes Manager to facilitate a solution that can be negotiated with the student. At any stage of the process the student may have a support person.	Tutor with support from the Programmes Manager.
2. The Administrator may receive complaints only if the student does not want to go directly to the tutor. The Administrator may follow up the complaint immediately giving due consideration to the student and the tutor or consult with the Programmes Manager.	Administrator with support from the Programmes Manager when needed.
3. A copy of a file note describing the issue/concern and the outcome should be kept in; <ul style="list-style-type: none"> 1) A branch file: Student complaints; 2) The individual file of student who made the complaint; 3) A head office file: Student complaints. 	Tutor completes file note and appropriate filing completed.
4. If the issue/concern cannot be resolved at Tutor or Administrator level the student may submit in writing to the Programmes Manager either personally or via the student representative. This should be done within fourteen (14) days of the occurrence of the concern. The Programmes Manager may deal with the issue immediately or consult with the CEO/Operations Manager or Management Team to facilitate a solution that can be negotiated with the student.	Programmes Manager with support from the Director or CEO/Operations Manager.
5. A copy of a file note describing the issue/concern and the outcome should be kept in; <ul style="list-style-type: none"> 1) individual file of student who made the complaint; 2) a head office file: Student complaints. <p>The Programmes Manager should communicate to the Director and the CEO/Operations Manager the nature of all complaints and outcomes that are received in writing.</p>	Programmes Manager completes file note and appropriate filing. Communicates to the Director and the CEO/Operations Manager
6. The Programmes Manager will review all complaints to identify areas of improvement in annual course reviews carried out by Course Review Teams.	Programmes Manager.
7. If the matter cannot be resolved internally the student is able to contact NZQA directly at PO Box 160, Wellington, or by telephone on 0800 697 296. Website: www.nzqa.govt.nz	The Student.

External Bodies

Students may contact the following agencies for advice:

- The local Tertiary Education Commission (TEC) Office
- The local Work and Income (W & I) Office or their Case Manager
- Ministry of Education (MOE), 45-47 Pipitea Street, PO Box 1666, Wellington
- The Human Rights Commission (0800 4 YOUR RIGHTS)
- OSH (Occupational Safety & Health), PO Box 63 010, Manukau, Phone 262 5300
- Language Line – Free interpreting Service for Amharic, Arabic, Assyrian, Bengali, Bosnian, Cantonese, Cook Island Maori, Croatian, Dari, Farsi, Gujarati, Hindi, Japanese, Khmer, Korean, Kurdish, Lao, Mandarin, Maori, Myanmar, Niuean, Pashto, Punjabi, Russian, Samoan, Serbian, Sinhalese, Somali, Tamil, Thai, Tokelauan, Tongan, Tuvaluan, Ukrainian, Urdu, and Vietnamese languages. Service available Monday- Friday 9am to 6pm. To access the service, call or visit a participating agency, ask for language line and your language. An interpreter is usually on the line within two minutes and will help.

List of participating agencies:

Accident Compensation Commission	0800 10 19 96
Commerce Commission	0800 94 36 00
Department of Internal Affairs	
Office of Ethnic Affairs	09 362 7981
Births, Deaths, and Marriages	0800 22 5252
Citizenship	0800 22 5151
Passports	0800 22 5050
Department of Labour	
Employment Relations Service	0800 80 08 63
New Immigration Service	0508 55 88 55
Housing Corporation of New Zealand	0800 80 16 01
Ministry of Economic Development	
Electrical Workers Licensing Group.....	0800 66 10 00
Insolvency and Trustee Service.....	0508 46 76 58
Measurement and Product Safety Service.....	0508 62 77 74
Ministry of Consumer Affairs – Consumer Line	(04) 474 2750
New Zealand Companies Office	0508 26 67 26
Ministry of Social Development	
NZ Superannuation	0800 55 20 02
Study Link.....	0800 88 99 00
Work and Income.....	0800 55 90 09
National Poisons Centre	0800 76 47 66
New Zealand Police	Local Police Station
Tertiary Education Commission – English for Migrants.....	0800 37 65 69

Withdrawal, Cessation of Enrolment and Refund Procedures

Withdrawal

Students will be withdrawn from the course if they are absent for more than two consecutive weeks (fee-paying) or 5 consecutive days (fully funded) without making contact or if they write a letter requesting to be withdrawn. International students must maintain a minimum of 80% attendance rate, failure to do so may mean that the student is withdrawn from the course and NZ Immigration Service notified.

Refunds

Refunds are issued by the authorised independent trustee of the Academy and will be returned to the student. All applications for refunds are written on the 'Application for Refund' form and must be accompanied by the required supporting documentation.

ATA adheres to the withdrawal and refunds policy for private training enterprises as per NZQA guidelines.

Student withdrawal

Withdrawals and refunds for courses of less than three months delivered to international students

Under New Zealand law PTEs must allow every international student enrolled in a course of less than three months to withdraw from the course within a certain period, and refund a minimum proportion of fees specified by the New Zealand Qualifications Authority (NZQA).

The Board of NZQA has approved, for courses of up to and including four weeks and six days:

- Where an international student withdraws within the first two days of the course the PTE may keep up to 50 per cent of the full amount of any payments made by the student to the PTE; and must refund the balance to the student.
- If two days constitutes the full amount of tuition paid for by the student, the PTE may keep 100 per cent of the payment made for the course.

For courses of five weeks or more but less than three months:

- Where an international student withdraws within the first five days of the course the PTE may keep up to 25 per cent of the full amount of any payments made by the student to the PTE for the course; and must refund the balance to the student.

Students who withdraw before the course commences will also be subject to the above criteria.

That is, they will be entitled to a refund less any amounts allowed to be retained by the PTE as noted above.

Withdrawals and refunds for courses of more than three months delivered to any student

For any student who has paid to attend a course of three months or more, the PTE must ensure the student's fees are paid into a trust, to be available for refund if they withdraw within the first eight days. If they withdraw within the first eight days the full amount must be paid to the student less a amount equal to the lower of the following amounts:

- 10 per cent of any amount paid; or
- \$500.

Students who withdraw before the course commences will be entitled to a refund less any amounts allowed to be retained by the PTE as noted above.

If a student is expelled from the course it is unlikely that any fees will be refunded.

The following table and flow chart outline the refunds students are entitled to.

Student Withdrawals							
	Less than 3 months					3 months and greater	
Type of student	International Students				Domestic Students	International and Domestic Students	
Course length	(Less than five weeks)		(Between five and 12 weeks)		(one day to three months)	(13 weeks and greater)	
Withdrawal period	Up until the end of the second day of the course	From day three onwards	Up until the end of the fifth day of the course	From day six onwards	No set withdrawal period	Up until the end of the eighth day of the course	From day nine onwards
Amount of refund	50 per cent of total fees paid	Refund to be in accordance with the provider's own refund policy	75 per cent of total fees paid	Refund to be in accordance with the provider's own refund policy	Refund to be in accordance with the provider's own refund policy	Full refund, less admin costs of up to 10 per cent of any amount paid or \$500 whichever is the lesser	Refund to be in accordance with the provider's own refund policy
Type of protection	Any option acceptable to NZQA under the student fee protection policy					Standard or "Static" trust only (for definitions see the student fee protection policy)	Any option acceptable to NZQA under the student fee protection policy

PTE withdrawal

NZQA requires that a PTE has arrangements in place to protect student fees in a 'course closure event'. A course closure event is defined as when NZQA determines the PTE is no longer delivering or capable of delivering the course for which students are enrolled and the PTE's own refund policies have failed. This includes students who have enrolled but have not yet started the course.

Other circumstances that trigger student fee protection mechanism are:

- Any other regulatory closure of a PTE or insolvency of a PTE
- Withdrawal of accreditation or course approval by NZQA for other reasons.

NZQA expects PTEs to have withdrawal and refund policies that cover both student and course or PTE withdrawal. Therefore, in cases where a PTE voluntarily closes, or ceases to offer a course in which students are enrolled, the PTE is expected to make a refund. If a refund is not made or able to be made, NZQA will withdraw accreditation and/or registration, which would then trigger the student fee protection mechanism.

General Student Information

Student Identity Cards

At intervals during the year, ATA will organise the issue of student Identity cards. Always carry your student card with you. A student card is very useful and can allow you to get discounts on public transport, selective movie tickets and other tourist attractions. Be careful not to lose your card as a replacement card will cost you a \$5.

Visitors and Friends

Visitors and friends are welcome to enter the Academy after teaching hours provided you make arrangements with the Administration Officer. If your relatives or guardians wish to meet the staff, please ask the Administration Officer to make an appointment within normal business hours.

Self-Directed Study

To help you get the most from your studies at the Academy, you are encouraged to undertake some self-directed study. To help you with this, the Academy is available for you to continue your studies in your own time after the scheduled teaching times. Teaching staff will also be available for answering questions and to help you access learning aids. You may also have homework to complete in the evenings. We will help you to make the best use of the internal and external library and other resources.

Medical Problems

If you are too sick to come to the Academy, you will need to get a doctor's certificate that verifies that you are sick and says how many days you will be absent. Please ring the Academy and tell the Administration Officer that you are ill and how many days that you will not be attending. You will need to bring the medical certificate with you when you return to class. If you do this you will be recorded as sick, otherwise you will be recorded as absent and may not meet the attendance requirements of the course.

The *Asian Public Health Directory*, prepared by the Auckland Regional Public Health Service, catalogues a list of organisations providing a range of health and counselling services for the Asian community in Auckland region. The Directory is available at the reception of the Academy.

In a Medical Emergency, to call an ambulance, dial 111

Valuables

Do not leave any of your valuable possessions in the Academy unattended, they may be lost or stolen. The Academy cannot take responsibility for the theft or loss of your property.

ATA Telephone

Use of Academy telephones is not permitted without prior approval by the Director of Studies. In emergency situations please go to Reception and tell the receptionist the situation. Public telephones are located close to the Academy and operate on coins or cards that can be purchased from local stores.

Employment

Permission to Work

New Zealand now permits international students to work 15 hours per week during the academic year. In addition, students may also apply for a "Variation to Work" permit, to work in the long vacation from mid-November until late February.

Tax Number

You will need an IRD (Inland Revenue Department) tax number in order to work in New Zealand if permitted. An application is obtainable online at:
www.ird.govt.nz/library/publications/irdnumber.html or by phoning 09 306 2011.

Health, Safety and Emergency Procedures

Health and Safety

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The evacuation assembly point is at the front of the building.

Hazards

If you see anything that you think is a hazard you must report it to reception immediately. The receptionist will fill in a report form and inform the Director of Studies who will take the appropriate action.

First Aid Kits

First aid kits are kept at the Reception area of the Academy. If in doubt ask your teacher. If you are ill and need to leave class tell your teacher and they will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director of Studies.

Safety Rules

All persons on Academy premises must observe the following safety rules:

- Do not run around the Academy, only walking is permitted
- Use hand rails if provided when coming up and down the stairs
- You are not allowed to drink alcohol on the premises
- If you spill something you must clean it up immediately

Fire and safety compliance

- You are not allowed to smoke in any of the premises
- You must not use any matches or fire lighting equipment within the premises
- You must not tamper with fire extinguishers

Emergency Procedures

The following procedures are to be followed in the case of an emergency:

Fire and Explosion

Sound alarm

Initiate site emergency evacuation procedure, Call fire service (111)

Serious Injury

Call for assistance, Call ambulance (111)

If machinery is involved, stop machinery

Give appropriate first aid and comfort the person

Do not put others or self in unnecessary danger

Report situation to the Director of Studies

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located

Call police (111), Act according to advice of police

If advised by police, instigate emergency evacuation plan

Earthquake

Keep calm – allow time to think

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows)

Keep away from glass doors or windows

Watch for falling debris and other overhead objects

Do not attempt to run outside

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply

Follow “serious injury” procedure referred to above

Robbery

Co-operate with the robber

Remain calm

Take no personal risks

Observe (person’s features, height, build, clothing etc)

Call the police (111)

Notify management.

Gas Leak

Notify management, who will then notify gas engineers

If necessary follow the fire and explosion procedure set out above

Internet Use Policy

This is an incredible resource for you but you need to use it wisely. *The Internet was founded on a philosophy of openness and free access* to information unimpeded by censorship and government control. In today's world access to information and knowledge is a valuable commodity.

The Internet provides this access but the free and uncensored nature means that you are likely to come across material that is considered **objectionable or offensive**. The important point to note here is that while **you may** not be offended by the material on your screen it may be offensive to **other** people.

You should also be aware that material that may not be "officially" classed as objectionable can still be **highly offensive** to some people and the responsibility for respecting other peoples. This is very important and you should always be aware and sensitive to other users in the lab.

Please be aware that we take intentional abuse of this resource very seriously and by accepting the terms of use you are agreeing that in the case of proven abuse your specific details may not be made available for everyone to comment on.

The Academy provides this resource for student learning purposes and not for entertainment. Students deemed to have abused this privilege may be charged for the downloaded materials, and this may result in the withholding of units and or certificates until this account is settled.

The final point is that you are using the Academy's precious resources that have been provided to you primarily for educational purposes however the breadth of the internet encompasses information and activities that are not appropriate in a learning environment or at worst may be **illegal** under current New Zealand law "*and may be punishable by fines or imprisonment*" this is a serious issue that should not be treated lightly.



Learner Induction Check List

(ATA's Copy - To be placed in student file)

Learner's Name _____

This is to be carried out at Orientation for all new enrolled students. Make sure you read through carefully and understand every point before signing this checklist.

- First Aid Kit location and use explained
- Accident Register explained
- Fire Evacuation Procedure explained
- Hazard Identification and Register explained
- External Support Services explained
- Contracts explained and signed
 - Terms and Conditions
 - Class Attendance Agreement
 - Two week observation period agreement
- Handbook issued
- Internet use policy explained & signed

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner-Tutor Contract

(ATA's Copy - To be placed in student file)

Learner's Name: _____

I agree to abide by the Policies, Procedures, Rules and Regulations of the Advanced Training Academy.

I agree to be ready to start at the correct time. I will advise the Administration Officer or a staff member in advance or as soon as practical if I am going to be late or unable to attend.

I will be honest in my dealings with the other learners/students and with the teachers.

I fully understand that if I am absent from the course and do not comply with the requirements I will accept the consequences as listed below:

- I may be withdrawn from the course and Tertiary Education Commission will be informed which will result in my travel allowance being cancelled.
- Work and Income New Zealand (WINZ) will also be informed which could result in my Training Benefit being cancelled.

I agree to commit myself to fully attend the training programme to the best of my ability and will make every endeavour to gain employment or further education once I complete the course.

I agree to make a 100% commitment to follow and abide by all Workshop Safety Procedures.

I agree to try hard to complete any assignments on time and to work on them to the best of my ability.

I will ask for 1 to 1 sessions when I need them.

I will try to be cooperative and sensitive to the needs of the teachers and other students.

I will cooperate with any "house keeping" rules of the group and our training room (ie. doing my own dishes, keeping the room clean, etc).

I have received a copy of the Student handbook and have read, understand and agree to abide by the COURSE Training Rules.

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner Internet Use Contract

(ATA's Copy - To be placed in student file)

Learner's Name: _____

To ensure quality use of the Internet, we have established the following guidelines:

1. Prior to access to the Internet, you will be required to receive basic training/information in both its use and etiquette on the Internet (Netiquette).
2. Any information downloaded from the Internet must be placed in a specific folder on the network. Upon teacher approval, this information may then be saved to your file or an approved disk. This requirement applies to any information from the Internet such as computer software and video images. **(Must be saved to the designated location)**
3. Unauthorised downloading of information to student disks.
4. Consequences for misuse/abuse of the Internet: (Depending on the severity and context of the situation, the disciplinary process may include combinations of the following consequences.)
 - Verbal warning
 - Loss of credit for assignment
 - Loss of credit for the unit
 - Loss of privilege to use the Internet
 - Referral to manager for discipline
5. You may not allow other people to use your passwords and actively take steps to reduce the opportunity for this to occur.
6. Do not blame the system administrator for the behaviour of the system users.

As educators, we are excited about allowing you access to the wealth of information on the Internet. We also want to help you make correct choices regarding the use of this tremendous resource. Feel free to contact any computing tutor for further clarification on any questions you may have.

Please sign below indicating your willingness to use the Internet under the above guidelines. A signed contract/ release form is also required to be on file prior to your navigation on the Internet. Thank you!

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner Induction Check List
(Learner's Copy)

Learner's Name _____

This is to be carried out at Orientation for all new enrolled students. Make sure you read through carefully and understand every point before signing this checklist.

- First Aid Kit location and use explained
- Accident Register explained
- Fire Evacuation Procedure explained
- Hazard Identification and Register explained
- External Support Services explained
- Contracts explained and signed
 - Terms and Conditions
 - Class Attendance Agreement
 - Two week observation period agreement
- Handbook issued
- Internet use policy explained & signed

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner-Tutor Contract

(Learner's Copy)

Learner's Name: _____

I agree to abide by the Policies, Procedures, Rules and Regulations of the Advanced Training Academy.

I agree to be ready to start at the correct time. I will advise the Administration Officer or a staff member in advance or as soon as practical if I am going to be late or unable to attend.

I will be honest in my dealings with the other learners/students and with the teachers.

I fully understand that if I am absent from the course and do not comply with the requirements I will accept the consequences as listed below:

- I may be withdrawn from the course and Tertiary Education Commission will be informed which will result in my travel allowance being cancelled.
- Work and Income New Zealand (WINZ) will also be informed which could result in my Training Benefit being cancelled.

I agree to commit myself to fully attend the training programme to the best of my ability and will make every endeavour to gain employment or further education once I complete the course.

I agree to make a 100% commitment to follow and abide by all Workshop Safety Procedures.

I agree to try hard to complete any assignments on time and to work on them to the best of my ability.

I will ask for 1 to 1 sessions when I need them.

I will try to be cooperative and sensitive to the needs of the teachers and other students.

I will cooperate with any "house keeping" rules of the group and our training room (ie. doing my own dishes, keeping the room clean, etc).

I have received a copy of the Student handbook and have read, understand and agree to abide by the COURSE Training Rules.

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner Internet Use Contract

(Learner's Copy)

Learner's Name: _____

To ensure quality use of the Internet, we have established the following guidelines:

1. Prior to access to the Internet, you will be required to receive basic training/information in both its use and etiquette on the Internet (Netiquette).
2. Any information downloaded from the Internet must be placed in a specific folder on the network. Upon teacher approval, this information may then be saved to your file or an approved disk. This requirement applies to any information from the Internet such as computer software and video images. **(Must be saved to the designated location)**
3. Unauthorised downloading of information to student disks.
4. Consequences for misuse/abuse of the Internet: (Depending on the severity and context of the situation, the disciplinary process may include combinations of the following consequences.)
 - Verbal warning
 - Loss of credit for assignment
 - Loss of credit for the unit
 - Loss of privilege to use the Internet
 - Referral to manager for discipline
5. You may not allow other people to use your passwords and actively take steps to reduce the opportunity for this to occur.
6. Do not blame the system administrator for the behaviour of the system users.

As educators, we are excited about allowing you access to the wealth of information on the Internet. We also want to help you make correct choices regarding the use of this tremendous resource. Feel free to contact any computing tutor for further clarification on any questions you may have.

Please sign below indicating your willingness to use the Internet under the above guidelines. A signed contract/ release form is also required to be on file prior to your navigation on the Internet. Thank you!

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Student Deposit Slip

STUDENT DEPOSIT SLIP

Student's Name:

Course:

Amount Deposited: (in words)

..... \$

Date **Signature**

Bank: Bank of New Zealand
Bank Branch Name: North End Branch, Wellington, New Zealand
Bank Address: 100 Lambton Quay, Wellington, New Zealand
Bank Account Number: 02-0536-0305865-01
Trust Number: 7008325TR01
Bank Account Name: Public Trust, Wellington, New Zealand



ADVANCED TRAINING ACADEMY LTD

Website: www.ata.ac.nz

Email: info@ata.ac.nz

Invoice

Date: _____

GST No: 70836890



Invoice No: _____

Course: _____

Start date: _____

Tuition fees: _____

TOTAL _____

Note:

Fees are due and payable on receipt of invoice unless prior arrangements are made.
Fees payable through Studylink will be banked by them into the Public Trust account.
If you are paying personally, please bank into the following account:

Bank: Bank of New Zealand
Bank Branch Name: North End Branch, Wellington, New Zealand
Bank Account Number: 02-0536-0305865-01
Trust Number: 7008325TR01
Bank Account Name: PUBLIC TRUST, Wellington, New Zealand

Manukau Campus
6A Jack Conway Avenue
PO Box 14157
Manukau City 2104
Ph: (09) 263 6527
Fax: (09) 263 6526

Hamilton Campus
24 Garden Place
PO Box 9522
Hamilton 3204
Ph: (07) 834 0007
Fax: (07) 834 0407

Receipt: 



ADVANCED TRAINING ACADEMY LTD

Invoice Number: _____

Date: _____

Received from: _____

The sum of: _____

Being first installment paid towards the XXXXXXXX Course

Signature: _____

Summary Code of Practice for the Pastoral Care of International Students

Introduction

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

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

This 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.

What is the Code?

The Code is a document that 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.

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

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

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education 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 institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education 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 institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

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

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
C/- Ministry of Education
Private Bag 92644
Symonds Street
Auckland 1150
Fax: (09) 632 9456
Phone: (09) 632 9513
Email: info.ieaa@minedu.govt.nz

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

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

What can the Review Panel do?

The Review Panel can remove or suspend an education 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.

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

The Code sets standards for education 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 are in safe accommodation
- all providers have fair and equitable internal procedures 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.

Support Services

Information on driving laws, licensing requirements, and road traffic safety (Section 15.3.2)

Students who are old enough to own or drive a car

The following advice and information is intended for students old enough to drive:

- Students who will be in New Zealand for a reasonable period of time need to obtain a New Zealand driver's licence on their arrival in New Zealand;
- Students who have their own car, should obtain at least third party insurance

Driving laws

Information about driving laws:

The New Zealand Police enforce New Zealand driving laws and there are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws.

- The Give Way Rule in New Zealand is different, that is, give way to traffic on your right.
- Drivers must carry their licence whenever they are driving.
- Under the Land Transport (Unauthorized 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 (e.g. wheel spins)
- 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.

Drink driving:

- The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand.
- There are severe penalties, including licence disqualification and suspension and prison terms for driving while over legal alcohol limit.

Speeding:

- The maximum speed limit in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions- in poor visibility and bad weather it may be appropriate to drive slower than the speed limit.

The requirement to wear safety belts:

- Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Failure to give way at intersections:

- Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the Road Code for more detailed information, as New Zealand's Give Way Rules are unique.
- 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.

About what to do in case of an accident:

- If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, 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 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 (e.g. 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 owner's name and address, and the registration plate number of his/her vehicle to 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 reported to the Police at the nearest Police station within 60 hours.

Driver licensing requirements

- Drivers must have a current and valid New Zealand Drivers licence, International Driving Permit, or overseas licence to drive a car in New Zealand.
- An international visitor can drive on an overseas licence for 12 months. After that they must apply for a New Zealand driver licence. Drivers must carry their licence at all times when driving.
- To ride a motorbike in New Zealand you must get a motorbike licence.
- New Zealand has a Graduated Driver Licence System. There are three stages: learner; restricted; and full. Drivers must pass an official test for each licence stage. A learner licence allows you to learn to drive. If you hold a learner licence, you must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years). A restricted licence allows you to drive on your own between the hours of 5 am and 10 pm. If you wish to drive outside these hours you must be accompanied by a supervisor.
- If you hold a learner or restricted licence, you cannot carry passengers unless you are accompanied by a supervisor.
- A full licence allows you to drive on your own and carry passengers at any time.

Road traffic safety, including pedestrian and cycling safety

Road traffic safety characteristics of New Zealand driving:

- Driving on the left hand side of the road
- Be Careful on Coastal, mountain, country and town roads
- Be familiar with Roundabouts, Intersections and Merge like a zip.

Pedestrian safety information:

- Cars won't always stop for pedestrians
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible
- Use the kerb drill to cross the road:
- Find a safe place to cross

- Stop one step back from the kerb (practice this by walking to the kerb and taking one step back)
- Look and listen for traffic wherever it may come from (Look right, look left, look right again).
- If there is traffic coming wait until it has passed, then look and listen for traffic again.
- When there is no traffic coming walk quickly straight across the road, looking each way for traffic.
- Local councils often have bylaws about where you are allowed to use skateboards.

Cyclist's safety information:

- Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road. Cyclists should ride on the road not on the footpath.

Passenger safety information:

- Drivers and passengers are legally required to wear safety belts and can be fined for not wearing safety belts
- Wait for the bus at the bus stop
- Get on the bus carefully
- Sit back in your seat quietly on the bus and don't distract the driver
- Get off the bus carefully and wait until the bus has driven away before crossing the road.

15.3.6 Information and advice on relevant New Zealand laws, including laws on the sale of alcohol and tobacco products.

Legislation relevant to International Students includes:

- The Consumer Guarantees Act 1993, for information about guarantees for goods and services;
- The Fair Trading Act 1986, for disclosure of consumer information relating to the supply of goods and services, and product safety;
- The Residential Tenancies Act 1987, for provisions relating to accommodation;
- The Human Rights Act 1993, for provisions on harassment and discrimination;
- The Sale of Liquor Act 1989, for information about legal ages for purchase and consumption of liquor;
- The Motor Vehicle Dealers Act 1975, for provisions relating to appropriate practices in the sale of motor vehicles;
- The Immigration Act 1987, for student responsibilities relating to visas/permits;
- The Disputes Tribunals Act 1988, for provisions relating to small claims;
- The Education Act 1989, for student rights and responsibilities relating to education in New Zealand;
- The Smoke free Environments Act 1990, for the legal age to sell and buy cigarettes, and other provisions relating to the use of cigarettes and tobacco;
- Ministries of Agriculture and Fisheries and Customs re the taking or importing of products.

Other Sources Of Information

- Local Community Law Centres (contact details are in the white pages of the telephone book).
- Citizens Advice Bureau

15.3.7 Information and advice on addressing harassment and discrimination.

- The Human Rights Act 1993 prescribes prohibited grounds of discrimination for the purposes of that Act (Section 21), and discrimination in the form of sexual and racial harassment (Sections 62 and 63).

- The Harassment Act 1997 defines harassment for the purposes of that Act (Section 3).
- The legislation can be viewed online at www.legislation.govt.nz
- Suspected harassment or discrimination should be reported to the Police and/or the Human Rights Commission.

Making a Complaint about Harassment or Discrimination:

1. All concerns should first be brought to the designated Pastoral Care person's attention.
2. If the designated Pastoral Care person cannot resolve the issue the concern should be submitted in writing to the Director of Studies within 14 days of the incident, either by the student representative or privately.
3. The Director of Studies will then discuss with the designated Pastoral Care person and on your behalf talk to the Human Rights Commission.
4. Alternatively, you can take the following steps to lodge a complaint with the Human Rights Commission:
 - You can call Infoline service (free phone 0800 496 877) or email: infoline@hrc.co.nz ;
 - Make an online complaint on <http://www.hrc.co.nz/home/hrc/enquiriescomplaints/onlinecomplaintsform.php>
 - Or print out and fill in the complaint form
 - Or write to the Human Rights Commission, PO Box 6751, Wellesley St, Auckland, New Zealand. Language line and sign language interpreter are available.

APPENDIX A

Required Textbooks & Resources

Student Timetable

Lab Rules

REQUIRED TEXTBOOKS AND RESOURCES

Stationery Resources

- 1 Large A4 Ringbinder
- 1 Set of Ring Binder Dividers
- 1 A4 Lined Refill
- 1 Pen
- Recommended: 1 USB Flash Drive

Textbooks

All books will be supplied by ATA for you to use while studying. The books remain the property of ATA and are to be returned once you have completed the unit. You will receive the books at the start of each unit. If you lose a textbook, you will be expected to replace it at your own expense.



COMPUTER LAB RULES



Be on time to your class sessions.

- A tidy standard of dress in class is expected.
- Lab hours are from 9am to 3:30pm.
- Any printing for things other than class related topics will be charged for at the rate of 10 cents per sheet.
- You are not to write in the classroom manuals at all - including pencil. Manuals must not be taken out of the room without the tutor's permission. (Does not apply to manuals purchased by students.)
- Do not tamper with the computers; this includes downloading and/or installing software or programmes, which are not placed on there by the staff of ATA. Illegal software will be removed and you will receive a warning. All disks, CD-ROMs, DVDs and Flash Drives from outside ATA must be shown to tutors before use.
- Do not change any of the computer settings without permission of the tutor.
- Respect the equipment. The equipment belongs to ATA. Damaged equipment does not help you learn.
- If at first you don't succeed, *read the manual and try again* - then ask for help.
- If you are away for any sessions it is your responsibility to check what you have missed. First check with other students.
- When doing anything, *first read all the instructions carefully*.

Labs may be used outside class times for work related activities, but only at the discretion of the tutor.

APPENDIX B

Assessment Appeal Form

Trainee Complaint Form

Offer of Place Form



Learner Assessment Appeal Form

This form is to be used when you wish to contest an assessment result. It must be handed in to your tutor within two weeks of receiving your assessment results. Further forms can be requested from you tutor.

Name of the Learner:	
Course Name:	
Course Number:	
NZQA ID Number:	
Skill NZ ID Number: (if applicable)	

Name of the Assessor/Tutor:	
Branch:	
ITO Assessor Registered Number: (if applicable)	

BASIS OF APPEAL	
Contested Assessment Unit Standard Number:	
Contested Assessment Unit Standard Name:	
Date of Assessment:	
Reason for Appeal:	

Learner's Signature: _____ **Date of Appeal:** _____

Assessor's/Tutor's Comments:



Offer of Place to International Student

Student: Please attach this document to your application for a student visa/permit.

Visa/Immigration Officer: The student whose details follow has been offered a place at the institute named above in a full-time course which meets foreign student policy requirements.

Last Name: _____ **First Name (s):** _____

Current Address:

Course/Programme Name:

Length of Course/Programme: *(if longer than one year, please state minimum completion time)*

Programme Start Date: _____

Year of Study:

1 2 3 4 5 Final year of study

Type of Study:

Full-time Part-time

Full International Student Fee

Fee amount for the complete course: _____

Fee amount paid: _____

The complete course: _____

Have agreed to pay in installments of: _____

Installment amount: _____

Signature: _____ **Date:** _____

Name and Title of Responsible Officer:

APPENDIX C

Fire Evacuation Procedure

Notes

FIRE EVACUATION PROCEDURE

If the fire alarm sounds:

- Follow the instructions given to you by the floor warden.
- You will be directed to walk quietly, but quickly out through the nearest fire exit. Take only what you have on you. DO NOT return to any areas that the floor warden has cleared.
- Use the stairs, NOT THE LIFT, to get out of the building.
- ASSEMBLE in outside the building keeping clear of the building and the entrances. DO NOT go to the shops or visit with friends passing by.
- The floor warden will check their designated areas for personnel before they leave the building.
- Once out of the building, DO NOT attempt to re-enter the building. (Nothing inside is worth risking your life for and professionals are there to take care of things).
- DO NOT leave the assembly area until the all clear is given.

DIAL 111

STAFF AREAS OF RESPONSIBILITY

Hamilton Campus

Ngarama – Building Warden			
Ground Floor		Second Floor	
<i>Name</i>		<i>Name</i>	<i>Duty</i>
Current Tenants		Kevin	Floor Warden
Third Floor		Fourth Floor	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Amanda	Floor Warden	Matt	Floor Warden

Manukau Campus

Deryk – Building Warden			
Reception\Admin & L3		Upholstery & CALP	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Steve	Area Warden	Amza	Area Warden
Welding & Student Area		Upstairs Admin	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Ranjit	Area Warden	Jasmine	Area Warden
Unit B Workshop		Unit B Classroom (upstairs)	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
William	Area Warden	Evelyn	Area Warden

During Orientation you will be taken on a tour of the building by your Tutor and shown all the Emergency Evacuation Routes, locations of Fire Alarms, Hoses and Extinguishers as well as the Evacuation Assembly Point.

Please make sure you know where all of these are.
