



WAIKATO INSTITUTE OF EDUCATION

Choose Quality. Choose WIE.



STUDENT HANDBOOK

COURSE INFORMATION

FEES AND REFUNDS

ONLINE SECURITY

IMPORTANT POLICIES

SUPPORT & CONTACT

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GENERAL INFORMATION

WELCOME

Welcome to Waikato Institute of Education (WIE), one of New Zealand's leading English language schools.

You are joining the many students from all over the world who have had an enjoyable and successful experience studying at WIE and we sincerely hope that you too will share in that experience.

This handbook has been prepared to help you know what you can expect while studying at WIE, and what is expected from you. It also lets you know about our services, enrolment processes, policies and other useful information that will ensure you have an exciting and fulfilling time during your studies at WIE.

We suggest that you refer back to this handbook when you have any questions about your studies.

The staff at WIE wish you every success for your studies!

GENERAL ENQUIRIES

For all general enquiries contact our student support staff. Our friendly team are happy to help you with your questions or offer advice.

Office hours: 8.30am – 5.00pm NZT,
Monday to Friday

Address: Level 1 Tower Building,
Centre Place,
48 Ward Street
Hamilton 3204

Post: PO Box 773
Hamilton 3240

Phone: (07) 838 2450

Fax: (07) 838 2453

Email: info@wie.nz

Web: www.wie.ac.nz

WeChat wiestudent

WhatsApp: 0221048705

Facebook: Waikato Institute of Education

IN CASE OF ABSENCE

If you cannot attend your class for whatever reason please contact our student support staff as soon as possible at:

info@wie.nz or **any of the above contacts**

EMERGENCY CONTACT NUMBER

In an emergency contact the school immediately, so that we can assist you as needed.

Emergency: 022 104 8705

IMPORTANT DATES TO REMEMBER

2023 New Zealand Public Holidays

There are no classes held on Public Holidays and the school office is closed.

The Public Holidays for 2023 are:

New Year's Day	1 January
Day after New Year's Day	2 January
Auckland Anniversary Day	30 February
Waitangi Day	6 February
Good Friday	7 April
Easter Sunday	9 April
Easter Monday	10 April
ANZAC Day	25 April
Queen's Birthday	5 June
Matariki	14 July
Labour Day	23 October
Christmas Day	25 December
Boxing Day	26 December

DAY LIGHT SAVINGS

Daylight saving starts each year at 2am on the last Sunday in September, and ends at 3am on the first Sunday in April.

During the daylight saving months we are on 'New Zealand daylight time', which is 1 hour ahead of New Zealand standard time.

Daylight savings starts: 24 September 2023
Daylight savings ends: 02 April 2023



ABOUT WIE

Waikato Institute of Education (WIE) is a Private Training Establishment registered by the New Zealand Qualifications Authority (NZQA). WIE is one of the only English Language Schools to receive New Zealand Government funding for English courses.

Since our establishment in 2003, WIE has helped thousands of international and domestic students improve their English and achieve their English

goals in future studies, work, travel and personal enjoyment.

We have a team of highly qualified teachers, all native English speakers, many of whom have been teaching for over 15 years. Our classes are kept to a maximum of 15 students to give students plenty of interaction in class, and the opportunity to get to know their teacher and classmates more personally.

WIE has 7 levels of classes from Beginner to Advanced, and offers a wide range of courses, including:

- General English
- NZCEL
- IELTS Preparation
- OET Preparation
- Cambridge Exam Preparation
- High School Preparation
- English Studies for Nursing Registration
- Practical English for Work
- Holiday Programmes
- One-to-One Tuition

For full details on the courses on offer please visit our website: www.wie.ac.nz/cp.htm.

OUR CAMPUS

WIE's campus is conveniently located on Ward Street, right in the heart of Hamilton's bustling city district.

Situated directly above the Centre Place shopping mall, students are less than a minute from a multitude of shops, cafes, restaurants and retail outlets, as well as a cinema and food court, featuring a diverse range of international cuisines.

Our campus is a smoke-free environment but there are designated areas nearby where smoking is permitted.

IMPORTANT CONTACT NUMBERS

It is important that you have a record of the following phone numbers in case of emergency:

Institute (office hours)	(07) 838 2450
Institute (after hours)	022 104 8705
Student Liaison	022 104 8705

NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)

In 1989, the New Zealand Qualifications Authority (NZQA) was established as a government department to co-ordinate national qualifications on the National Qualifications Framework (NQF).

All Education providers are required by law to be registered with NZQA. This ensures that students are provided with a good standard of education which is consistent throughout New Zealand.

If you have any queries, you can contact NZQA directly:

Post: NZQA, PO Box 160, Wellington

Phone: (04) 802 3000

Fax: (04) 802 3113

Email: info@nzqa.govt.nz

Website: www.nzqa.govt.nz





ANDREA SCHLIERIKE
Business Manager



LYNN HE
Office Manager
Other languages spoken:
Mandarin



SAM SCHLIERIKE
Receptionist / Homestay
Coordinator



LILLIAN WANG
General Manager/ Marketing Manager
Other languages spoken:
Mandarin, Japanese



MAGGIE XU
Marketing Consultant
Other languages spoken:
Mandarin



SHIGEKI YOSHIDA
Marketing Consultant
Other languages spoken:
Japanese



JANE LEE
Marketing Consultant
Other languages spoken:
Korean

STUDENT SUPPORT STAFF

WIE wants to make your time with us a success. To make this happen, we are keen to assist and support you in your learning.

Members of staff at WIE deal with different areas of support:

- The *Office Manager* is responsible for the overall student welfare.
- Your *Teacher* or the *Director of Studies* can help you with your learning needs and any learning problems you might have. Your teacher can also advise you about further study choices.
- The *Student Liaison* can help you with any personal or health problems. They may refer you to an outside person or agency if you need special assistance.

WIE wants to create a place of learning that is safe and enjoyable for you. If you have any concerns, please do not hesitate to discuss these with WIE staff. We are here to help you.

To Speak with a staff member

If you would like to speak with one of the other staff please make an appointment with student support.

STUDENT LIAISON

The Student Liaison's role is to keep in touch with students to provide support and care as appropriate, and assist students to access information.

Phone: (07) 838 2450
Mobile: 022 104 8705
Email: info@wie.nz
Wechat: wiestudent
Facebook: Waikato Institute of Education
WhatsApp: 022 104 8705

All WIE Staff will help you with any queries or concerns you may have or will be able to let you know who would be the best person to speak to.

STUDYING AT WIE

BEFORE YOU APPLY

- All students must complete and sign an Enrolment Form to study at WIE.
- Other language translators and counsellors are available on request.

ENTRY REQUIREMENTS

- WIE accepts students aged 14 years and up.
- There is no minimum level of English required to be accepted on WIE's General English course.
- Students under the age of 18 must have their legal guardian sign an indemnity form.

APPLICATION PROCEDURES

1. Complete the Application Form and send it to WIE by post, fax, online, email, or forward your application through your Education Agent.
2. You will be sent a Tax Invoice quoting the fees payable and a Letter of Offer confirming the dates of your course.
3. Send your payment to WIE and email the confirmation if you paid online or at the bank.
4. You will be sent a receipt for the fees received and an Offer of Place confirming the programme information, which you can then submit with your student visa application (if applicable)..

DOCUMENTS REQUIRED FOR NEW STUDENTS

Certain documents must be provided with the Application form.

A student may bring the originals to Reception to copy, or send **verified*** copies of the documentation.

What is a verified copy? A verified copy of an original document is one that has been signed by a Justice of the Peace (JP), solicitor or other authorised person. They are authorised to certify that the copy is a true copy of the original. All **copies** of documents must be formally verified.

All **new** students must provide:

- A copy of your passport photo page
- A copy of your visa if applicable
- Proof of NZ permanent residency or citizenship, if appropriate (i.e. passport, certificate)

Important:

- **DO NOT** mail any original documents via the post.
- Send only **verified** documents.
- The exact name and spelling as listed on your passport is the **only** name that we can load onto our student database, unless legal proof of a new name is supplied (marriage certificate, deed poll).

STUDENTS UNDER 18

Special regulations apply for international students under the age of 18 years of age.

International students aged under 18 who are studying at WIE **MUST** be living with either a WIE approved homestay or a caregiver appointed by the student's parents.

Please advise WIE if you are under 18 years old. Your parents will be required to complete the following forms: *Indemnity Document for Students living with a Designated Caregiver*, *Homestay Agreement*, or *Designated Caregiver Agreement*, whichever are appropriate to your living arrangements.

NZ PERMANENT RESIDENTS AND CITIZENS

WIE and Studylink may exchange enrolment status and relevant supporting information to support student loan or allowance applications. (See pg. 12)

Students may choose to provide their IRD number so Inland Revenue can automatically calculate any student loan interest write-offs the student is entitled to. The IRD number information will not be used for any other purpose. For more information see *IRD Number Application* on page 9.

CHANGE OF CONTACT DETAILS

All students are required to inform WIE if they change their address, phone number or email by informing our student support staff.

PLACEMENT TEST

New students are given a placement test at the beginning of their course and will be placed into the class appropriate to their level of English. Placement will depend on your ability in the following areas: reading, writing, listening, speaking, grammar and vocabulary.

The test is made up of four parts. The first three parts are under test conditions, these are listening, grammar and writing. The fourth part is a speaking test as part of a brief interview with a qualified ESOL tutor where you will be asked about your academic and work history, as well as your future plans and goals.

Academic History

Students transferring from another school or institute can provide an official copy of their academic record and/or any prior IELTS Exam score.

NOTE: *If you do not agree with the level of class you have been placed in (e.g. the class is too easy), please visit Reception to make an appointment with the Director of Studies.*

ENROLMENT FOR RETURNING STUDENTS

Students who have studied at WIE previously:

- Are required to complete a new enrolment form and provide a copy of their visa if it has been extended or renewed.
- Will be issued with a new invoice and offer letter.
- Will retain the same student ID number and will be issued with a new ID card.
- Are not required to re-sit the placement test if previous study ended less than 3 months ago. Course placement will be dependent on academic record and previous attendance levels and will be at the discretion of the Director of Studies.

PERSONAL INFORMATION

Confidentiality & Access

Personal information collected, held and exchanged by WIE is required to enable WIE to comply with the Education Act 1989 and its role as an educational provider. The collection, use, storage, exchange and update of personal information will be in accordance with the Privacy Act 1993.

Key points include:

- Students have the right to access and correct any information held about them.
- Within WIE, relevant personal information will be available to staff responsible for:
 - enrolment
 - establishing and maintaining records
 - providing tuition, programmes and academic support
 - providing student services
 - loans and allowances support (when applicable)
 - Maintaining order and discipline.

Exchange of Information

Under certain legislation, WIE is also required to provide certain personal information to some external agencies.

These agencies may include:

- Ministry of Education (MOE)
- New Zealand Qualifications Authority (NZQA)
- New Zealand Immigration Service (NZIS)
- Tertiary Education Commission (TEC)
- New Zealand Police Ministry of Foreign Affairs and Trade and Placement Service
- Work and Income New Zealand (WINZ)
- Agencies supporting students
- Inland Revenue Department (IRD)
- Accident Compensation Corporation (ACC)
- Justice Department
- Other educational organisations

ATTENDANCE

All students must attend 100% of classes, as required by WIE. Your homework is also a part of your attendance percentage.

You must attend your classes **every day and be on time**.

- If you cannot attend class because of illness or any other reason you must contact WIE as soon as possible to let us know.
- If you need to take leave from your studies you must apply in writing stating your reason.
- If you do not attend WIE regularly or are absent without good reason you may face
- disciplinary action and not be allowed to continue your studies.

COURSE CANCELLATIONS

If WIE cancels a course for any reason, students will receive a full refund. WIE reserves the right to cancel a course due to insufficient student numbers.

WITHDRAWALS & REFUNDS

If you wish to withdraw from your course prior to your exit date, you must notify WIE in writing and complete a withdrawal & refund application, which can be provided by student support.

Withdrawal applications for students aged under 18 years old must be signed by the student's parents or legal guardian.

For courses of three months or more

An international student who withdraws from a course within the first TEN study days is eligible to a refund of total fee payment less 25%.

A domestic student who withdraws from a course within the first EIGHT study days is eligible to a full refund less \$500 NZD or 10%, whichever amount is less.

Withdrawal applications received after the above periods are not eligible for a refund. In the case of extreme circumstances any refund will be at the discretion of the school Principal.

For courses of less than three months

Please read our full refund policy on our website: www.wie.ac.nz for more details or visit the NZQA website: <http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/>

WIE's refund policy is in accordance with the requirements of the Education Act 1989 and NZQA Policies. To view WIE's full Withdrawal & Refund policy please ask our student support team.

INTERPRETERS AND TRANSLATION

Many of our staff can speak other languages. Currently, we have staff who speak the following languages:

- Mandarin
- Spanish
- Filipino
- Japanese

Interpreters for speakers of other languages not listed above can be arranged on request.

WIE has tried to supply information in brochures and flyers in different languages to meet the needs of our students. Where there is a difference of interpretation in any translation, the English version shall apply.

STUDENT REPRESENTATION

Students are able to make suggestions relating to WIE and pass them on to the student support team.

Student Evaluations and Questionnaires

Students have several ways to provide feedback on WIE including academic evaluations, which are anonymous and Student Liaison Questionnaires, both of which are held on a regular basis.

OTHER STUDENT SERVICES

WIE is able to assist students with additional services including:

- Visitor Visa / Student Visa Application
- IRD Number Applications
- Application for study at:
 - University
 - Polytechnic (i.e. Wintec)
 - High School
- IELTS, OET, TOEIC, and Cambridge Exam Registration



COURSE OUTLINES

Course Outlines and timetables are liable to change throughout the academic year. Both Course Outlines and timetables are given to new students on their first day of course and as required during student's course of study. Outlines and timetables are available in each classroom.

Course Outlines include a general timetable for the particular course level, a summary of the course curriculum, textbook requirements and other important information.

GENERAL ENGLISH BEGINNER

Aims of Course:

- To provide English Language tuition for learners of English as an additional language who have some English skills, can ask and answer simple questions, make and respond to simple statements in areas of immediate need or on very familiar topics and who are reliant on repetition, slower speech, rephrasing and repair.
- To improve the learner's ability to hold conversations and develop socio-linguistic competence for most situations to improve their ease of living and studying in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to take part in very basic personal exchanges and to respond to every basic instructions.
- **LISTENING:** The learner will be able to recognise concrete information like places and times on familiar topics. And will be able to understand phrases and expressions related to areas such personal information and shopping.
- **READING:** The learner will be able to read and understand numbers, words and basic phrases in everyday situation. The learner will be able to read and understand short sentences in very short, simple texts.
- **WRITING:** The learner will be able to copy letters and to write numbers, phrases and very simple sentences.

GENERAL ENGLISH ELEMENTARY

Aims of course:

- To provide English Language tuition for learners of English as an additional language who have some English skills, can communicate in simple and routine tasks requiring a simple and direct exchange of information and can manage short social exchanges but whose vocabulary is limited and whose grammar is still basic.
- To improve the learner's ability to in-depth conversations and develop socio-linguistic competence for most situations to improve

students' ease of living and studying in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to take part in basic exchanges on personal and familiar subjects and instructional interactions.
- **LISTENING:** The learner will be able to follow in outline short, simple social exchanges.
- **READING:** The learner will be able to read and understand basic texts on familiar topics.
- **WRITING:** The learner will be able to complete basic forms and write basic texts on familiar topics.

GENERAL ENGLISH PRE-INTERMEDIATE

Aims of the course:

- To provide English Language tuition for learners of English as an additional language who have some English skills, can hold short conversations and give and receive information, but whose vocabulary is limited and whose grammar is still basic.
- This course will improve the learner's ability to hold in-depth conversations and develop socio-linguistic competence for most situations to improve students' ease of living and studying in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to take part in short, simple exchanges on personal and familiar subjects and participate in simple routine transactions.
- **LISTENING:** The learner will be able to understand simple spoken information on familiar topics.
- **READING:** The learner will be able to read and understand short texts on familiar topics and located specific information in these texts.
- **WRITING:** The learner will be able to write simple texts on familiar topics and to achieve a specific purpose.

GENERAL ENGLISH INTERMEDIATE

Aims of the course:

- To provide English Language tuition for learners of English as an additional language who have some English skills, and using a wide range of simple language, can maintain a conversation or discussion but may sometimes have difficulty in conveying their exact meaning.
- To improve the learner's ability ability to hold in-depth conversations and develop socio-linguistic competence for most situations to improve students' ease of living and studying

in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to take part in transactions and to present information on a familiar topics.
- **LISTENING:** The learner will be able to understand simple spoken information on familiar topics
- **READING:** The learner will be able to read and understand texts on familiar topics and located specific information in these texts and for practical purposes
- **WRITING:** The learner will be able to write texts on familiar topics and achieve a practical purposes.

GENERAL ENGLISH UPPER INTERMEDIATE

Aims of the course:

- To provide English Language tuition for learners of English as an additional language who are able to follow complex arguments on reasonably familiar topics, read with a large degree of independence, write clear detailed texts on familiar subjects and interact with speakers of the target language without strain on either participant.
- This course will improve the learner's ability to hold in-depth conversations and develop socio-linguistic competence for most situations to improve students' ease of living and studying in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to take part in a discussion. And to negotiate a complex exchange.
- **LISTENING:** The learner will be able to understand complex spoken texts.
- **READING:** The learner will be able to read and understand complex transactional texts. And complex texts for practical purposes.
- **WRITING:** The learner will be able to write complex texts on familiar topics.

GENERAL ENGLISH ADVANCED

Aims of the course:

- To English Language tuition for learners of English as an additional language who can use the language fluently, accurately and effectively on a wide range of topics and communicate with good control of grammar and register.
- This course will improve the learner's ability to hold in-depth conversations and develop socio-linguistic competence for most situations to improve students' ease of living and studying in New Zealand, and prepare them for future study needs.

Learning Outcomes:

- **SPEAKING:** The learner will be able to contribute to complex intentions in group discussion and to give a clear systematic presentation of information for practical purposes based on his/her research into the topic.
- **LISTENING:** The learner will be able to understand complex spoken texts on familiar and unfamiliar topics.
- **READING:** The learner will be able to read and understand in detail lengthy, complex texts.
- **WRITING:** The learner will be able to write lengthy complex texts.

IELTS PREPARATION (ADVANCED)

Aims of the course:

- Introduce students to and familiarize them with the format and content of IELTS.
- Equip students with effective skills and strategies needed to undertake the IELTS test with confidence.
- Provide material for practice in all areas of the test.
- Administer regular practice tests with individual feedback and advice from teachers.
- Achieve an IELTS score that is needed to enter university/for further studies.

Objectives of the course:

By the end of the course, students will be able to:

- Apply **reading** techniques to scan and skim texts quickly, and to find the main points.
- Produce formal, academic **writing** which is clear, organized and concise.
- Apply different **listening** techniques to cope with a variety of situations.
- **Speak** with greater accuracy and fluency.
- **Manage time** effectively in the IELTS test.

HIGH SCHOOL PREPARATION

Aims of the course:

- To prepare students for study in a New Zealand High School or further ESOL study.
- To assist students to communicate more effectively in a variety of settings.

Learning Outcomes (Intermediate Level)

- **SPEAKING:** make predictions, express hypotheses, express opinion and respond to others; make arrangement with known person by telephone; give advice; demonstrate more complex numeracy skills; report speech.
- **LISTENING:** listen for main and supporting ideas; listen for specific information; predict information; recognize formal and informal language features.

- **READING:** read globally; read for a detailed understanding; demonstrate dictionary skills; scan a text for specific information; predict information; process text-based numerical information.
- **WRITING:** write a formal letter; write a complaint; express and justify a point of view in writing; write a simple research report/project; edit and correct own written texts.
- **STUDY SKILLS:** Use simple library resources effectively; Take simple notes; Use a computer for study purposes; Display independent learning skills.



QUALIFICATIONS AND PROGRAMMES

Students are regularly tested throughout the year. Tests include weekly revision tests as well as major tests that are held in the middle of the term and at the end of every term. Passes in these major tests along with completion of course outcomes and satisfactory attendance make students eligible to be promoted to the next level and receive an Achievement certificate at the end of their study. WIE is currently offering NZCEL Qualifications. If you need more information please come to see our student consultant.

CERTIFICATES

To gain an Achievement Certificate you must have passed the learning outcomes for your level in the areas of speaking, listening, reading and writing.

ACADEMIC ASSESSMENT APPEALS

If you do not agree with your *assessment results*, you should:

1. First discuss the issue with WIE's Director of Studies.
2. If you cannot solve your problem, you will need to make an appeal in writing to the Director of Studies at Waikato Institute of Education. They will consider your appeal and let you know the result.

CHANGING COURSES

It is possible to change your course with the consent of the Director of Studies. To make an appointment with the Director of studies you will need to visit Reception.

NEW ZEALAND CERTIFICATE IN ENGLISH LANGUAGE (NZCEL)

NZCEL LEVEL 1 (FOUNDATION)

Aims of the course:

- Graduates will have the language skills required to communicate, with support, in very basic, familiar, everyday situations in order to begin to participate in an English Language environment. This qualification is at a level comparable to CEFR low A1.

NZCEL LEVEL 1

- Graduates of this qualification will, in a supportive environment, have the English language skills to: understand and use familiar everyday expressions and very basic phrases to initiate and respond to short routine social interactions to meet basic needs, read and understand simple texts on familiar topics, and write simple isolated sentences on familiar topics.
- This qualification is at a level comparable to CEFR high A1 - low A2.

NZCEL LEVEL 2

- Graduates of this qualification will have the English language skills to: understand and use basic language in familiar situations to engage in simple and routine tasks, social encounters and exchanges of information with emerging fluency and accuracy, read and understand simple texts on familiar topics and locate specific predictable information in short texts, and write simple, comprehensible connected texts on familiar topics.
- This qualification is at a level comparable to CEFR high A2 - low B1.

NZCEL LEVEL 3 GENERAL

- Graduates of this qualification will have the English language skills to: understand the main points and key supporting detail in extended oral interaction and factual information in familiar contexts;
- speak with some coherence, fluency and spontaneity to express personal ideas and sustain interaction in familiar contexts; read and understand a range of texts on familiar topics;
- Scan, locate and gather information to fulfil a specific task; and write comprehensible, connected texts on familiar topics with reasonable linguistic accuracy, using a range of text types. This qualification is at a level comparable to CEFR B1.
- This course leads to other certificate programs at NZQF level 4 or below.

NZCEL LEVEL 3 APPLIED

- To provide English language tuition for learners of English as an additional language who wish to apply their English language proficiency to a specific context.
- The course will develop the general language skills required to participate with increasing independence and fluency in academic English language contexts, to a level comparable with CEFR Low B2.
- This certificate builds on the New Zealand Certificate in English Language (General) (Level 3) and can lead to the New Zealand Certificate in English Language (Level 4).
- This certificate facilitates meeting the language requirements for other study or training programmes/courses at New Zealand Qualifications Framework Level 4 or below.
- Graduates of this qualification will have the English language skills to work in positions that require participation in face-to-face interpersonal communication; response to basic, context-specific texts; production of simple, context-specific record-keeping.

NZCEL LEVEL 4

- Graduates of this qualification will have the English language skills to: understand main ideas and key supporting details of complex oral texts on familiar and sometimes unfamiliar topics;
- read and understand complex texts with a large degree of independence on familiar and sometimes unfamiliar topics; locate, organise and summarise important information in texts; speak with fluency and spontaneity to communicate with some degree of elaboration in a range of familiar and unfamiliar contexts;
- and write coherent texts appropriate to audience and purpose, with few linguistic errors in a range of text types, synthesising and evaluating information and arguments from a number of sources.
- This qualification is at a level comparable to CEFR B2.
- This qualification can be used as proof of English ability for most diploma and degree programs of NZQF level 5 and below.

NZCEL LEVEL 5

- Graduates of this qualification will have the English language skills to: understand the main ideas of complex spoken texts on both concrete and abstract topics;
- speak with fluency and spontaneity to communicate information, ideas and thoughts in extended discourse on a range of familiar and unfamiliar topics;
- use appropriate skills and language to manage interactions in a wide range of formal and informal settings;
- read and understand complex texts independently on familiar and unfamiliar topics; summarise and synthesise information across a range of complex texts for a specific purpose;
- And write extended, crafted, logically structured, coherent texts appropriate to audience and purpose, synthesising, evaluating and applying information and arguments from a range of sources.

RULES & REGULATIONS

The following is a summary of some key policies that students need to be aware of. For further details please enquire at Reception.

FEES

Waikato Institute of Education fees consist of programme tuition, orientation, library resources, access to computer laboratories and required internet access and social activities.

To view the current fees and special offers please enquire at Reception or visit www.wie.ac.nz.

Resource Fees

All invoices include a resource fee which is to be paid at the same time as tuition fees are paid. All students are charged a resource fee at the start of their course.

Payment of Fees

All students accepted into a programme will be sent a Letter of Offer and Tax Invoice, listing the student's details, programme of study and any associated fees. These details must be carefully checked. This is your 'invoice' for payment. Fee payments can be:

- Made through your agent, or,
- Deposited into WIE's bank account.
- Made in person at Reception via cash or cheque.

All fees and charges must be paid prior to the commencement of the programme. If fees are not paid within the required period, students will not be permitted to attend class and their place in the programme may be offered to another applicant.

STUDENT FEE PROTECTION

Waikato Institute of Education complies with the legislative requirements of the Education Amendment Act 1991 for the protection of student fees. This means that every international student's course fees are held in a Trust Account for 10 days after you enrol, which protects your fees while you study at WIE.

Student Fees are protected in an Independent Trust Account monitored by *Colin Tasker, Chartered Accountant*. Copies of the Student Fee Protection Policy are held at Reception.

STUDENT TRANSFER CREDIT

Students who have completed modules at another New Zealand education organization, may apply to have that study recognized as the basis for admission to a WIE programme of study and/or for

formal transfer of credit towards a WIE programme of study. Transfer credit only applies to WIE's English Language programmes. Recognition of prior Learning Recognition of Prior learning (RPL) is a process that involves formal assessment of a learners relevant and current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification for the purpose of awarding credit towards that qualification. RPL policy only applies WIE's English Language Programmes. All students is responsible to provide their previous English Language learning experience proof to WIE. WIE may conduct a RPL check if student can't provide WIE any evidence of previous English Language learning.

BEHAVIOUR RULES

- You must treat WIE students and staff with respect.
- You must not use bad or offensive language.
- You must not use alcohol or drugs in class.
- You must complete your set homework before your next class.
- You must inform student support if you change your accommodation address and any contact details, such as landline and mobile phone numbers, email address, etc.

CLASSROOM RULES

- You must respect your classmates and teachers.
- You must be in class on time.
- You must complete your homework every day.
- You must not sleep in class.
- You must not leave the classroom during the lessons.
- You must not use your mobile phone for personal use including sending and receiving messages, playing games and surfing the internet during the lessons.
- Only use your mobile phone for learning purposes, if absolutely necessary.

DISCIPLINE POLICY AND PROCEDURE

If you do not follow any of WIE rules and regulations you will:

1. receive a first verbal warning, then
2. receive a written warning which will go on your student file, then
3. Meet with the Office Manager. This procedure may lead to your expulsion from WIE and homestay.

CHEATING & PLAGIARISM POLICY

WIE is committed to support a quality environment for education and training and to providing a safe, harmonious and honest study environment. Learning to think and work independently is part of the educational process. Cheating or plagiarism in any form is considered a serious violation of expected student behaviour and may result in disciplinary action. WIE will not tolerate academic cheating or plagiarism in any form.

If you involved in cheating or plagiarism in any kind you will:

1. Receive a verbal warning which will remain on your personal record.
2. If caught again you will receive a written warning which will also remain on your personal record and will be the final warning.
3. If you cheat a third time, you will be dismissed from the institute and homestay.

COMPLAINTS PROCEDURE

If you have any complaints about WIE's enrolment and selection process you should talk to the WIE staff member responsible for that area first.

If you are not happy with the result, you can fill in the 'Complaint Form' and talk to the Management Team. The Management Team will consider your complaint and let you know the result.

If you are not satisfied with the outcome or the decision made by WIE, you can write to the New Zealand Qualifications Authority, P.O. Box 160, Wellington or email gadrisk@nzqa.govt.nz or free phone 0800 697 296).

OCCUPATIONAL HEALTH & SAFETY POLICY

The Waikato Institute of Education is committed to taking all practicable steps to ensure students study in a safe and healthy environment.

All students and visitors must take precautions to ensure their own safety.

Students must:

- Comply with The Waikato Institute of Education Health & Safety policy and procedures. These are outlined during a course induction. Printed information can be found at Reception
- Report immediately any unsafe conditions or work practices to the Administrator or Student Liaison.

THE CODE OF PRACTICE

The New Zealand government wishes to ensure international students living in New Zealand have an enjoyable and worthwhile study experience.

For this reason, the *Code of Practice for the Pastoral Care of International Students* was created by the New Zealand Ministry of Education as an

- Report any injuries or health and safety incidents that occur to the Administrator or Student Liaison.
- For further information on Occupational Safety and Health issues, please contact 07 9573 5602

HARASSMENT POLICY

WIE has a harassment policy and procedures in order to create a safe environment for both staff and students. The aim is to allow any staff or student who has a harassment concern access to a fair and responsive process assisted by understanding people. There are contact people located throughout WIE who can discuss any harassment concerns.

Harassment policy details are available on the Website or from Reception.

EQUAL OPPORTUNITY STATEMENT

You are able to enrol and succeed in your study, without having your opportunities limited by discrimination. Discrimination is said to occur when a person is treated less fairly than another person in the same or similar situation. Discrimination is unlawful and unacceptable at Waikato Institute of Education.

These factors should not be barriers to your accessing and achieving in education:

- Age
- Socio-Economic Status
- Family Status
- Sexual Orientation
- Disability
- Religious or Ethical Belief
- Ethnic or National Origins
- Gender

If you have any questions or require any information, advocacy or support during enrolment or your period of study please contact an Administrator (Student Liaison).



agreement with education providers to ensure that providers take responsibility for the wellbeing of their international students.

WIE has agreed to observe and be bound by this code, which means that we have promised you will be safe, well informed and properly cared for.

A copy of the code is available from our office, in the student common room; or you can read it on the New Zealand Qualification Authority's website: <http://www.nzqa.govt.nz>

If there is something about the Code that you do not understand please talk to WIE's Student Liaison, who will be happy to explain it to you.

If you think Waikato Institute of Education has not kept its promises under the Code of Practice, talk to the Student Liaison about the issue. If this does not satisfy you, you can make a formal complaint to WIE, using the procedures we have in place; please ask at Reception.

After talking with a WIE staff member, if you are still not satisfied with the way in which your matter has been dealt with, there are more formal processes available and these options can also be discussed with you.

SUMMARY OF THE CODE

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.

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

THE CODE OF PRACTICE

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students.

There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand Government.

WHO DOES THE CODE APPLY TO?

All education providers in New Zealand who enrol international students must be a signatory to the

Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz.

WHAT CAN YOU EXPECT OF AN EDUCATION PROVIDER?

Students and their families can expect education providers to:

- Provide clear, sufficient and accurate information so you can make informed choices about your education
- Give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- Check that you have the prescribed insurance cover
- Provide a safe and supportive environment for study
- As far as practicable, ensure you live in accommodation that is safe and appropriate
- Provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- Monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- Ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- Have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes.
- Ensure you have access to proper and fair procedures for dealing with grievances (Concerns or complaints).

HOW CAN I GET A COPY OF THE CODE?

You are encouraged to read the Code, which is available on the NZQA website in several Languages.

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

What do I do if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the International student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (**for concerns and complaints about a provider breaching the Code**) or
- iStudent Complaints (**for concerns and complaints about money for contracts**)

IS YOUR COMPLAINT ABOUT A PROVIDER BREACHING THE CODE?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

IS YOUR COMPLAINT ABOUT MONEY OR CONTRACTS?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website: www.istudent.org.nz

Email: complaints@istudent.org.nz

International phone number 64 4 918 4975

Freephone (within New Zealand) 0800 00 66 75

Fax 64 4 918 4901

On social media:

Facebook www.facebook.com/istudent.complaints

WeChat (search for 'NZ iStudent Complaints' Chinese language only)

iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand

A summary of 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, please ask the student support team if you wish to view a copy.

STUDENT HEALTH & COUNSELLING

WIE can refer you to a counsellor or a skilled and experienced team of health professionals to assist you with any area of health concern and your wellbeing in a confidential manner. Please see the Student Liaison for more information.

Online Security

- It is very important that you don't share your online logins with anyone, including your class mates.
- If you suspect someone has access to your online learning accounts or your personal accounts, ask student support for help.
- Bullying at WIE is not ok, this includes online bullying. Please report any bullying to our student support team.
- Be Careful What You Post
- Make Online Purchases From Secure Sites
- Be Careful What You Download
- If you're unsure about a website ask your teacher or student support.
- Do not post anything that could hurt others or have negative impact on yours or someone else's life.

Online Study Time Requirements

WIE has various online programme. Each online programme has its own timetable. However, there are same requirements for student study time.

NZCEL Level 3 Applied

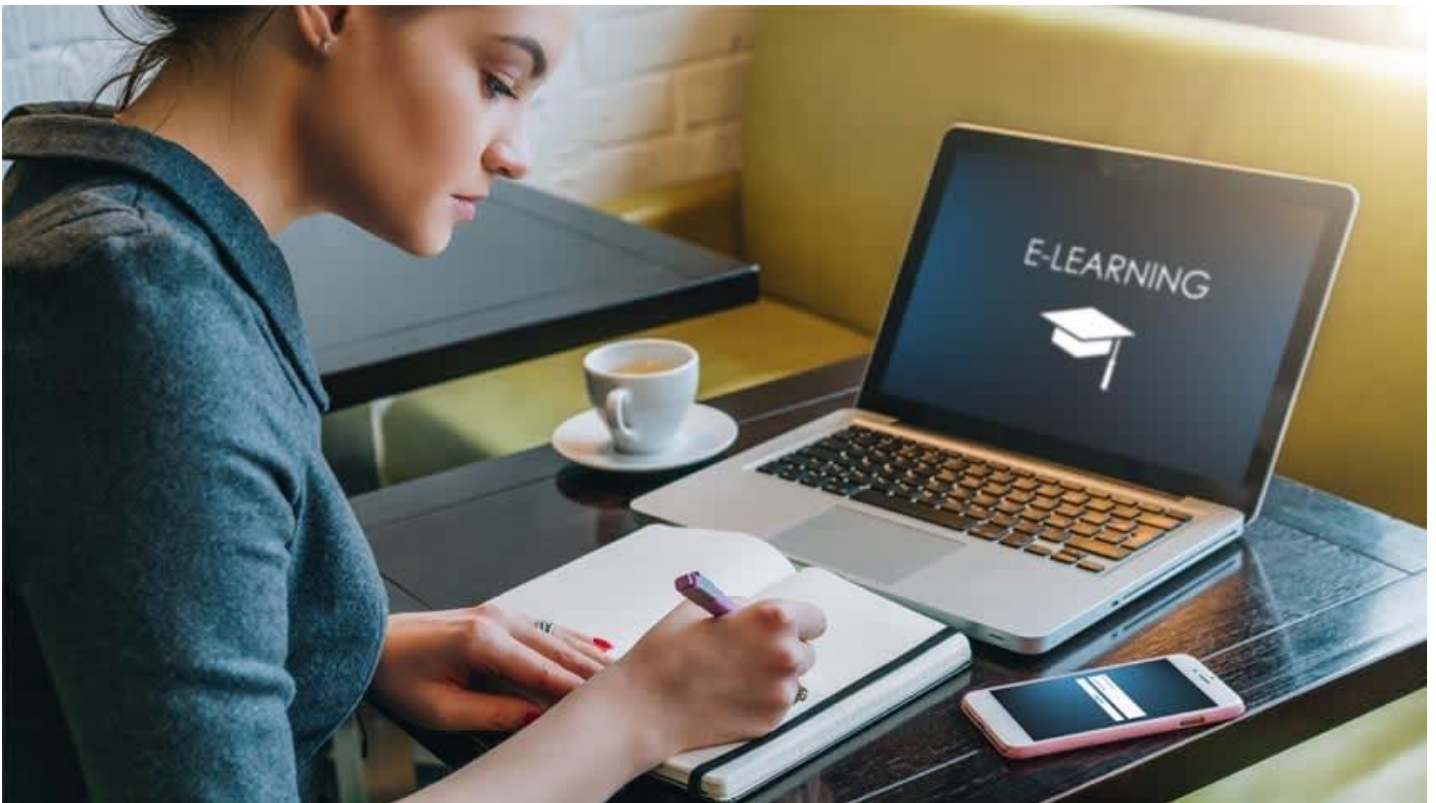
- 2 hours Live Class Meeting daily
- 3 hours Asynchronous (self-study) daily
- 10.3 hours homework weekly

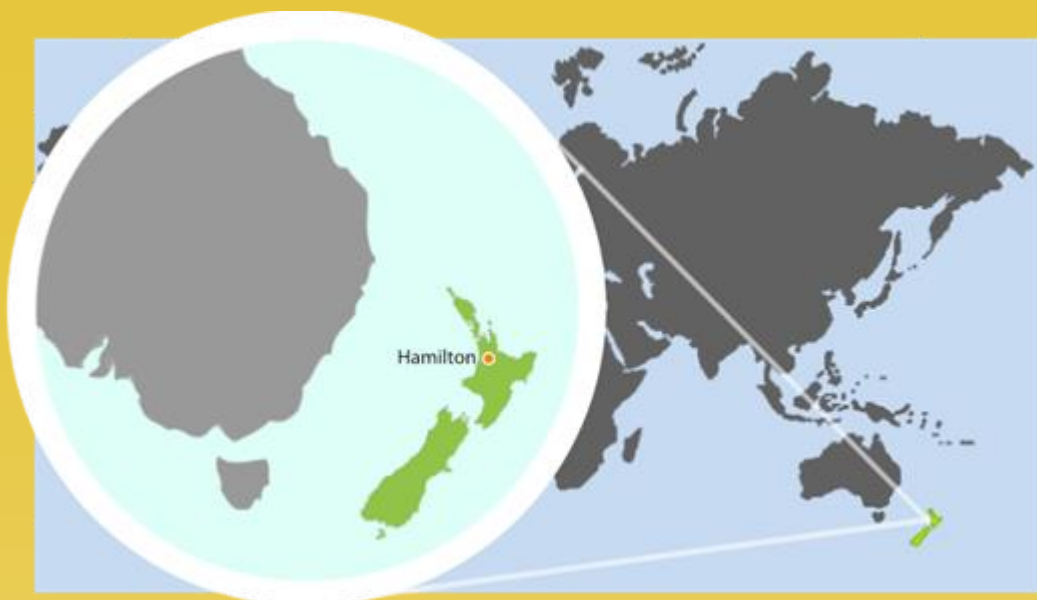
NZCEL Level 4 Academic

- 2 hours Live Class Meeting daily
- 3 hours Asynchronous (self-study) daily
- 10.3 hours homework weekly

NZCEL Level 5 Academic

- 2 hours Live Class Meeting daily
- 3 hours Asynchronous (self-study) daily
- 10.3 hours homework weekly





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Hamilton 3204

Physical Address

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Centre Place
48 Ward Street
Hamilton 3204

Phone: +64 7 838 2450

Email: info@wie.nz

www.wie.ac.nz



WAIKATO INSTITUTE
OF EDUCATION

Choose Quality. Choose WIE.