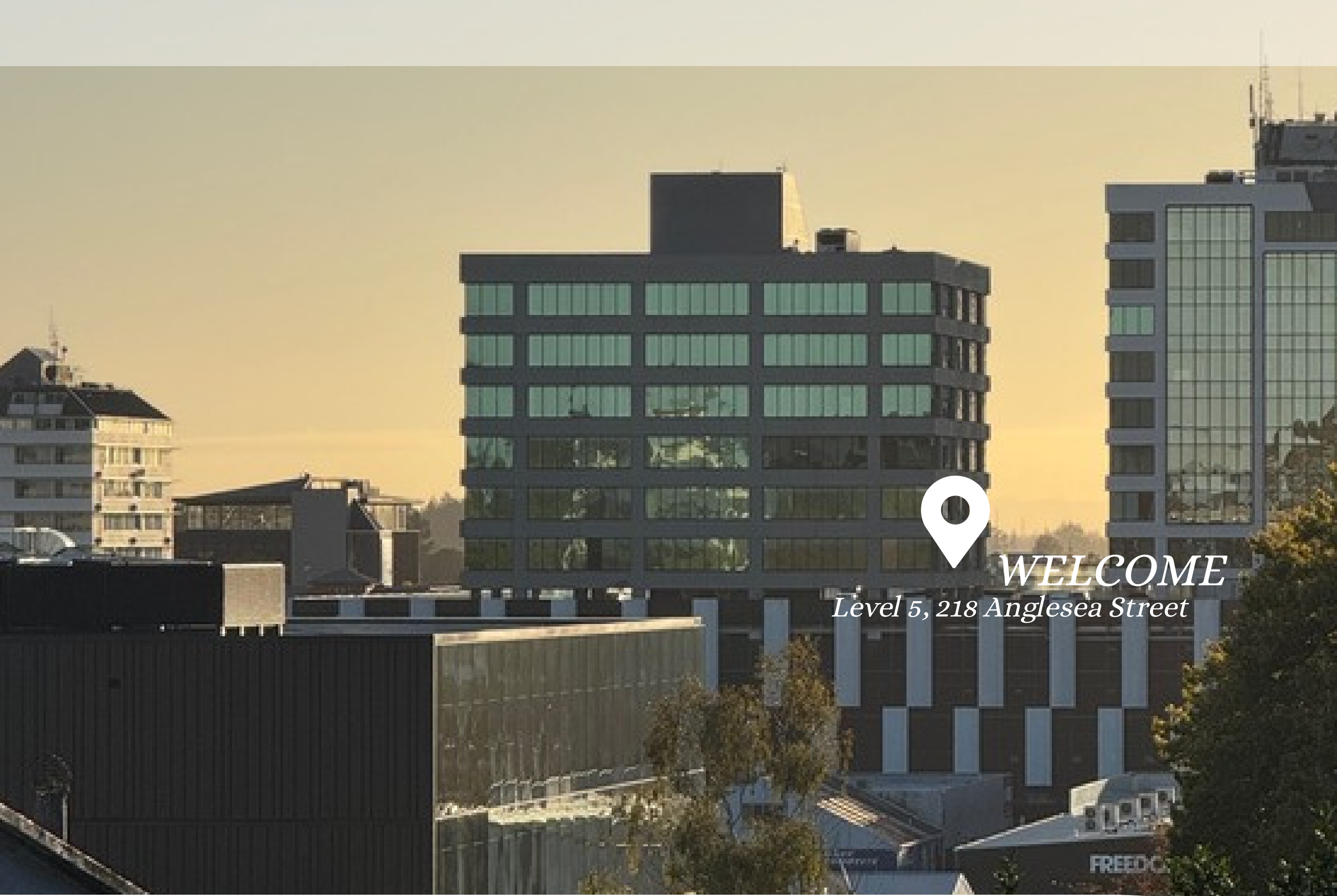




WELCOME
Level 5, 218 Anglesea Street



WAIKATO INSTITUTE OF EDUCATION
Choose Quality. Choose WIE.

STUDENT HANDBOOK

LIFE IN NEW ZEALAND / AOTEAROA

FEES AND REFUNDS

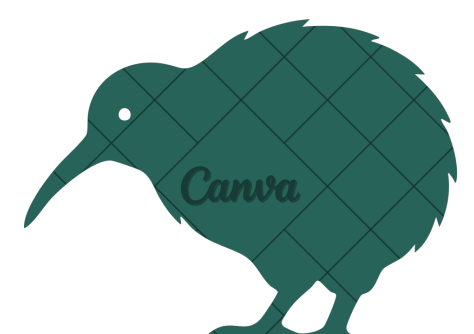
HOMESTAY

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INTERESTED? INQUIRE NOW:

For all student and general enquiries visit Reception. Our friendly team are happy to help you with your questions or offer advice.

Office hours:	8.30 am – 5.00 pm, Monday to Friday
Address:	Level 5, 218 Anglesea Street, Hamilton 3204, New Zealand Post: PO Box 773
Phone:	(07) 838 2450
Email:	info@wie.nz
Web:	www.wie.nz

If you cannot attend your class for whatever reason please contact Reception as soon as possible at:

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

IN AN EMERGENCY CONTACT: +64 22 104 8705

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 help you adjust to life in New Zealand and 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, homestay, visa or other areas.

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

ABOUT US

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, 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:<https://wie.nz/courses/> .

OUR CAMPUS

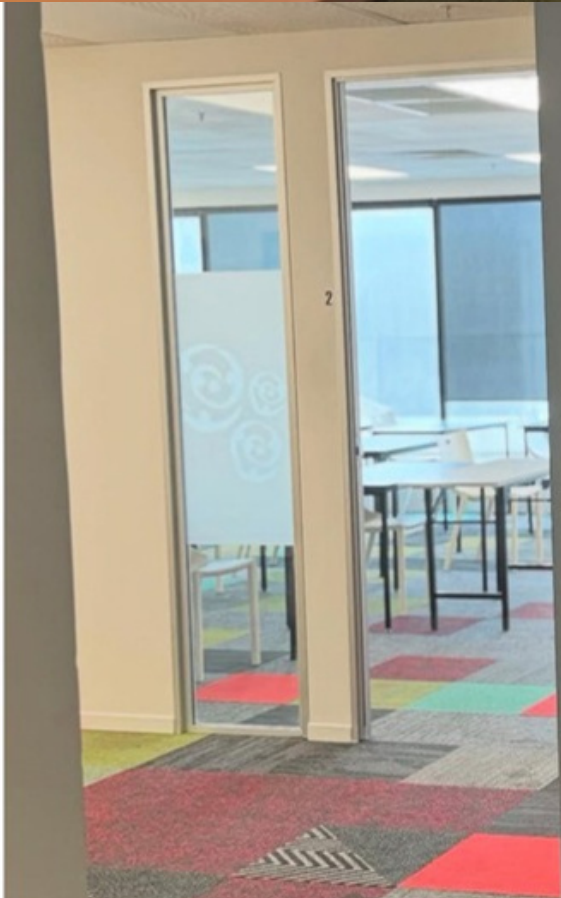
WIE's campus is conveniently located on Anglesea Street, right in the heart of Hamilton's bustling city district. Situated next to Garden Place and Centre Place shopping mall, students are less than a minute from a multitude of shops, cafes, restaurants and retail outlets, as well as a cinema and food court, featuring a diverse range of international cuisines.



WIE campus



WIE campus



WIE campus



WIE campus



WIE campus



WIE campus



WIE campus



IMPORTANT CONTACT NUMBERS

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

National Emergency Contact (Fire/Ambulance/Police): **111**
Police Non-Emergency Contact: **105**

Institute (office hours) (07) 838 2450
Institute (after hours) + Homestay 022 104 8705
Accident & Medical Centre (07) 858 0800
Student Liaison / Student Support 022 104 8705

IMPORTANT DATES

WIE’s academic year is 51 weeks long, divided into three terms. Each term runs for 17 weeks.

2026 Term Dates

Term 3 2025 Term ends on 16 January 2026
Term 1 19 January – 15 May 2026
Term 2 18 May – 11 September 2026
Term 3 14 September – 16 January 2027

The Public Holidays (School Closed on these Dates) for 2026 are:

New Year's Day: Thursday, 1 January
Day after New Year's Day: Friday, 2 January
Waitangi Day: Friday, 6 February
Good Friday: Friday, 3 April
Easter Monday: Monday, 6 April
Anzac Day: Monday, 27 April (observed, as 25 April is Saturday)
King's Birthday: Monday, 1 June
Matariki: Friday, 10 July
Labour Day: Monday, 26 October
Christmas Day: Friday, 25 December
Boxing Day: Monday, 28 December



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

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.

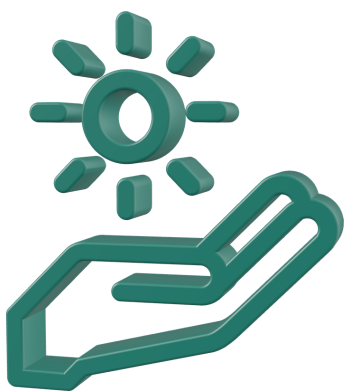
Members of staff at WIE deal with different areas of support:

- The Office Manager is responsible for the overall student welfare.
- Your Teacher or the Programme Coordinator 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 Support/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. The Student Support/Liaison can also help you with accommodation arrangements, banking, insurance and renewing your visa.

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.

FIRST CONTACT STUDENT SUPPORT STAFF

Homestay Coordinator / Student Support – Rajeswari Valliappan
Administrator / Student Support – SOPHIE SHENG



General Manager – LEILA RYAN
Office Manager – CYAN ZHANG
Administrator / Student Support – SOPHIE SHENG
Homestay Coordinator / Student Support – RAJESWARI VALLIAPPAN
Marketing Consultant – JANE KIM
Marketing Consultant – PAISLEY PAN

STUDENT SUPPORT/LIASON

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

Location: Reception
Phone: (07) 838 2450
Mobile: 022 104 8705
Email: info@wie.nz

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. Note: For more on student services and general information, please see pages 19 - 20.

STUDYING AT WIE

BEFORE YOU APPLY

- All students must complete and sign an Enrolment Form to study at WIE.
- All students must hold a valid visa that allows them to study in New Zealand, or be a citizen of New Zealand.
- All international students are required to have medical insurance that covers their period of study (WIE can arrange this for you upon request).
- 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, 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).

NOTE: WIE can arrange your accommodation and airport pickup after getting your arrival information

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
- Proof of NZ permanent residency or citizenship, if appropriate (i.e. passport, certificate)
- Proof of medical and travel insurance (if you organised yourself)

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 Receptionist.

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 and take approximately 1 hour to complete, these are listening, grammar and writing. The fourth part is a ten-minute 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.

ORIENTATION & INDUCTION

On the first day of school, international students are given a Student Orientation Pack and a campus tour, as well as a tour of the surrounding areas and services in the city centre that you might find useful.

Other services that we can assist you with include:

- Setting up a Bank Account
- Purchasing a mobile SIM card
- Getting and loading credit onto your bus card
- Receiving a WIE Student ID card.

New students will be required to:

- Read and sign the Trust Account Application
- Finalise any outstanding copies of enrolment documentation.
- Have your photo taken for a Student ID card.

STUDENT ID CARDS

All students are entitled to an ID card, which is issued by Reception. The card identifies you as a WIE student with the right to access various facilities on campus such as the library and computer labs. You are required to carry your card with you and may be asked to produce it to establish your right to be on the campus. It is an offence to make any alteration to the ID card as the ID card remains the property of Waikato Institute of Education. Your digitised image is stored to enable a replacement card to be created. This image is personal information and subject to the provisions of the Privacy Act 1993.

Your first card is issued free of charge. However, a \$5 fee will apply for replacing lost or damaged cards. (unless a police report listing the stolen card is submitted to Reception).

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 Immigration New Zealand. WIE is required to report to Immigration if you do not meet attendance requirements and as a result your visa may be cancelled.

You must attend your classes every day and arrive on time for morning and afternoon classes.

- 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 are away sick for more than three days you must provide a medical certificate from a Doctor.
- 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.

VISA REQUIREMENTS

- All international students must hold a valid visa at all times. Failure to do so may result in being removed from the country by Immigration.
- WIE is required to keep verified copies of each student's visas and passport for our records.
- WIE will advise Immigration if a student has terminated his/her study before the course is due to finish, or if a student does not meet attendance requirements.
- Immigration policy is available on NZIS website, www.immigration.govt.nz. Students can also ask for advice from the Student Liaison.

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 obtained at Reception.

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 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.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 for a copy from Reception.

INSURANCE

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

- A resident or citizen of Australia;
- A national of the United Kingdom in New Zealand;
- OR, the holder of a temporary visa that is valid for two years or more.

If you do not belong to one of these special categories, you will be liable for the full costs of any medical treatment you require. ALL international students must have medical insurance that is valid for the duration of their visa. This can be organised by WIE or you can organise it yourself. If you organise it yourself you will need to provide WIE with a copy of your policy.

For information on insurance or how to make a claim please see Reception.

LIABILITY

It is your responsibility to have sufficient medical, life, property and fee protection insurance before arriving in New Zealand. We can arrange comprehensive travel insurance for you if you choose this option on the application form.

Waikato Institute of Education will not be liable for any loss, damage or injury to you or your property while you are on campus, on school trip or activity, or with a WIE host family, except where this liability is imposed by the laws of New Zealand.

INTERPRETERS AND TRANSLATION

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

- Mandarin
- Spanish
- Korean
- 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 FACILITIES

Multimedia Lab

Students have access to WIE's multimedia lab, equipped with computers and headsets for students to check email, do homework or chat with family on Skype. Students must:

- Use the facility only for the purpose for which access is granted.
- NOT download any music or movies using the computers or Wi-Fi.
- NOT make any improper use of the facilities.
- NOT eat or drink in the Lab at any time.
- Report any problems or issues.

IMPORTANT: WIE may cancel computer access, programme of study or WIE enrolment if improper use of facilities has occurred.

Hours are from Monday to Friday, 8.30am to 4.45pm. Computers are not available to students when they are scheduled to attend class.

Library

Students have access to WIE's Library, which has a variety of books and study resources, including test preparation materials and dictionaries, which can be borrowed for use. Please see Reception if you wish to borrow a book. A bond may be required.

Photocopying

Students do not have access to WIE facilities for photocopying. Please ask at Reception for nearby Photocopying facilities.

Telephones

Students do not have access to WIE telephones. Please ask at Reception for nearby telephone facilities.

Student Kitchen

Microwave, a fridge, cups, hot water, cold filtered water and milk is provided free of charge for student use.

STUDENT REPRESENTATION

Students are able to make suggestions relating to WIE and pass them on to Reception.

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
 - Te Pukenga (Polytech)
 - 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 instruction.
- 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 as 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 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.

TEXT BOOKS / WORK BOOKS

- Students are required to purchase text books and workbooks at the start of their course.
- If a student changes their level during their enrolment period they WILL need to purchase a new workbook and text book for their new class.
- If a student re-enrols and still has the textbooks that are being used in their class they are not required to purchase again.
- Please refer to individual course outlines for required & recommended textbooks (compulsory and non- compulsory).
- Additional compulsory course workbooks may be purchased from Reception.
- Records will be kept of payments made and books received.
- Students are recommended to purchase a good English dictionary such as Oxford, Cobuild, Longman, etc. but NOT a bilingual or electronic dictionary.
- Please note prices are liable to change without notice.

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

- 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).

- 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;
- 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 AND 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.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.

TUDENT 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 Michael Hunwick, Lawyer. Copies of the Student Fee Protection Policy are held at Reception.

STUDENT LOANS AND ALLOWANCES

StudyLink is responsible for the administration of Student Allowance and Student Loans in tertiary institutions. Students wanting to apply for an Unemployment Benefit, Student Hardship, Student Loan or Student Allowances should contact StudyLink

directly or ask WIE to assist you in applying. Please contact StudyLink to lodge your application as soon as you have been accepted into your programme of study.

Phone: 0800 88 99 00

Email: studylink@msd.govt.nz

Website: <http://studylink.govt.nz>

Student Loans

The Student Loan scheme is designed to assist students to meet their expenses while studying, regardless of their employment or family circumstances. To gain a Student Loan, you must be a New Zealand citizen or have been granted permanent resident status here, and be enrolled in a programme of study approved for student loans by the Ministry of Education. You must either be full time in the programme, or be studying part-time over a period of 32 weeks or more.

The Student Loan is made up of four parts:

1. Compulsory fees
2. Course-related costs
3. Living costs (for full-time course only)
4. Administration fee

Student Allowances

Student Allowances are for full-time students who are on an approved study course at a recognised institution. It is paid to help with your living expenses while you study. Students have to meet a set of criteria to qualify.

IMPORTANT: More information on Student Loans and Allowances is to be found at Reception. WIE offers a free service for managing students' student loans, student allowances and all applications.

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, staff and host family members with respect.
- You must treat the property of WIE students, staff and host families with respect.
- If you damage WIE property in any way you must report it immediately and you may be charged for a replacement.
- If you borrow WIE property you must return it in good condition.
- You must not use bad or offensive language.
- You must not bring or use alcohol or drugs on campus.
- You must not bring any sort of weapon to WIE.
- You must not smoke or spit on Institute premises.
- You must keep WIE tidy and clean up areas after use.
- You must complete your set homework before your next class.
- You must inform Reception if you change your accommodation address and any contact details, such as landline and mobile phone numbers, email address, etc.

CLASSROOM RULES

- You must keep classroom clean and tidy all times.
- You must respect your classmates and teachers.
- You must be in class on time (late students must get a late slip from Reception).
- You must complete your homework every day.
- You must not sleep in class. - You must not leave the classroom during the lessons.
- No food or drinks (e.g. Coffee, fizzy or soft drinks), except for bottled water is to be consumed in the classroom.
- 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.
- You must not leave valuables unattended in the classroom.
- You must take your belongings with you when your class is finished.

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.

- 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
- Disability
- Sociol-Economic Status
- Religious or Ethical Belief
- Family Status
- Ethnic or National Origins
- Sexual
- Orientation
- 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).

NO SMOKING POLICY

In New Zealand the term “Smokefree” means “No Smoking”. WIE is committed to promoting WIE as a Smokefree learning environment.

In addition to observance of the requirements of the Smokefree Legislation 1980, this commitment is demonstrated by:

- not permitting smoking inside the WIE building
- supporting the promotion of the Smokefree message on campus
- Making every effort to enhance staff and students’ awareness of the policy through signage and having the policy strategically displayed on site.

Note: Students aged under 18 are not allowed to smoke in New Zealand. Students over 18 who wish to smoke can do so outside, on the ground floor.

WITHDRAWAL FROM A COURSE

Learners may withdraw from a course at any time by contacting WIE staff. A withdrawal may be:

- Student-initiated (you choose to withdraw)
- Provider-initiated (WIE withdraws you due to non-attendance, non-payment, misconduct, or breach of policy)

Provider-Initiated Withdrawal

WIE may withdraw a learner if

They do not attend classes

They do not pay fees

They breach WIE rules or behaviour expectations

They pose a safety risk to staff or students

WIE will attempt to contact the learner before withdrawing them.

IMPACT ON STUDYLINK

If you receive StudyLink support (Student Loan or Allowance), WIE is legally required to notify StudyLink within five working days of your withdrawal. This may affect your:

- Loan
- Allowance
- Living costs
- Course-related costs

Learners are encouraged to contact StudyLink directly to understand how withdrawal may affect their entitlements.

Refunds

Refunds follow WIE’s Refund Policy and depend on:

- Timing of withdrawal
- Course type

For more details, please see the terms and conditions on the enrollment form.

COVID-19 ALERT LEVEL RULES

In New Zealand, for student and staff safety we are obliged to follow the New Zealand Governments and Ministry of Health's rules and regulations. Below is what this looks like for WIE.

TRAFFIC LIGHT SYSTEM

Green

- There is no Government vaccination requirement for tertiary education premises in Green light.
- Social distancing where possible.
- Staff & students can be on site in Green light
- No capacity limits, therefore assembly, activities and celebrations can happen
- Face coverings are recommended but not compulsory
- Contact tracing systems in place for all staff, students, and visitors onsite
- The official NZ COVID Tracer QR code posters in prominent and accessible places at or near entrances and take steps to ensure that each person entering the facility scans the QR code or provides details to enable contact tracing.

Orange

- There is no Government vaccination requirement for tertiary education premises in Orange light-
- Staff & Students can be on site in Orange light
- Social distancing of 1meter.
- Assembly's will be done via video played in class room & activities and large celebrations will be cancelled.
- Face coverings are recommended but not compulsory.
- Contact tracing systems in place for all staff, students, and visitors on-site.
- The official NZ COVID Tracer QR code posters in prominent and accessible places at or near entrances, and take steps to ensure that each person entering the facility scans the QR code or provides details to enable contact tracing.

Red

- Only staff, students, and visitors who are fully vaccinated can be onsite at a tertiary education premises at Red.
- All visitor's vaccine passes will be scanned and verified on arrival.
- On tertiary education premises at Red, capacity limits must be based on 1m.

- distancing and face coverings must be used when indoors (unless an exemption applies)
- Assembly's will be done via video played in class room & activities and large celebrations will be cancelled
- Contact tracing systems in place for all staff, students, and visitors onsite
- The official NZ COVID Tracer QR code posters in prominent and accessible places at or near entrances and take steps to ensure that each person entering the facility scans the QR code or provides details to enable contact tracing

VACCINATIONS

At the start of your enrolment, you will be asked to provide proof of your Covid-19 vaccination, which will be the NZ Covid Pass or if your vaccination is done overseas you will need to apply to add it to NZ's CIR (COVID Immunisation Register) to verify your vaccination. This can be done via the Ministry of Health's website.

For more information on what vaccinations are approved in New Zealand, please visit the Ministry of Health's website or talk to student Support.

DURING YOUR STUDIES

It is important when studying with WIE that you follow the COVID-19 rules, to keep everyone safe.

This means you need to;

- Stay home and get a COVID-19 test if you experience any flu like symptoms
- Inform WIE when you are not well
- Wash and sanitize your hands
- Follow the signs around the school
- Check Ministry of Health's locations of interest and if contacted by Ministry of Health to inform student support at WIE ASAP and follow the advice of a health professional



ACCOMMODATION AND WELFARE

There are a range of accommodation options available and WIE can help you find accommodation that best suits your preferences.

Please note that students under the age of 18 MUST live with a WIE homestay or a caregiver appointed by the student's parents or legal guardian. This is a requirement of the Code of Practise.

HOMESTAY

Homestay is the best option to improve your English quickly and experience the New Zealand way of life with an English-speaking family. We choose friendly and supportive host families whose homes are comfortable and safe for you to live in and all WIE host families have agreed to abide by the conditions of the Code of Practise for the Pastoral Care of International Students.

In a homestay you live with a local family where you have your own fully-furnished room. Breakfast, lunch and dinner for under 18 and breakfast and dinner for over 18, are provided. General expenses such as power and water are included in the homestay fees, but internet and phone expenses are not included.

Homestay Fees

Homestay fees can be located on our website <https://wie.nz/enrolment/fees-payments/>

Homestay fees are payable FOUR weeks in advance and there is a non-refundable placement fee of \$200.

A minimum of FOUR weeks advance notice is required if you would like WIE to arrange a homestay for you.

If you want to change your homestay or move out, you need to tell the homestay coordinator at least TWO weeks in advance.

Homestay Coordinator

WIE's homestay coordinator will arrange a suitable family for you to live with and is available to offer support and homestay-related advice to students.

If you have any issues regarding your host family, please talk to the homestay coordinator (see Student Support Staff on page 4). Most often the problem is because of miscommunication and we are happy to help sort it out. Call (07) 838 2450 or email homestay@wie.nz.

If you have asked WIE to arrange your homestay, WIE is responsible for your:

- Homestay accommodation.

- Ongoing support during your homestay including 24-hour emergency contact.
- General assistance with your host family.

At the completion of your stay in your homestay family, you will be asked to complete a questionnaire. The feedback provided is important so we can assess your host family's ability in dealing with students.

OTHER ACCOMMODATION OPTIONS

Backpackers

Backpacker hostels offer a friendly environment where you have the chance to meet other tourists. They are best suited for short-term stays since they do not offer much privacy for study and are usually more expensive per week than homestay accommodation.

The price starts at \$40 per person per night, which does not include meals but there are many food outlets nearby if you don't want to cook your own food. Cooking, laundry and bathroom facilities are generally shared.

There are several good backpackers within walking distance to WIE, including:

The Eagles nest: <http://eagles-nest-backpackers-hostel.northislandnz.net/en/>

Backpackers Central: www.backpackerscentral.co.nz/

Motels

Motels are a lot like hotels but much cheaper and usually have more cooking facilities. Prices vary depending on the quality and location of the motel but generally range from \$105 - \$200 per room per night.

There are many motels close to the city, just search online for Motel+Hamilton+CBD.

Apartment/Townhouse

Suitable for both long-term and short-term stays, these generally come fully-furnished and are close to the city centre. Choose from studio apartments, one-bedroom apartments and two-bedroom townhouses.

Rent is usually paid two weeks in advance and a bond is usually required as a deposit (equal to approximately 3 - 4 weeks rent).

Contact WIE to ask for recommendations.

LIVING WITH A HOST FAMILY

New Zealand is a multicultural country and homestay families come from a diverse range of cultural backgrounds.

Family structures are not limited to the traditional model. For example, there are couples without children, single mothers with children, and retired couples.

Host families choose to host international students for various reasons. Many homestay families are interested in having cross-cultural interaction, while others decide to host as they wish to 'internationalise' their children by exposing them to other cultures. Many elderly couples host to have company, as their children have left home.

All host families arranged by WIE have been police checked and their homes have been checked to ensure they are suitable and welcome place for international students to live.

Being a member of the family

Your host family will accept and treat you as a member of the family, rather than a guest. Please be considerate and accommodating of your host family's lifestyle and any house rules that they may have.

Show initiative in helping out around the house with little chores. It's a great way of initiating interaction and learning about the New Zealand culture.

Please remember to always be polite and say "please" when asking for something, and "thank you" when something has been done or given to you.

Pets

Over 75% of households in New Zealand have pets. This is partly because space is not an issue in New Zealand and most people have a backyard. Pets are generally treated as members of the family and are usually allowed in the house.

We do our best to accommodate students with strong reasons for not wanting to live in a household with pets (e.g. an allergy or a phobia).

Heating

Your room will be fitted with some form of heating e.g. a heater or an electric blanket. Please use the heating with consideration and do not have it on during the day, as it does increase the power bill over the winter months.

Laundry

Some host families will be happy to wash your laundry, but it should not be expected and some families will show you how to do it yourself. It is best to check with your homestay family how the laundry is done in the house.

Showering

Showering is more common than bathing in New Zealand. It is important you DO NOT have long, hot showers as this will cost a lot of electricity. Please limit your showers to maximum of 10 or 15 minutes. Some homes have a tank water system where the supply of hot water is limited so, please be considerate.

Valuables

While in New Zealand, please store your valuables including your passport and flight ticket in a safe place (probably best to keep them locked in your suitcase).

Internet

It is ILLEGAL to download music and movies off the internet in New Zealand and there are laws which mean you can be fined if you are caught downloading. Because of this, WIE host families are not required to provide internet to students, although some choose to offer it for an extra fee.

We recommend students purchase a USB modem stick, which can be plugged into your laptop. You can buy a modem stick for \$70, which includes 3GB of data.

If your host family does provide you with internet access, please respect them by not using it for downloads.

Privacy

Please respect the privacy of family members. It is customary to knock on a door if the door is closed, before entering a room.

Telephone

Phone calls and other communication costs are not included as part of the homestay fee. If you would like to use your host family's phone, you need to ask first.

Remember to ask your family before using their phone, even if you are paying for the call.

Meals

Meals in New Zealand are likely to be quite different. They may include more meat than you are used to. Tell your homestay family if you are finding the meals too big, too small, too spicy, etc.

Also remember to tell your homestay family about any food that you don't eat or are allergic to.

Breakfast is generally self-served. Your homestay family may tell you to help yourself. Lunch and dinner also is provided by your host family (depending on age). Your family may prepare lunch for you or you may be asked to prepare it yourself.

If you are eating out with your host family, please offer to pay for yourself.

Going Out/Inviting Friends over

If you are going out, please advise your host family where you are going and approximately what time you will be home. Your host family knows that you are in a new country and will be concerned if they don't know where you are.

If you are going to invite friends' home, please ask your host family first.

Electrical Appliances

Please ask your homestay family how to use electrical appliances such as the microwave, and the oven.

If you are planning to bring electrical items you will need an adaptor and/or transformer.

Please remember it is rude to turn off the television or change channels when other family members are watching. If there is a special program on television that you wish to watch, please ask your family before changing channels.

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 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 Support/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 Support/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.

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 and 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.

Educational 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
- Student 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 at Reception if you wish to view a copy.



USEFUL CONTACT NUMBERS

The following phone numbers and addresses for outside services may be useful to you:

NZ Immigration	0508 558 855
Consulate General of the People’s Republic of China	09 525 1589
Korean Consulate (Auckland)	09 379 0818
Waikato Chinese Students and Scholars Association (President)	07 853 9368
Hamilton City Council	07 838 6699
Community Law Centre	07 839 0770
Citizens’ Advice Bureau	07 839 0395
Community Alcohol & Drug Trust	07 834 2428
Aotearoa Phone Counselling (3 pm – 7 pm)	0800 543 354
Traffic/Vehicle Accidents	07 838 0989
Sexual Wellbeing Aotearoa	07 810 6610
Asian Family Services (Mandarin, Cantonese, Korean & Vietnamese)	0800 862 342

Anglesea Street Clinic, Dental & Eye Care
Address: Cnr of Anglesea and Thackeray Streets
Phone:
07 858 0800 (Medical Clinic)
07 858 0750 (Dentist)

Victoria Clinic Emergency Medical Centre
Address: 173 Anglesea Street, Hamilton
Phone: 07 834 0333

SECURITY

In an emergency, report to a WIE staff member, and then contact Reception.

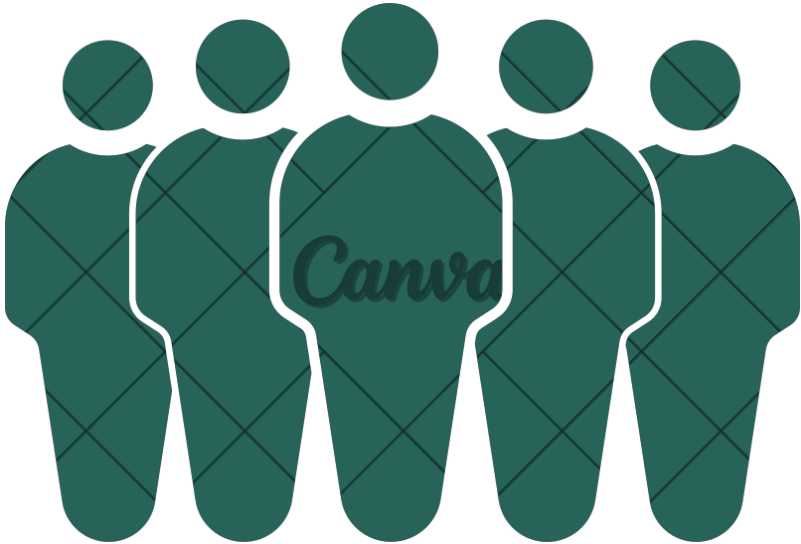
Personal Possessions
It is strongly recommended that students ensure their personal property is kept secure at all times.

WIE cannot indemnify students for loss, theft or damage of personal property and students accept total responsibility for all personal property.

Lost Property
Lost property on campus can be handed in or reported to Reception.

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.



LIVING IN NEW ZEALAND/AOTEAROA

QUICK FACTS

Population	5,334,200 (2025-26 Estimate)
Currency	New Zealand Dollar (NZD) \$1 = 100 cents
Capital	Wellington
Largest City	Auckland
Time Zone	UTC +12
Official Languages:	English, Maori, NZ Sign Language

New Zealand is a country made up of two main islands, the North Island and the South Island. The indigenous Māori name for New Zealand, Aotearoa means Land of the Long White Cloud.

Although the country has roughly the same land mass as Japan and the UK, NZ’s population is only 5 million so the country is clean and green with plenty of space for everyone and unspoilt scenery to enjoy.

Waikato

The Waikato region is the fourth largest region in the country in both area and population. It has a population of nearly 532,100 (2025 estimate). The region is well known for its dairy industry, rolling farmlands, and excellent education facilities. Red, yellow and black are the region’s colours and fans will often dress in these colours to support the local teams during sports events, particularly Rugby.

Hamilton

Hamilton’s population of nearly 200,000 makes it the fourth largest city in New Zealand and it is also the second fastest-growing population after Auckland.

Hamilton is one of the most multicultural cities in NZ, with more than 80 ethnic groups. Hamilton's population is 63.60% NZ European, 25.00% Māori, 18.00% Asian, 6.1% Pacific Peoples and 2.2% Middle Eastern, Latin American and African. The city offers a multi-cultural mix of cafes, pubs and restaurants that contribute to an exciting night life.

Sports are highly popular in Hamilton, with both rugby games and cricket matches well attended. Hamilton was chosen to host the Rugby World Cup in 2011, the Mens Cricket World Cup in 2015 and the womens cricket world cup in 2022.

Hamilton’s main attraction is the Hamilton Gardens, which is an alternative to traditional botanical gardens and draws tens of thousands of visitors every year, and has won several international awards.



Maori Representative Flag

WEATHER

The weather in Hamilton is variable; often starting out with sunshine then fog, and suddenly turning to rain, before turning back to sunshine. It is often said that Hamilton has four seasons in a day!

Daily maximum temperatures in Hamilton range from about 22° to 30 °C in summer and from 10° to 15 °C in winter. In winter, ground frosts are common in Hamilton but snow is extremely rare. Typically, summers are warm but humid while winters are cool and dry.

Being the only major inland city in New Zealand, Hamilton is colder during the night than places like Auckland and Tauranga, despite its lower elevation.

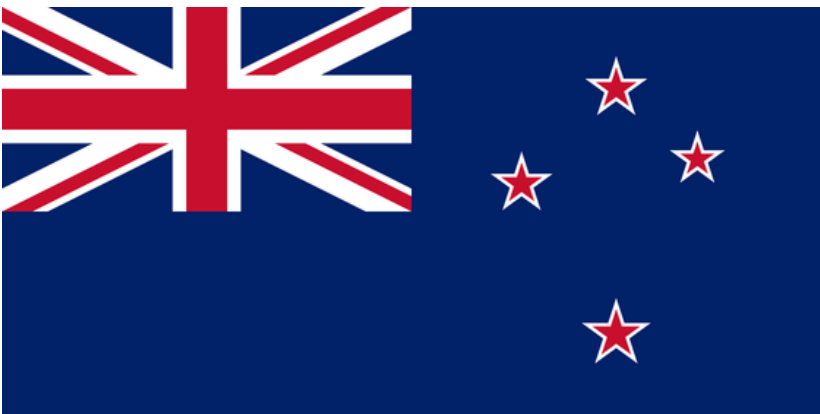
MAORI LANGUAGE

The Māori people make up about 18% of the population, so it is likely you will come across some Māori words and phrases while you are in New Zealand.

Being able to correctly pronounce Māori words is a valuable skill since incorrectly pronounced Māori will immediately identify you as a tourist. A great language to practice while in Aotearoa!

A number of Māori words have been adopted into everyday conversation and many place names are of Māori origin, so it is good to know a few common words, here are some words you might hear or read:

- Haere Mai** - Welcome
- Kia ora** - Hello/Thank you
- Ka pai** - Good
- Hangi** - Traditional Māori way of cooking food in the ground
- Hongi** - A formal Māori greeting, by gently pressing noses together
- Aroha** - Love
- Wāhine** - Woman/Women
- Tāne** - Man/Men
- Kai** - Food
- Marae** - Communal facility
- Pākehā** - European person
- Tangi** - Funeral (literally “to weep”)
- Tapu** - Sacred
- Whānau** - Family
- Aotearoa** (New Zealand) - Land of the long white cloud.



New Zealand National Flag

INTERACTING WITH THE LOCALS

New Zealand is a small country with a small population (5 million). The locals, informally called “Kiwis” (not to be confused with the native bird “the kiwi”), love the outdoors and are very friendly and quite casual in their manner towards each other and visitors.

New Zealanders do the following:

- Say ‘please’ when they want something and ‘thank you’ when they get it. It is considered rude if you do not say ‘please’ and ‘thank you’.
- Say ‘sorry’ or ‘excuse me’ if they bump into another person by accident.
- Say ‘hello’ to people they have never met before on the street or in a shop.
- Make lines or queues when waiting for service. It is considered rude to push in and not wait your turn.
- New Zealanders do not spit in public places such as the street as this is considered rude.

New Zealanders are known to be friendly and interested in learning about other people’s culture and society. They will ask questions about you, and they are happy for you to ask questions about them and about New Zealand in general.

There may be certain times where personal topics can be discussed quite easily, but privacy about personal matters is important and topics such as wages, age, a person’s weight and how much people pay for things are not often discussed outside of family and close friends. Personal comments such as ‘you are very fat’, or ‘you are too skinny’ or ‘his hair is grey’ or ‘that is not a nice dress’ can be thought rude unless it is to a very close friend or family member who knows you well.

You may find New Zealanders to be reserved in some ways, as it is common to not display emotion or affection openly. When greeting friends and family, for example, a simple hello, sometimes a hug, is usually all that takes place, unless it has been a long time since they last met.

MEETING PEOPLE

New Zealanders usually shake hands (with the right hand) when meeting each other for the first time. Your handshake should be a firm, but not hard, grip and last for 3-5 seconds. Some family members give you a hug or kiss you on the cheek. It is their way of welcoming you and showing that they are pleased to meet you. Māori people may ‘hongi’, which is a custom of lightly pressing noses with you as they shake your hand.

When you want to meet with someone professional (e.g. a doctor or lecturer) you need to make an appointment in advance. On most occasions you will not be able to meet without organising a time first. If you are meeting someone or attending class it is very important to be on time, or a little early.

When you visit New Zealanders at home it is expected that you would let the person know that you want to visit and what time you will arrive. When meeting friends or family it is OK if you are about 10 minutes late. If you know you are going to be later, it is polite to phone and let the person know when you expect to arrive. If you are tramping, walking or in a situation where there are very few other people, it is quite normal to say ‘hello’ or ‘good morning’ to strangers.

AT HOME

The average number of children in a New Zealander family is two or three. Most people live in modest houses with three or four bedrooms, one or two bathrooms and a small garden. Family customs and traditions vary from family to family. Generally, men and women share household tasks, cooking and bringing up children. Many mothers will work outside the home, drive and manage finances. In some families the chores men and boys do will be different from those done by women. Most people do their own cooking and cleaning, and it is very unusual to have servants. Many children in New Zealand leave their family homes when they start university or when they finish high school. It is common for young people to leave their family home before they are 20 years old.

SOCIALISING

Young people (over 18 years of age) often get together in pubs, bars or cafés to hang out. Restaurants and bars usually close between 9pm and 11pm during the week. During the weekend the closing hours are later. Tipping is not usually expected, as service charges are built into the price of food and drink. Tipping sometimes occurs at restaurants but payment of tips is by customer choice and is usually a reward for exceptional service.

Many New Zealanders like to socialise at home and cook a meal or host a barbeque for their friends. It’s common practice to ask what you can contribute to the meal, if you are invited to a New Zealand home – chocolates, fruit, wine or a special food item are always gratefully accepted.

DRESS CODE

New Zealanders dress informally, comfortably and quite conservatively on most occasions. Dressing up for an occasion such as a wedding, special celebration or big party is common however, so it is a good idea to have at least one set of smart clothes for special times.

A TYPICAL DAY

The day in New Zealand generally starts at about 7am when most people get out of bed. The weekend is Saturday and Sunday, and often people will wake up later on these days. It is most usual to have a shower first thing in the morning and then have breakfast.

Breakfast usually consists of toast, porridge, cereal or eggs during the week and a cooked breakfast of bacon, sausages or pancakes on the weekends. During the weekdays, school starts at 9am and finishes at 3pm, the average work day starts at 8.30am and finishes at 5pm.

Lunch for most employees is one hour, taken some time between 12pm and 2pm. It is a light meal, often just a sandwich and some fruit. Many food outlets and cafés sell hot food during lunch time so it is rare for people to travel home for a large meal.

Families usually have dinner together sometime between 6pm and 8pm. It is common for kiwis to spend time together in the evening, talking or watching TV. Usually people go to bed sometime between 9pm and 11pm. In the countryside it may be earlier, as they usually wake at sunrise to get chores done first thing in the morning. In the weekends many people go out to visit friends, cafés, movies, bars or restaurants. It is usually only on weekends that people stay up late unless there is a special reason.

SHOPPING

Most shops are open between 9am and 5pm Monday to Friday. Some are open all weekend as well. In Hamilton, most shops are open seven days a week. There are three main shopping malls, Centreplace (located in the central city), The Base (located in Te Rapa) and Westfield (in Chartwell). Usually smaller shops and boutiques are closed on Sundays.

There is usually one night a week when shops are open late (usually until 9pm) so people can shop after school or work. Centreplace, The Base and Westfield are open until 9pm on Thursdays and The Base has some stores open until 9pm on Fridays. Supermarkets and other large shops have longer opening hours. In New Zealand people do not usually carry large amounts of cash with them. It is much more common to use EFTPOS and credit cards to pay for goods.

STUDENT DISCOUNTS

Having a student ID card gives you access to discounts at a wide range of shops and retailers, including clothes shops, stationery shops etc. Usually, the discount is about 10%. You need to ask whether the shop offers student discounts before you make your purchase. If it does, you will need to show your WIE student ID card to receive the discount. Student discounts are also available at cinemas, tourist attractions, concerts and for public transport.

RELIGION

New Zealand does not have an official state religion and freedom of religion is a cornerstone of New Zealand democracy. Although one third of population identify themselves as being Christian, many people do not practice religion or have a religious affiliation. New Zealand is made up of a variety of cultures so there are

many other religions practised in New Zealand including Islam, Hinduism, Buddhism, Judaism and Sikhism.

DRIVING

If you are thinking of driving in New Zealand you need to check that you meet New Zealand's driving laws.

If **you have an overseas driver's license** or an international driving permit, you can drive in New Zealand for a maximum of one year. Note: you are only able to drive those types of vehicles you were licensed to drive in your own country.

If you plan to be in New Zealand for more than one year you must apply for a New Zealand driving licence before the end of your first year. You will have to pass a theory test and probably a practical driving test too.

You **must carry your licence or permit** with you whenever you are driving. If your overseas licence or permit is not in English then you are required to carry an official translation with you.

If you **don't have an overseas driver's licence** or an international driving permit, you must apply for a learner licence before you can drive any vehicle in New Zealand

NOTE: You can get more information about driving in New Zealand and New Zealand's driving laws by:

- Buying a copy of the Road Code. You can buy these in bookstores or from driver licensing agents. You can also borrow a copy of the Road Code from a Hamilton Public Library.
- Contacting the New Zealand Transport Agency on its website <https://www.nzta.govt.nz/> or free phone 0800 822 422

BECOMING INDEPENDENT

If you've been living at home with your family before coming to New Zealand, it may take some time to adjust to independent living. Before you leave home think about the skills you may need for your new life in New Zealand and how to prepare yourself.

Study Independently and Manage Your Time

The style of teaching in New Zealand may be different from what you are used to. Everyone is expected to study independently. Independent study means that you are responsible for making sure that you are prepared for class, keeping up with your studies and completing all your course requirements. You can always ask for help. Most lecturers, tutors and student support staff are very happy to give you advice and answer any questions you have about your studies. However, it is your responsibility to ask for help and to do your studies. International students can find time management hard if they are used to a strictly regulated routine in their home country. You also need to make sure that you have a balanced life in New Zealand and manage your time so that you can keep up

with your studies, find time to socialise and do recreational activities.

Budget/Manage Money

Another responsibility you will have is managing your money. Many international students have never had to buy their own food or clothes and pay for their own accommodation. You should try to set a budget and plan how and when to use your money so that you can meet all your costs.

CULTURE SHOCK

Adapting to a new place takes time. Many students go through a period of personal frustration or disenchantment with their new environment. This is known as culture shock and it's a normal part of adjusting to a new place.

Stages of Transition

Honeymoon

When you first arrive, you experience exhilaration, anticipation, nervousness, and excitement. This settling-in stage can last a few days, weeks, or months.

Hostility

By about the third month, it starts to frustrate you that people don't understand you. You may be having trouble understanding others. You feel frustrated or depressed that it's so difficult to get things done. You find yourself wishing that things could be as they were at home. These feelings will fade as you gain confidence.

Acceptance

After about six months, you start to appreciate the differences between your home country and your new environment. Your sense of humour returns and you feel more balanced. The minor mistakes and misunderstandings that would have frustrated you before make you smile or laugh now.

Adaptation

Eventually, you begin to feel at home in your new environment and find greater satisfaction – personally and academically.

Coping with cultural transition

Give yourself time to adjust. Some things that help students make a transition:

- Get involved in clubs and activities to meet new people and make friends.
- Write letters, send emails, or call friends and family back home; these connections will help you feel grounded.
- Manage your stress by staying healthy; eat well and get enough sleep and exercise.
- Talk with other students about your experiences, sharing stories helps!
- Talk to one of the Student Liaisons.

SMOKING & ALCOHOL

- The legal age for drinking and smoking in New Zealand is 18 years old.
- You may be asked for proper ID when purchasing cigarettes and/or alcohol.
- ALL indoor areas are smoke free (non-smoking) and you cannot smoke within ten metres of a building in most public areas.
- Drinking alcohol in public places is limited to licensed areas such as pubs and restaurants.

COMMUNICATION CHANNELS

Should you have any issues or wish to discuss something about your host family or any other difficulties you are having, WIE staff are available for appointments during office hours (8.30am – 5pm, Monday to Friday). Please visit Reception to see one of the student support advisors.

Many issues that arise in homestay are best resolved by approaching your homestay family. If the problem cannot be resolved between you and your homestay family or if the issue is serious and requires immediate attention, please contact WIE or tell one of the student support advisors.

Phone: 07 838 2450

Mobile: 022 104 8705

Email: homestay@wie.nz

TRANSPORT

Your host family will advise you how to commute to WIE. Ask your homestay family to write the instructions on paper, step by step.

Do not forget to carry essential contact details (WIE, your host family) with you in case you get lost.

Public Transport

Hamilton has a public bus system where all bus routes run into the central city bus station. Most routes run twice every hour during the day.

With a Bee Card card, the fare for students is \$2.40 per trip (ticket can be used more than once within 1 hour of issue).

You can top up your bus card and pay for your fare on the bus when you board. Get on at the front door of the bus and get off at the back door.

Some bus services do not operate late at night, and may also provide limited service on weekends.

Taxis

If you are travelling late at night on your own it is best to use a taxi. Free phone **0800 477 477** from your mobile to call a taxi to any address in Hamilton.

Walking alone at night

This is best avoided, even though New Zealand is still regarded as a safe country.

Seatbelts

By law, all passengers in the vehicle must wear seatbelts.

Hitch hiking

DO NOT hitch hike under any circumstances, it is dangerous.

Bicycle

In New Zealand, bike riders must wear a helmet and ride on the road, not on the footpath, and at night you must have lights on your bicycle.

Calling Host families

Some host families may be happy to pick you up, however please do not expect your homestay family to provide transport for you.

MEDICAL & INSURANCE

Should you have any issues or wish to discuss something about your host family or any other difficulties.

Medical Insurance

It is the responsibility of every international student to ensure that they have valid medical insurance at all times. If you do not organise this yourself, you can ask WIE to buy an insurance policy on your behalf.

If you have an accident or are sick, you will need to pay for the consultations and any medication/treatment up front. Then you can make a claim to get a refund, if your insurance covers it. If WIE arranged your insurance, bring your receipt to school and we can help you.

Accident / Sickness

If you are ill or injured while at home you will probably be taken by your host family to their local Doctor. Pay for the visit yourself, then use the receipt to make a claim to your insurance company.

If the Doctor prescribes medication, take your prescription to the chemist. Non-prescribed medicine can be purchased over the counter from any chemist. The standard fee for a visit to the Doctor is usually \$90 - \$120. You will need to pay this then submit a Claim to your Insurance Company to get your money back.

Dangers and Annoyances

Most of the people you will meet in New Zealand are very friendly. Remember it is all right to say no and walk away if someone approaches you with a suggestion which you do not like or do not want to do.

If you are home alone in your homestay and a stranger comes to the door, do not open the door and let them in. Go to a window to see who it is. Under New Zealand law, you do not have to open the door unless it is the police. If you feel uncomfortable or threatened while you are on campus, talk to a WIE team member about the situation as soon as possible.

If you feel uncomfortable or threatened in your homestay, contact WIE immediately: 022 104 8705.

Please give your mobile number to your host family so they can keep in contact with you. Remember to keep your phone charged and topped up with credit.

FINANCIAL

Travellers Cheques

Most retailers in NZ do not accept Travellers Cheques. You will be required to show ID (e.g. passport) when cashing Travellers Cheques.

Credit Cards

Credit cards can be used to make purchases and to withdraw cash from ATM machines. Please note that the interest rate on credit cards is usually very high.

Some smaller shops don't take credit card but most chain stores and large shops will. The most widely accepted credit cards in New Zealand are Visa, MasterCard and American Express.

ATM

Normally ATMs are accessible 24/7 in New Zealand. You can withdraw cash from \$20.00 up to around \$500.00 on your credit card or EFTPOS card.

Carrying Cash

Do not carry large amounts of cash on you.

Ask a friend to come with you if you are going to withdraw cash from an ATM machine, particularly after dark or if the ATM machine is situated away from main roads.

Do not count large amounts of money in public.

COST OF LIVING

The following is a guide only. All prices are in NZD.

- A cup of coffee = \$5.50 - \$9.00
- A can of Coke = \$2.50 - \$3.00
- McDonald's Big Mac = \$12.00
- Taxi fare (per km) = \$3.50
- Movie Ticket = \$19.50 (at Event Cinemas with Student ID)

For more information on the cost of living in New Zealand, visit: www.newzealandnow.govt.nz/living-in-nz/family-friendly/comparable-living-costs.



HAMILTON, WAIKATO
NEW ZEALAND



WAIKATO INSTITUTE OF EDUCATION

New Zealand / Aotearoa Language School

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Hamilton Central, Hamilton 3204, New Zealand

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www.wie.nz

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Hamilton 3240

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