



STUDENT HANDBOOK

October 2009

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Agreement to Follow Student Handbook Guidelines

I have read and understood this Student Handbook. I agree to follow its guidelines while I am a student at Ellipse Institute.

Name of Student:

Signature of Student:

Date:

MANAGING DIRECTOR'S WELCOME

Dear Students

Welcome to the Ellipse Institute!

This handbook provides key information for when you are studying at the Ellipse Institute in whatever programme you may undertake.

It is our pleasure to welcome you. Ellipse Institute management and staff wish you every success with your training programme and we are committed to supporting you right through your studies. If at any time you need help and are unsure about any of the information given on rules and regulations, study conditions, assessment results, or anything else, please do not hesitate to talk to us. We have an open door policy.

We provide a range of skills and strategies designed to help you develop a clear career path in your chosen industry or profession. Individual goal-setting, interview skills and personal presentation all form part of the package that maximises your success in the job market. Our unique course programmes and schedules ensure all who enter our institute receive the appropriate level of individual tuition and support, followed by employment guidance upon completion of your studies.

Ellipse Institute in its mystique and uniqueness provides education and training for all students alike. We are a strong team with the needs of our students foremost in our thoughts at all times. In disciplinary matters we are always fair and extremely approachable. We have all been in your position and understand the pressures and complications that being a student might bring. We look forward to a happy and positive working relationship with you.

Best wishes,

Bhashkar Prasad
Managing Director

1 PURPOSE OF THIS HANDBOOK

This Handbook is about how Ellipse Institute cares for its students. Every applicant receives a copy of the Handbook when they are offered a study place on a course. This enables them to learn how we operate before they enrol.

Every part of the Handbook applies to international students and most of it applies to local (New Zealand) students.

Some parts apply only to international students: the parts marked by a vertical line at the left margin of the page.

The Handbook is given to all staff, displayed in all student areas and discussed with students during orientation. Please follow the guidelines in the Handbook – they will help you to get full value from your time at Ellipse Institute.

As soon as you have read and understood the Handbook, please sign the form headed *Agreement to Follow Student Handbook Guidelines*, found after the Contents page. Your tutor will then take a photocopy of that page to put in your personal file.

2 ABOUT ELLIPSE INSTITUTE

Our Organisation

Our mission statement is:

Ellipse Institute is committed to excellence in education and training, enabling students to prepare for successful careers either in New Zealand or overseas

Ellipse Institute was founded in 1995 and since then has gradually widened its range of courses. But one thing all courses have in common is a focus on a healthy balance between Mind, Body and Spirit. As total wellness becomes a primary concern in modern society we teach our students to help people look and feel good on the outside and also to rebalance their mind and spirit on the inside.

We keep our classes small – no more than 25 in each course. This means that students get plenty of attention and the standard of training is high.

One of the things we concentrate on is providing support for students. Every staff member provides support but the Administration Manager has special responsibility for it. See part 7 of this handbook, Support Services, for more details. Just ask if you need help.

Our campuses have cheerful classrooms, computers and student common rooms. Our *Health and Safety Manual* helps us maintain healthy and safe study conditions at all times. Major bus routes pass our doors and all our campuses are close to libraries and shops. Campuses are all in suburbs where student accommodation is quite easy to find.

3 STUDYING WITH US

3.1 Current Courses (see Appendix 4, page 27, for details)

Our range of courses for 2009 includes:

<i>Course/Qualification</i>	<i>Weeks (full / part time)</i>	<i>Intake Start Dates</i>	<i>Students per Intake</i>
	48 (FT)	Jan, Apr, Jul, Sept	20-25
Diploma in ESOL (Level 5)	48 (FT)	Jan, Apr, Jul, Sept	20-25
Preparation for the IELTS Examination (Level 4)	15 (FT)	Jan, Apr, Aug	20-25
English for Beginners (ESOL) (Level 1)	12 (FT)	Jan, Apr, Aug	20-25
English for Speakers of Other Languages (Elementary) (Level 1)	12 (FT)	Jan, Apr, Aug	20-25
English for Speakers of Other Languages (Intermediate) (Level 2)	12 (FT)	Jan, Apr, Aug	20-25
English for Speakers of Other Languages (Advanced) (Level 3)	12 (FT)	Jan, Apr, Jul, Sept	20-25
National Certificate in Beauty Services (Nail Technology) (Level 4)	12 (FT) 24 (PT)	Jan, Apr, Jul, Sept	10-12
National Certificate in Beauty Services (Body Therapy) (Level 5)	22 (FT) 44 (PT)	Jan, Apr, Jul, Sept	10-15
National Certificate in Beauty Services (Beautician) (Level 4)	25 (FT)	Jan, Apr, Jul, Sept	10-15
Diploma in Beauty Therapy (Level 5)	60 (FT) 120 (PT)	Jan, Apr, Jul, Sept	10-15
Certificate in Computer Servicing (Technician) (Level 5)	12 (FT)	Jan, Jul	20-25
National Certificate in Computing (Level 3)	14 (FT)	Jan, Jul	20-25
National Certificate in Computing (Level 4)	16 (FT)	Jan, Jul	20-25
Diploma in Computing (Level 5)	40 (FT)	Jan, Jul	20-25
New Zealand Diploma in Business (Level 6)	76 (FT)	Feb, Jul	20-25
Certificate in Computer Graphics (Level 3)	15 (FT)	Feb, Jul	10-15
National Certificate in Business Administration and Computing (Level 2)	22 (FT)	Jan, Jul	20-25
National Certificate in Business Administration and Computing (Level 3)	22 (FT)	Jan, Jul	20-25
National Certificate in Business Administration (Level 4)	22 (FT)	Jan, Jul	20-25
Diploma in Computing (Level 7)	44 (FT)	Mar, Jul	20-25
Diploma in Health Care (Level 5)	48 (FT)	Jan (2010)	10-15

3.2 Future Courses

New courses we plan to introduce in the future include:

<i>Course/Qualification</i>	<i>Weeks (full / part time)</i>	<i>Intake Start Dates</i>	<i>Students per Intake</i>
National Diploma in Design (Graphic Design) (Level 5)	72 (FT)	Feb, Jul	20-25

3.3 Our Commitment to Quality Learning

We work hard to make learning enjoyable and successful. We do this by using good tutors, good facilities, modern equipment and learning resources.

We expect you to attend regularly and complete your assignments on time. Our tutors provide plenty of help and give quick feedback on your work. We want you to progress as fast as possible.

Our quality management system is approved by the New Zealand Qualifications Authority (NZQA). Its purpose is to make sure that Ellipse Institute operates smoothly and that all its students have the best possible chance of success.

Our system provides:

- a secure and positive learning environment
- facilities, resources and methods necessary to deliver quality learning
- well qualified and committed staff, sensitive to the cultural needs of their students.

Registration and accreditation from NZQA are evidence that we are able to deliver quality education and training. Our commitment to this is stated in the Tuition Agreement which we ask you to sign when you accept a study place.

Course and Tutor Evaluations

Once during a short course or once every semester for longer courses we ask you to evaluate your course by writing comments on a simple form. On a separate form you may be asked for comments about your tutor's performance. Separately, tutors also evaluate their course and each other's performance.

How to Become a Successful Student

The things mentioned above will help you reach your study goals, but success also depends on how you organise your life. It is important to:

- set realistic education goals
- attend classes regularly
- interact with tutors and classmates
- persevere with study and complete assignments
- keep a balance in your life between study, recreation and rest

3.4 Assessment

Recognition of Prior Learning

When you enrol we can, if necessary, assess you for RPL (Recognition of Prior Learning) and grant credits towards a qualification for what you already know or can do.

Assessment for RPL is based on one or more of these pieces of evidence:

- a certified copy of your academic record
- a certified copy of a portfolio you have compiled
- an evaluation by NZQA of your overseas qualification/s (for this you must pay a fee to NZQA)
- an attestation from an experienced person who knows your capabilities well
- a reference from a past employer
- early assessment for a part of the course

The Nature of Assessment

During a course there is a mixture of theory, practical assignments and tests. Some assessment is covered by 'naturally occurring evidence' - evidence you generate while you are working on an assignment or practising your skills. In that situation a tutor observes you at work and credits you for the skills you demonstrate.

We regard formative assessment as very important. Formative assessment is done as a course progresses and is used to measure your understanding and progress. It may be done by a tutor, another student (a peer) or by yourself. Self assessment is very important because it helps you to be self-critical and to develop confidence in your judgements. Formative assessment results are not recorded on your academic record. One of their most important uses is to measure whether you are ready for summative (final) assessment.

We integrate summative assessment wherever possible. This means assessing two or more components of a course at the same time so as to provide a holistic (multi-dimensional) form of assessment. This makes learning and assessment more interesting and satisfying – because you are dealing with larger issues and not just smaller parts of them.

Assessment methods include: practical exercises (sometimes with videotape or audiotape evidence), tests with oral answers, tests with written answers, oral presentations, written presentations, assignments, role-plays, simulated work problem-solving. Written work handed in for assessment must be word-processed. Ellipse Institute has computers which you can use in your own time – ask your tutor about booking computer time.

At Ellipse Institute we use standards-based assessment. This means that your work is measured against predetermined performance standards, so you know the standards to be met before you attempt an assessment. If your performance does not reach the standards set, you will need to be re-assessed for part or all of the assessment activities.

Assessment results are notified quickly, discussed with students and recorded carefully. The discussions are to help you with future learning.

Plagiarism

Plagiarism is presenting another person's work or ideas as your own. This is a form of cheating and it is not acceptable. Such work will not earn any credits.

Re-Assessment

You have the right to one re-assessment for each assessment exercise. You must apply for re-assessment within 10 days and must undertake the assessment soon after.

Appeals against Assessment Decisions

If you believe you have been assessed incorrectly or unfairly, you may appeal, first to your tutor and later to other people if the matter cannot be resolved. Details about appeals are displayed in each classroom.

Reassessment and appeals against assessment should be dealt with internally - kept within the institute. If you believe that your work has been assessed unfairly, or that your performance was affected by ill health, you must first discuss the matter with your tutor. If you remain dissatisfied with the assessment, appeal to the Management Team at Ellipse Institute.

External appeals may be used when an assessment matter cannot be settled within the institute. Your tutor can advise how to make such an appeal. External appeals are made to the person who moderates institute assessments.

The final source of appeal for assessment matters is: Moderation Services, New Zealand Qualifications Authority, PO Box 160, Wellington.

A notice about the above procedures and the contacts with appeal authorities is posted on our notice boards.

4. APPLICATION AND ENROLMENT

4.1 Course Information

You can get information about our courses from Administration Manager. We provide up-to-date information on our website, in our brochures and in other publicity information. You are welcome to contact us if you need extra information.

Course Materials: Textbooks and other Learning Materials

Students must buy their own textbooks, either new or second-hand. They must also buy their own stationery. We provide many learning materials other than textbooks - handouts, video or audio tapes, CD-ROMs, DVDs, etc.

Additional Reading

Ellipse Institute has reference libraries at each campus and additional study material can be obtained from nearby public libraries run by Auckland City or Waitakere City. The service is free - all you need to do is show your student Id (identity) card.

Additional Language Support

Additional help with English, literacy or numeracy is available. If you need such help, talk about it with you when you enrol. And you are also welcome to discuss it with your tutor at any time.

Equipment and Learning Materials

We provide standard classroom equipment, reference books, teacher handouts and other learning resources. We also have computers available to students for their assignment work, audio and videotape recorders, cassettes, CD-ROMs, DVDs and TV. You may need to book a time with the Administration Manager if you wish to use any of this equipment.

4.2 Establishing Your Identity

We need to know whether you are a New Zealand citizen, a New Zealand resident or a citizen of some other country. New Zealand citizens and residents pay lower tuition fees than students from other countries – this is because the government pays part of their fees. People from the Cook Islands, Niue and Tokelau are also citizens of New Zealand. Australian citizens and permanent residents are treated the same as New Zealand citizens and residents

All applicants need to supply one or more of the following documents to establish their identity:

- birth certificate, passport or certificate of citizenship (New Zealand applicants)
- statement of whakapapa, including date of birth, signed by a kaumatua (Maori applicants whose birth has not been registered)
- passport (international students)
- statement of identity from New Zealand Immigration Services (international students)
- marriage certificate or copy of deed poll declaration (if you change your legal name while you are studying)

4.3 Meeting Course Entry Criteria

In general, we try to keep our entry requirements as open as possible – i.e. with minimum restrictions. Our policy is to consider applications from all applicants regardless of race, creed, religion, gender or age (although in the case of international students we have a minimum age of 18).

All applicants must meet the academic entry criteria. The most common academic entry requirement is a qualification equivalent to a Year 12 or 13 school qualification. Often a certificate at level 3 or above is just as suitable. There may also be an age criterion or a 'previous experience' criterion, but we try to limit the number of criteria to the minimum.

4.4 Selection for a Course: New Zealand Citizens and Residents

When you first enquire we supply you with key information about the course you are interested in and about Ellipse Institute itself. This means providing a brochure (with application form), course handbook and student handbook. Then you will have enough information to decide whether you wish to make a formal application.

Next you ask for an interview. The procedure is:

- The Managing Director or a Programme Coordinator will interview you
- The Tutor will be invited to meet you
- You will complete an application form – or hand in a completed form
- You will need to provide copies of your identification documents – e.g. passport, bank details, Inland Revenue Department number
- You will be told if you can be offered a study place
- If accepted for the course, you will need to pay your fees in full before the course begins, except for courses of longer than one year when you may pay for each year separately
- You will also need to sign our *Tuition Agreement*
- As soon as possible we will send you a letter confirming that you have secured a study place

Declined Course Applications

Applications may be declined for one or more of the following reasons:

- the applicant does not meet the entry criteria
- fees have not been paid
- the applicant needs help with literacy and numeracy before entering the desired course
- the applicant may need to attend an English course in order to raise his/her English rating to the minimum IELTS level required
- Ellipse Institute is unable to run the course – e.g. because student numbers are too low

5 INTERNATIONAL STUDENTS

5.1 Selection for a Course: International Applicants

For applicants not treated as New Zealand citizens or residents the application process is more complicated. International students must be aged 18 or over and hold a student permit to study at Ellipse Institute for one of our NZQA-approved courses. One important entry requirement is a minimum IELTS overall band score of 5.0 for certificate courses or 6.0 for diploma courses. If you do not meet the IELTS requirement you will need to complete a course in English before you begin study in your chosen course. We have suitable English courses available.

5.2 Application and Enrolment Process

Here are the stages in the process:

- Ask for full details about the course you are interested in
 - Complete the application form provided with our brochure and supply key information about yourself:
 - personal details, photocopies of certificates, with translations into English, if necessary (all copied documents must be certified as true copies by a Solicitor, Notary Public, Justice of the Peace, or Commissioner of Oaths)
 - certified evidence of your level of English
 - the total tuition fees for the course, or for the first year if the course runs for more than one year
 - If you meet the entry criteria for the course and we have a place available, we will send you a letter headed 'Offer of Study Place' (if a course is already full, you will be invited to enrol for a later course). At this time we also send a copy of the *Student Handbook* and the *Course Handbook*. The 'Offer of Study Place' letter lists conditions which you must meet before your study place is confirmed – one condition is that you sign our *Tuition Agreement*.
 - Use our 'Offer of Study Place' letter to apply for a student visa. (When you reach New Zealand a student permit will be issued to replace your visa). We cannot accept you without a student permit which states that you will study for an approved course at Ellipse Institute. All our approved courses are listed on the NZQA website.
 - Apply to Immigration New Zealand (INZ) with all of the following items:
 - signed INZ application form for a student visa
 - Application fee of NZ \$150 (but please check the INZ website for the current fee)
 - Passport valid until at least three months past the date when you plan to leave NZ
 - A recent passport-sized photograph
 - Evidence of financial support while in New Zealand - \$10,000 for living expenses for a full-year course, plus \$400 a month for general living expenses
 - Airline tickets or evidence that money is available to buy them
 - Copy of an offer of a study place from a registered NZ provider such as the Ellipse Institute
 - Evidence that you have paid your fees for the first year
 - An outline of the course you wish to follow in NZ
 - For people over 17, a police certificate
 - For people studying for more than two years, a medical and x-ray certificate
 - Any other documents or information required by the immigration officer
- Further advice can be obtained from our agent or INZ, as explained in the statements below.

- International students must then send Ellipse Institute the following:
 - a certified copy of their student visa
 - a signed *Tuition Agreement*
 - certified evidence of medical and travel insurance (see details below about the insurance cover you need)
- When you send us evidence that you have met all our conditions we send you a 'Confirmation of Study Place' letter. This means that a study place is reserved for you.
- Enrolment is completed when you arrive at Ellipse Institute. At this time credit transfers are considered and you may be asked to sit an English Entry Test. The test will help us to place you in the correct English class or, if you have enrolled for a course other than English, it will tell us whether you need additional English tuition before you begin your chosen course.

Declined Course Applications

Applications may be declined because the applicant:

- does not meet the entry criteria
- has been unable to obtain a student visa
- has not paid the fees for the first year
- needs help with literacy and numeracy before entering the desired course
- must first attend English classes so as to raise his/her English rating to IELTS 5.0 or higher

Notes

Immigration

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

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

This is required by Section 7.4 of 'The Code of Practice for the Pastoral Care of International Students' published by the Ministry of Education on its website at www.minedu.govt.nz/goto/international

As recommended by the Guidelines to the Code we require your insurance to:

- commence the minute you leave home for your trip to New Zealand
- apply all the time that you are in New Zealand
- cover you for any trips to other countries during your period of study
- cover you for any holiday or emergency trips back home during your period of study, or at the end of it

We recommend that you obtain medical and travel insurance from Orbit Protect and we can provide details of Orbit Protect policies - but you are free to choose your own insurer.

Eligibility for Health Services

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

Accident Insurance

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

5.3 Code of Practice for the Pastoral Care of International Students

Ellipse Institute Limited has agreed to observe and be bound by the *Code of Practice for the Pastoral Care of International Students*, published by the Minister of Education. Copies of the Code are available on request from our Reception or from the New Zealand Ministry of Education website at www.minedu.govt.nz/goto/international.

Our staff will ensure that the Code is honoured. Information about the Code is displayed on our notice boards and in classrooms and a summary of it is provided below.

Summary Code of Practice for the Pastoral Care of International Students

Introduction

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

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

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

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

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

What is an "international student"?

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

How can I get a copy of the Code?

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

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

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

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
Tribunals Unit
Level 1, 86 Custom House Quay Phone: + 64 4 462 6660
Private Bag 32001 Fax: + 64 4 462 6686
Panama Street Email: ieaa@justice.govt.nz
Wellington

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

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

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

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

6. LIVING IN NEW ZEALAND

6.1 Accommodation

Ellipse Institute does not accept direct responsibility for helping you find accommodation; however, we can refer you to a specialist accommodation agent who will help find the accommodation you need. If you have any questions about accommodation, please contact our General Manager or Administration Manager.

Range of Accommodation Available

Following are the four main kinds of accommodation available:

- Homestays are family homes, usually with separate houses with their own gardens. A typical home has two adults and younger children. Normally you are provided with morning and evening meals from Monday to Friday and other meals by arrangement. The minimum time in any one homestay is four weeks. Homestay costs in 2009-2010 are likely to be an initial payment of up to \$800 for the first month and then the same amount every 4 weeks
- Private boarding establishment accommodation provides full board, including all meals and sometimes extra services such as ironing. Boarding establishment costs for 2009-2010 are likely to be an initial payment of up to \$800 for the first month and then the same amount every 4 weeks
- A flat may be part of a house or a whole house which is shared between two or more flatmates. Flatting or apartment accommodation is usually a more expensive option. Flats may cost between \$300-750 a week, depending on their quality, location or whether or not you are sharing. An initial bond will often be required.
- Temporary accommodation if doing a short course (e.g. hotel, motel or backpackers hotel)

Remember that general living expenses are likely to cost about \$100 a week in addition to your accommodation costs.

6.2 Alcohol and Tobacco

New Zealand has strict laws for the use of alcohol. You must be aged 18 to buy alcohol or enter a bar where it is sold.

Shop keepers must not sell tobacco to anyone under the age of 18. Smoking is banned in public buildings and in many private buildings such as restaurants and hotel bars.

Smoking is not allowed in any Ellipse Institute buildings. It is a health hazard and it is not acceptable for non-smokers to breathe air polluted by tobacco smoke.

6.3 Driving and Traffic Laws

In New Zealand all vehicles travel on the left side of the road. Before you drive in New Zealand you should study the Road Code to learn the rules of the road, especially the 'give way' rule which is different from the rule in any other country.

If you have a driver licence from another country or an international driving permit, you may drive in New Zealand for up to one year. After one year you must get a New Zealand licence. There are three kinds of licence:

- *Learner Licence*: fees \$80, theory test, then driving under supervision
- *Restricted Licence*: attempt practical test after six months as learner, fees \$88.20, supervised driving from 10.00 pm till 5.00 am
- *Full Licence*: apply after 18 months with a restricted licence (6 months if aged 25 or over), fee \$115.00, unsupervised driving

For further details contact the Land Transport Safety Authority – free-phone: 0800 822 422, website: www.ltsa.govt.nz. You are advised to visit this site as fees and details may change from time to time.

Alcohol and Driving

It is recommended that no driver should drink and then drive. The current blood alcohol limit for drivers is 0.08ml for fully licensed drivers and this limit may be lowered. Limits are lower for inexperienced drivers and younger drivers. There are heavy penalties for people who drink and drive.

Motorists, Cyclists and Pedestrians

Motorists and cyclists have both rights and responsibilities on New Zealand roads, and pedestrians have rights and responsibilities when they are crossing roads.

Motorists

- Give cyclists space (half a car width) and don't force past them
- Watch for sudden movements, especially in windy conditions which make cycling difficult
- Use dipped headlights for oncoming cyclists
- Park with care; look for cyclists before opening a door
- Stop for pedestrians on pedestrian crossings
- Stop when requested by school patrols which control children crossing roads

Cyclists

- Always wear a safety helmet
- Wear clothing that makes you visible
- Ride single file in town traffic
- Think ahead and signal to show drivers what you intend to do
- Stop for pedestrians on pedestrian crossings
- Stop when requested by school patrols which control children crossing roads
- Do not: 'jump' red lights; ride on pavements; ride on pedestrian crossings; ride up a one way street against the traffic

Pedestrians

- Cross the road on pedestrian crossings, if they are available, and walk quickly over the crossing
- Wear visible clothes at night
- Signal to drivers and cyclists so they know what you intend to do

7. SUPPORT SERVICES

7.1 Enrolment and Orientation

Enrolment is completed when you arrive at Ellipse Institute. At this time we consider requests for credit transfers from other qualifications and we consider RPL (recognition of prior learning)

During the first week you are given a student ID (identification) card and an information pack which includes:

- a list of emergency staff contact numbers
- maps of Auckland and New Zealand (international students)
- visitor information (international students)

We will help you obtain a National Student Index (NSI) number, which all students in New Zealand must have. There is no cost for this. Before issuing the NSI number the Ministry of Education requires details of your legal name; date of birth; residential address; gender. Your NSI number stays with you for life, even if you move to another education provider.

The number is used by NZQA for your academic Record of Achievement. This records the credits and qualifications you earn from New Zealand courses. A charge of \$1.55 is currently made for each credit added to your record. An additional charge is made to issue a National Certificate or Diploma.

During orientation week you learn about the Ellipse Institute and how it works. You get to know the campus and key staff members. We also help you to find your way around Auckland.

We discuss the Student Handbook so you are clear about your rights and responsibilities as a student. For international students we provide an introduction to New Zealand society, including information about the Treaty of Waitangi, the agreement signed in 1840 between Maori and the British government. International students are reminded what they must do to meet the requirements of the NZ Immigration Service.

We discuss the course itself - what you need to do and what support is available to help you, including assistance with English. Future study pathways are also discussed.

7.2 Internal Support

Requests for support should be made first to the Managing Director or Administration Manager who will provide:

- advice about anything to do with Ellipse Institute operations
- help and advice about any learning problem
- advice about accommodation
- financial advice
- limited personal advice
- advice about and contact with welfare organisations in Auckland
- advice on Ellipse Institute procedures for dealing with grievances or complaints
- help with searching for and applying for a job (this includes providing a course completion certificate)

7.3 Dealing with Grievances and Complaints

If you have a grievance or complaint about another person, an assessment, or anything else mentioned in this handbook, you should first try to settle the matter within the institute. If it cannot be settled at this level, you may refer your problem to an external authority and you will have the full support of Ellipse Institute while it is dealt with. We will supply the external authority with information it needs and will cooperate with it in any other way necessary. Our general guidelines are:

- If your concern relates directly to your course, the first person to talk to is your tutor.
- If a tutor is unable to resolve the issue it will be passed on to a manager and then, if necessary, to the Managing Director (students may instead make a direct approach to the Managing Director).
- An external appeal may be made to a person from the industry for which you are training.
- One final source of appeal is Quality Assurance Services, NZQA, PO Box 160, Wellington. NZQA's phone number is: 0800 QA HELP or 0800 724 357
- The other final source of appeal is for issues which affect only international students. In such cases an appeal can be made to the International Education Appeal Authority, Tribunals Unit, Level 1, 86 Custom House Quay, Private Bag 32001, Panama Street, Wellington, Phone (04) 462 6660

Recording Proceedings for Grievances, Complaints and Appeals

All such proceedings should be recorded on the 'Grievances, Complaints and Appeals' Form shown in the Appendix. It is very important that a written record is kept. One of several reasons is that a written record may help the institute to avoid problems in the future or deal with them better if they arise.

7.4 External Support

Listed below are key welfare organisations in Auckland. We can help you make contact with them.

General Support

- | | |
|---|--|
| <ul style="list-style-type: none">• Lifeline Auckland
95 Great South Road, Epsom
Phone: 522 2999 (24 hours) | <ul style="list-style-type: none">• Youth-line
Phone: 0800 376 633 |
| <p>Personal counselling of all kinds</p> | <p>Crisis counselling of all kinds: anxiety, risk, personal crises, etc</p> |

- Chinese Lifeline
95 Great South Road, Epsom
Phone: 522 2088
- Police/Fire/Ambulance
Phone: 111
- Employment and Benefits
Contact a Case Manager at WINZ
Phone: 0800 559 009
- StudyLink Student Services
Phone: 0800 889 900
- Career Services
Level 1, ANZ Building
3 Osterley Way
Manukau City Centre
Phone: 262 4250
- Department of Labour Workplace Contact Centre
Phone: 0800 209 020
- Citizens Advice Bureau (CAB)
305 Queen Street
Phone: 377 3314
Free advice about anything. Referral to other agencies which can help
- Pacific Island Women's Refuge
Phone: 378 1893

General advice and support
- Balmoral Police Station
1 Halston Road, Balmoral
Phone: (09) 631 1000
- Community Constable Henderson
7 Buscomb Avenue Henderson
Phone: (09) 839 0600
- Budgeting Service
Contact a Case Manager at WINZ
Phone: 0800 559 009
- Auckland Network of Counsellors
Phone: 0800 268 673
- Career Services
L5 Building 500
Unitec Waitakere Campus
Ratanui Street
Phone: 489 2299
- Auckland Women's Refuge
Phone: (09) 378 1893
- Citizens Advice Bureau (CAB)
82 St Lukes Road
Mt Albert
Phone: 846 4023

Asian Community Help service. Also free general advice about any problem
- Shakti Asian Women's Support Group
Phone: 636 8512

General advice and support

Specialised Support

- Auckland Family Counselling and Psychotherapy Centre
33 Owens Road
Epsom
Phone: 638 7632
- Auckland City Mission
Social Detoxification Centre
203 Federal Street
Phone: 303 3016

- Auckland City Mission
136 - 140 Hobson Street
Phone: 379 2395
- Auckland Sexual Health Service
Phone: 0800 739 432
- Help with addictions
- Auckland City Community Ministries
691 Mt Albert Road
Royal Oak
Phone: 625 7940
- New Zealand Aids Foundation
Phones: 0800 802 437 and 358 0099
- Counselling
- Auckland Sexual Abuse HELP
2 Conway Road
Mt Eden
Phone: 623 1700 (24 hours)
- Preventing Violence Centre
Phone: 303 3938
- Gamblers Anonymous
Phone: 0800 654 655
- Gayline / Lesbianline
Auckland Gay/Lesbian Welfare Group
Level 2
39 Anzac Avenue
Auckland Central
Phone: 303 3584
Sexual and relationship matters
- NZ Immigration Service
450 Queen Street
Auckland City
Phone: 914 4100
- Legal Information Service
52 Hepburn Street
Freemans Bay
Phone: 378 7444
- Tenants Protection Association
147 Great North Road
Grey Lynn
Phone: 360 1473
- Tenancy Services
Phone: 0800 836 262
Advice about renting flats, etc
- Advice about renting flats, etc

Further Information Look up directories of support organisations – ask at the Help desk, Level 2, Auckland Central Library, Rutland Street, Auckland Central, for the directories listed below)

- *The GM Resource and Referral Directory (Auckland/Northland)*
- *Community Help: The New Zealand Directory of Services*
- *Youth Services Directory (published by Youthline)*
- *Auckland Community Resources Directory (published by Lifeline and Inter-Church Counselling Service)*

General Medical Support

As stated in Section 5 above, international students must arrange for private medical insurance to cover any health problems they may have while in New Zealand. Ellipse Institute staff will also help you to contact any health professionals you may need.

7.5 Job Search

When you are near the end of your course, or after you have graduated, we will help you to obtain a job. We can:

- Provide a summary of your academic achievements
- Provide a reference – although it is our choice whether to do so

- Advise on the preparation of your CV
- Advise you on job search skills
- Advise you on interview techniques
- Help you make contact with employment agencies or human resource managers in larger firms

8 FINANCIAL MATTERS

8.1 Financial Dealings with Students

All dealings are conducted openly and fairly, according to New Zealand law and good accounting practices. Financial records are kept carefully and provided for students on request.

Payment of application and tuition fees has been described briefly above in earlier sections. Tuition fees cover:

- teaching
- use of Ellipse Institute learning resources, including audio and video recorder/players, CD/online learning material
- handouts
- use of computers, including after hours by agreement, and free access to the internet, by agreement

8.2 Fees

At present all but one of our courses require you to pay full fees. This applies to both New Zealand and international students.

The one course which does not require full fees is the ESOL course named Certificate in General English (Level 3) and it is restricted to New Zealand citizens and residents. For this course the government provides about a third of the cost of the tuition for 55 students each year. This is done under the Student Component Funding scheme which helps to keep fees as low as possible for local students.

8.3 Refunds

If you withdraw early from a course, a refund may be available - but you must apply for it in writing in a letter to the Administration Manager. A sample letter is shown in the Appendix. The following refund arrangements apply:

- | | |
|--|---|
| - Within the first 8 days of the start of the course | - Full refund, less \$NZ500 processing fee or 10% of fees paid (registration fee plus tuition fee) - whichever is the lesser amount |
| - After 8 days of the course | - No refund, except at the discretion of the Managing Director |

The following conditions govern refunds to students who withdraw from a course:

- Refunds will be paid only to the student who withdraws, not to a third party such as a relative or agent
- If tuition fees have been paid through a student loan, StudyLink will be reimbursed for the money it has lent
- No refund will be made for course materials purchased for the course.
- All lesson and study material must be returned in good condition.
- Requests for any other kind of refund must be submitted in writing to the Administration Manager.

8.4 Withdrawals

Note that students who are absent for 10 consecutive training days without notifying Ellipse Institute of the reason will be automatically deemed to have withdrawn from your course.

In the case of international students the New Zealand Immigration Service will be notified.

8.5 Protection of Student Fees

Student fees are placed in a special trust account operated by Public Trust Ltd. A separate account is kept for each student. The trustee releases funds to Ellipse Institute each month after you have received tuition.

The student fees trust account also protects your fees if Ellipse Institute is unable to complete a course – e.g. if Ellipse's premises were destroyed, if NZQA withdrew accreditation for a course, or if for some reason Ellipse Institute's ceased business.

In those circumstances you are reimbursed for the weeks of the course that cannot be delivered. In addition, we will help you enrol with another provider which has a similar course. Your study credits will be transferred to the new provider.

8.6 Costs Other than Fees

Course-related costs are listed in course brochures and course handbooks. Other costs include:

- Transport to and from Ellipse Institute which may cost up to \$75 week (\$2,700 over 36 weeks)
- Accommodation may cost about \$200 a week, or \$8,000 a year – refer to page 11
- Recreation and entertainment, including eating out, will differ for different people
- \$1.55 for each credit registered on your Record of Learning by NZQA
- \$10 for a student Id (identity) card (a passport photo is required) Ellipse is accredited to deliver International Therapy Examination Council (ITEC) courses to the Beauty Therapy students and a fee of NZ\$700 is payable to Ellipse to register for these exams. This is optional. Successful completion of NZQA Unit Standards 6400, 6401, 6402 are part of the course requirements for the Beauty Therapy courses. These units are sub-contracted. The course costs approximately NZ\$350 to NZ\$450
- Uniform is compulsory for Beauty Therapy students and is currently priced at NZ\$85. This is subject to change.

9 ADMINISTRATION

9.1 Student Contact Details

It is essential for us to have your current contact details at all times. A Contact Details form is shown in Appendix 3. Please complete this form whenever your details change and hand the completed form to the Administration Manager.

9.2 Weekly Timetable

Full-time student class hours vary between 0900 and 2100 hours, Monday to Friday. You are also expected to study for about 15 hours a week in your own time. It may be possible to spend part of those 15 hours at Ellipse Institute – for example, if you wish to use a computer so that you can complete an assignment.

Part-time hours for Beauty Therapy students are different from those for full-time students – ask for the details.

9.3 Study Breaks

Students are entitled to study breaks between semesters and at the half way point in each semester. We arrange two-week breaks which coincide with holidays for primary and intermediate schools. Dates are shown in our course handbooks. For example, study breaks for 2010 will be:

- 1 April to 16 April
- 5 July to 16 July
- 27 September to 8 October

9.4 Student Records

The Administration Manager keeps your academic and other student records, including your address and contact details. If you change your address or contact details, please notify the Administration Manager immediately. You may ask for up-to-date details of your records at any time.

9.5 Attendance, Punctuality and Absences

General Requirements

To qualify for a course certificate you must attend at least 80% of classes. Some time is allowed for illness, dental appointments, and other special circumstances. However, please try to schedule visits to a doctor or dentist outside class hours.

Please notify Reception by telephone when you know you will be absent. If you will be absent for three days or more, please give notice in writing. In some situations special leave can be given which does not affect your attendance record – e.g. for compassionate matters.

Punctuality and good time-keeping is essential - staff and students are asked to be on time for all classes and meetings. Good time-keepers are more likely to be good students and, later, reliable workers.

Absence for Medical Reasons

If you are too ill to come to class, please visit your doctor who will provide you with a medical certificate stating how many days you should stay home and not attend classes. Phone Reception to report that you will not be attending and when you return to classes bring your medical certificate with you. Absence for longer than four days must be substantiated by formal notification – e.g. by a letter or doctor's certificate.

Penalties for Absenteeism

If you are absent for longer than 7 days without notification or permission from the General Manager, your enrolment will be suspended. If you are absent for 10 days without notification or permission, you will be deemed to have withdrawn from the course. In that case our fees refund policy will come into effect.

If your attendance record is unsatisfactory you will receive a reminder notice from us. If you are absent for five days without notice or if your attendance record falls below 85%, you will receive a warning letter from the Administration Manager. Our main concern will be to help you solve any problems and to complete your assignments.

The New Zealand Immigration Service requires international students to have an excellent attendance record. If your attendance is less than required and you have received two warning letters, the Immigration Service will be notified. This may lead to the withdrawal of your student permit.

9.6 Withdrawal of Tuition Services and Exclusion from a Course

In some circumstances it may be necessary for Ellipse Institute to withdraw tuition from a student and ask him or her to leave a course. If this happens to an international student, the Immigration Service will be notified. Exclusion takes place if a student breaks their study contract through one or more of the following actions:

- having no authority to study – e.g. a student permit has expired
- poor attendance
- harassment or sexual harassment
- damage to the property of other students or of Ellipse Institute
- breaking a New Zealand law
- providing inaccurate personal information
- persistently poor performance – e.g. failure to complete assignments
- physical or psychological injury to another person
- persistently disruptive behaviour

Students faced with withdrawal of tuition services and exclusion from a course have the right to have their case reconsidered by an external authority, as explained in Section 7.3.

9.7 Personal Property

Please do not leave any of your valuables and other possessions unattended. We try to keep your personal property as secure as possible, but we cannot accept responsibility if it gets damaged or lost.

9.8 Telephones

We accept telephone messages for you and will notify you about them as soon as possible by placing a note on the student notice board. Mobile phones are permitted but may not be used in classrooms.

You may only use an institute phone in emergencies. Please first get verbal permission from a staff member.

10 BEHAVIOUR

10.1 General Behaviour

General guidelines are as follows:

- Students are expected to conduct themselves in a professional manner at all times. While you are at Ellipse Institute you are representing the institute and its people. In addition, you are training for a career where professional behaviour is essential.
- Please adopt a positive and committed attitude towards learning.
- Please enter and leave the training premises quietly.
- Please keep and leave the premises clean and tidy at all times; leave furniture in its proper place; place rubbish in bins and do not leave food overnight.
- Damage to equipment, breakages or spills must be reported to a tutor immediately.

10.2 Respect for Others

Ellipse Institute provides a multicultural environment which makes it an interesting place in which to work and study. It also means that we must respect the beliefs, values and customs of others at all times.

10.3 Harassment and Sexual Harassment

Any kind of harassment is regarded as a serious matter. Sexual harassment shows a lack of respect, but more than that it is illegal and a serious offence. For the purpose of this handbook, sexual harassment includes:

- Requests for sexual favours, including implied or overt promises of preferential treatment or threats concerning present or future employment status.
- Sex-oriented jibes or verbal abuse, i.e. jokes, teasing or abuse about sexual matters.
- Unwarranted and deliberate physical contact which may include patting, pinching or brushing against someone.
- The display of pornographic pictures in learning areas, e.g. pin-ups, calendars or other material which degrades.

Ellipse Institute has a duty to provide an environment free from sexual harassment. It is also the duty of any person who suffers from harassment, or observes it, to take action to stop it.

10.4 Dress and Personal Hygiene

Our guidelines are:

- Wear clothes suitable for the job for which you are training.
- Torn clothing and beachwear are unacceptable.
- Maintain personal cleanliness at all times.
- Keep long hair groomed and tied neatly.
- Wear sensible low-heeled shoes – no boots or sneakers.
- Keep nails clean and short.
- Permissible accessories include a watch, wedding ring and small gold or silver earring studs.

10.5 Food

Lunch can be bought from nearby shops and consumed in our common room. No food or drink (except bottled water) may be consumed in classrooms.

10.6 No Smoking Policy

Smoking is not permitted in any Ellipse Institute building – for reasons of health, safety and courtesy. New Zealand laws prohibit smoking in educational establishments, medical establishments, public buildings, bars and restaurants, and many places of work.

10.7 Alcohol and Drugs

In New Zealand you must be able to prove you are aged 18 years or over to purchase alcohol. Using non prescription drugs is illegal in New Zealand. No alcohol or drugs are allowed on Ellipse Institute premises - except drugs prescribed by a doctor. Possession and/or use of alcohol or drugs on our premises will lead to early dismissal from the course. Action will be taken after the first offence – there will be no warnings. Dismissal will first be discussed with the student concerned. In the case of international students, dismissal from a course will be notified to the NZ Immigration Service.

10.8 Disciplinary Procedures

Students whose behaviour is regarded as unsatisfactory are entitled first to two verbal warnings. If behaviour continues to be unsatisfactory, students receive a written warning which states what will happen if they continue their behaviour. Whenever the possibility of dismissal arises we shall first discuss the matter carefully with the students and whoever else is involved. Our main concern is to help you overcome problems and finish your course.

11 HEALTH, SAFETY AND EMERGENCY PROCEDURES

11.1 Manual

Safety is governed by our *Health and Safety Manual*. Copies are placed in classrooms and are discussed during orientation. Safety and emergency aspects are summarised below.

11.2 Evacuation of Buildings

Evacuation notices are displayed in the building explaining the procedures and the exit routes to be followed in an evacuation. Please read and memorise the notices, including the location of the evacuation assembly point.

A trial evacuation will be conducted once in each semester, except when an emergency evacuation has already taken place during that semester.

11.3 Hazards

Please report to your tutor or management if you see anything that you think is hazardous. A hazard report form will be filled in and taken to the General Manager who will take the appropriate action.

11.4 First Aid

First aid kits are kept in the Administration Manager's office and at Reception on each campus. If in doubt ask your tutor where they are kept. If you are ill and need to leave class tell your tutor who will make sure you can get to a doctor if necessary. If you have an accident and the tutor present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called.

11.5 Safety Rules and Regulations

All personnel on Ellipse Institute premises must observe the following safety rules:

- Do not run, only walking is permitted.
- Use hand rails if provided when going up or down the stairs.
- Clean up immediately if you spill any liquid.
- Always store away tools or equipment properly.
- Take all practical steps to ensure other people are not harmed when using any tools, applications or equipments.
- Rectify or report any situation or action that may cause harm to anyone else around you.
- Report every accident or injury.

11.6 Fire and Safety Compliance

- You are not allowed to smoke anywhere on the premises.
- Do not use matches or fire lighting equipment within the premises.
- Do not tamper with fire extinguishers.

EMERGENCY PROCEDURES

In the case of an emergency the following procedures must be followed:

11.7 Fire and Explosion

- Sound the alarm
- Initiate site emergency evacuation procedures
- Call Fire Service 111

11.8 Robbery

- Cooperate with the robber, remain calm
- Take no personal risks
- Observe your attacker (height, features, complexion, clothing etc)
- Call Police 111
- Notify the nearest manager

11.9 Serious Injury

- Call for assistance
- Call Ambulance 111
- Give appropriate first aid and comfort the injured person
- Do not put yourself or others in danger
- Report the incident to your tutor or nearest manager

11.10 Electrocuting

- Switch off the power supply
- Follow the serious injury procedure described in the *Health and Safety Manual*

11.11 Gas Leak

- Notify your tutor or a manager who will then notify the gas engineers
- If necessary, follow the fire and explosion procedure set above

11.12 Earthquake

- Keep calm, allow time to think and take cover.
- Move quickly and quietly to the nearest area considered to be safe (e.g. shelter under the table, in a strong doorway or in a corner away from windows).
- Keep away from glass doors or windows.
- Watch for falling debris and other overhead objects.
- Do not attempt to run outside.
- Do not attempt to use the phones. (This may be needed to keep in touch with civil defence, police etc.)
- After the earthquake, check anyone who sustained injuries.
- Sound the alarm if the premises can be safely evacuated.
- Present staff member should assess the damage.
- It is their role to determine whether evacuation is necessary.

11.13 Bomb Threat

- Stay calm.
- Listen carefully to caller.
- Write down all that is said.
- Ask the caller where the bomb is located.

- Call Police 111.
- Act according to the advice of the police.
- If advised by the police, instigate emergency evacuation plan.

APPENDIX 1

Sample Letter for Refund of Fees

[Your New Zealand Address]

[Date]

The Administration Manager
Ellipse Institute
665 Dominion Road
Balmoral
Auckland

Dear Administration Manager [it is best to use the manager's own name]

Application for Refund of Fees

I wish to apply for a refund of tuition fees because ... [say why]

Please pay my refund with a cheque made out to me and sent to my address shown above.

Yours sincerely

[Signature]

[Typed or printed name]

If you wish, you may hand your letter to the Administration Manager instead of posting it.

Appendix 2

'GRIEVANCES, COMPLAINTS AND APPEALS' FORM

A Dealing with Problems

We want to hear about your concerns. Please tell us about them early. We aim to settle problems within seven days of receiving notice from you.

Try to deal with problems through talking directly with the people concerned. If this does not get results, ask the General Manager for help. In difficult cases you can also ask for help from someone outside of Ellipse Institute Limited. But first use this form and try to resolve the problem quickly and internally.

B Purpose of the 'Grievances, Complaints and Appeals' Form

This form leaves a record of attempts to settle a problem. Filling in the form is a positive step to get action on your problem. *The original of this form should be held by the Managing Director and you should have a copy.*

C Your Name and Contact Details

D Type of Problem

Tick alongside the type of problem you want investigated.

<input type="checkbox"/>	<i>Course of Study</i>	<input type="checkbox"/>	<i>Learning Environment</i>
<input type="checkbox"/>	<i>Administration</i>	<input type="checkbox"/>	<i>Accommodation</i>
<input type="checkbox"/>	<i>Unprofessional Behaviour</i>	<input type="checkbox"/>	<i>Health and Safety</i>
<input type="checkbox"/>	<i>Assessment</i>	<input type="checkbox"/>	<i>Withdrawal from Course of Study</i>
<input type="checkbox"/>	<i>Absence</i>	<input type="checkbox"/>	<i>Leave</i>
<input type="checkbox"/>	<i>Other (provide your own heading):</i>		

E Details of Problem

F Actions Taken within Ellipse Institute

<i>Actions</i>	<i>People Involved</i>	<i>Dates</i>

Appendix 3

Student Contact Details Form (international students)

Please complete the details below and return to:

The Administration Manager
Ellipse Institute
665 Dominion Road
Balmoral
Auckland

<p>Contact details:</p> <p>Country of Origin</p>	<p>Student Name: _____</p> <p>Student ID: _____</p> <p>Country of Origin Address: _____</p> <p>Home Phone: _____</p> <p>E-mail: _____</p> <p>Next of Kin (Name): _____</p> <p>Address: _____</p> <p>Phone: _____</p> <p>Email: _____</p>
<p>Contact details in Auckland:</p>	<p>Accommodation Type: (please tick)</p> <p>Start date _____ End date _____</p> <p>1 Homestay Accommodation <input type="checkbox"/></p> <p>2 Boarding Establishment <input type="checkbox"/></p> <p>3 Flat <input type="checkbox"/></p> <p>4 Temporary Accommodation <input type="checkbox"/></p> <p>5 Designated caregiver <input type="checkbox"/></p> <p>6 Living with parents <input type="checkbox"/></p> <p>7 Other _____ (please describe)</p> <p>Residential Address :</p> <p>_____</p> <p>_____</p> <p>Phone: _____</p> <p>e-mail: _____</p>

Appendix 4

COURSES OFFERED IN 2009

• ENGLISH COURSES

1 ENGLISH FOR BEGINNERS (ESOL) (Level 1)

Credits: 11

Duration: 12 weeks

Entry Requirements

A simple English test will be given to students to determine their entry level.

Students have to be over 16 years or, if they are under 16 years, a release letter from secondary school has to be produced. International applicants must be at least 18 years of age.

An enrolment form must be completed in English with a copy of identification provided to be kept on file. For local students, a passport or birth certificate is required. For international students, a copy of your passport with current student visa and an insurance certificate is required.

Aim of the Course

This course is based on multiple methods and is targeted for people who cannot read and write English or have very little knowledge of English. The target group is migrants, Pacific Islands & Maori people.

2 ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) - ELEMENTARY (Level 1)

Credits: 47

Duration: 12 weeks

Entry Requirements

A simple English test will be given to students to determine their entry level.

Students have to be over 16 years or, if they are under 16 years, a release letter from a secondary school has to be produced. International applicants must be at least 18 years of age.

An enrolment form must be completed in English with a copy of identification provided to be kept on file. For local students, a passport or birth certificate is required. For international students, a copy of your passport with current student visa and an insurance certificate is required.

Aim of the Course

This course is based on multiple methods and is targeted for people who have some knowledge of written and oral English. The target group is migrants, Pacific Islands & Maori people.

3 ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) - INTERMEDIATE (Level 2)

Credits: 42

Duration: 12 weeks

Entry Requirements

A simple English test will be given to students to determine their entry level.

Students have to be over 16 years or, if they are under 16 years, a release letter from a secondary school has to be produced. International applicants must be at least 18 years of age.

An enrolment form must be completed in English with a copy of identification provided to be kept on file. For local students, a passport or birth certificate is required. For international students, a copy of your passport with current student visa and an insurance certificate is required.

Aim of the Course

This course is based on multiple methods and is targeted for people who have some knowledge of written and oral English. The target group is Migrants, Pacific Island & Maori people.

4 ENGLISH FOR SPEAKERS OF OTHER LANGUAGES - ADVANCED (Level 3)

Credits: 45

Duration: 12 weeks

Entry Requirements

A simple English test will be given to students to determine their entry level.

Students have to be over 16 years or, if they are under 16 years, a release letter from secondary school has to be produced. International applicants must be at least 18 years of age.

An enrolment form must be completed in English with a copy of identification provided to be kept on file. For local students, a passport or birth certificate is required. For international students, a copy of your passport with current student visa and an insurance certificate is required.

Aim of the Course

This course is based on multiple methods and is designed for people who have passed intermediate level and need a good knowledge of written and oral English. The target group is migrants, Pacific Island & Maori people.

5 CERTIFICATE IN GENERAL ENGLISH - INTERMEDIATE (Level 3)

Credits: 122

Duration: 48 weeks (including holiday weeks)

Qualification

Certificate in General English (Intermediate) (Level 3) - an Ellipse Institute certificate approved by NZQA

Entry Requirements

Applicants must be 18 years of age or over and have met Level 2 NCEA English language requirements or equivalent, (IELTS Elementary), which will be confirmed by an entry placement test. International students must have a student permit to study the course at Ellipse Institute.

Aim of the Course

This course aims to develop the four core language skills, develop awareness of employment opportunities in New Zealand and prepare learners for more advanced English language studies.

6 DIPLOMA IN ESOL (Level 5)

Credits: 122

Duration: 48 weeks (including holiday weeks)

Qualification

Diploma in ESOL (Level 5) - an Ellipse Institute certificate approved by NZQA

Entry Requirements

This course is open to students whose first language is other than English and who have an overall IELTS score of 5.0, with no band lower than 4.5, or a comparable English language standard. International students must be 18 years of age or over. International students must also have a student permit to study the course at Ellipse Institute.

Aim of the Course

This course aims to enable migrants and international students whose first language is other than English to develop English language communication skills to prepare for employment and/or further study in New Zealand. It also aims to assist people whose first language is other than English to understand New Zealand society and integrate into it.

7 PREPARATION FOR THE IELTS EXAMINATION (Level 4)

Credits: 49

Duration: 15 weeks (including holiday weeks)

Qualification

Certificate in Preparation for the IELTS Examination (Level 4) – an Ellipse Institute certificate approved by NZQA

Entry Requirements

Applicants must be aged 18 years or older, and have a minimum standard of English such as one of the following (to be confirmed by an English Proficiency Placement Test): IELTS 4.5 Academic / General, TOEFL 480/550, GCSE Level Grade C, or Cambridge Certificate FCE. International students must also have a student permit to study the course at Ellipse Institute.

Aims of the Course

The aims of the course are to:

- enable international students and recent immigrants to New Zealand to gain an understanding of the IELTS examination themes and format and prepare for the examination by developing their skills in reading, writing, listening and speaking
- to progress from an IELTS band score of 4.5 - 5.0 at entry to an IELTS band score of 5.5 or higher by the time they have completed the course
- develop communication and study skills suitable for an advanced academic environment at National Qualifications Framework Level 5 and 6, or to enter the workforce in an English-speaking environment
- provide opportunities for students to learn about New Zealand culture and integrate into New Zealand society

• COMPUTING COURSES

1 NATIONAL CERTIFICATE IN COMPUTING (Level 3)

Credits: 53

Duration: 14 weeks (including holiday weeks)

Qualification

National Certificate in Computing (Level 3)

Entry Requirements

Applicants must have Year 12 or Year 13 secondary school qualification or equivalent, or relevant industry experience equivalent to the above. International students must be 18 years of age or over. International students must have an IELTS overall band score of 5.0 and a student permit to study the course at Ellipse Institute.

Aims of the Course

The aims of the course are to:

- develop generic skills in computing with some specialized skills in computer support
- enable both local and international students to achieve an acceptable job-entry qualification
- develop sufficient practical and theoretical skills in computing to enable graduates to attempt level 4 or level 5 studies in the same field.

2 NATIONAL CERTIFICATE IN COMPUTING (Level 4)

Credits: 60

Duration: 16 weeks (including holiday weeks)

Qualification

National Certificate in Computing (Level 4)

Entry Requirements

Applicants must have Year 12 or Year 13 secondary school qualification or equivalent, or a National Certificate in Computing (Level 3) or equivalent, or relevant industry experience equivalent to the above. International students must be 18 years of age or over. International students must have an IELTS overall band score of 5.0 and a student permit to study the course at Ellipse Institute.

Aims of the Course

The aims of the course are to:

- develop advanced computing skills with some specialization in computer support
- enable both local and international students to achieve a versatile employment qualification
- develop in students sufficient practical and theoretical skills in computing to enable them to progress to diploma level studies in a similar field.

3 CERTIFICATE IN COMPUTER SERVICING (TECHNICIAN) (Level 5)

Credits: 41

Duration: 12 weeks (including holiday weeks)

Qualification

Certificate in Computer Servicing (Technician) (Level 5) – an Ellipse Institute certificate approved by NZQA

Entry Requirements

Applicants must have Year 12 or Year 13 secondary school qualification or equivalent, or a National Certificate in Computing (Level 3) or an international equivalent, or relevant industry experience equivalent to the above. International students must be 18 years of age or over. International students must have an IELTS overall band score of 5.5 and a student permit to study the course at Ellipse Institute.

Aims of the Course

The aims of the course are to:

- develop practical skills underpinned by theoretical knowledge for servicing computers, peripherals, operating systems and networks
- prepare students for external examinations leading to CompTIA A+ certification, thereby enabling students to achieve an industry-based qualification for a career as computer service technician
- provide students with an academic platform from which they can advance to diploma level studies in the field of information technology.

4 DIPLOMA IN COMPUTING (Level 5)

Credits: 130

Duration: 40 weeks (including holiday weeks)

Qualifications

- Diploma in Computing (Level 5) – an Ellipse Institute diploma approved by NZQA
- Certificate in Computer Servicing (Technician) (Level 5) - an Ellipse Institute certificate approved by NZQA
- National Diploma in Computing (Level 5) (Support Strand)

Entry Requirements

Applicants must have Year 12 or Year 13 secondary school qualification or equivalent, or a National Certificate in Computing (Level 3) or equivalent, or relevant industry experience equivalent to the above. International students must be 18 years of age or over. International students must have an IELTS overall band score of 5.5 and a student permit to study the course at Ellipse Institute.

Aims of the Course

The aims of the course are to:

- develop advanced computing skills with specializations in computer servicing and support;
- prepare students for the examinations leading to CompTIA A+ certification;
- enable both local and international students to achieve an industry-focused employment qualification;
- develop in students sufficient practical and theoretical skills in computing to enable them to progress to higher diploma or degree level studies in a similar field.

• BEAUTY THERAPY COURSES

1 NATIONAL CERTIFICATE IN BEAUTY SERVICES (NAIL TECHNOLOGY) (Level 4)

Credits: 54

Duration: 12 weeks (including holiday weeks)

Qualification

National Certificate in Beauty Services (Nail Technology) (Level 4)

Entry Requirements

New Zealand applicants must be at least 16 years of age and must have completed a minimum of 3 years of secondary education. International students must be 18 years of age or over. International applicants must also have a standard of English language of IELTS 5.0, or equivalent, and a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to develop knowledge and skills in:

- managing and protecting health and safety in the workplace
- merchandising and selling beauty products
- prescribing service in a professional manner
- providing consultation services in manicure, pedicure and nail technology
- understanding the laws, regulations, Acts and professional associations governing the profession
- and to provide a recognized qualification

2 NATIONAL CERTIFICATE IN BEAUTY SERVICES (BEAUTICIAN) (Level 4)

Credits: 91

Duration: 25 weeks (including holiday weeks)

Qualification

National Certificate in Beauty Services (Beautician) (Level 4)

Entry Requirements

New Zealand applicants must be at least 16 years of age and must have completed a minimum of 3 years at secondary education level. International students must be 18 years of age or over. International applicants must also have a standard of English language of IELTS 5.0, or equivalent, and a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to provide knowledge and skills in:

- managing and protecting health and safety in the workplace
- merchandising and selling beauty products
- prescribing service in a professional manner
- providing consultation service in beauty therapy treatments
- performing beauty therapy services in a professional manner
- operating a small business as an independent operator
- understanding the laws, regulations, Acts and professional associations governing the profession
- and to provide a recognized qualification

3 NATIONAL CERTIFICATE IN BEAUTY THERAPY (BODY THERAPY) (Level 5)

Credits: 109 (68 new credits plus 41 cross credited from the National Certificate in Beauty Services (Beautician) (Level 4))

Duration: 22 weeks (including holiday weeks)

Qualification

National Certificate in Beauty Services (Body Therapy) (Level 5)

Entry Requirements

All applicants must have completed a Level 4 Certificate in Beauty Services, or equivalent overseas qualification, or have their industry experience assessed and recognized as equivalent. International applicants must also have a standard of English language of IELTS 5.0, or equivalent. International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to provide knowledge and skills in:

- managing and protecting health and safety in the workplace
- providing knowledge, practical skills and techniques to perform the prescribed services in a professional manner
- providing methods and sound advice, consultation and counsel clients in heat and electrical body treatments
- anatomy and physiology
- body functions and systems
- massage principles and techniques
- understanding the laws, regulations, Acts and professional associations governing the profession
- and to provide a recognized qualification

4 DIPLOMA IN BEAUTY THERAPY (Level 5)

Credits: 167

Duration: 60 weeks (including holiday weeks)

Qualifications

- Diploma in Beauty Therapy – an Ellipse Institute diploma approved by NZQA
- National Certificate in Beauty Services (Beautician) (Level 4)
- National Certificate in Beauty Services (Body Therapy) (Level 5)

Entry Requirements

All applicants must have completed a minimum of 3 years of secondary education. New Zealand applicants must be at least 16 years of age; international applicants must be at least 18 years of age. International applicants must also have a standard of English language of IELTS 5.0, or equivalent, and have a study permit to study the course at Ellipse Institute. International students must have a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to provide knowledge and skills in;

- managing and protecting health and safety in the workplace
- merchandising and selling beauty products

- prescribing service in a professional manner
- providing methods and sound advice, consultation and counsel clients in facial treatments
- chemistry in the application of beauty services
- anatomy and physiology
- body functions and systems
- massage principles and techniques
- nutrition principles
- operating a small business as an independent operator
- understanding the laws, regulations, Acts and professional associations governing the profession
- and to provide a recognized qualification

• BUSINESS COURSES

1 National Certificate in Business Administration and Computing (Level 2)

Credits: 60

Duration: 22 weeks (including holiday weeks)

Qualification

National Certificate in Business Administration and Computing (Level 2)

Entry Requirements

Applicants, who show an interest in seeking employment in business administration and/or computing, are eligible to apply for admission to the course.

In addition, International students must provide evidence of English language proficiency (at least IELTS 5.0 or equivalent). International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to develop a broad range of skills including the ability to:

- use a keyboard
- meet production requirements
- operate computers
- use technology effectively
- answer telephones
- provide customer service
- process information
- and contribute positively to the work team.

2 National Certificate in Business Administration and Computing (Level 3)

Credits: 61

Duration: 22 weeks (including holiday weeks)

Qualification

National Certificate in Business Administration and Computing (Level 3)

Entry Requirements

Applicants must hold the National Certificate in Business Administration and Computing (Level 2) or demonstrate equivalent knowledge and skills. They must also show continuing interest in seeking employment in business administration and/or computing.

In addition, International students must provide evidence of English language proficiency (at least IELTS 5.0 or equivalent). International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aim of the Course

The course aims to develop a broad range of business administration knowledge and skills required of administrators to an intermediate level of competence so that the graduates could seek employment or pursue further education and training.

3 National Certificate in Business Administration (Level 4)

Credits: 62

Duration: 22 weeks (including holiday weeks)

Qualification

National Certificate in Business Administration (Level 4)

Entry Requirements

Applicants must hold the National Certificate in Business Administration and Computing (Level 3) or demonstrate equivalent knowledge and skills. They must show continuing interest in seeking employment in business administration and/or computing.

In addition, International students must provide evidence of English language proficiency (at least IELTS 5.0 or equivalent). International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aim of the Course

The course aims to develop a broad range of business administration knowledge and skills required of administrators and to provide recognition of an advanced level of competence to assist and permit a pathway to further education and training.

4 New Zealand Diploma in Business (Level 6)

Credits: 240

Duration: 76 weeks (including holiday weeks)

Qualification

New Zealand Diploma in Business (Level 6)

Entry Requirements

Applicants under 20 years of age must have a minimum of: 14 numeracy credits at level 1 or above in Mathematics on the National Qualifications Framework;

and 50 credits at level 2 or above with at least 12 credits in each of three subjects, including a minimum of eight literacy credits at level 2 or above in English of which at least four credits are in reading and four credits are in writing;

or the equivalent of the above.

International students for whom English is not their first language, must also have an IELTS score of 6.0 (academic) with no individual band lower than 5.5 or TOEFL score of 550, or provide evidence of previous English language study at level 4 in either General English (Advanced) or Business English, or equivalent evidence of English language proficiency. International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aim of the Course

The New Zealand Diploma in Business is a nationally-recognized course and qualification that allows students to gain a broad range of general business skills and knowledge followed by an opportunity to focus on career-related options such as accountancy, banking, management and marketing.

• GRAPHIC DESIGN COURSE

1 Certificate in Computer Graphics (Level 3)

Credits: 61

Duration: 15 weeks (including holiday weeks)

Qualification

- National Certificate in Design (Level 3)
- Certificate in Computer Graphics (Level 3)

Entry Requirements

Applicants, who show an interest in seeking employment in business administration and/or computing, are eligible to apply for admission to the course. In addition, International students must provide evidence of English language proficiency (at least IELTS 5.0 or equivalent). International students must be 18 years of age or over and have a student permit to study the course at Ellipse Institute.

Aims of the Course

The course aims to develop a broad range of skills including the ability to:

- use a keyboard
- meet production requirements
- operate computers
- use technology effectively
- answer telephones
- provide customer service
- process information
- and contribute positively to the work team.

• HEALTH CARE COURSE

1 Diploma in Healthcare (Level 5)

Credits: 128

Duration: 48 weeks (including holiday weeks)

NZQA Units: 497, 6400, 6401, 6402, 513, 516, 517, 518, 521, 522, 1277, 5012, 7957, 7979, 7981, 7982, 7983, 9677, 15016, 15189, 19414, 19603, 23382, 23386, 23391, 23920, 23921, 23922, 23923

Qualification

- Diploma in Healthcare (Level 5)

Entry Requirements

It is preferable that applicants have completed a tertiary qualification in a health discipline or have previous health work experience. All applicants must undertake an entry interview. International students 18 or older; completion of secondary schooling with a B average and IELTS (or equivalent) of at least 6.0. International students must have a student permit to study the course at Ellipse Institute.

Outcome Statement

The course is a stand-alone Level 5 Diploma in Healthcare for graduates who wish to move into home or residential care or who intend progressing to health qualifications at higher levels, or in the specialist care of elderly disciplines. Graduates will have an extensive range of knowledge and skills across key elements of home and residential care and care of the elderly, allowing them to enter tertiary education with knowledge of the care of elderly.

Content Statement

The course covers workplace health and safety, body systems and their functions, client support systems, care of the elderly, and workplace communications. The first aid unit standards will be delivered by an external accredited provider.

Work Placement: Student Information

Work Placements is an integral part of your training program and allows each student time to put into practice the skills the learning already undertaken. They are a vital part of each student's program completion, not only from the point of view of vocational skill acquisition but also the realm of work readiness. In the WP, classroom learning is put into practice.

Prior to going onto WP the student MUST demonstrate a high level of competency in Customer Service skills, Communication skills, Subject knowledge and skills and overall readiness. This competency readiness will be accessed by the Institute. Further you MUST have a class 1 Drivers License. Finally a First Aid Certificate is desirable.

In order for Work Placements to operate effectively the following responsibilities exist.

Ellipse Institute will:

- Take overall responsibility for the WP
- Determine and advise on readiness for each student concerning WP
- Provide ideas support and guidance to each student in finding a WP
- Visit each student in their WP
- Liaise with the employer throughout the WP
- Provide feedback to each student during and after work placement
- Ellipse will do all it can to facilitate each placement

Each student will:

- Actively engage with their tutor in WP preparation
- Commit to 90% attendance in Work Placement
- Actively seek work placement of their choice
- Be prepared to work flexible hours and days with each placement

- Be prepared to accept a placement within the greater Auckland region

Academic Support at Ellipse Institute for the Healthcare Programme

Although Student Support Services does not provide course-specific assistance, we can help you to:

- Manage your time effectively
- Interpret assignment questions
- Structure and write a good essay or report
- Learn how to acknowledge your use of other people's ideas or intellectual property and much more

Once you learn the 'secrets' of study success, you will find your studies easier and more enjoyable. Hence at Ellipse we devote one session a week to address the issues as outlined below

"Kia kaha, kai I te kai o te matauranga, Kia kai ai koe I te kai whakairo o te rangi"

Be steadfast, devour the sustenance of knowledge. Let it be, that you reap the benefits of the world.

Our friendly and caring staff are committed to providing the best service to help all students achieve their full academic potential.

As well as your tutors [kaiako and kaiako matua] giving you one-to-one support, we also run class workshops within the weekly programme.

Ellipse is the place to come if:

- You haven't studied for a while
- You need an academic support plan
- You want to develop learning skills
- You need extra help with reading, writing, maths and computing.

You can see your tutors on a one-to-one basis, as a small group, and attend our academic support workshop sessions.

Academic Resources & Weekly Workshops Topics will include

Academic reading and writing

- Introduction to academic reading and writing
- Reading for study
- Writing assignments/essays/reports.

Study skills

- Exam techniques
- Getting back into study
- Learning styles
- Mind mapping
- Notetaking/notemaking
- Oral presentations
- Referencing
- Revision and memory techniques
- Time management.

Māori culture

- Te reo Māori
- Treaty workshops.

Time management

- Weekly timetable planner
- Monthly timetable planner
- Time Management Workshop

Goal Setting & Motivation

- Motivation & Goal Setting

Note taking

- Note-taking Workshop

Mind Maps

- Mind Maps Workshop

Answering Assignment Questions

- Answering Assignment Questions Handout
- Answering Assignment Questions

How Readings Become Assignments

- How Readings Become Assignments

Essay Writing

- Essay Writing Handout
- Essay Writing Workshop
- Task or Directive Words Used in Essays

Writing Tips

- Writing Tips

Report Writing for Social Sciences

- Report Writing for the Social Sciences

Effective Presentations

- Effective Presentations

APA Referencing

- APA Referencing