

Student Handbook

I have received the Student Handbook from Royal Business College. The information in the Handbook has been explained to me by:

I have been told that I can get further explanations about anything I am not sure about.

Signature:

Date: / /



Royal Business College

New Zealand

International Student

Welcome Handbook

Christchurch 2016

Index

3	Welcome Message
4	Contact Details
4	Class Times
5	Holidays
5	College Facilities
5	Your Tuition
5	Visa
6	Rules, Discipline Procedures & Grievance/Complaints Procedures
7	Attendance
8	Illness
8	Insurance
8	Banking
8	Your Fees
8	Course Related Costs
9	Student Identity Cards
9	Christchurch Public Library
9	Emergencies
10	Support Services
11	You and the New Zealand Law
14	Transport
15	Looking After Yourself
16	English Language Report
18	Homestay Hints
19	Homestay Alternatives
20	Activities
21	Conditions of Enrolment
25	International Education Appeal Authority
26	Code of Practice



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 download a copy of the Code from the NZQA website at www.nzqa.govt.nz

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

NZQA maintains a register of all signatories to the Code. This is available online from www.nzqa.govt.nz. If the education provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

What 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).

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 pamphlet 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.

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.

Welcome to the Royal Business College

Royal Business College has been involved in the delivery of education in New Zealand for 20 years. Originally providing English Language courses to International students, the college has expanded its programmes to include Business, Information Technology, Computing, Tourism and Horticulture.

Royal Business College is registered and accredited with NZQA and meets the requirements of the 1989 Education Act and its amendments.

The College welcomes and accepts students from around the world, including New Zealand students.

As a student, you can be assured that you are studying in one of the best institutions in New Zealand.

Our EER result of Highly Confident and Confident is testimony to the fact that we take quality seriously and continuously strive for excellence in all areas of operation. NZQA has ranked Royal Business College as a category 1 Educational Provider.



Jimmy Royal
President of Royal Business College

OUR MISSION:

“We exist for our students and it is our role to teach and guide them toward a meaningful, educated and balanced future life in an international environment.”

What this means...

Our students are our focus; their education and pastoral care are paramount whilst they are with us. As our students are drawn both from New Zealand and Overseas, we see our role as both ambassadors for New Zealand education and providers of quality education that meets and exceeds expectations of all our students to allow them to live meaningful and productive lives wherever life takes them in the future.

Contact Details



Address: 447 Blenheim Road
PO Box 29566, Fendalton
Christchurch
New Zealand

Phone: (03) 374 9888

Fax: (03) 374 9555

Email: info@royalbusiness.ac.nz

Website: www.royalbusiness.ac.nz

College Management Staff

Director

Jimmy Royal
027 586 8886

Director of Studies

Abdulla Niyaz
021 02209558

Office Assistant

Jessie Song
03 374 9888

Administration

Ankush
03 374 9888

Marketing Officer

Catherine Wang
022 170 4252

Computer Network & Systems

Administrator

Bhavesh Patel
022 699 6949

Homestay Co-ordinator

Lina Liu
03 341 6966

Pastoral Care Support Person

Ankush
03 374 9888

Class Times

English Classes

Monday–Thursday

Classes commence at 9.00am and finish at 3.00pm

Friday

Classes commence at 9.00am and finish at 12.00pm

Breaks

10.30–10.45 Morning Break

12.00–12.30 Lunch

14.00–14.15 Afternoon Break

For Certificate And Diploma Courses

Refer to course Handbook for details of timetable hours and SDS. The timetable for Certificate and Diploma classes are posted on the main notice board for you. Please refer to this to check any changes.

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:

Tribunals Unit
Level 1
86 Custom House Quay
Private Bag 32001
Panama Street
Wellington 6146

Phone: +64 4 462 6660

Fax: +64 4 462 6686

Email: ieaa@justice.govt.nz

Website: www.justice.govt.nz

What will the IEAA do?

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

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

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

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

What can the Review Panel do?

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

accident, illness, theft, loss or damage to personal possessions, and the loss of fees through non-arrival, absence, or unexpected termination of their course.

- 7.3 RBC is not liable to any student if contracted services cannot be provided for any reason beyond its control.

Validity

- 8.1 These conditions are valid from 1st January 2016 and remain in force until replaced.
- 8.2 If these conditions are translated to another language, the English copy remains the correct version.

Arbitration

- 9.1 In the event of any dispute the laws of New Zealand shall prevail.

Holidays

New Zealand Public Holidays 2016

January 1–2	New Year
February 6	Waitangi Day
March 25 –28	Easter
April 25	Anzac Day
June 6	Queen's Birthday
October 24	Labour Day
November 11	Canterbury day
December 25	Christmas Day
December 26	Boxing Day

The college is closed on New Zealand public holidays. Any week of three days or more counts as one complete week for tuition purposes.

The College is closed for **three weeks** over Christmas and New Year. Course fees are not paid for this period, but are carried over into the New Year. There is a 2 week break for diploma and certificate students at mid year. In 2016, the dates are from 27th June to 11th July 2016 and 19th December 2016 to 9th January 2017.

On special circumstances students may apply for compassionate leave. Such applications must be accompanied by RBC's leave application form with supporting documents.

College Facilities



Kitchen

Please remember when you finish your meals or drinks to wash and dry your dishes, and put rubbish in the dustbin. Please do not leave a mess!

Computers

The computer room is open before school, lunchtime and after school for email and Internet research only. **No games!**

Your Tuition

Please remember that the college may terminate your enrolment if you:

- Stop attending your course, or
- Do not attend regularly even after our warnings, or
- Cause a serious or repeated behaviour problem, or
- Break New Zealand laws, including traffic laws

Visa



International students will usually be required to hold a Student Visa or Permit in order to undertake a course of study in New Zealand. Evidence that a student has met this requirement will need to be provided before any enrolment can be officially confirmed. 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

Rules For All Students Attending Royal Business College

In order for the management to provide the best possible environment for education, management applies the following rules for all students:

- Students must abide by the laws of New Zealand and the rules of the college.
- Students must comply with the conditions of their permit to stay in New Zealand. Students are responsible for keeping their visas and permits valid while studying at the college.
- Students are not permitted to smoke on College Premises.
- Students are not permitted to make loud noise at any time.
- Students can use the phone for local calls free of charge, but only in emergencies with the permission of management. Students who wish to make long distance calls may do so at their own cost, but only with the permission of management.
- Students may request use of the copier at their own cost (20 cents per copy).
- All students are expected to punctually attend lessons daily and complete all homework and assignments. Absenteeism may result in the student's dismissal from the College.
- Students can only work for money if this is endorsed on the Student Visa and only for the hours permitted.
- Students must show respect for their host families and act as a member of

the family, obey host family rules and not talk about host family's private affairs to others.

- Students must only use drugs prescribed by their doctor.

Disciplinary Procedures

The rules of RBC are to help the College run smoothly. All students who enrol with RBC must accept and keep to these rules as a contractual condition of enrolment.

RBC has the right to give a verbal warning to a student who breaks the rules or behaves badly. If there is no improvement in behaviour RBC may issue a warning letter to the student. Further behaviour problems may result in dismissal from the College without the refund of fees. Drug taking, sexual harassment or fighting results in instant dismissal. In the event that a student's enrolment is terminated for disciplinary reasons, RBC will inform Immigration New Zealand and the student's visa status may be affected.

Grievance/Complaints Procedure

Students are encouraged to make any suggestions and comments about teaching, the environment, facilities, and the management at any time during their stay at Royal Business College.

If you are not satisfied with something and wish to lodge a complaint:

- Ask at Reception for a Grievance Form.
- You may discuss the problem with the Principal or the Associate Principal.
- You may have a person with you to support you.

If the problem cannot be solved, the Principal or Director will help you to make a complaint, which can be investigated.

acknowledgement form and the tuition fees.

- 4.6 Refunds on compassionate grounds may be granted at the discretion of the Director. No refund will be made except in the case of:
 - a) return home because of serious illness (physical or psychological) of the student
 - b) return home because of a serious family matter (eg. death or serious illness in the family). Written evidence must be provided. In these cases, the school reserves the right to retain amounts to cover costs already incurred. The balance may be refunded at the Director's discretion.
- 4.7 There is no refund of registration and tuition fees more than 10 days after the start of a course of three months or longer, irrespective of whether the student proposes to transfer to another training establishment within New Zealand.
- 4.8 If a student takes approved leave (maximum two weeks) during the course, fees may, at the discretion of the Director, be carried over to later dates. However, for the purposes of refunds, the student's total period of study, before and after the break, is regarded as one course.
- 4.9 All fees paid are refunded if a student living overseas is unable to obtain a visa to travel to New Zealand.
- 4.10 All refunds are made in NZ\$. The college is not responsible for any changes in the value of currencies or for student's bank fees.

Homestay Accommodation

- 5.1 Students must agree to abide by the rules and conditions of homestay as described in the homestay application form.

College Rules

- 6.1 The rules of RBC are to help the College run smoothly. All students who enroll with RBC must accept and keep to these rules as a contractual condition of enrolment.
- 6.2 RBC has the right to refuse entry to a course to any student suffering from mental or physical disability not shown on the enrolment form.
- 6.3 RBC has the right to give a warning letter to a student who breaks rules or behaves badly. If there is no improvement in behavior RBC may expel the student.
- 6.4 Students are expected to obey NZ laws and if convicted of any offence may be expelled without a refund of fees (except homestay).
- 6.5 No refunds will be made to a student who is asked to leave the college because of misbehavior, poor attendance or violation of New Zealand laws, including traffic laws.
- 6.6 The NZ Immigration Service will be informed if a student is expelled.

Liability

- 7.1 RBC is not liable for any damage, loss or injury to students or property, however caused, except where this liability is imposed by the laws of New Zealand.
- 7.2 Students must obtain personal insurance to cover themselves against

- Trustee is irrevocably authorized to repay my Student Fees directly to that Loan Provider;
- (c) in the event that I withdraw from the course or a Course Closure Event occurs and the Trustee refunds the balance of my Student Fees directly to me, the Trustee will refund such Student Fees to me in accordance with the provisions of the Education Act 1989 and Royal Business College's refund policy, by way of direct credit to an account given by the student;
- (d) in the event that another party may be entitled to receive any refund of my Student Fees, I will provide the Trustee with the contact details of that party (as required by paragraph 3.3 below) to which the refund should be sent;
- (e) personal information about me and information relating to my Student Fees held in the Trust Account, may be supplied by the Trustee to the Qualifications Authority and the PTE for the purposes of monitoring both the Trustee's and PTE's compliance with the Qualifications Authority Policy and the Deed;
- (f) once the payments contemplated in (a), (b), (c) and (d) above have been made, the trusts on which the Trustee was holding my Student Fees will have been discharged;
- (g) any interest earned on the Trust Account prior to payments under (a), (b), (c) or (d) above will vest in and be payable to the PTE for its own benefit, and I will have no claim to such interest;
- 3.2 Capitalized terms used in this agreement shall have the meaning

as defined in the Student Fees Indemnification Trust Deed between the PTE and the Trustee, a copy of which has been made available to me by the PTE (the "Deed").

- 3.3 I agree to advise the Trustee if any third party is to receive any refund of my fee.

Cancellations, Withdrawals and Refunds

- 4.1 The College has cancellation and refund forms which must be completed in all cases.
- 4.2 All claims for refunds should be made in writing to the Director or Principal.
- 4.3 Cancellations made in writing fourteen or more calendar days before course commencement will result in a full refund of all fees.
- 4.4 Students enrolled in a course of three months or longer at RBC will be refunded all tuition fees, except for up to 25% of the total fee, if they withdraw in the first ten working days of the course. For courses of five or twelve weeks, if the student withdraws within the first five working days of the course 75% of the tuition fees will be refunded. For courses of up to five weeks if the student withdraws within the first two days of the course 50% of the tuition fees will be refunded.
- 4.5 PTE Payments from the Trust account: The student payment schedule shows exactly when payment will be made. This schedule is based on NZQA Rules for international student tuition fees protection as follows: The lesser of 20% or \$3000 of the tuition fee is paid to the PTE after the refund period of course, providing the Public Trust received both the signed student

You can expect the complaint to be dealt with within three days or, if not, receive an explanation within that time.

Students should refer to their course handbooks for specific details as to how academic matters should be dealt with.

If these procedures do not resolve your concerns you may lodge a complaint with the New Zealand Qualifications Authority, P.O. Box 160, Wellington, New Zealand.

If your complaint refers to breaches of the Code of Practice, you should address it to the International Education Appeal Authority, Private Bag 32-001, Panama Street, Wellington 6146, New Zealand.

Please study and make sure you understand this information fully. Please discuss with your Tutor, Directors of Studies or Principal anything you do not understand.

1. The immigration law and the rules of the College require students to attend class punctually every day.
2. High attendance is very good for your progress.
3. You need high attendance to build up a good study record for your future enrolments and visa applications.
4. You need high attendance to keep a good immigration record for your future visa applications.
5. Low attendance will cause you very serious problems now and in the future.
 - Your progress will suffer
 - You will be wasting your time and money
 - You will be breaking the (Immigration) law

- You will be warned and finally dismissed from the College
 - Your visa will be cancelled and you may not be able to get another visa
 - You may be refused a visa at any time in the future because you will have a bad record
6. Satisfactory attendance means 100% attendance. Less than 100% attendance is unsatisfactory and will lead to serious problems if it continues.
7. Your attendance is a permanent part of your study record. It cannot be changed.

Illness



If you become ill, you need to telephone the college before 9 o'clock in the morning to tell them that you are not going to be at school.

If you are ill for more than two days you need to bring a doctor's Medical Certificate with you on your return to school.

If you are living at a homestay you should tell your host parents that you are ill as they may be able to give you medication or if it is more serious they may take you to the doctor. Remember that as an international student you are responsible for the costs of your healthcare.

Insurance

As an international student in New Zealand you must pay for all medical treatment and this can be expensive. International students must have appropriate and current medical and travel insurance while studying at Royal Business College.

If you have Health & Travel insurance for your time in New Zealand, you will be able to make a claim after you go to a doctor or medical specialist.

You may also be able to claim for personal belongings if they are damaged or stolen.

The Receptionist has a claim form and will help you prepare the claim. Ask at Reception for more details.

If you have arranged your own insurance you must tell the College and supply a copy of the policy. The insurance must meet INZ standards.

Banking

There are five main banks in New Zealand: ANZ, Westpac Trust, BNZ, The National Bank and ASB. You can open a savings account, a current account or a term account. If you open a current account it is to get cash frequently.

After you have an IRD (Inland Revenue Department) Number your bank will charge lower tax on the interest earned from your account.

You will be helped with banking and IRD during your orientation programme.

Your Fees



For your fee protection, the College operates a Fees Protection system with an independent Trust Account.

Your tuition fees are all paid into the Public Trust and transferred to the College fortnightly. Student fees are deposited directly into Public Trust Account and are only released seven days after the start of the Student's course. In the event, if the course ceases for any reason, the Public Trust will stop releasing the remainder of student fees and pay back the balance to the students concerned.

Ask the Director of Studies for details.

Course Related Costs

All course related costs are clearly stated in the Royal Business College prospectus and its website. You need to familiarise yourself with these before making an enrolment application.

Conditions Of Enrolment

Enrolments

- 1.1 Enrolments are subject to the following conditions, which become legally binding on confirmation of acceptance by Royal Business College (RBC).
- 1.2 Enrolment is made only when RBC receives and accepts full payment of fees.
- 1.3 Class placement is based on an entry test and interview. Although the College is pleased to discuss the appropriateness of a student's class level, the College will exercise its right to decide finally what is appropriate
- 1.4 The College reserves the right to change course arrangements without prior notice.
- 1.5 RBC reserves the right to cross credit papers already achieved. Such cross credits will not reduce the course fees, although in exceptional cases RBC retains the discretion to do so.

Fees (Registration, Tuition, Homestay and Accommodation)

- 2.1 Full payment of fees in New Zealand dollars (NZ\$) is required at least 14 calendar days before study begins.
- 2.2 Non payment (or not having proof of payment) may result in withholding of services by RBC.
- 2.3 Course fees are worked out in complete weeks, including weeks with public holidays. Three or more days count as one week.
- 2.4 If any services included in the fee are not used, no refund is possible.

- 2.5 After the first 10 working days of the course, no refund is possible, irrespective of whether due to a late arrival, absence, or early departure from the course. See "Withdrawals & Refunds" for more details.
- 2.6 All tuition fees include the NZ Government Goods and Services Tax (15%). Changes to this law will also affect the amount of fees charged.
- 2.7 Fees cannot be transferred to any other institution or student.
- 2.8 The college cannot substitute part-time for full-time tuition after a course has begun or adjust fees accordingly.
- 2.9 If students extend their course they are automatically accepting the conditions of enrolment, which applied when they made their original enrolment (unless otherwise agreed).
- 2.10 The first day of attendance at the college is that stated on the confirmed Offer of Place to be the course starting date (unless the College is advised in writing of a change before the confirmed date).

Fee Protection

- 3.1 All students are required to abide by the following arrangements organised by Royal Business College for Fees Protection.
 - (a) If a course Closure Event occurs and I transfer to an Alternative Provider with the approval of the Qualifications Authority, the balance of my Student Fees will be transferred to that Alternative Provider;
 - (b) in the event that I withdraw from the course and I owe money to a Loan Provider in respect of that course, the

Activities

While you are in New Zealand you should try and experience its scenery and culture.

Royal Business College offers you some unique New Zealand experiences through its activities program. Students are encouraged to put forward suggestions for class/school trips.

The Christchurch Information Centre is situated in the Square. It is filled with information about activities to do in the Christchurch region. Here are some places you may wish to visit:

- Kaikoura
- Antarctic Centre
- Sumner Beach
- Riccarton Market
- The Gondola
- Botanical Gardens
- The Cathedral
- The Museum
- Orana Park
- Hanmer Springs
- Arts Centre
- Akaroa



Remember it is very good for your English to be practised in different situations!

Student Identity Cards

The fee for ID card is NZD \$20.

Replacement fee for lost or stolen card is same. Ask at Reception for an application form.



Christchurch Public Library

Students are eligible to become free members of the public library. To get a library card you will have to provide the library staff with your passport and confirmation that you are a student. The Receptionist will give you a letter saying that you are a student at Royal Business College.

Emergencies



FIRE



POLICE



AMBULANCE

In An Emergency – Call 111

If the fire alarm sounds while you are at school, please walk quickly from the classroom in the company of and under the direction of your tutor. Use the exit stairs, as you should **never** use the lifts in an emergency. All students and staff will meet outside on Assembly Area. Please **do not run!**

If there is an earthquake seek protection under the desks or in a doorway and stay away from the windows.

Support Services

Royal Business College offers the following support services:



Counselling (Personal Matters)

The College has Counsellors (or will arrange one for you) to talk to (in your own language) about any personal problems you want to discuss. Your talk will be confidential, and the Counsellor will do his or her best to solve your problem. Ask the Receptionist or the Principal if you need to talk to a counsellor.

Counseling (Academic Matters)

Through your course you will receive advice from your teachers and Principal on how best to achieve your academic goals.

Counseling (Further Studies)

Our Marketing Department can advise you about further studies. They have information on Universities, High Schools, Polytechnic, and Diploma courses, and can help you with your application.

Family Planning/Sexual Health

The College has detailed information on the options open to you, and can refer you to professional advisors if you wish. Ask the Receptionist for more details.

Driving

The College has information on New Zealand Driving laws, road traffic safety, and buying a car. Before you even think about driving in New Zealand, ask the Receptionist for more details.

Documents

The Receptionist can advise you on how to fill out forms (e.g. insurance claims, Visa extension applications etc). If you lose your course completion certificate or the mark sheet a duplicate can be produced at the cost of NZD \$20, on submission of evidence (police report).

Independent Advice

The Christchurch Asian Youth Trust provides information and advice to International Students, eg: Living in NZ, Sport groups, Contacts etc.

Phone: 03 357 1165

Website: www.asianyouth.org.nz

Campus Transfer

The student will need to amend their visa to study at the appropriate campus. There will also be a one off administration fee of \$200 to complete RBC Campus Transfer Paperwork.

Meals

Your homestay will provide you with breakfast and dinner on school days and all meals on the weekends and public holidays.

- New Zealanders usually eat smaller meals than Asians, so during a meal if you'd like to eat more and your host family offers more food, you should accept the first time you are asked.
- At the end of a meal, if you have enjoyed the food tell the person who cooked it that you liked it.
- After a meal you can show your thanks by offering to help wash up.
- If you're hungry between meals you should ask your host family what food (snacks) you can eat between meals.

Sharing Activities

Try your best to join in your host family's activities such as watching TV, playing games, chatting, walking, helping them do some housework and going out together on holidays or weekends. You may wish to invite them to join in with your activities also.

Organiser of homestay for Royal Business College students

International Homestays (2004) Limited

Phone: +64 9 418 5389

Fax: +64 9 418 5392

Email: info@homestaymum.com

Homestay Alternatives

Although we recommend that students, at least initially, live in a homestay, there may be reasons why you would prefer some other form of living arrangement. The advantage with living in a homestay is that your expenses are set – you receive accommodation, food and the comforts of an established home for a weekly fixed rate of \$240.00.

If you want a more independent lifestyle and decide not to use a homestay you could go flatting or live in a hostel. Before you decide where you will live, carefully consider all the costs of living, such as: Rent, Telephone, Electricity, Food, Furniture, Cooking equipment etc.

Flats: Typical weekly rent	Central City	Suburbs
One Bedroom unfurnished	\$200–220	\$160–210
One Bedroom furnished	\$200–240	\$180–220
Two Bedroom unfurnished	\$200–300	\$180–225
Two Bedroom furnished	\$220–350	\$190–250
Flat Sharing	\$70–100 + expenses*	
Hostels YMCA shared room	\$136–146 per week	

*Phone/food/electricity

Homestay Hints

All homestay used by Royal Business College have been approved by the College as meeting the standard of the Code of Practice.

Most students when they first come to New Zealand will choose to live with a homestay. It is recommended by the college as an excellent way of experiencing real New Zealand living with a real New Zealand family.

However, you may find some things very different from what is practised at home! We offer the following advice:

Telephone Calls

International, National & Mobile Calls

You will need to pay for all international, national (outside the Christchurch region) and all mobile telephone calls. You can either use a telephone 'calling card' or you can ask your homestay family if you can pay them directly when they receive the telephone bill.

Christchurch Calls & 0800 Numbers

At any time it's free to call a Christchurch number or a 0800 number, but please be considerate and don't use the phone for a long time.

Good times for International calls

Monday–Friday:

0800–1800	Expensive
1800–2200	Cheap
2200–0800	Cheapest

Weekends:

Special rates usually apply

Keeping Your Host Informed

- If you decide not to go home for a meal, you should tell your host family three



hours or more before the mealtime.

- If you have something to do after class and maybe you will be home late, you should tell your family in advance.
- At weekends or holidays, if you want to travel out of Christchurch, always inform your host of your plans as they have responsibilities and are entitled to be kept informed.
- If you decide to leave your homestay you should tell your hosts **and RBC** at least two weeks in advance.

Keeping Us Informed

- You must make sure the Receptionist always has your correct address and phone number – including mobile phone number.
- If you move, you **must** tell the Receptionist your new address.
- This is a legal requirement – very important. Thank you!

Heating

Central heating is not normally found in New Zealand homes. We usually use electric heaters and heat only the living room. You should put on more warm clothing before you ask for more heating.

Hot Water

In New Zealand you shouldn't use lots of hot water when you wash because if one person uses too much there may not be any more hot water for a long time.

Washing

You can ask your host to wash your clothes in the washing machine for you, and then you could offer to hang them out on the line. In some homestays it is expected that you should wash your clothes by yourself.

You and the New Zealand Law



Alcohol

You must be at least 18 years old to drink alcohol in New Zealand. If you are under 18, you are not allowed to purchase alcohol or enter a bar or nightclub unless you are with a parent or guardian. Photo identification that shows your age is often requested before you are allowed to enter a hotel bar or club, this Photo ID must be in the form of one of the following, otherwise it will not be accepted:

- Passport
- New Zealand Drivers Licence
- Official 'Hotel Association of New Zealand' 18+ Card

It is against the law to drink or have alcohol in your possession in a public place (e.g. on the streets of a city or at the beach).

The penalty for breaking laws relating to alcohol can range from fines between NZ\$200.00 and NZ\$2000.00 to temporary imprisonment.

Drinking Alcohol and Driving

There are heavy penalties for driving under the influence of alcohol. Penalties include instant fines, confiscation of your vehicle and jail terms. A conviction may also affect your Immigration Permit to remain in New Zealand. The following website indicates recommended alcohol limits for men and women:

www.alcohol.org.nz/WhatsInAStandardDrink.aspx

The New Zealand Police Service randomly check drivers for alcohol limits. Our advice: If you drink, don't drive!

Drugs & Tobacco

In New Zealand the penalties for importing and/or selling illegal drugs are severe. It is also illegal to possess or consume/ smoke drugs (e.g. cannabis, ecstasy, heroin, methamphetamines, LSD). Visitors to New Zealand who are caught with illegal drugs will be sent home and not allowed to return to New Zealand.

It is legal to smoke cigarettes or tobacco in New Zealand, although it is illegal for shops to sell these items to anyone under 18 years old. There are laws that restrict where you can and cannot smoke. Smoking is prohibited in all bars, clubs, pubs, restaurants, offices, work places, shopping areas and public transport. The College disallows smoking in any building. Smoking close to other people in outdoor cafes is also discouraged. You should also ask permission before smoking in people's houses. It is likely if you want to smoke, you'll have to do this outdoors.

Gambling

There are four types of legal gambling in New Zealand:

Lotteries

These include Lotto and Daily Keno. You must be aged 18 years or older.

Instant Kiwi

Instant Kiwi is a scratch card game. You must be aged 16 years or older to buy Instant Kiwi tickets.

TAB

This agency enables gambling on horse racing and other sports. You must be 18 years old to place a bet with the TAB or bet at the horse racing tracks.

Casinos

There are several major casinos in New

Zealand. The legal age to enter any casino is 20 years.

If you are concerned about a gambling problem, free help is available. Please talk to a Student Counsellor, International Student Advisor or check out the following website: www.gamblinghelpline.co.nz

Discrimination

In New Zealand it is unlawful to discriminate against people, or treat them differently. Section 21 of the Human Rights Act 1993 says that no one may discriminate against another person because of their:

- Gender, which includes pregnancy and childbirth;
- Marital status;
- Religious belief;
- Ethical belief;
- Colour;
- Race;
- Ethnic or national origins, which includes nationality and citizenship;
- Disability;
- Age;
- Political opinion;
- Employment status;
- Family status;
- Sexual orientation.

Harassment

Harassment can be defined as words, conduct or actions that are frequent and directed at a specific person resulting in that person becoming annoyed, alarmed, or experiencing substantial emotional distress.

Harassment is uninvited, unwelcomed and undeserved. It can result in the serious

interference of an individual's work or study pursuits.

Sexual harassment is a particular type of harassment that is focused on words, conduct or actions of a sexual nature.

Racial harassment is another type of harassment using words (written or spoken), conduct, actions or visual material that:

1. Express hostility against, or bring into contempt or ridicule, any other person on the grounds of the colour, race, or ethnic or national origins of that person,
2. Are hurtful or offensive to that other person (whether or not that is conveyed to the person complained about), and
3. Are either repeated, or of such significant nature, that it has a detrimental effect on that other person.

General information, including examples of the types of behaviour that constitute discrimination and harassment and sources of advice and support on campus, is available from Student Services, or see one of the International Student Advisors.

For information or to make a complaint under the Human Rights Act contact:

The Human Rights Commission Infoline
0800 496 877

Assault

It is not acceptable in New Zealand to push, hit, kick or punch another person. This includes friends, partners, wives and husbands. Yelling rude or hurtful words at someone can also be considered as assault.

Here is our record of how fast the average RBC English student advances in his/her English IELTS level with us.

English Language Report



Progress Tests for English Classes

You will have a Progress Test at least once every two weeks. The teacher will discuss your test result with you and give you advice if it is not satisfactory. Your Progress Test results are recorded, and these become part of your final score which appears on your End of Term report, so it is important that you are not absent on Fridays. If you are absent from a Progress Test you will not be given a chance to sit it at a later date. If your final score is calculated with every Progress Test result, you have a better chance of being promoted at the end of the term.

End of Term Exam for English Classes

There are two semester per year at Royal Business College. Semester starting dates this year are:

11 January 2016

11 July 2016

Two weeks before the final day of the term there is an End of Term Exam. It has five sections: Listening, Speaking, Reading, Writing and Grammar. On the final day of the term you will receive a **report**.

If you achieve a pass mark in the assessment you will be promoted to the next level.

Certificate and Diploma Reports

All Certificate and Diploma students receive a written progress report from the tutor half way through the course and then when they complete the course they will receive a record of learning.

Certificate and Diploma Students

Refer to course Handbook for details on exam/reporting requirements.

How Fast Can You Progress?

It is important to have a realistic study plan. Here is our record of how fast the average RBC English student advances in his/her English IELTS level with us.

Entry Level	IELTS level achieved	Minimum months of study
Beginner	5.5	12+
Elementary	6	12
	5.5	11
Pre-Intermediate	6.5	12
	6	10
	5.5	8
Intermediate	6.5	9
	6	7
	5.5	6
Upper Intermediate	7	7
	6.5	6
	6	5
	5.5	5

Sexual Assault

This can be defined as any type of sexual activity that is not agreed to. It can range from inappropriate touching to attempted rape and rape. Sexual assault can be verbal, visual, or anything that forces a person to join in unwanted sexual contact or attention.

Please be careful as many things that may be acceptable in your country are not acceptable in New Zealand. All forms of assault carry harsh penalties and will probably affect your permit to remain in New Zealand.

Lawsuits

Most New Zealand businesses are honest but always read the small print to make sure you understand all the conditions. The legal saying is 'buyer beware'. Consumers are protected by the Fair Trading Act and the Consumer Guarantees Act, but lawyers and lawsuits can be very expensive.

Legal Advice

You can use the Community Law Canterbury for free legal advice. Community Law Canterbury provides quality free legal help to people in Canterbury who face barriers to accessing justice. If you can't get legal help anywhere else, we are here to listen. Information is also available at the International Centre. You can contact the Law Centre on 03 366 6870 or visit them at 35 Riccarton Rd, Riccarton, Christchurch

If you are Arrested

The law says you must tell the police your name and current contact details. However, if you are arrested you should immediately ask for a solicitor or lawyer. Refusing to answer questions or saying the wrong thing may cause problems later in court so you

should have a solicitor present to give you advice before you speak.

Ask the police officer for a duty solicitor to represent you. The police must get one for you and allow you to speak to your solicitor in private before they interview you. The duty solicitor is free while you are in the police station. You also have the right to have one phone call made on your behalf. Use the phone call to contact a friend or relative to let them know what has happened.

If you are summoned to appear at court – it is very important you attend. Please contact the International Centre for further advice and support.

Transport



Bus

The Bus Exchange is where you will catch your bus. The bus exchange is currently located at Lichfield St, Christchurch Central, Christchurch 8011. If you buy a Metro card you will get a 25% discount on your bus fare. To get Metro Card please visit the Central Bus Exchange in City Centre. Visit the metro info website and get your mobile application.

Car

If you want to buy a car, please ask the permission of your parents and your Christchurch guardian if you are under 18 years old. You MUST have a drivers licence. Check with the Automobile Association (AA) about your situation.

Website : www.nzaa.co.nz

Address: 126 Riccarton Road,
Riccarton

Phone: 964 5530

Before you even think about driving in New Zealand, ask the Receptionist for more details.

Bicycle

When you ride a bicycle, you must wear a helmet and you will also need lights at night. You must ride the bicycle on the left hand side of the street, or in the special bicycle lane.

Taxi

For your safety and convenience taxis can pick you up and drop you off at your destination. There are many different companies including:

Gold Band

Phone: 379 5795
0800 379 5795

Blue Star

Phone: 379 9799

Looking After Yourself

Keeping yourself healthy

To be able to perform your best you need to keep not only your mind healthy by doing activities and interests but also your **body**!

YMCA Gym

12 Hereford Street

6 Month membership approx \$279

Olympus Gym

9 Corsair Dr, Hornby

Casual Rate \$7.50 (student)

6 Month membership approx \$375

Pioneer Recreation & Sport Centre

181 Armagh Street

Admission to swimming pool \$3.50
(student)

Keeping yourself safe

Although Christchurch is a relatively safe city there are always things you should do to keep yourself safe. Try to never walk alone when it is dark, take a taxi, arrange for somebody you know to pick you up or take the bus.

Remember you can call the police in any situation when you feel uneasy or scared.

Keeping your possessions safe

Always keep your valuables, passport, travellers' cheques and cash in a secure place or alternatively never leave them unattended.

Keep a copy of your passport, bank account details and credit cards in a safe place (away from where these items are kept). This is very useful if any of the above is lost or stolen.