KIWI COLLEGE
of New Zealand

Student General Handbook
2025

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Welcome Message

We are delighted to welcome you to Kiwi College of New Zealand.

Kiwi College's qualifications are recognised in many countries around the world and our students can be assured that their qualifications are of the highest quality.

Our aim is to provide opportunities for all students who are determined to succeed and who wish to achieve their full potential. We aim to assist our students to take full responsibility for their learning and behaviour and we know that quality learning comes from a close partnership between students, their families, and our College. We have well-qualified and experienced staff who provide quality pastoral care and support and continuously encourage students to achieve their full potential in their studies and future careers.

Our students are supported, nurtured, and encouraged:

- To aim for excellence.
- To work towards achieving their full given potential in all areas.
- To have enquiring minds, a sense of discipline, co-operation, and responsibility.
- To develop an appreciation of their cultural background, a capacity for leadership and concern and respect for others.
- To demonstrate high standards of honesty, integrity, courtesy, tolerance, and loyalty.
- To prepare for future tertiary and vocational opportunities and to acquire the skills and knowledge necessary for their chosen career.

This Student General Handbook serves as a guide for all students at Kiwi College. It contains important and useful information about the College and relevant rules and regulations concerning student life at Kiwi College and, more important, how we can best help you achieve your educational goals.

We strongly encourage you set aside some time to read this Handbook carefully and take note of the key policies and regulations administering student life at Kiwi College.

In order to ensure that you have a most worthwhile learning experience, we are always willing to help you with any questions you might have about your further studies, travel plans, student visas, accommodation, or personal matters. Please feel free to talk to our Student Support or Marketing teams at any time. You may contact them by telephone, via email or through our website.

We wish you all the best for your studies and hope that you enjoy your time at Kiwi College.

Once again, a warm welcome to Kiwi College.

Peter Meng

Managing Director of Kiwi College

Our Vision

We will be recognised globally for our excellence in quality teaching, student care and wellbeing services, delivering purposeful and relevant English language courses and high school study programmes, as well as preparing students for university success and their future careers.

Our Mission

Our mission is to provide an enriched and positive student experience and to deliver a transformative learning journey from high school to university through our progressions-focused approach and quality study programmes, our talented people, our student support and pastoral care services, and our distinct teaching practice that will enable students to reach their full potential and optimise their future study and career prospects.

Our Values

- **Excellence** – *We are committed to best practice in all our activities and aim to create an environment where students and staff can realise their highest potential*.
- **Responsiveness** – *We share and apply our knowledge and experience to guide balanced and evidenced decisions for ourselves and our stakeholders*.
- **Humanity** – *We embrace and celebrate difference, respect and support each other, and act with integrity to benefit our students, staff and the wider community by transforming and enriching lives*.
- **Courage** – *We think and speak freely, and act boldly to challenge assumptions and shape our future for the greater good of society*.
- **Kiwi spirit** – *In the innovative Aotearoa New Zealand spirit, and inspired by our people, history and bicultural foundations, we embrace creativity and ingenuity*.

About Kiwi College

Kiwi College of New Zealand is a registered and accredited tertiary education provider that offers quality training and education to students wishing to complete an approved programme of study.

The College provides quality teaching standards and a safe and encouraging learning environment that is managed by highly qualified, competent and experienced teachers. The courses offered are designed to equip students with the essential knowledge and skills for career advancement and/or to pursue higher education.

All our programmes of study, English Language courses and courses have been approved by the New Zealand Qualifications Authority (NZQA).

In its last External Evaluation and Review report, NZQA was confident in Kiwi College's educational performance and capability in self-assessment, and ranked as a Category 2 educational provider. This report can be found at: https://www2.nzqa.govt.nz/tertiary/quality-assurance/eer/eer-reports/

Management Team and Staff

Senior Management Team

Managing Director	Peter Meng
Academic Director	Dr Ricky Versteeg
Administration & Finance Manager	Jay Cheng
International Director – Marketing	Dr Dandan Cao

Sales and Marketing Team

International Director	Dr Dandan Cao

Administration Staff

Campus Manager & Homestay Coordinator	Francesca Wang
Student Support and Pastoral Care Officer	Kris Zhang

Academic Staff

Academic Director	Dr Ricky Versteeg
University Foundation Tutor	Jane Bailey
University Foundation Tutor	Christina Nettleship
University Foundation Tutor	Chelsea Parker
University Foundation Tutor	Anan Zhao
NZCEL Tutor	Rosemary Hutchinson
NZCEL Tutor	Roselyn Kim
NZCEL Tutor	Austin Zuo
NZCEL Tutor	Maxinne Ambion
English Teacher	Karolyn Flockhart
English Teacher	Monica Sun
English Teacher	Stephanie Zhou
English Teacher	Stellan Piacun
English Teacher	Paul Hill

Kiwi College Courses and Programmes

Hospitality Courses

- Certificate in Barista Skills (Level 2) (Micro-credential)

English Language Courses

- Kiwi College Beginner (Level 1)
- Kiwi College Elementary (Level 1)
- Kiwi College Pre-Intermediate (Level 2)
- Kiwi College Intermediate (Level 3)
- Kiwi College Upper-Intermediate (Level 3)
- Kiwi College Advanced & IELTS Preparation (Level 4)

Programmes of Study

- New Zealand Certificate in English Language (Level 2)
- New Zealand Certificate in English Language (General) (Level 3)
- New Zealand Certificate in English Language (Applied) (Level 3)
- University Foundation Certificate (Level 3)
- University Foundation Certificate (Level 4)
- University Foundation Studies (Level 4)

Short Term Study Tour Programme

- 1 – 12 weeks study tour programmes

Campus Information and Key Contacts

Campus Details

Campus address:	Level 1, 15 Mercari Way, Albany, Auckland 0632
Email address:	admin@kiwi.ac.nz
Telephone:	+64 9 930 0789
Website:	www.kiwi.ac.nz
Postal address:	PO Box 301836 Albany, Auckland 0752, New Zealand

Pastoral Care and Accommodation

Contact person:	Francesca Wang
Phone:	+64 9 930 0789
Email:	francesca@kiwi.ac.nz

Student Support and Administration

Contact person:	Kris Zhang
Phone:	+64 9 930 0789
Email:	kris@kiwi.ac.nz

IT Support Services

Contact person:	Jay Cheng
Phone:	+64 9 930 0789
Email:	jay@kiwi.ac.nz

Emergency (after hours contact)

Name:	Peter Meng
Mobile:	+64 21 198 8588
Email:	peter@kiwi.c.nz

1. Campus Opening Hours

The College is open between 8.30 am and 5.30 pm from Monday to Friday, except Public Holidays. The campus will be kept open if classes are held outside of normal business hours.

2. Campus Facilities

2.1 Reception

This may be your first point of contact for any questions or information. Your enquiry will be responded to as soon as possible, but as it is often a very busy area, we ask for your patience. Reception can provide phone extension and email details if you wish to contact a particular staff member to make an appointment.

2.2 Common Room and Kitchen

You can relax in the common room when you have a break. Tea and coffee can be provided on request. Newspapers, magazines, and other reading material are provided for your reading pleasure.

The two kitchens contain microwaves, fridges, cold and hot water supply and electric jugs or zip. All students are welcome to use the canteen facilities, however, please bring your own eating utensils. After your meal or drinks, please remember to wash and dry your dishes, and put rubbish in the dustbin. *Please do not leave a mess.*

3. Student Policies and Procedures

We expect students to respect the College rules, your teachers and your fellow students and always behave in a responsible way. You do not act in any way which might bring the College into disrepute and harm its reputation. For more information see the 'Student Code of Conduct Policy Principles' that will be explained during your orientation and a copy can be obtained at reception.

3.1 Conduct and Behaviour

Failure to comply with the Institute's policies and/or rules may result in your dismissal from the Institute. The College may take appropriate disciplinary action in response to the conduct or behaviour of the student as explained in the College's "Student Misconduct Policy", which outlines policies and procedures for misconduct by a student.

If you are aged under 18, the College is obliged to advise your parents or guardian of your dismissal or any formal disciplinary action that will be taken.

Kiwi College of New Zealand is fortunate that most of its students work hard at their studies and do not cheat in their assignments or exams.

Cheating is totally unacceptable at Kiwi College. Kiwi College aims to provide support and education and to design assessments and assessment conditions to ensure prevention of cheating and plagiarism. For more information about plagiarism and possible consequences please refer to the Academic Integrity Policy which can be obtained at reception.

3.2 Policies, Procedures and Forms

At orientation you will be given copies of key policies. All student policies are available at reception and student portal on Kiwi College website. If you would like a printed copy, please ask at reception.

Our key student policies, procedures and forms are listed below.

- Academic Integrity Policy and Procedure
- Accommodation Policy and Procedure
- Concerns, Complaints and Academic Appeals Policy and Procedures
- Safety & Wellbeing Policy • Student Attendance Policy and Procedures
- Student Misconduct Policy
- Withdrawal, Refund and Fee Protection Policy and Procedures
- Change Student Personal Contact Detail Form
- Student Request for Leave of Absence
- Tuition Agreement 18+ Years Old
- Tuition Agreement Under 18 Years Old
- Under 18 Designated Caregiver Agreement

4. Administration

4.1 Change of Personal Contact Details

The College is required to keep your contact details up to date while you are studying at Kiwi College.

Students are required to update the College with their personal information when changes of their contact numbers, email addresses, residential addresses, study addresses and/or next of kin take place. While the College will conduct regular updates every term, it is the student's responsibility to keep Kiwi College informed of any such changes. You may easily do so by completing a "Change of Personal Contact Details Form" available at reception. This form is used to update your details on our Student Management System.

4.2 Privacy Act

Kiwi College collects and stores information from students to comply with the requirements of the Ministry of Education, New Zealand Qualifications Authority, Industry Training Organisations, Department of Work and Income and Inland Revenue Department.

The information is also used to assess entry criteria, to manage internal administrative processes, and for internal reporting. Kiwi College may take photographs and create videos of students whilst they study at Kiwi College. These photographs and videos remain the property of Kiwi College and may be used for marketing purposes.

For those studying onshore in New Zealand, Kiwi College reserves the right to verify students' immigration status with Immigration New Zealand. Information about students may be supplied to, and sought from, other educational institutions for the purpose of verifying academic records.

In addition, when required by statute, Kiwi College releases information to Government agencies such as the New Zealand Police, Department of Justice, Department of Work and Income, and the Accident Rehabilitation Compensation Corporation (ACC).

We may also communicate personal details to parents, next-of-kin, agents and Immigration New Zealand as is appropriate. The College will observe the general conditions governing the release of information, as set out in the Privacy Act 1993. You may see any information held about you and amend any errors in that information. To do so, contact the reception.

4.3 Computing and Internet Use on Campus

Students are not permitted to view or download any material illegally at the College. You are not permitted to download pornographic images/music/software etc at the College.

All students are responsible for all their own files. While Kiwi College provides students with server space, it is not responsible for the safety of the files stored there. Students must take responsibility for all their files by backing up regularly.

Online Students should have a laptop that meets the following IT requirements.

- Laptop, desktop or tablet with camera and microphone
- Windows 10 or Mac OS or iOS or similar
- 4GB RAM

- 320GB or greater hard drive
- Wireless capability 802. 11n dual band
- Unlimited broadband Wifi data
- Up-to-date antivirus software.

5 Student Information Guide

The following information is a general guide for international students wishing to enrol at Kiwi College. Further information and application forms are available at reception.

5.1 Airport Pickup

If you want to be met at the airport, please state this in your enrolment application. Before arriving in New Zealand, you must confirm your date of arrival and flight number to the Kiwi College enrolment staff.

5.2 Admission

All students are required to meet the academic and English proficiency entry requirements for admission, as set out in each programme/qualification/course handbook. For English proficiency for qualifications listed on the NZQA National Qualifications Framework (NQF) (other than an English language programmes) at Level 3 or above, Kiwi College accepts one of the evidence types listed in Rule 22 of NZQA Programme Approval, Recognition and Accreditation Rules 2022. (Rule 22 Appendix).

Some qualifications/courses offered at Kiwi College may have prerequisites. Applicants who have not achieved specified prerequisites through their study will be required to take additional papers or foundation courses to satisfy these prerequisites.

To enrol, you can choose to visit your local agent and complete the application form, or go to www.kiwi.ac.nz and complete the application form online or email your form to admin@kiwi.ac.nz . All enquiries can be made to the Marketing Department.

Permanent residents of Australia and New Zealand, Australian citizens, and students from the Cook Islands, Tokelau or Niue who are New Zealand citizens, are treated as New Zealand domestic students and do not need to apply for admission as international students.

5.3 Education Code of Practice

Kiwi College is a signatory to and committed to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). The Code ensures that:

- High professional standards are maintained.
- Recruitment and contracting of domestic and international students are done ethically and responsibly.
- Information supplied to students is comprehensive, accurate and up to date.
- Students are provided with information prior to entering into any commitments.
- The particular needs of international students are recognised.

- Students stay in safe accommodation.
- All providers have fair procedures for resolving student grievances.

5.4 NZQA Fees / Certificates

If you are completing a New Zealand national qualification, you need to pay Kiwi College an administration fee of $94.80 for your results to be submitted to the New Zealand Qualifications Authority (NZQA). This fee is transferred to NZQA.

Your results appear on your Record of Achievement on the NZQA website. You need an NSN number and password to log in.

If a student would like to request certificate, results, attendance or reports from Kiwi College a 'Student General Request Form' needs to be filled out. This request could take up to two weeks to be processed as our quality checking process needs to be followed first. $10 processing fee may be charged if the request is not at the completion of a term or at the end of the student's enrolment.

5.5 Credit Recognition and Transfer

Credit Recognition and Transfer (CRT) is available to students for selected courses offered at Kiwi College. Please refer to the programme handbook for the particular programme you plan to enrol in for the CRT regulations applicable to your study programme. Where a student believes they already possess the skills or knowledge through formal study or work experience then they should submit a CRT application to Kiwi College at the point of enrolment. If equivalency is assessed for component(s) previously completed by the student, credit will be awarded for the component(s).

An original or notarised course transcript is required as evidence of successful completion of previous study. Overseas qualifications must be verified by NZQA at the student's own cost to be considered for cross-credits.

6. New Zealand Immigration Requirements for International Students

- All international students must hold a valid student visa (or other valid visa for courses of less than three months) for the duration of their studies. Further information regarding the various requirements of Immigration New Zealand can be obtained from its website www.immigration.govt.nz or the nearest New Zealand High Commission, Embassy or Immigration New Zealand Office.
- An offer of place issued by Kiwi College does not guarantee that the student will be issued with a student visa.
- In most cases, international students are required to pay their tuition fees to Kiwi College as a pre-lodgement requirement for their student visa application. Students are also required to provide evidence of additional funds available for living costs.
- Kiwi College is required to report to Immigration New Zealand about those students who are not fulfilling the requirements of their student visa, which includes not only the attendance rate, but also satisfactory academic progress and conduct.

- Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand website.

7. Provision of Information

7.1 Withdrawal, Refund and Fee Protection Policy and Procedures

Kiwi College places the sum of all tuition and accommodation fees paid in advance, by our current and future students, in a Standard Static Trust, managed by the Public Trust. When making a claim under this policy, students should contact the Trustee for all unused portions of fees paid on 0800 494 733 and/or feeprotect@publictrust.co.nz.

As indicated above, international students are usually required to pay their tuition fees to Kiwi College as a pre-lodgement requirement for their student visa application. These funds are held against the student's name until they complete their enrolment in person.

Students should note that the Offer of Place (Tuition agreement) is a contractual agreement for the full duration of their time at Kiwi College. Payments indicate an acceptance of this contractual agreement.

7.2 Refund of Fees

Each request for refund is decided on its individual merits. There is no automatic right to a refund of fees if a student changes their mind about studying at Kiwi College.

Note: Fees to be refunded do not include Registration Fee, Airport Pick-up Fee, Homestay Placement Fee, Insurance Fee, Bank Transaction Fee, and any other fees that had been paid or spent to a third party or individual.

For information on refund entitlement for the following, please refer to the Reception or the Marketing Department.

- Cancellation prior to course commencement.
- Decline of student visa or another eligible visa.
- Termination of enrolment.
- Voluntary closure or course cessation.
- Course closure event.
- Withdrawal and/or refund applied by a student.

All students must apply in writing for a withdrawal and/or refund to the Administration Manager using the 'Student Withdrawal and/or Refund Application Form'. For detailed information about withdrawals and refunds, please read the Withdrawal, Refund and Fee Protection Policy and Procedures.

7.3 Attendance and Conduct

Please study and make sure you understand this policy fully. Please understand that:

- Poor attendance will cause you very serious problems now and, in the future.
- Your academic progress may suffer.
- You may face disciplinary action and could be dismissed from the College.

If you are an international student studying onshore:

- You will be breaking Immigration New Zealand requirements.
- Your student visa will be cancelled, and you may not be able to get another visa to stay in New Zealand.
- You may be refused a visa at any time in the future because you will have a poor record.
- Your attendance is part of your study record.

Immigration New Zealand visa regulations require students to attend classes at all times, as required, unless they have genuine reasons for their absence. Your attendance will be marked as a percentage of time participating in directed class sessions.

Kiwi College reserves the right to exclude any student who breaks New Zealand law or Kiwi College rules or fails to attend 100% of the course enrolled for. Kiwi College also reserves the right to exclude any student who fails to attend 100% of the course they are enrolled for, unless there are extenuating circumstances such as health issues or family bereavement. For details on possible consequences of poor attendance please see 'Attendance Policy & Procedure'.

If your attendance drops below 90% a verbal warning will be issued, unless you have a valid reason and provide the supporting documents ('Request for Leave" form and copy of Medical Certificate). If your attendance does not improve a first and second warning letter will be issued, upon which Immigration NZ will be informed.

If you are an international student, in the case of exclusion, Kiwi College will advise Immigration New Zealand and will not refund any fees.

Request for Leave of Absence

It is important that you apply for leave at least a day in advance if you plan to be absent for a valid reason. Please complete our 'Request for Leave/Evidence of Absence' form, which is held at the Administration office.

No leave is given during supervised test days unless there are exceptional reasons.

Absence due to Medical Reasons

When you are sick, you should inform the Administration and Student Support Officer of the reason of your absence. When you return to class, you need to fill out the 'Request for Leave/Evidence of Absence form' and provide a copy of your medical certificate. If you are under 18 years old, you need to provide a note from your parent, homestay or guardian to say why you were absent when you

complete the 'Request for Leave/Evidence of Absence form'. Your teacher needs to sign the form before you submit the form to the Administration Office.

7.4 Student Welfare

All students are welcome to discuss concerns regarding their study, accommodation, visa requirements, further study and other issues with our Student Support Officer or our Marketing Department.

7.5 Student Complaints Policy

Complainants should follow the Concerns, Complaints, and Academic Appeals Policy (available from the Administration Office). If the matter is not resolved after following Kiwi College policies and procedures the complainants should e-mail NZQA at help@studycomplaints.org.nz, phone 0800 00 6675 or use the website to seek help (www.studycomplaints.org.nz).

Complainants are strongly encouraged to discuss their concerns directly with the relevant staff member. If the concern is not resolved, the complainant or staff member, with the complainant's consent, may raise it with a relevant manager.

A response should be made to a concern within ten working days by the staff member receiving the concern or the staff member the concern was referred to. If the concern is not resolved, complainants are advised of the complaint procedures for making a complaint.

Where the concern cannot be resolved through discussions between the individuals concerned, the aggrieved person can file a formal complaint/appeal.

To ensure that complaints/appeals can be resolved effectively:

- The complainant submits a written statement summarising the issue to management.
- A complaint must be lodged within (90) days of the event occurring.
- An academic appeal must be lodged within 10 working days of being advised of the academic decision.

Kiwi College reserves the right not to proceed with a complaint:

- Which is anonymous.
- Which is made more than ninety (90) days after the alleged incident/issue.
- Where no response is received from the complainant within ninety (90) days of the College communicating with the complainant.

Complaints or Academic Appeals are submitted to the Administration Manager.

- On receipt of a written complaint, the Administration Manager directs the complaint to the appropriate Manager for investigation.
- The complainant must receive notification of the process from the Administration Manager within three working days of receipt of the complaint.

The Manager, or nominee will:

- Coordinate the response to the complaint.

- Endeavour to resolve the complaint either through separate discussions with the complainant and other parties, or if necessary, with the complainant and other parties brought together.
- Ensure that steps towards the resolution of a concern/complaint are undertaken within 10 working days and the complainant notified immediately.
- Where possible, the complaint will be resolved within 28 working days.

The Administration Manager will record complaints and will report to the senior management team a summary of complaint and appeal activities at next immediate management meeting.

7.6 Student Application for Assessment Deferment

If a student is unable to sit for or submit an assessment because of illness or other acceptable reasons, they must provide valid and verifiable documentation. The case will then be considered by the Programme Leader and/or Director of Studies where students may be allowed to complete the assessment at a later date or a different version.

8. Academic Progress and Assessment

8.1 Academic Progress

If you are studying English, you will be assessed on your first day studying with the College to determine your current competency level in English. If you consider that you have been placed at an inappropriate level, you may apply to the English Programme Leader for re-assessment.

Your progress will be assessed regularly, and you are entitled to receive regular feedback on your progress from your teachers. A formal progress report will be provided to you every five weeks for English/IELTS courses. A copy of this report will be sent to your parents or legal guardian if you are under 18 years old.

8.2 Reassessment

Programme Handbooks have specific information about the programmes and training schemes.

(a) For Achievement based programmes:

A resit/resubmission opportunity is available if the overall grade for a course is ≥ 45% but < 50%.

In addition, the following rules pertaining to reassessment apply:

- A maximum of one reassessment per course is available.
- A reassessment may include a resubmission or resit and will assess the learning outcome(s) which were not achieved.
- A resubmission may be offered if the assessor judges the capability of identifying and correcting the work without any further teaching or specific feedback. Only general feedback may be given, such as advising you which learning outcome(s) you did not meet.
- Students who are eligible for a re-sit will be notified within 48 hours after overall marks have been post-moderated.
- Resits should be completed by the student within 5 working days of notification of eligibility for reassessment, if practical.
- Students will be notified of the result of the resit within 5 working days after Kiwi College's receipt of the reassessment.
- Upon completion of a reassessment, the maximum grade awarded will be C (50%).

(b) For Competency based programmes / courses:

- Students will be given the opportunity to demonstrate achievement of the learning outcomes by providing one resit or resubmission opportunity for each assessment.
- Resubmissions will be offered if the assessor judges the learner capable of identifying and correcting their work themselves. To ensure the learner can independently demonstrate competency against the learning outcomes, no further teaching or specific feedback will occur between the submission date and the resubmission. Only general feedback will be given, such as advising students on which performance criteria they did not meet.
- Resubmission opportunities for writing skills will occur one week after the original assessment.
- Students who are eligible for a resit will be notified within 48 hours after the assessment has been post-moderated.
- Resits should be completed by the student within 5 working days of notification of eligibility for reassessment, if practical.
- Students will be notified of the result of the re-sit within 5 working days after Kiwi College's receipt of the reassessment.
- Upon completion of a reassessment, the maximum grade awarded will be Achieved.

9. Planning Your Study in New Zealand

For information on studying, living expenses and working in New Zealand, please follow the link: https://www.studyinnewzealand.govt.New Zealand/live-work/ or join NauMai NZ community (www.naumainz.studywithnewzealand.govt.nz) for useful information about New Zealand, the lifestyle and culture and to navigate daily life in New Zealand.

9.1 Accommodation

All students under the age of 18 years old who have no legal guardian that is a permanent resident in New Zealand, must stay at Kiwi College arranged accommodation. Accommodation is arranged only for the duration of the studies. Students over the age of 18 years old are also encouraged to stay in homestay accommodation, but there are other options available including flatting, or staying in a hostel, backpackers or even a hotel or motel. Please contact the College's Administrator for any queries you may have that have not been covered in this handbook.

- **Homestay**

You will stay with a New Zealand family in their home. This provides an opportunity for students to become part of a New Zealand family and to experience a traditional 'kiwi' lifestyle. You can expect your own bedroom with study facilities and three meals per day, in an environment that will encourage growth in your English language skills. If you stay in a homestay, you don't have any extra costs – everything is normally included in your rent.

- **Flatting**

You will rent a flat or a house either on your own or with other students. You will have to provide and cook all your own food, clean the flat etc. You will have to pay for your own power and heating costs. Some flats may be furnished, but usually you will have to buy your own furniture too. If you decide to go flatting or rent accommodation, please be aware of your rights and those of your landlord. Please

follow the link for a guide to the law about renting https://www.tenancy.govt.New Zealand/starting-a-tenancy/new-to-tenancy/key-rights-and-responsibilities/

- **Hostels**

A hostel is a building where many students stay together and share facilities. You may have your own room, or share with a friend, which is cheaper. The rooms are basically furnished, and electricity and heating are included in your rent. Shared facilities usually include kitchen, bathroom, TV lounge and laundry.

9.2 Accident Insurance

The Accident Compensation Corporation (ACC) 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: www.acc.co.nz

9.3 Public Library Services

There are public libraries in Albany, Browns Bay, Takapuna and Auckland City Centre. Generally, the libraries open Monday – Friday, 9.00 am to 5.30 pm, and Saturday – Sunday, 9.00 am to 4.30 pm. Students can join the library, for free, at any of the locations. To become free members of the public library and get a library card you will need to complete:

- A library application form (The form is available at the library reception or you can download an electronic version from: www.aucklandlibraries.govt.nz/EN/About/jointhelibrary/Pages/joiningthelibrary.aspx)
- You need to provide a copy of your passport and a student confirmation letter. Please ask for a confirmation letter from the Administration office.

9.4 Banking Services

It is a good idea to open a bank account as soon as possible.

EFTPOS - most shops accept EFTPOS. With an EFTPOS card from your bank account you can make purchases and payment in which money is taken directly (debited) from your bank account.

Your bank will ask you to choose a PIN (personal identification number) for electronic banking. Do not show your PIN to anyone. If you lose your bankcard or think someone else has your PIN contact your bank straight away on its free phone 0800 number.

Information about banks and their policies are available at the banks and on their websites. The main banks are: ASB, ANZ, BNZ, Kiwi bank, and Westpac. You can choose which bank you want to join; banks charge different fees. You will also need a personal IRD number.

You will be helped with banking and IRD number during the orientation session.

9.5 Shopping Centres and Supermarkets

Supermarkets selling food and other household items are found in all shopping malls. The main supermarkets in New Zealand are PAK'nSAVE, Woolworths, Fresh Choice, Super Value, and New World. Visit https://www.asiangrocer.co.nz to find the Asian supermarket close to you.

9.6 Studying and Working Part-Time

Immigration New Zealand has clear rules and requirements for international students on a student visa who wish to engage in part-time work in New Zealand. Please also be aware of the minimum wage requirements that affect all employees in New Zealand. Please refer to the following webpage of Immigration New Zealand regarding your eligibility to work part-time while on a student visa: https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa

Please refer to the following website for information on minimum wages: https://www.govt.nz/browse/work/workers-rights/minimum-wage/

9.7 Emergency Contact Numbers

The number 111 connects to **Fire – Police – Ambulance**

You can call this emergency number 24 hours a day, 7 days a week from any phone, including a mobile phone. If you have a pre-paid mobile phone, and you have run out of airtime, you can still phone 111 and you will be connected.

- **Fire**

If there the fire alarm sounds while you are on campus, please walk quickly from where you are in the company of and under the direction of your teacher or Kiwi College staff. Use the exit stairs, as you should NEVER use the lifts in fire emergency. Please DO NOT RUN.

- **Police**

Call 111 and ask for Police when:

- Someone is badly injured or in danger
- There's a serious risk to life or property
- A crime is being committed and the offenders are still there or have just left
- You've come across a major public inconvenience, like trees blocking a state highway
- Any of these things are happening now or have just happened.

- **Ambulance**

When you answer the phone:

- Please keep calm, be clear
- Tell them where you are (your address)
- Tell them who you are and your phone number and what has happened.

9.8 Non-Emergency Number – 105

Please note that 111 still remains the number to call for emergency situations, whereas 105 is a dedicated 24 hours a day, 7 days a week number for reporting non-emergencies such as damaged property, stolen vehicles or providing Police information about crime in your area.

9.9 Transportation

- **Bus, Train, Ferry**

To find the timetables, journey planner, and fare information for Auckland buses, trains, and ferries. Please refer to the webpage www.at.govt.nz . If you enrol in NZCEL or Foundation programmes, you are eligible for a discount of 20% on bus, train and ferry fares when using your AT HOP card. Please enquire at the Administration Office how you can use this concession.

- **Car**

If you want to buy a car, please ask the permission of your parents and your local guardian if you are under 18 years old. If you get a car, you MUST read the following information:

- **Before Driving in New Zealand**
  - You must have a licence. You can use your international driver's licence for one year.
  - You need to know the road rules, which are explained in the Road Code.
  - Visit the following website Driving on New Zealand roads | NZ Transport Agency Waka Kotahi (nzta.govt.nz) to find an online copy of the Road Code. Please download the multilingual brochure about Driving in New Zealand – multilingual (nzta.govt.nz) for driving tips in eight different languages.
  - Everyone in the car must wear a seat belt and babies/children under 7 must be in car seats.
  - It is a good idea to get car insurance from Insurance Companies and Offices.
- **Getting a Driver's Licence**
  - You must get a New Zealand driver's licence after one year.
  - You will have to pass a theory test and possibly a practical driving test. You need to understand the Road Code to prepare for the test.
  - In New Zealand, you must carry your driver's licence or permit at all times when you are driving. If your overseas licence is not English, you need to contact a translation company to translate your licence.
- **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 / Uber**

Taxis or Uber can be ordered by mobile phone.

9.10 Access to Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website: www.moh.govt.nz.

For regular health and medical care, you should enrol with a doctor or General Practitioner (GP). To find a doctor in your area visit Healthpoint (https://www.healthpoint.co.nz) to search for a doctor near you or call Healthline on 0800611116.

You are free to register with a doctor of your choice. It is not necessary to change your doctor if you move to a different area, especially if you are happy with the service you receive. If you decide to change to another doctor, it is important to tell your new doctor about your previous enrolment, so your medical files can be transferred to your new doctor. Doctors can determine their fees and can provide different services. Children under 14 years can visit the doctor for free if they are enrolled with a doctor. There will be a charge if you visit the doctor.

Depending on your Medical Insurance, some or all your costs may be met.

Health care is also available from the local Medical Centres:

- The Albany Family Medical Centre, at 368 Albany Highway, Albany, Auckland 0632 (8am – 6pm, Mon- Fri). Phone 09 4158959.
- Apollo Medical Centre, at 119 Apollo Drive, Rosedale, Auckland 0632 (8am – 8pm, 7 days a week). Phone 09 4773700.

24-hour emergency:

- Accident and Emergency Department, Northshore Hospital, at 124 Shakespeare Road, Takapuna, Auckland 0620.
- Auckland City Hospital - Auckland DHB Emergency Department, at 2 Park Road, Grafton, Auckland, Phone 09 367 0000.

The College has a first-aid kit at the Administration office. Please speak to your teacher, or any Kiwi College staff member, if you require first-aid assistance. Please inform a staff member immediately if you are not feeling well.

9.11 Harassment

Harassment may be of a sexual, racial or bullying nature, and can take the form of comments, gestures or actions which are significant, repeated and unwelcome.

Harassment is unacceptable, and students and staff are required to report any incidences of harassment. Should you feel uncomfortable about any situation, please speak to your teacher or the Student Support staff.

The New Zealand Human Rights Commission is the government organisation responsible for dealing with harassment and discrimination.

To seek their advice or to make a formal complaint about a person or group of people contact them on their Infoline 0800 496 877, website www.tikatangata.org.nz. The Auckland office is on Level 7, The AIG Building, 41 Shortland Street, Auckland CBD, telephone 0800 496877.

9.12 Personal Safety

- If you discover a Fire
  - Please inform your teacher/staff member
- When the fire alarm sounds move in an orderly fashion, and quickly walk to the exit stairs with your teacher. Please DO NOT RUN.
- NEVER use the lifts in a fire emergency
- Assemble outside the building at the far end next to CACI.
- Stay with your teacher until the roll has been called.
- Do not disperse until instructed to do so.
- Wardens will check to ensure all rooms are evacuated.

10. Student Services

10.1 Counselling, Guidance and Support

Should you have a problem, Kiwi College staff is available to answer any queries or refer you to relevant external support agencies for advice about health services: immigration, insurance, accommodation, transport, work-rights etc.

10.2 Special Needs

Kiwi College may assist students with special needs (e.g. physical disability or sensory impairment) to facilitate easy access to campus facilities and enable effective teaching and learning. Students with hearing impairments or special language needs should talk to their teacher to arrange assistance and support to ensure that their learning needs are met.

Students should notify their teacher immediately should they have any issues affecting their class attendance, accommodation, or other issues impacting their learning and academic progress.

10.3 Adapting to New Zealand 'Kiwi' Culture

Students will be provided with relevant information on New Zealand / 'Kiwi' culture during orientation and at other occasions/special cultural events.

10.4 Commitment to the Treaty of Waitangi

Kiwi College is committed to fulfilling its obligations to the Treaty of Waitangi in all its activities. Where appropriate, Kiwi College will provide the opportunity for students and staff to develop an awareness of Māori culture including forming links with the Māori community.

Kiwi College will seek the support and involvement of local Iwi on correct protocol and cultural guidance where needed for its students. It is recognised that this must be an evolving process to be sure the expectations and spirit of the Treaty are always served. More information on the Treaty of Waitangi can be found at The Treaty in brief | NZ History.

10.5 Cultural Awareness

Students have the right for their culture to be respected at all times. Students should talk to their teacher about their specific cultural requirements to ensure that they feel included and able to participate in a positive learning environment.

10.6 Liability and Loss

Kiwi College cannot be held responsible for any sickness, injury, damage or loss incurred within the College or on college activities. It is the responsibility of the student to arrange personal insurance. Kiwi College can provide information about insurance. Kiwi College cannot be held responsible for college closures due to circumstances beyond Kiwi College's control. There is no refund in such circumstances. If the weather is unsuitable for any activity an alternative activity will be arranged (at Kiwi College's discretion).

10.7 Personal Liability

The law concerning personal liability in New Zealand is entirely contained in the Accident Compensation Act of 1982. No personal injury claim can be made against Kiwi College or any other company, organisation or any individual.

10.8 Compulsory Medical and Travel Insurance

International students (including student groups) must have appropriate and current medical and travel insurance from the date of their departure from their home country to the date of their return, as stated in the Code. Under the Immigration New Zealand policy, this must be at least for the duration of your student visa. Enrolment is dependent on proof of appropriate insurance.

10.9 Public Holidays

No compensation is given for days Kiwi College is closed on public holidays. The normal weekly rate is payable for weeks in which there are holidays.

Waitangi Day	6 February
Good Friday	18 Apri
Easter Monday	21 April
Anzac Day	25 April
King's Birthday	2 June
Matariki	20 June
Labour Day	27 October
Kiwi College Christmas Close-down	19 ecember 2025 – 12 January 2026

11. List of External Support Available to Students

Agency	Telephone Number	Website / Email
Alcohol & Drug Helpline	0800 787 797	http://alcoholdrughelp.org.nz/
Albany Public Library	09 486 8460	http://www.albanypubliclibrary.org/
Asian Family Services	0800 862 342	https://asianfamilyservices.nz WeChat Account ID: AFS_0800862342 Search name: 亚裔家庭服务中心
Asian Health Services	0800 88 88 30	https://asianhealthservices.co.nz
Auckland Community Law Office	09 377 9449	
Auckland Sexual Abuse Help Foundation	09 623 1700 (24 hours)	http://www.helpauckland.org.nz info@helpauckland.org.nz
Auckland Transport	0800 103 080	http://at.govt.nz/
Career Services	0800 222 733	http://www.careers.govt.nz/
Child, Youth& Family Service	0508 326 459	https://www.orangatamariki.govt.nz/
Chinese Christian Church of North Shore	09 444 8030	http://www.nzccc.New Zealand nzccc91@gmail.com
Chinese Lifeline	0800 888 880	http://www.lifeline.org.nz
Chinese Herald	09 379 5388	http://www.chinesenzdherald.co.nz sales@chnet.co.nz
Citizens' Advice Bureau	0800 367 222	http://www.cab.org.nz
COVID-19 Healthline	0800 358 5453	https://covid19.govt.nz/prepare-and-stay-safe/covid-19-support/
Depression Helpline	0800 111 757	http://www.depression.org.nz
Domestic Violence Centre	0800 733 843	https://womensrefuge.org.nz/
Emergency Medical Service	0800 800 717	
Gambling Helpline NZ	0800 654 655	
Health Line	0800 611 116	http://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline
Homecare Medical (Counselling Service)	09 375 7770 (call '1737' for the service)	https://www.homecaremedical.co.n/
Immigration New Zealand	09 914 4100	http://www.immigration.govt.nz
Immigration New Zealand (Deal with student, work and residency visas)	0508 558 855	http://www.immigration.govt.nz

Lifeline	0800 543 354	https://www.lifeline.org.nz/
Ministry of Education	09 487 1100	http://www.education.govt.nz/
Ministry of Social Development	0800 559 009	http://www.workandincome.govt.nz
New Zealand Aids Foundation	0800 802 437	http://www.nzaf.org.nz
New Zealand Family Planning	04 384 4349	http://www.familyplanning.org.nz/ national@familyplanning.org.nz
North Shore Police Station	09 424 6500	
North Shore Hospital	09 486 8900	http://www.waitematadhb.govt.nz/Hospitals-Clinics/North-Shore-Hospital
NZQA	0800 697 296	http://www.nzqa.govt.nz/
Police, Fire, Ambulance, Civil Defence, Rescue Services	111	
Relationship Services Aotearoa (Auckland)	09 525 1051	
Rehabilitation Programme	09 889 6687	http://www.zendetox.co.nz
Takapuna Police Station	105	Takapuna Police Station | New Zealand Police
Taxi Co-op	09 300 3000	
Women's Refuge	0508 744 633	http://www.awrefuge.org.nz

12. Kiwi College Fee Structure

Courses and Programmes	Tuition Fee
General English & IELTS Preparation	$400/week
NZ Certificate in English Language Level 3 (16 weeks + one-week break)	$6,600
University Foundation Certificate Level 3 (20 weeks + one-week break)	$19,500
University Foundation Certificate Level 4 (20 weeks + one-week break)	$19,500
University Foundation Studies Level 4 (20 weeks + one-week break)	$19,500
High School Preparation Level 3 & Level 4 (10 weeks per Level)	$4,500 / Level
Barista – Half day (4 hours)	$100
Barista – 3 days (12 hours)	$240
Coffee Skills Training – 7 to 9 days (27 hours)	$450
Coffee Appreciation – 2 to 4 weeks (36 hours)	$600
Licence Controller Qualification (LCQ) – 2 days	$400
Other Fees	**Price**
Enrolment Fee	$300/programme
Course Material Fee – General English, IELTS, High School Preparation	$200/term
Course Material Fee – University Foundation Programmes	$500/programme
Course Material Fee – NZCEL	$400/programme
Course Material Fee – Coffee with Assessments	$150
Course Material Fee – LCQ with Assessments	$75
Administration fee	$25/week
Homestay Placement Fee	$350
Homestay Fee – Half-board (2 meals a day)	$380
Homestay Fee – Full-board (3 meals a day)	$400
Airport Pick-up or Drop-off (single trip)	$130
Airport Pick-up and Drop-off (return trip)	$250
International Student Travel Insurance	$600 (12 months)*
International Transfer Bank Fee	$30
Extra-Curricular Tuition	On a case-by-case basis
Post-Tuition Supervised Activities	On a case-by-case basis

* Subject to change depending on the insurance company's policy