

International

**STUDENT
HANDBOOK 2012**



**PREMIER
HAIRDRESSING
COLLEGE LIMITED**

Code of practice:

Premier Hairdressing College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation>

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

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

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

The International Enrolment Officer is the designated person for all enquiries about pastoral care from International students and the resource for International students requiring assistance with accommodation.

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.

Who does the Code apply to?

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

What is an "international student"?

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

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from <http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation>.

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

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

What do I do if something goes wrong?

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

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

What is the International Education Appeal Authority (IEAA)?

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

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority C/- Ministry of Education Private Bag 47-911 Ponsonby Auckland	Fax: (09) 374 5403 Phone: (09) 374 5481 Email: info.ieaa@minedu.govt.nz
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What will the IEAA do?

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

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

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

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that

the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

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

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

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

It is compulsory to have medical and travel insurance to student in New Zealand

Inbound Travel and Medical Insurance – UniCare

Why do I need travel and medical insurance?

Technically, in regard to international students, because the New Zealand Pastoral Care Code of Practice requires it. Practically because it is essential protection for you and your family, even those who are still at home. Costs incurred due to international travel risks are so huge that they can destroy the finances of any family. You are a 'traveller' from the day you leave home until the day you return.

What should my policy cover?

To be safe, an acceptable student and visitor travel and medical insurance policy in New Zealand should cover all medical costs, without any excess or sub limits. If an insured person is not affluent, an excess or sub limit could leave the insured person as an underwriter of a portion of costs incurred, which may be so high as to prevent them using their policy. Medical and additional costs provisions should cover all surgical, hospital, doctor, and specialist's costs plus post-operative care and rehabilitation. It should also include ambulance, prescriptions and other related costs that are incurred due to a medical condition or related treatment.

What will my Uni-Care policy cover?

As well as the above, which is covered entirely by our policy, we cover medical evacuation and repatriation with no limit in regard to costs, and no excesses or sub limits. It will cover the emergency travel of parents or other family members if you are hospitalised due to a critical illness or accident. Our [schedule of benefits](#) and [policy wording](#) are available for viewing online at all times. Take the time now to check.

Which plan should I take?

Uni-Care offers two plans for International students and visitors to New Zealand; the Premier plan and the

Protector plan. Both plans provide unlimited medical, evacuation and repatriation cover and covers costs of emergency travel for up to 2 parents or family members.

The Premier Plan has a general luggage allowance that covers all items up to a value of \$2,500, above which the item should be declared and an additional premium paid. The premium payable for cover of specified items is 1.5% of the full value of the item.

The Protector Plan was specially requested on behalf of those who travel light and do not have a large amount of general luggage items. Although it has no General Luggage Allowance, the Protector plan allows valuable items of \$1,000 and over to be 'specified' and covered. The premium payable for cover of specified items is 2% of the full value of the item.

The Protector Plan costs 20% less than the Premier Plan, though there is no reduction in the medical and family protection elements of cover. Uptake of the plans is split 50/50.

How do I apply?

Apply online using our [Online Application](#) form. It is a secure site and the information you submit is encrypted for your security. <http://www.uni-care.org/>.

How much will my policy cost?

This depends on what policy you want to take out but ranges from \$492.00 - \$615.00 for a full year.

[Premium calculators](#) are available online to enable you to quickly ascertain the cost of insurance.

Alternatively you can go straight to the [Online Application](#), which calculates the insurance premium automatically.

Uni-Care Educational Travel Insurance Service

Box 32-167, Devonport, Auckland, New Zealand

Tel: 64-9-446 1166 Fax: 64-9-445 8832

Email: insure@uni-care.org

The College will accept alternative health and travel insurance policies that are current and valid for the duration of your course. However, these policies must meet the requirements of the guidelines for the Code of Practice for the Pastoral Care of International Students and be written in (or translated into) English. If you do not show evidence of an appropriate insurance policy that meets these requirements, you will be required to purchase a policy upon enrolment.

Introduction

Premier Hairdressing has three colleges, based in Auckland, Napier and Wellington

At a Premier Hairdressing College you will receive quality training in practical hairdressing skills such as:

- Blow waving
- Cutting
- Colouring
- Perming
- Long hair
- Fashion hair styles

Your creativity will allow you to create an impressive portfolio of your personal work

- Gain credits towards becoming a qualified hairdresser
- A career where you can expand your own personal flair-fashion-style
- A team that will bring to you “today’s teaching “combined with passion, dedication and creative flair.

Our colleges offer an interactive method of teaching that is student centred with smaller class sizes and individual attention. We care about you! Be part of a “true working environment” and work on real people in a supervised and supportive environment.

All our colleges want you to look at your time with them as one of excitement. A time when you can let loose your creativity while leading towards a successful outcome. We believe enjoying your time with us is not indulgent, it is necessary. While learning the art of hairdressing, students need to go at their own pace so we cater for different rates of learning, and a lot of our teaching is one to one.

Contact details

Auckland

Site manager: Jackie Doyle

Level One

1 Barry's Point Rd

Takapuna

Ph: 09 489 9035

Email: phctutors@xtra.co.nz

Napier

Site manager: Julie Scott

Norfolk House 161

Marine Parade

Napier

Ph: 06 835 7363

Email: premierhairhb@xtra.co.nz

Wellington

Site manager: James Rooney

336 High Street

Lower Hutt

Ph: 04 570 0960

Email: tutors.premier@xtra.co.nz

Head Office

Site manager: Denva Stevens - Director

16B Pohutukawa Drive

Pukete

Hamilton

Ph: 07 849 9986

Fax: 07 849 9963

Email: hairdressing@hnpl

Enrolment

Being Selected to Enrol

- You will be given a prospectus containing an application form which you must complete in your own time. You must also provide evidence that your level of English is at the appropriate level for the programme you are enrolling on e.g. results of accredited English examinations, an assessment of English competency using an English test administered by a reputable agent or an off shore provider.
- Initial selection will take place overseas in your country of origin or at your Agent's office or at the College. Your application will be processed by the administrator.
- A letter will be sent to you if you do not meet the specified entry criteria. If you are selected for an interview you will be notified by phone, letter or through your agent.
- The administrator or Agent conducts an interview with you at an agreed time and place. They will determine your suitability to enrol on the course based on the stated criteria (see Entry Criteria) and your perceived interest in the training being offered.
- A check will be made on any special learning needs that you may have and whether/how these can be accommodated.
- If you are successful you will receive a formal offer (letter of acceptance) of a place on the course. You will also receive your student number and details of the course and starting time and be given an enrolment form to complete. The enrolment form contains various clauses which you must agree to prior to your enrolment being finalised. One of the conditions is that you agree to notify the College of your current contact details, address, accommodation type and immigration status at all times – should you fail to do so your enrolment can be cancelled. Note: This offer of a place is subject to English Language proficiency, you must show evidence of achieving an intermediate level of English which can be from either of the following tests: IELTS 5.0, TOEFL 270, PHC Placement test.
- The next step is to pay your registration and course fees.

- You will then be able to gain appropriate immigration documentation in your country of origin.
- Formal enrolment and signing of the tuition agreement will take place at the College.
- You will be required to complete an assessment to ensure your study plan and career intentions match the course being offered
- Note: You are only eligible to transfer from one school to another if you have clear sound educational reasons for the transfer, Premier Hairdressing College will liaise with the school you are transferring from to determine if this is the case

Your enrolment form contains various clauses, which you must agree to prior to your enrolment being finalised. One of the conditions is that you agree to notify the College of your current details, address, accommodation type and immigration status at all times – should you fail to do so your enrolment can be cancelled.

Code document check

Upon enrolment all documentation pertaining to enrolment will be checked, photocopied and sighted as an original

Offer of place

Enrolment form signed

Tuition agreement signed

Study visa, dates to be tracked via excel spreadsheet

Health and Travel insurance for the duration of the programme

Academic records

Current contact details, residential address, type of accommodation and immigration status

Student permit/visa checklist

For Overseas Residents

The following original documents are required in order for your application to be accepted and decided:

- Your valid passport
- A fully completed and signed application form with one passport sized photograph that is to be included in the application.
- Evidence of the Financial Undertaking (or Living Expenses) either:
 - a) A fully completed “Financial Undertaking” form (see attached form) or:
 - b) Evidence of having at least a minimum of \$7000 per year. Note this can be pro-rated. e.g. If the course is 3 months then only \$1750 need be available. If it is a 6 month course, then \$3500 etc. This amount, depending on how long your course will be, has to be available in New Zealand (i.e. a recent bank statement in your name) plus either your valid airline ticket to leave NZ or proof of further funds to purchase an outward ticket.
 - c) For Tongan or Western Samoan nationals either “1” or “2” above or a fully completed “Sponsoring a Visitor” form.
- An offer of a place at a New Zealand training or educational establishment. This will be supplied by Premier Hairdressing College.

- Evidence that the course fees have been paid up to a specified date. This will be supplied by Premier Hairdressing College after course fees have been received in New Zealand.
- A written guarantee of accommodation for you here in New Zealand.

An Immigration Officer may request an applicant to present further documents and/or attend an interview. Please allow 25 working days for your application to be finalised. Usually Premier Hairdressing College can reduce this time. Please contact us for address details of where to send your completed application to. This is usually the nearest NZ Immigration Branch or NZ Embassy or High Commission.

Please include a self addressed stamped envelope or courier pack for the return of your documents. NZ Immigration is unable to accept EFTPOS payment for applications received by mail, however they can accept credit card payment via Mastercard/Bankcard and Visa (please note Diners Club and American Express credit cards cannot be accepted in New Zealand).

Matters Required by the Privacy Act

The information about you on the application form is collected to determine your eligibility for a Student's Visa or Permit.

The main recipient of the information is the New Zealand Immigration Service of the Department of Labour but it may also be shared with other Government agencies, which are entitled to this information under applicable legislation.

The address of the New Zealand Immigration Service is P O Box 3705 Wellington, New Zealand. This is not where your application should be sent to.

The collection of information is authorised by the Immigration Act 1987 and the Immigration Regulations 1991. The supply of the information is voluntary, but if you do not supply it then your application is likely to be declined.

You will, if you come to New Zealand, have a right to access the information about you held by New Zealand Immigration Service and to ask for any of it to be corrected if you think that is necessary.

Admission Procedures

On day one of the programme, the student will be greeted by the staff and an induction will take place during which the students will meet the entire staff and fellow students. Orientation will include a tour of the premises and an introduction to the facilities and full requirements of the programme, as well as the College rules and regulations.

Orientation

During the first week orientation takes place. You will be introduced to all the staff, each other, the facilities and the requirements for training. Documents are signed and the Student Handbook is explained and agreed upon.

- Site tour of facilities
- Introduction to tutor
- Going through the students' handbook

- Introduction to a friend who will assist you during your time at the College
- Tour of facilities in the area – Buses – shops – doctors etc
- Introduction to the course content requirements

Orientation programme

General	Student handbook	Course content
Introduction to staff College tour	Rules and regulations Safety	As applicable for each programme
People – who to talk to for specific issues	Withdrawal, refund and complaints Termination of enrolment	As applicable for each programme
Basic NZ life	General NZ expenses Accommodation	As applicable for each programme
Basic NZ customs	NZ culture Assessment process and procedures	As applicable for each programme
Introduction to the Treaty of Waitangi	Student guidance and support External assistant Signing of student contract	As applicable for each programme assessment

Course information

New Zealand National Certificate in Hairdressing Level 4.

This course is a two and a half year course. The last six months are spent in the commercial salon of Premier Hairdressing College. Once this course is completed (all assessments completed) a student will have the New Zealand National Certificate in Hairdressing Level 4.

Alongside this qualification Premier Hairdressing College will be offering the London City and Guilds International hairdressing qualification which will allow the student to work in several countries around the world including Europe.

The New Zealand Government requirement is that a student will need to study in New Zealand for a 2 year course to qualify for a student visa. You will need to pay for the first years course in advance and the second year must be paid before the commencement of the second year. The final 6 months covers the commercial practical portion of the qualification and this will be at no cost to the student. Students will need to work in the salon for a minimum of 30 hours per week for this portion of the course.

The Hairdressing Qualification incorporates an English Language component.

Course Fees

First Year	\$NZ19,500
Second Year	\$NZ19,500 including the final six months of practical tuition

This two and a half year course includes an English programme allowing the international students to upgrade their English skills. All international students will need to provide evidence that they have 5.5 IELTS or its equivalent.

The qualification has been developed to be enjoyable and rewarding. Each of our tutors are chosen for their high level of skill and their commitment to teaching in accordance with the highest standards. You can expect to become immersed in the practical aspects of hairdressing, as well as enough theory to stand you in good stead once you become employed. We take a lot of pride in our reputation for providing the industry with well trained people and we are confident that each of our students receive the learning they need to be successful.

The course fees include:

- GST (New Zealand government imposed goods and services tax of 15%)
- all class tuition fees in Hairdressing and English
- use of texts and learning equipment
- hairdressing equipment
- access to all College facilities and equipment during College hours, or by arrangement with your tutor in charge after class hours
- processing/recording/reporting /personal data

Not included in your Course Fees

- If you need to photocopy any of your work, you will be charged for any photocopying you require. The cost of photocopying is 10c for A4 black and white and \$2.00 for A4 colour
- Pens, pencils, coloured pencils
- Medical/Travel insurance
- Any personal expenses
- Accommodation

Staff

All staff have a full national hairdressing qualification and have a minimum of 8 years hairdressing experience. All tutors within the first year of starting with PHC complete assessor units, and a certificate in Adult Teaching. All staff are involved in Literacy and Numeracy training and by the end of 2011 all will have completed NCALE. Tutors keep current by doing 80 industry hours per year, which involves keeping current and spending time in a commercial salon. Tutors get involved with extracurricular activities with the students such as regional competitions and fashion shows.

Facilities

We have fully equipped salons, kitchen facilities with microwaves ,an inside and outside area for students to eat their lunch, a fully equipped commercial salon in each college for students to work with clients, photocopying facilities for students, clean, well appointed colleges that are refurbished on a regular basis, we engage commercial cleaners, we stay abreast of current hairdressing equipment and training, fully air conditioned through summer and winter, we are close to public transport and eating facilities.

Credit Transfer and Recognition of Prior Learning (RPL)

Transfer of credits gained for unit standards or relevant areas of learning which are components of the programme will be granted. In such cases, student evidence will be sighted in the form of an academic record or record of learning. Students who apply for credit transfer will be asked to provide this evidence at

the interview. Students who gain credit transfer will be given an opportunity to work on alternative components or units within the programme.

As far as *recognition of prior learning* is concerned, the College supports the right of applicants to gain credits for existing skills and knowledge. Applications for award of credits by RPL will be considered on a case-by-case basis. The following procedure will apply:

1. The RPL candidate will initially contact the tutor and outline the area/s of the programme she/he wishes to claim credits via RPL. If unsure, the candidate will be provided with specific course data, such as the relevant unit standard/s containing outcomes and performance criteria. The tutor will also give the candidate an indication of whether the RPL assessment can be realistically conducted in-house by the resident College staff or whether it may need to be conducted by some other agency, such as another TEI or the relevant ITO.
2. If the RPL assessment can be conducted in house, the student concerned is informed of the time and place and an appropriate assessor is appointed. An RPL assessment fee will normally be charged for this service.
3. A challenge test is undertaken by the student and assessed by the assessor. The student is informed as soon as possible after the assessment has taken place if competency against the relevant outcomes and performance criteria has been demonstrated. If this is the case, the award of credits against the appropriate unit standard/s is entered on the student's record of learning on the data base. If RPL credit is declined and the student still wishes to enrol, she/he will be encouraged to commit to completing the whole course of study.

Appeals

The sequence in the student appeals procedure relating to student entry issues is as follows:

1. Appeal to the tutor, an interview with the tutor will follow.
2. If no satisfactory outcome is reached through the interview with the student, the appeal goes to the Site manager
3. If a satisfactory outcome is not achieved the student can take the appeal to the director Hanish McKay he can be contacted on 06 8795884
4. If the matter is still not resolved students can contact Ray Astwood, an advisory board member, he can be contacted on 07 855 9821.

Cancellation of Training

Premier Hairdressing College reserves the right to cancel training courses due to insufficient demand, unavailability of suitable trained staff or facilities or other similar major problems. In all cases if you are enrolled on the cancelled course you will be offered alternative training dates or a refund.

Student Fee Protection

Fees will be protected by public trust

Withdrawal, Cessation of Enrolment and Refund Procedures

Withdrawal

A withdrawal from a course takes place when a student stops attending for more than two consecutive weeks or completes a notice to withdraw in writing. A student enrolled for a course of study may withdraw from the course

by written notice at any time.

It is the student's responsibility to report his/her withdrawal from a course in writing. Any fees outstanding will remain payable until official notification is received.

Immigration Services form 'Termination of enrolment of Foreign National Holding a Student Permit' will be completed and sent if a student withdraws and they were studying under a student visa.

Cessation of Enrolment

The administrator will withdraw a student's enrolment from the course and notify the appropriate authorities, as stated above, if the student is absent without contact for at least two consecutive weeks.

Refunds

Refunds are issued by the authorised independent trustee of the College and will be returned to the student. All discussion concerning conditions of enrolment and withdrawal are subject to New Zealand law.

If a student withdraws before the eighth day of the course he or she is entitled to a refund of any fees, including registration fee and agents fees paid, less 10% or \$500.00, whichever is the lesser amount, paid in NZ dollars at the current exchange rate.

No refund is normally made in the case of withdrawal *more than* 8 days after the course commencement date.

Student complaints

Whilst the colleges mission is to train to the highest standards of competency and excellence and to assist in the individuals personal, and professional goals, the company acknowledges that there may be student complaints regarding the provision of training services. It is the college's intent to resolve complaints amicably and be responsive to student critique.

If you have a complaint regarding the provision of teaching services the student shall in the first instance approach the tutor concerned regarding your concern.

If this approach has not achieved a successful outcome you should approach the site manager to resolve the matter.

5. If no resolution is found you may discuss the matter directly with the Principal Hamish McKay he can be contacted on 06 8795884
- 6.
7. If the matter is still not resolved students can contact Ray Astwood, an advisory board member, he can be contacted on 07 855 9821.

Having exhausted the internal complaints mechanisms you may contact the NZQA directly at Wellington by phoning: (04) 802 3000 International Education Appeal Authority

c/- Tribunals Unit

Level 1, 86 Custom House Quay

Private Bag 32001

Panama Street

WELLINGTON

Telephone: +64 4 462 6660

Facsimile: +64 4 462 6686

Email: ieaa@justice.govt.nz

Website: <http://www.justice.govt.nz/tribunals/international-education-appeal-authority>

External Bodies

All students are advised of their recourse to the following external bodies if they are unable to resolve grievances through internal procedures:

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal
- International Education Appeal Authority

Assessment policy and appeal provisions

Information for Course Attendees

An overview of assessment requirements will be conveyed in the assessment schedule to you at the commencement of a course or programme. This will include details of the timing, methods, standards and re-assessment opportunities. You are encouraged to discuss details of individual assessments with your Tutors.

Procedures for Assessment

You will only be assessed against units which Premier Hairdressing College is accredited. Competency will be assessed through a wide variety of methods including tests, projects, assignments, portfolios, and reporting. Formative and summative assessment will be augmented by peer assessment, self-assessment and Tutors observation.

Integrated assessment tasks will be used as often as possible to draw together the performance indicators of one or more criteria/element to provide a holistic and efficient assessment of performance.

Self-assessment will be used to strengthen your self image and develop your ability to realistically measure their own and peer performance in a non-threatening environment.

Off site assessment

The tutors or an ITO approved work place assessor will be the only persons responsible for any formal assessment of you while you are off site. Formative assessment evidence will be gathered from the work experience supervisor/employer in the form of a task check sheet; this will be used to deem repeatability of tasks prior to summative assessment taking place.

Re-assessment

You can resubmit work for assessment within one year of completing the training.

To assist students with the completion of assessed work within the one year period allowed for completion they will be given

- the opportunity to establish a “study buddy / buddies “
- contact details of your Tutors / assessor who will answer any queries they might have

Student guidance and support

Premier Hairdressing College is a signatory to the Code of Practice for the Pastoral care of Students.

Members of staff deal with different areas of support. Tutors assist with learning needs and can advise on further study choices. The onsite manager can assist with personal or health problems and arrange referrals to an outside agency or person. Staff are available during office hours for guidance and support and will guarantee student confidentiality. The onsite manager is the contact person for international student support and enquires.

The emergency contact number is 021570040

External Support and Guidance

Students will be referred to outside agencies when the assistance required is of a specialist nature which cannot be offered by the College staff. These needs may be identified at the initial selection interview or at some stage of the learning programme.

List of External Support Available

AUCKLAND

CITIZENS ADVICE	486 3139	
Takapuna Community Service Building The Strand		
SALVATION ARMY	337 1318	
Auckland Central		
WORKBRIDGE	486 8056	
128 Hurstmere Road, Takapuna		486 8059
ACCIDENT & MEDICAL CLINIC		
436 – 440 Glenfield road		444 4244
Xray		443 4444
Dentist		444 5040
Physiotherapy		444 4244
SEXUALLY TRANSMITTED DISEASES	308 9410	
Health Specialist - Parnell		
NORTH SHORE HOSPITAL	486 1491	
Shakespeare Road, Takapuna		
ALCOHOLICS ANONYMOUS	366 6688	
2 Mayoral Drive, Auckland		
AIDS HOTLINE	358 0099	
24-Hour Information & Referral Service P O Box 6663, Auckland		

BUDGET ADVICE North Shore Budget Service, 2 Shea Terrace, Takapuna	486 6206
FAMILY PLANNING 15 Anzac Street, Takapuna	486 1014
PREGNANCY COUNSELING SERVICE Auckland	0800 773 462
CHINESE COUNSELLING	0800 543 354
CHEMIST Unichem Life Pharmacy, Shore City Pharmacy, Shore City Galleria, Takapuna	486 2655
RAPE CRISIS CENTRAL AUCKLAND Support Referral	360 4004
CHINESE COUNSELLING	0800 543 354

HAWKES BAY

CITIZENS ADVICE

Community Room, Memorial Square

0800 367 222
835 9664 M-F 9am – 4pm

CITY MEDICAL

24 Hours, Wellesley Road

835 4999

FAMILY PLANNING

Napier

844 0399

YOUTHLINE / LIFELINE

P O Box 1029, Napier

835 5169
Youthline 0800 376633
Lifeline 0800 543 354 or
8353300

AIDS FOUNDATION

24-Hour Service

0800 802 437

SALVATION ARMY

56 Tait Drive, Greenmeadow

844 4941 M-F 9am – 4pm

RAPE CRISIS/SEXUAL ABUSE

P O Box 751, Napier

835 65868

STD CLINIC

834 1815

SEXUAL HEALTH SERVICE

8341878 Direct

BUDGET ADVISORY SERVICE

12 Cathedral Lane

835 9458
CHB 858 8196
HAS 878 0530
NAP 835 5344

WORKBRIDGE

25 Bower Street

834 0027

ALCOHOL AND DRUGS HELPLINE

0800 787 797

CHINESE COUNSELLING

0800 543 354

LOWER HUTT

EMERGENCY SERVICES		Dial 111
CITIZENS ADVICE BUREAU	47 Laing Road, Lower Hutt	0800 367 222
YOUTH LINE		0800 376 633
FAMILY PLANNING CLINIC	59-61 Queens Drive, 2 nd Floor, Lower Hutt	04 569 5025
VIBE	(free confidential health and support services)	04 566 0525
WHATS UP	(help for kiwi's 5-18 years)	0800 942 878
HEALTH LINE		0800 611 116
ALCOHOL & DRUG HELPLINE		0800 787 797
GENDER BRIDGE INC		0800 844 357
VICTIM SUPPORT		0800 842 846
PREGNANCY COUNSELLING SERVICES		0800 773 462
HUTT RAPE COUNSELLING NETWORK	50 Niblett Rd, Lower Hutt	04 566 5517
NET SAFE		0508 638 723
W.I.N.Z	Cnr Queens Drive, Lower Hutt	0800 559 009
MEDICAL CLINIC	Ropata Village, 577 High St, Lower Hutt	04 569 7115
CHEMIST	Kopata Chemist, 62 Bloomfield Tce	04 569 6526
WORKBRIDGE	P.O.Box 30230, Lower Hutt	04 913 6403
CHINESE COUNSELLING		0800 543 354

Maintenance of course requirements

The following policies will apply where student progress is a concern

- 1.1 All Tutors are encouraged on a daily basis to be vigilant for students who do not seem to be making good progress and to address the matter sensitively and privately with the student to check whether help is required.
- 1.2 Each Tutor completes a formative assessment report which identifies the outcomes completed by the student. The Tutor would notify the site manager of any student where progress is of concern
- 1.3 Actions to be taken by the site manager, in liaison with the Tutor, may include a range of interventions appropriate to the situation such as:
 - Individual tuition by the Tutor after class
 - Counselling by an Premier Hairdressing College staff member or referral to an outside agency or support service
- 1.4 Where the above interventions do not assist the student to catch up the matter will be raised at monthly management team meetings. At this point the student will be interviewed by the Course manager or the site manager, who will assess the course of action that is best for the student,
- 1.5 When all available avenues have been tried and no improvement has been seen, the Premier Hairdressing College site manager will terminate the student's enrolment. Where appropriate Premier Hairdressing College may assist the student enrol in a more appropriate course. The New Zealand Immigration Service will be notified if a student's course is terminated.

Information on life in New Zealand

New Zealand People

New Zealand is a small country with a small population (4.3 million). It is clean and green with plenty of space for everyone. New Zealanders love the outdoors and are friendly and informal towards each other and visitors.

You may notice that New Zealand people do the following:

- Say 'please' when they want something and 'thank you' when they get it. It is considered rude if you do not use 'please' and thank you'.
- Say 'sorry' if they bump into another person by accident.
- Say 'hello' to people they have never met before.

Make lines or queues when waiting for service. It is considered rude to push in and not wait your turn.

Living Expenses

New Zealand is not an expensive country, but it is not a very cheap one either. It is somewhere in the middle. Things are generally a bit cheaper here than in Europe, USA or Japan and a bit more expensive than in many other Asian and South American countries. The current favourable rate of exchange has made New Zealand an even cheaper option for many nationalities.

Public Transport

New Zealand has a comprehensive bus system. Weekly fares range from approximately \$11 to \$30. Special discounted passes can be purchased at a bus terminal. Train transport is available in the City

Water

Tap water is safe to drink.

Accommodation

Information on Application Processes:

The site manager and administrator will be able to assist you to access New Zealand accommodation services e.g. through the Ministry of Housing, the Tenancy Tribunal, the local Citizens Advice Bureau and the Community Law Centre. They will also be able to assist you with the application process and help you to complete any forms and answer your questions.

Premier Hairdressing College does not assess suitability of accommodation.

Living and Accommodation Information

Home Stay

Typical home stay offers a room, two meals a day, laundry, inclusion in family life and an interest in improving the student's English language. Home stay families are checked by the police and home stay officers. Home stay families have a genuine interest in other cultures and people. Students, who choose homestay will have a bedroom with study facilities, eat with the family and be part of the family. Meals include breakfast and dinners on College days and all meals at the weekend and on holidays.

General Home Stay Expenses

Single room \$200.00 - \$250.00 the price of the room can depend on factors such as walking distance to the college and the facilities the house offers e.g. ensuite bathrooms/ separate lounges.

Hostels

Hostels provide you with your own bedroom and shared bathroom and kitchen facilities. You may be able to buy meals or choose to cook your own. Prices for hostel accommodation range between \$125 and \$275 per week. You may have to pay up to \$150 as a deposit at the beginning but this is refundable. Some hostels need to be booked well in advance. Contact the hostel reception for information on securing this type of accommodation.

Hotels and Serviced Apartments

Hotels and serviced apartments provide private bedroom, bathroom and living facilities, with prices starting at \$400 per week. Contact the hotel reception of the hotel or serviced apartment for information on securing this type of accommodation.

Furnished apartments

Furnished apartments can be single bedroom or multiple bedrooms to share with others. Depending on the location and size of the apartment, costs can range from \$150 to \$300 per person per week. Apartments can be difficult to find for short term rental. We recommend that students only consider this option after living in New Zealand for some time. Contact the individual owners or real estate agents letting the apartment for information on securing this type of accommodation.

Premier Hairdressing College does not provide homestay or accommodation services and does not assess the suitability of available accommodation.

Discrimination

Discrimination occurs when a person is treated differently from another person in the same or similar circumstances: -

- it can be direct or indirect
- it is not always unlawful

Discrimination covers past, present and assumed circumstances. Direct discrimination is relevant to each area of public life described and includes:

- not being given an employment opportunity
- not being given access to a place or service
- being treated less favourably
- being subjected to a detriment

Indirect discrimination occurs where any conduct or practice has the effect of discriminating against a person(s) even though it may appear to be neutral.

Unlawful discrimination

Discrimination is only unlawful when it occurs in one of the prohibited grounds and in one of the prohibited areas of public life. Other forms of discrimination are also unlawful, including racial disharmony, racial harassment, sexual harassment and victimization.

Gambling

Some people find that gambling becomes a serious problem which they are unable to control. This is known as 'compulsive' or 'pathological' gambling. Compulsive gambling is recognised as a mental disorder, and is characterised by a chronic and progressive failure to resist the impulse to gamble.

It involves gambling behaviour that compromises, disrupts or damages personal, family, or vocational pursuits. It is known to increase during times of stress, and can lead to problems such as disrupted family relationships, inattention to work, financial crises and criminal activity in order to obtain money. These problems in turn lead to a further intensification of the gambling behaviour.

Compulsive gamblers often believe that money causes, and at the same time is the solution to all their problems. They make no serious attempt to budget or save money, and are often over-confident, very energetic, easily bored and often "big spenders". There are times when they show signs of personal stress, anxiety and depression. In fact, many compulsive gamblers report boredom/depression or stress as the main reasons for their gambling.

If you feel you may have a problem with gambling or need some advice, contact:

<http://www.gamblingproblem.co.nz>

Gambling Problem Helpline 0800 654 655

Gambling Debt Problems 0800 654 658

Main line now open 24 hours Thurs/Fri/Sat

All other days 8.00am to 11.30pm

Counselling

Counselling is available in New Zealand for any problems you may have.

If you feel you need any help with the following you can contact relationship services. Relationship Services provides counselling for individuals, couples, children, young people and families experiencing personal or relationship difficulties through:

- Relationship and life-skills education programmes;
- Stopping violence programmes;
- Mediation to resolve disputes;
- Workplace support, including counselling, employee assistance programmes, coaching, professional supervision and training

Illicit Drug Information

The drugs listed below are illegal in New Zealand and the use and sale of them are covered by either the Misuse of Drugs Act (1975) or the Medicines Act (1981). Drugs that are used as medicines (e.g., Ketamine) are usually covered under the Medicines Act. Most other illegal substances are covered by the Misuse of Drugs Act and are classified as Class A, Class B or Class C drugs (Class A being treated the most seriously by the law and Class C least seriously).

It is important to remember that although drug use is socially acceptable in some environments or sub-cultures, the legal consequences can be serious. Being involved in the manufacture or supply of drugs is treated more severely than possession of small quantities for personal use.

You must not take any substances that you are offered at a party or a night club as they are likely to be illegal and if you are convicted of drug use or possession your visa will be cancelled and you will be deported from New Zealand

Substances covered by Misuse of Drugs Act (1975) are:

Class A

- Cocaine.
- LSD.
- Magic Mushrooms (psilocybin).
- Most other hallucinogens.

Class B

- Amphetamines (speed).
- Ecstasy (MDMA) – depending on what's in the E, it could be classified differently, e.g. MDA is a Class A drug
- GHB, GBI, 14B, GABBA, Sodium Oxybate

Class C

- Cannabis (Hash, hash oil and other processed cannabis products are Class B drugs).

If you think you may have problems with drugs or need further information see the support service section of the book for contact details:

Mental Health Services

Mental illness

Just as there are many forms of physical illness, mental illness covers a wide range of psychiatric disorders with a variety of different symptoms.

If you are experiencing any symptoms you must first see a doctor they will be able to put you in touch with the appropriate division of mental health service who will be able to help you.

Accessing information on sexuality education, health promotion, sexual and reproductive health services

Family Planning Association works to promote a positive view of sexuality and to enable people to make informed choices about their sexual and reproductive health and well-being.

Family Planning (FPA) provides sexual and reproductive health information, clinical services, education, training and research.

Services include - contraception, STI checks, menopause, talking to your children about sexuality, vasectomy, PMS, adolescent sexuality, pregnancy and many other topics.

If you need to make contact with FPA you will find their contact details in the support section of this book

Driving in New Zealand

If you are thinking of driving in New Zealand you need to check before you drive that you meet New Zealand's **driving laws**:

- If you have an overseas driver license or an international driving permit, you can drive in New Zealand *for a maximum of one year*. Note: you are only able to drive those types of vehicles you were licensed to drive in your own country.
- You must carry your licence or permit with you whenever you are driving. If your overseas licence or permit is not in English then it's a good idea to carry an official translation with you.
- If you don't have an overseas driver licence or an international driving permit, you must apply for a learner licence before you can drive any vehicle in New Zealand
- If you plan to be in New Zealand for more than one year you must apply for a New Zealand driving licence before the end of your first year. You will have to pass a theory test and probably a practical driving test too. If you do not apply for a licence you will be considered an unlicensed driver and will be charged by the Police if you drive a motor vehicle.

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

- Buying a copy of the *Road Code*. You can buy these in bookstores or from driver licensing agents. You can also borrow a copy of the Road Code from any public library. Or Contacting the *Land, Transport Safety Authority* on its website www.ltsa.govt.nz or free phone 0800 822 422.

Cycling in New Zealand

If you cycle in New Zealand you should be aware of the following safety guidelines:

Wear a helmet – this is compulsory in New Zealand

Be seen – wear light bright colours and use reflective tape

Lights and reflectors must meet the requirements in the Road Code

Have your seat at the right height so you can touch the ground but not too low

Check the handlebars for movement and make sure the grips are secure

Check the brakes are adjusted and work properly. Use both brakes for quick stopping

Check the pedals spin easily and have reflectors on them

Check that your tyres are inflated and that wheels spin easily without wobbling

Pedestrians

Use the footpaths

If there is no footpath, walk on the side of the road facing on-coming traffic

At night wear light or reflective clothing

- Cross the road only when it is safe to do so and walk straight across the road
- Use pedestrian crossings
- Cross near a light at night
- Wait until the bus has moved away before you check for vehicles and cross the road

Tobacco / Cigarettes

In New Zealand:

People under 18 years cannot buy tobacco or cigarettes

Smoking is prohibited in public buildings on public transport, in most bars and restaurants

Alcohol

In New Zealand:

You cannot buy alcoholic liquor if you are under 18 years old

If you are accompanied by a parent or guardian you can drink liquor in a restaurant

You may be asked for evidence of your age in the form of a driving licence, a passport or a HANZ 18+ card

Treaty of Waitangi

The treaty of Waitangi is an agreement which forms a covenant between the Crown and Maori. It was signed in 1840. The treaty of Waitangi is the founding document of New Zealand, which recognised the prior occupation by Maori people of New Zealand and allowed the Crown to set up a government to establish laws.

Premier Hairdressing College upholds the principles of the treaty of Waitangi and abides by the principles of the treaty at all levels of the operation of the organisation.

Privacy Act

Premier Hairdressing College complies with the Privacy Act 1993. You have been informed and given permission on your enrolment form for the College to communicate personal details to NZQA, Ministry of Education, Skill New Zealand, Department of Work & Income, Inland Revenue Department and other similar bodies.

In addition Premier Hairdressing College will release information, when required by statute, to Government agencies such as N.Z. Police, Department of Justice and Accident Rehabilitation Compensation Corp.

Language

We will avoid using racist, sexist and inappropriate language.

Smoking

There will be no smoking throughout the premises. All smoking must be outdoors of the building at all times.

Telephone Call Procedures

Students may not use the Premier Hairdressing College's phones

You must ask a staff member for permission to make if you need to make urgent, emergency or toll calls.

Cell phones are not allowed in the classroom during lessons.

Personal Belongings

Any items you bring to the premises are your responsibility. The College is not responsible for loss or breakages. If you wish to have items stored/held in the main office, please ask either your tutor or other staff members.

Eating and Drinking

No eating or drinking (tea, coffee) except water during class time. Time is allocated throughout the day for breaks, these times are displayed throughout the premises.

Rules and regulations

1. This is a smoke free college. If there is a designated smoking area, keep it clean and tidy. Provide and empty ash trays.
2. Anyone under the influence of drugs or alcohol will be asked to leave immediately.
3. Lockers are available; you need to supply your own padlock.
4. Theft will result in instant dismissal.
5. Gossiping and backstabbing are no – no's. Please no swearing. No racism or intolerance towards fellow students is acceptable. Show respect for your classmate's individuality.
6. No cell phones in classrooms or practical areas during lessons. Tutors may remove phones for duration of lesson.
7. Lateness to class will not be tolerated because it is very disruptive to have people wandering in at any old time. Lock outs will apply. We are also trying to prepare you for good workplace habits. Employers will not tolerate staff being late for work.
8. If you are going to be absent or late please phone before 9.00 am and inform a tutor or leave a message if the phone is unattended.
Auckland Phone 489 9035 or call/text 027-715 8658
Hawkes Bay Phone 835 7363 or call/text 027-714 9418
Lower Hutt Phone 570 0960 or call/text 027- 7158657
9. Your working area and equipment are your own responsibility; keep them clean and tidy at all times.

Harassment policy

Harassment is unlawful under both the Employment Contracts Act 1991 and the Human Rights Act 1993. A company which permits harassment and individuals, who harass, may be legally liable if harassment occurs. Many of the issues that constitute harassment are also offences or crimes.

Harassment is written, visual or physical conduct in relation to race, colour, ethnic or national origin, gender, age, disability, marital or family status, religion, ethical belief, political opinion, sexual orientation, or health status and is:

- [1] unwelcome or offensive to the recipient; and
- [2] of a serious nature or persistent to the extent that it has a detrimental effect on the individual's learning ability.

Any person who is concerned at any time about harassment is encouraged to initially take up the issue with the person(s) concerned.

Any person who is concerned at any time about harassment may confidentially approach the Administrator

The College views any harassment seriously and anyone found to be harassing another person, client or staff member will be dealt with accordingly.

Health and Safety

The College has documented Health and Safety policies and procedures. Learners may raise Health and Safety concerns with any member of the College Safety committee at any time. The College will ensure all requirements of ACC and OSH are applied on and off site.

It is the responsibility of all learners to carry out their work in a way which does not endanger the safety of themselves, of other people and the College. If there is the slightest uncertainty about a course of action then you should consult any staff member. Any injury, accident or damage to equipment must be reported immediately.

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

First Aid Kits

First aid kits are kept at reception.

First Aid Procedures

If you are ill and need to leave class tell your lecturer and they will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the administrator.

Safety Rules

All persons on College premises must observe the following safety rules:

- Do not run around the College, only walking is permitted.
- Use hand rails when coming up and down the stairs.
- You are not allowed to drink alcohol on the premises.
- If you spill something you must clean it up immediately.

Fire compliance

- You are not allowed to smoke in any of the premises.
- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers.

Emergency Procedures

The following procedures are to be followed in the case of an emergency.

Fire Safety

The Building has a fire safety certificate and a fire sensor/alarm system. The printed Fire Instructions are provided. **If you discover a fire; raise the alarm** – tell a member of staff or break the glass on the nearest alarm point

If you hear the alarm; leave the Building immediately.

The Fire Alarm sirens are continuous, very loud and unmistakable. There are no 'false alarms'. Everyone must evacuate the Building when they sound. You must not come back into the building (even if the fire alarm stops) until a person in authority has stated that it is safe to do so.

Serious Injury

Call for assistance.

Call ambulance (111).

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to administrator.

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.

Call police (111).

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow “serious injury” procedure referred to above.

Call the electricians.

Gas Leak

Notify management, who will then notify gas engineers.

If necessary follow the fire and explosion procedure set out above.

- Self-control and self-discipline are expected at all times - no public displays of anger, sulking or unacceptable behaviour.
- Do not make unkind or critical remarks about fellow students, clients, staff or other salons.
- Punctuality – Please arrive on time to begin your day and after breaks, tell your tutor if you intend to leave the building.
- Under no circumstances can you hinder another student's learning.
- Telephone - incoming telephone calls can be taken if urgent. All mobile phones must be turned off during tutorials.
- All Premier sites are smoke free.
- Equipment - all equipment supplied by the college remains the property of the college and must be respected.
- You must take full responsibility for your own equipment and personal property.
- During your course you will be required at all times to leave the premises clean and tidy.
- Refreshments - tea, coffee, sugar and milk are supplied and the staff room is available for your use during breaks. Food and drinks are not to be consumed in the classroom and practical areas.
- No unauthorised written or verbal disclosure of company information to third party.
- A good attitude is as important as good work. Remember success is 50% attitude and 50% skill.

This page has been copied from the enrolment form that you have signed and agreed to adhere too.