

Nelson English Centre (NEC) A to Z

This document incorporates the

Conditions of enrolment, Code of Practice and Frequently asked Questions (FAQ's)

If you require any explanation or further information, please email admin@english-school.ac.nz or come to the front desk. Please note that this document is constantly being updated, please make sure you have the most up to date version, please email us for a copy. admin@english-school.ac.nz

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Accident insurance

The Accident Compensation Corporation (ACC) is a government organisation. It provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still have to pay all other medical and related costs. www.acc.co.nz

Accidents and General Liability

NEC liability: NEC cannot be held responsible for any damage, loss or injury at school or on any excursion. The school cannot be held liable for the failure to provide any contracted services where the failure is beyond its control – e.g. the weather, viruses, and pandemics

Homestay liability: the school is only an agent and therefore has no liability.

Insurance: Please note that when you study at NEC, you agree to arrange suitable travel insurance. Please check the conditions of your insurance carefully.

Under New Zealand law, personal injury claims cannot usually be made (against NEC or any other organisation).

Accommodation (Homestay)

Prices: Please see our price list for homestay prices

Internet: Internet is included with the price of homestay.

Inspections: The Homestay Co-ordinator visits and inspects all NEC homestays. They are safe, warm, healthy, a clean living environment and a welcoming place for a student to live.

The Homestay Co-ordinator or assistant does a visual inspection of the homestay every time they drop off a student.

Rooms: Each student has their own room, with bed, desk, storage etc.

Information: We update our homestay information regularly. Information is given to the student upon arrival.

Homestay counselling: If there is ever a problem in a homestay, (perhaps a student is unhappy, for example,) they should come and speak to the Homestay Co-ordinator who will listen, speak with the teachers to see if they can give any more information, and then listen to the family's side of what might be happening in the homestay. After the Homestay Co-ordinator listens to everyone involved and gets a balanced overall opinion, a plan is worked out that suits the family and the student the best. This could mean moving the student to another family, or just working out a small issue that just needs a small change (for example the student wants to eat more rice, but doesn't want to tell the family). If the problem is something that the Homestay Co-ordinator cannot fix and the student's expectations are very high, then moving is often the best result. Every student eventually finds a family that they are happy with. Some students move a few times to find this. Personalities are a big part of homestay/student relationships. Student expectations are also a large part of settling into Kiwi life.

Homestay Changes: If you think your homestay family is not the right family for you and you would like to change, please talk to the Homestay Co-ordinator. They will explain why you were given this family, and other options if you want to move.

Contact: Homestay Co-ordinator/welfare available in an emergency 24/7 Miles Fitton CEO 0223236427.

Homestay Availability: Homestay is only for students who are studying at NEC or who are going to take examinations after studying (plus 4 nights before and after the study period). Homestay is available only for the period actually paid for, and a homestay family can only be reserved with advance payment.

Lunch: Homestay does NOT include lunch from Monday to Friday but does include lunch on Saturday and Sunday.

Homestay holidays: Holiday retainer applies during the school breaks where the student is going to be away for more than 7 days (6 nights). In this situation, the student can apply to pay a holiday retainer instead of paying for the full weekly accommodation. The student must inform the homestay provider 14 days prior to the start of holiday, otherwise, the full accommodation fee will be charged. Students who are going away for less than 7 days (6 nights) are required to pay for the full accommodation fee.

Homestay New Year: When you are in homestay at the end of one year and the start of the next year then the following options apply depending on the circumstances. A \$50 homestay retainer fee per week, or the homestay Christmas holiday rate, or a new homestay placement fee to pay. There is no refund for the homestay Christmas holiday rate.

Homestay Expectations: Your own room, a warm bed, a quiet area to study, draws or a wardrobe for clothing storage, plus $\frac{3}{4}$ board (this is breakfast and dinner Mon-Fri, and breakfast, lunch and dinner in the weekends if you are home).

Information: Please read the homestay information that was in your bedroom when you arrived or in your welcome pack. This is important for you to understand what our families expect while you are staying with them.

Extensions: If you are very happy in your homestay and you would like to stay longer than you have booked, we need to check that no other students are booked and you will need to pay the extra amount for the extra stay. Once you leave school you must also leave homestay within 4 nights. School homestay is for students who are studying at school only. If students have not paid for homestay there is no guarantee that they will be able to stay in the same homestay. Homestay fees increase every year, if students don't pay for homestay in advance then they will pay the rate that is applicable at the time of the extension.

Hostfamilies NZ: Nelson English Centre also has a contract with a company called Hostfamilies NZ for placement of students into families in Nelson. Their website address for more information is

<https://www.hostfamilies.co.nz/> and their emergency contact is +64 21 026 91882. If you have any issues you can still contact the Homestay Co-ordinator at Nelson English Centre.

Accommodation costs

Please see the NEC price list for “Homestay accommodation” and what is included.

NEC does not arrange accommodation for students who do not require Homestay. Students should visit and then decide on accommodation directly.

Hostel accommodation: There are many backpackers near the city centre, see our website for details <http://www.english-school.ac.nz> They supply a bed in a single room, and there is a shared kitchen for self-catering. Room prices range between \$170 and \$220 per week. Cheaper beds in dorm rooms (shared sleeping rooms) are available for around \$25 to \$40 per night

Rental accommodation: Some students prefer to share rented accommodation (‘flats’) with other young people, including young New Zealand people. The cost for a single room is between \$100 and \$130 per week plus power / telephone / internet shared costs (Usually \$15 to \$30 each). There is usually a bond (deposit) of 2-4 weeks rent. The website below is a good place to look for flats to rent.

<https://www.trademe.co.nz/flatmates-wanted>

Accommodation (Other)

Advice: Students can find their own accommodation in many ways. We can help with advice about where to live, what type of home, heating in winter, flatmates, where to find accommodation information, prices, bonds (deposits) etc., Students make their own choices if they are over 18.

Lease (contract): NEC recommends that you should always get a written lease with accommodation providers/owners.

Problems/Issues: If you have any problems with your landlord please come and ask NEC staff for help or go to www.tenancy.govt.nz/disputes

Information: NEC has a notice board where members of the public can advertise their accommodation.

Shared accommodation: For sharing a house in a ‘Flatmate’ style accommodation, see this website: <https://www.trademe.co.nz/flatmates-wanted>

Accommodation examples in Nelson: Please find below some examples for alternative accommodation. Students should contact them directly for availability. We advise booking early. Nikau Apartments is slightly closer to Nelson English Centre than Hampden House but both are walking distance to Nelson English Centre. Please check their website for up to date prices

Hampden House: contact@hampdenhouse.co.nz Short term stay, starting from \$170 per week (less than 3 months) www.hampdenhouse.co.nz

Nikau Apartments: Studio apartments starting from \$200 per week:
email stay@nikauapartments.co.nz or website www.nikauapartments.co.nz

INNBetween Lodge & Backpackers: – 5 minutes’ walk from school.

This is the closest accommodation to school. www.innbetween.co.nz info@innbetween.co.nz

The Bush Inn <https://thebushinn.nz/> single rooms from \$200 per week hello@thebushinn.nz

YHA has shared rooms from \$77 www.accentshostel.nz

Activities

The activity programme offered at Nelson English Centre changes through the year and may include in-house activities run by staff and/or external activities run by tour operators. In all activities, students must use the English they learn in school.

Activities board: Please look at the activities board for the dates and prices of the activities that we have while you are at school.

Refunds: There is a no refund policy for activities. If you have paid and you want to cancel you will have to find someone to take your place if you want your money back.

Payment: Please bring your money to the front desk when you come and sign up for an activity (cash only please). Activity vouchers cannot be transferred or exchanged for cash.

Driving: If you arrange your own activities with your friends please make sure that you have an experienced driver as the roads in NZ can be very dangerous. There is a free booklet you can get from the front desk called 'Driving in New Zealand.' This tells you all the road rules. You can read it in English, Spanish, Portuguese (Brazilian), French, German, Simplified and Traditional Chinese, Japanese, Korean, Thai, and Arabic. We highly recommend reading this booklet before driving or cycling in New Zealand.

Activity excursion costs.

Costs cover staffing, food, accommodation and entrance fees. NEC provides transport as a courtesy.

At NEC we have many free activities such as yoga, frisbee, volleyball etc.

Some activities have a cost involved (skydiving, for example, approx. \$300)

The swimming pool costs \$10 but the sea and river are free.

Alcohol

The legal age in NZ to drink and buy alcohol is 18. You will be asked for ID when buying alcohol in NZ. If you are under 18 you are not allowed to drink alcohol in NZ.

Assessment of Prospective Students.

Prior Learning and Ability: You will receive a placement test when you arrive at school and your class will then match your English Language level/ability from this test.

Examination courses: To be accepted on to an examination class such as IELTS or Cambridge you will have to pass a test. Please see the Director of Studies for this test.

Conditional acceptance: There is no academic requirement to study English at NEC, and NEC does not offer conditional acceptances.

Attendance

Students have to attend at least 80% of classes.

In cases of poor attendance the school will take follow up action"

If a student's attendance is inconsistent and on a downward trend, an attendance warning letter is issued to the student along with a discussion with the DoS on ways they can improve their attendance. If there is no improvement then a second attendance warning letter is issued.

With extended / excessive non-attendance on a student visa, NZ Immigration will be informed

NZ Immigration may ask for an explanation for less than 100% attendance and may cancel the student visa or refuse any further visas.

Bank accounts

You will need your passport and a visa that allows you to work to open a bank account

We recommend that you use Kiwi bank which is located in the post office near school. You will then get a bank card at the same time that you open an account.

Bikes

Helmets: You have to wear a helmet if you ride a bicycle in NZ.

Information: You have to follow the same rules on the road that cars do. There is a free booklet you can get from the front desk called 'Driving in New Zealand.' This tells you all the road rules. You can read it in English, Spanish, Portuguese (Brazilian), French, German, Simplified and Traditional Chinese, Japanese, Korean, Thai, and Arabic. We highly recommend reading this booklet before driving or cycling in New Zealand.

Safety: The Land Transport Safety website is www.nzta.govt.nz we highly recommend that you view this website before riding a bike in New Zealand.

Rentals: You can rent a bike from one of the bike shops for around \$55 per day

Please do not leave bikes in town overnight as they may get stolen or damaged (even if they are locked) If you borrow a bike from your homestay family you are liable (responsible) for that bike – you may have to replace it or repair it if it is lost or stolen.

Books and course material

Buying a book: You do not need buy a book for your English course (this excludes FCE & CAE courses where it has been included in the total cost of the course -please refer to the price list for the cost of this book) All study material will be provided, as we use a variety of different sources for our teaching methods If you would like to buy any of the books that we use in school, you can order it and buy it from the bookshop near school or ask at the front desk and we can order one for you.

Breaches of the code of practice

Any person can complain to the code administrator that the code has been breached or refer any issue relating to an alleged breach of the code to the administrator www.nzqa.govt.nz See "Grievance Procedure".

Cancellations and refunds.

Currency: Any refunds will be in NZ dollars according to the amount received by the school.

Refund payment. Homestay refunds are receivable in cash or can be deposited into a nominated bank account. Tuition refunds are not normally made except under the conditions below. If you paid your school fees to an educational consultant then any refund will be made to that company.

Homestay refunds

If homestay is cancelled:

- 8(+) Days prior to commencement of the Homestay, NEC will retain the Homestay Placement Fee and will refund the balance of Homestay fees paid (less any bank fees)
- 7(-) Days prior to commencement of the Homestay, NEC will retain the Placement Fee and 1 week's Homestay fee and agrees to refund the balance of Homestay fees paid (less any bank fees)
- After the commencement of the Homestay but within the first 4 weeks of the booking, NEC will retain the Placement Fee and 4 week's Homestay fee and agrees to refund the balance of Homestay fees paid.
- After the commencement of the Homestay and after the first 4 weeks of the booking, NEC will retain the Placement Fee and agrees to refund the balance of Homestay fees paid, as long as a notice period of 14 days or more has been given and a Homestay Cancellation form has been completed.

Tuition refunds

If tuition is cancelled before the start date there is no cancellation fee other than the enrolment fee (or the equivalent thereof)

If a student is denied a visa before the start of their course, NEC will provide a full refund of tuition fees received less any bank charges.

Full time study cannot be substituted to Part time study.

If a student takes a holiday from school, any tuition weeks that cannot be used will not be refunded.

Tuition weeks cannot be transferred to other students.

If the course that was advertised cannot be offered then a full refund will be provided

NEC has a NO REFUND policy, other than the specific exemptions required by NZ law (below)

Courses of more than three months. (Courses of at least 13 weeks plus 1 day) - Students withdrawing within the first 10 working days of the course will be refunded in full less a deduction for costs incurred by the Nelson English Centre, up to a max of 25% of the total fee paid.

Courses of more than 5 weeks, but less than three months. (Courses of 13 weeks or less) - Where a student withdraws within the first 5 days of the course, tuition fees are refundable less 25%.

Courses of 5 weeks and less - Where a student withdraws within the first two days of the course, tuition fees are refundable less 50%.

Changes.

Students must inform NEC if they change contact details, accommodation type, residential address and immigration status.

Class size

The maximum amount of students in any Cambridge exam class is 12

The maximum amount of students in any other class is 14

Code of Practice

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

Why do we have the Code? 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.

Who uses the Code? 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.

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

NEC has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. The CoP can be viewed at www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/

The Code sets standards for educational 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 under the age of 18 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.

Compliance notices and conditions imposed under the Act

There are no compliance notices or conditions imposed on NEC

Conflict of interest.

There is no material conflict of interest of any of the governing members of NEC, nor do they have any interests in the education or Immigration sector that provide goods and services to tertiary students.

Contact details

Chief Executive/welfare - Miles Fitton 0223236427 available during office hours and in an emergency 24/7

Student services/Homestay Co-ordinator/welfare – Eri Tanaka 0274516329 available during office hours and in an emergency 24/7

Student services/registrar/welfare - Monika Nydrle Zboranova 0274267853 available during office hours and in an emergency 24/7

Student services/registrar/welfare - Tina Staubli 0220975466 available during office hours and in an emergency 24/7

Director of Studies/welfare - Philip Marshall and (03) 5482255 available during office hours

Miles is available on all the free messaging services, Kako Talk, Line, Wechat, Whatsapp, Messenger.

We have an open door policy so we are more than happy for you to come to any of the above staff at any time if you have a problem.

Contract between NEC and each student

On your first day of school you will sign a contract between yourself and NEC. This states that you have received the information provided in this document and that you agree to the rules and enrolment conditions of NEC. In return the contract binds NEC to provide the student with the course as per outlined in the student invoice.

Beginning and end dates of enrolment and homestay – this information is available on the invoice/letter of acceptance that was sent to you or your educational representative. If you need a copy of this or are unsure of anything, please ask at the front desk

Conditions for terminating enrolment. Please see “Cancellations and refunds”

Course of Study

First day: On your first day you will be placed into the correct class level. If at any time you think you are in the wrong level, please speak to the Director of Studies. (Occasionally students request a special extra ‘anchor’ test to double check their level). If you have a problem with your class, please speak to the Director of Studies, or you can speak to your teacher.

Level changes: In class you do many language practice activities and the teacher always checks how well you do (‘assessing’ you and ‘assessing’ your learning needs). When there is a strong improvement in your English the teacher will recommend to the Director of Studies a change of level.

Feedback: Every four months, all students fill in a special feedback form about Nelson English Centre. However, you do not have to wait. You can fill one in any time. (There is one in your welcome pack). The form also gives you a chance to ‘self-assess’ your English. This means, you estimate how fast you are

learning English. This also means that if you have a problem, you have a choice. You can talk to a staff member, or you can put it on the form.

Study Centre (Student Zone): The study centre is available for self-study at lunchtimes and after school until 5.00 pm, Monday to Thursday. Students' self-study resources are also available on our school website/google drive. New students are made aware of how they can access and use these resources in their first week student consultation with the Director of Studies.

First week interviews: All new students in their first week (Thursday) will have an interview with the DOS who will check to make sure that you are happy in your class, homestay/accommodation and if the information that your educational consultant gave you was an accurate reflection of Nelson and NEC.

Qualifications: From our Cambridge courses you are able to gain either the "Cambridge English: First" or the "Cambridge English: Advanced" Certificate, by sitting an examination at a New Zealand assessment centre. From our IELTS course you are able to gain an IELTS qualification by sitting an examination at a New Zealand assessment centre. Our General English Course does not lead to the granting of a qualification. It is a general purpose course to improve your English for day to day communication.

Attendance = achievement

Online: Courses may be done online if circumstances require it e.g. Covid lockdowns.

Covid and other similar pandemics

There may be restrictions placed on students by the NZ government during a pandemic like Covid 19. If the NZ government requires a student to isolate for a period of time there is no refund from Nelson English Centre if this period of time cannot be used at a later date e.g. at the end of the students booked period of study. This period of time cannot be transferred to another student. Please ensure that the insurance that you book covers you for this.

Cultural and community support

Local churches offer conversation groups – information is displayed on notice boards at school.

If you wish to have a private space for prayer at any time whilst at school, please ask at the front desk and one will be provided for you.

For Muslim students we recommend that you look here www.halaltrip.com/city-guide-details/368/nelson/

There is no Mosque in Nelson but a local hall is used every Friday for Jumma prayers, please ask at the front desk for directions.

NEC will often advertise the local community events and Maori celebrations on our notice board.

International Students in New Zealand also can join Naumai New Zealand designed to support international students: <https://naumainz.studyinnewzealand.govt.nz/>

Dispute Resolution Scheme

See "Grievance Procedure"

Doctors

The Nelson Medical and Injury Duty Doctor (8am – 10pm Walk In' service, weekdays, weekends and public holidays), (ph.) 546-8881 next door to A&E at the Nelson Hospital (look for the orange building). www.micn.org.nz . You will need to pay for this doctors visit (\$125 or \$140 after hours) and then you can claim this back from your insurance.

Documentation storage

All student records are stored electronically, NEC will ask students for a copy of their passport and insurance (copies of these may be paper based but we are attempting to be environmentally friendly and have very little physical paper in the office)

Driving in New Zealand

Careful driving: If you drive in New Zealand please be careful. The roads look quiet, but cars travel quickly and the roads have many sudden bends. We drive on the left hand side of the road

Speed limit: In general the maximum speed limit is 100 km/h in the country and 50 km/h in towns. If you break the speed limit in NZ you will be fined and sometimes your driving licence can be taken away.

Licence: You can drive in NZ with a foreign drivers licence for one year, but the licence must be in English, or be accompanied with an international drivers licence or certified translation.

Alcohol / Cell phones: Do not drink and drive or use your mobile phone whilst driving.

Information: The Land Transport Safety website is www.nzta.govt.nz we highly recommend you view this website before driving in New Zealand.

Driving Lessons: We recommend that you take some driving lessons with a driving instructor before driving in New Zealand. Please ask at the front desk and we can make an appointment for you.

Trips, safety and experience: If you go on a weekend trip with other students please make sure the driver is experienced. Just having a driving licence does not always make someone a good driver. NZ roads and driving in NZ will not be like driving in your own country.

Earthquakes

NZ is an earthquake country so if an earthquake happens follow these simple rules:

Drop - down onto your hands and knees (before the earthquake knocks you down)

Cover - your head and neck (your entire body if possible) under a sturdy table, or get down near an internal wall

Hold - onto your shelter (or position to protect your head and neck) until the shaking stops
Do not leave the building, unless instructed to do so. Wait for instructions from staff

Education provided and its outcome

NEC provides English language tuition. See “potential learning outcomes”

Education agents

NEC will:

Carry out and record reference checks on potential education agents

Entering into written contracts with each of its education agents

During the term of a contract, monitoring the activities and performance of its education agents

Educational instruction

Class times: Morning classes are 9:00 to 12:15 Monday to Friday (break at 10:15). Afternoon classes are 13:15 to 15:15 Monday to Thursday (break at 14:15)

Full time study

Full time study (FT) is 23 hours per week – Monday to Thursday: 9 a.m. to 3:15 p.m. Friday: 9 a.m. to 12:15 p.m.

Part time study

Part time study (PT) is 15 hours per week – Monday to Friday 9 a.m. to 12:15.

Part time pm study (PT pm) Monday to Thursday 13:15 to 15:15

General English

Students of all English ability levels may enrol.

Placement Test: After a placement test, students will be put into a class at the appropriate level, with one teacher for the morning and another for the afternoon.

Syllabus: The syllabus systematically helps students to develop their use of English for effective communication. Progress is carefully monitored in speaking, listening, reading and writing. Morning classes introduce and practise new language items, with particular attention to vocabulary and grammar. Afternoon classes help fluency, building confidence in a wide range of speaking, writing, reading and listening activities.

Cambridge Preparation:

Cambridge First (FCE) and Advanced (CAE) preparation courses are offered. Classes contain a maximum of 12 students.

Course books: Courses follow internationally recognised core texts and are designed to prepare students to the best of their ability following the current exam format.

Morning classes: Reading, Writing and Use of English sections of the exam, in addition to grammar required for the level.

Afternoon classes: Listening and speaking sections of the exam, in addition to vocabulary required for the level.

Course requirements: Students must have a reasonable chance of success in the examination for which they are preparing. The Director of Studies may request a special entry test for FCE and CAE classes. Where proficiency requirements are not met, students continue to study in the General English programme at the appropriate level. Daily homework is required to review material covered in exam classes.

IELTS

For candidates registered or interested in taking the IELTS test, intensive morning and afternoon preparation classes are available to replace the General English morning and afternoon classes. Expert guidance is provided for both General Module and Academic Module candidates.

Emergency

Call 111 for POLICE, AMBULANCE or FIRE

See “contact details” for 24/7 emergency assistance

Employment

Visas: To work in NZ you must have the appropriate visa from NZ Immigration. Check the conditions of your visa. This will let you know how many hours you can work.

Students studying FT at an NZQA category 1 school (e.g. NEC) for 14 weeks or more have “work rights” to be able to work for 20 hrs per week while studying. www.immigration.govt.nz/new-zealand-visas/options/study

Wages: The minimum wage as of April 1 2024 for over 16 year olds is \$23.15 per hour before tax

Problems: If you have any problems with your employer, staff at NEC can assist you or go to www.communitylaw.org.nz/centre/nelson-bays/ or

www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees

www.newzealandnow.govt.nz/work-in-nz/employment-rights

Situations vacant: The following websites are the best places to look for jobs in Nelson

www.trademe.co.nz/jobs, <https://www.seek.co.nz/jobs/in-Nelson-Tasman>

English Only

NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits a student's ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 "fine" for a student speaking their first language. This money is donated to the Nelson branch of the SPCA www.spca.nz/centre/nelson-centre

Enrolment and payment

Enrolment and Homestay is conditional on full payment of fees before the first day of tuition or homestay and the completion of the Public Trust "Fee Protect Student Acknowledgement Form" Our website contains all prices for courses and there are no hidden costs. <http://www.english-school.ac.nz/NEC> provides all materials needed to do the course other than FCE and CAE where a textbook is required. External exams will cost extra, IELTS in Nelson, FCE & CAE in Auckland – Please refer to the price list for the most up to date costs

Length of enrolments: We will accept enrolments for any period of time but we do not recommend any booking that is more than 52 weeks. NEC does not refund school fees (other than as required by NZ law), so students should not enrol for excessively long periods of time. We suggest these maximum enrolment periods according to approximate ability level: Elementary - 50 weeks, Pre-Intermediate - 40 weeks, Intermediate - 25 weeks, Above Intermediate - 20 weeks.

Pre-enrolment level: If you are unsure of your level please email us admin@english-school.ac.nz and we will send you a "pre-test" so that we can assess your English level. Please feel free to email admin@english-school.ac.nz if you are unsure of anything or if you require any further information.

Disclosure: Students must ensure that they disclose any information that may be relevant to their stay in NZ, this may include any medical or other health issues.

Facilities & Equipment

NEC has 10 classrooms, a self-study area with free laptops available from the front desk, student kitchen and large student lounge and free Wi-Fi. Over busy periods NEC may temporarily lease additional classrooms to accommodate extra students.

The school is in central Nelson near the post office, banks, cafes, bus station and other facilities NEC provides free use of camping equipment, sports equipment, advice for trips and assistance with things like visa extensions.

Fee protection

Fees are protected as per NZ government requirements. NEC has chosen The Public Trust mechanism

Procedure - This means that if the school closed for any reason, (for example, due to financial or regulatory problems) the full list price of your fees which the school has received are protected. The Public Trust can be contacted on 0800 371 471 or visit their website at www.publictrust.co.nz Please deposit fees into the Public Trust bank account number below and use the PTE Ref number below as the reference.

Bank Name:	Bank of New Zealand
Branch Name:	North End Branch
Bank Address:	100 Lambton Quay, Wellington
Account Name:	Public Trust Nelson English Centre Ltd
Bank account:	020536030586501

Swift Code: BKNZNZ22
PTE Ref. CL100548090

Fire

Alarm: If there is a fire at school you will hear a very loud alarm that will not stop (please note that this alarm is tested every month for about 3 seconds - this is just a test).

If you hear this continuous alarm leave all your possessions and get out of the school in a calm manner - please do not run or panic. Listen to the instructions of staff

Smoke alarm: Please do not cook, make toast or light candles as our smoke detectors are very sensitive and we will have to evacuate the whole school if the fire alarm is activated.

Grievance Procedure

Who: NEC has an open door policy and if students have any problems they can come to any member of staff for assistance at any time. On arrival, students are told the following grievance procedure: We welcome you to our school, and if you have a problem, please let us know. You can talk to your teacher, or the school welfare staff (CEO, Director of Studies, Student services or Homestay Coordinator).

Staff will listen to you and try come up with a way to help solve the problem in a timely fashion. Staff may bring the complaint or problem to the managers and Chief Executive.

If NEC staff cannot successfully resolve the student's problem then the student can contact one of the following organisations.

NZQA www.nzqa.govt.nz , Email gadrisk@nzqa.govt.nz or free phone 0800 697 296

Student Complaints www.istudent.org.nz , Email complaints@istudent.org.nz or free phone 0800 006675. This is a FREE independent dispute resolution scheme (DRS) established by the NZ Government to encourage swift settlement of contractual and financial disputes between international students and their education providers in NZ.

NEC agrees to the DRS rules and ensures compliance with those rules in a dispute to which it is a party.

The new tertiary education learner dispute resolution service has been established to help domestic learners and providers resolve contractual and financial disputes that arise from 1 January 2022.

The following free services are available to help people resolve disputes:

- Talk – Meet – Resolve: an established consensus-based service where people work together to reach agreement, and
- Listen – Decide: a new adjudication service where our independent decision maker listens to the parties and decides the outcome.

You can find out more about the service at www.tedr.org.nz or contact TEDR to find out how they can help by emailing contact@tedr.org.nz or phoning 0800 00 8337 (0800 00 TEDR).

Proper and fair procedures for dealing with grievances

If you have health, relationship, psychological or cross-cultural adjustment problems, welfare staff will listen carefully and then make recommendations.

If you have any problems please come and see any staff at any time. In our experience, most problems can be sorted out quickly if we know about them.

Welfare staff will collect as much information as possible about any problem and will try to come to a solution which is good for everyone. Every problem is different and every person is an individual so we will come up with an individual solution.

Internal process for addressing grievances by students, staff, others

If a problem is brought to the attention of any staff member, it needs to be dealt with in a fair and timely fashion. If the staff member is not best suited to deal with the problem they will inform the appropriate manager in a timely fashion. Managers will make a decision on how best to solve the

problem. Managers may talk to other managers, staff, homestay family, and external parties for assistance with problem solving, this usually done in a “water cooler” fashioned meeting. If the need arises an email report will be sent outlining the situation and the Chief Executive will be copied in. If the problem cannot be solved, the Chief Executive will decide on the best course of action.

Health & Safety

Any problems come to the front desk

Earthquake procedure DROP, COVER, HOLD – do not run out of the building

Familiarise yourself with Fire exits – GET OUT, STAY OUT Follow the instructions from the teacher, wardens

Follow all instructions, rules and procedures while in the school including on external events

Health and safety is everyone’s responsibility

Kitchen – watch out for boiling hot water in the “Zip”

NEC is committed to providing and maintaining a safe and healthy workplace for all workers, students, and other people in the workplace

Nelson English Centre is committed to ensuring the health and safety of all workers, students, visitors and contractors by complying with relevant health and safety legislation, regulations, New Zealand standards, and approved codes of practice.

Report all injuries, incidents and near misses to teachers or other staff members

Students are provided with basic health and safety rules, information and training and are encouraged to engage in positive health and safety practices.

Students are required to follow healthy hygiene practice at all times i.e. washing hands and staying away from school if they have any infectious diseases.

Health & Safety Information

Please ask at the front desk if you would like any help in contacting any of these organisations

Emergency Services – Fire, Police, Ambulance phone 111

Nelson Police Station (for non-emergencies) (ph)03 5463840, 5 St John Street.

Ministry for Vulnerable Children (responsible for administering the Oranga Tamariki Act) (ph)0508 326 459, 2nd Floor, Munro Building 186 Bridge Street, contact@mvcot@govt.nz

Sexual health issues – Independent Nursing Practice (ph)03 5468155, info@inp.co.nz , 18 Nile St,

Nelson Doctor – After Hours Duty Doctor (8am – 10pm), (ph) 546-8881, 96 Waimea Road

Gambling counselling – Problem Gambling Foundation of NZ – www.pgfnz.co.nz

Harassment & Discrimination – Nelson Multiethnic Council (ph) 539 0030

Sale of Alcohol & tobacco – Alcohol for 18+, tobacco 18+

Nelson Bays Citizens Advice Bureau – information on Sexual Health, Mental Health, Pregnancy, Legal matters, Alcohol and Drugs - 9 Paru Paru Road, Nelson – (ph) 0800 367 222 or 548 2117

Rape & Sexual Abuse Network – (ph) 548-2407 - nelsonrapecrisis@ts.co.nz - 44 Trafalgar Street

Pregnancy Help – Lois McTaggart – (ph) 546 1927 – lois.mctaggart@nmhs.govt.nz

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 www.health.govt.nz . You must have insurance for New Zealand health services before you may enrol at Nelson English Centre.

Holidays

You must please give 1 weeks' notice if you would like to take a holiday - please come to the front desk for a holiday application form.

You can only take a holiday if it does not affect your visa status

There is no refund if you substitute a holiday for part of your course and cannot finish your course

A holiday from school must be for at least 5 school days - anything less and you will just be marked absent

Permission is only at the discretion of the Director of Studies, and applications may be refused if it creates excessive disruption of class, homestay arrangements, or clashes with visa requirements.

A holiday from homestay must be at least 5 nights or more and there will be a homestay retention charge

If students take a holiday from school it is at their own risk, that there may not be space in their class when they return or the class may be closed.

Immigration

Students who enrol with NEC must have the necessary immigration status for study in NZ

Any known or suspected breaches of visa conditions by international students will be reported to NZ Immigration

Any terminations of enrolment will be reported to NZ Immigration

NEC will take a copy of your passport on your first day

NEC will use "Visa view" to check the status and conditions of your visa

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz/new-zealand-visas/options/study

NEC will assist with the application process to obtain a visa, please note that this assistance is provided free of charge and our staff are not immigration consultants. NEC cannot be held liable for any immigration assistance provided and NEC will not provide any immigration advise only information that is readily available on the immigration website.

When applying for a visa please provide as much information as possible. Previously local offices/officers may have just made a few calls if there was missing information – this is not the case now, so please advise your agents/students to ensure the application is of a high quality, with as much evidence as possible, so it's as low touch for INZ as possible

Immigration used an example of a student who is being financially supported by their father who has income from a rental property. They should provide a copy of the rental agreement. Currently Immigration are seeing a lot of statements made in applications without evidence to back it up. Immigration suggested applicants "put their best foot forward" the first time around.

Insurance requirements:

All students studying at NEC must comply with NZ law with regards to having insurance that covers: Travel to and from New Zealand and within New Zealand

Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation

Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation

Death of the student, including cover of travel costs of family members to and from New Zealand costs of repatriation or expatriation of the body and funeral expenses

NEC will make a copy of your insurance document on your first day

NEC can provide insurance for students, we use www.uni-care.org where you can see the cost for insurance online.

NEC cannot be responsible for early departure due to family illness, crisis, change of travel plans or any other reason. We strongly recommend insurance cover for 'loss of deposits' in case students have to change their course dates or cancel for any reason.

Interests and obligations before entering into a legally binding contract with NEC.

Most importantly students are advised to obtain insurance that includes "loss of deposit". If students need to return to their home country for an emergency, NEC has a no refund policy and in the case of this emergency the students insurance will need to cover this loss.

NEC is a Family Trust directed by Rex Upton.

This document covers all the "fine print" in the contract.

Internet

The internet at school is free, please note that it is against the law in NZ to download music, games, movies etc. that you have not paid for. As of the 1st of April 2019, the weekly homestay rate includes internet.

Library

The Nelson Library is free for students of Nelson English Centre. You will need to provide them with a letter from school - please ask for this at the front desk. As of June 2022 the library is being renovated for earthquake strengthening.

Living costs

NEC recommends that you have approx. \$1625 per month to live in NZ

www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs

www.numbeo.com/cost-of-living/country_result.jsp?country=New+Zealand

Marketing and Promotion

NEC has been offering English language tuition since 1995

The NEC website is a good place to start to get an overview of what Nelson is like as well as studying at NEC www.english-school.ac.nz , if a student would like more specific information we can be emailed at admin@english-school.ac.nz

Some other useful links are

www.tourismnewzealand.com, www.newzealandnow.govt.nz, www.nelsonnz.com,

www.immigration.govt.nz/new-zealand-visas/options/study

Monitoring compliance with the code

NEC undertakes and documents self-reviews (at least at the frequency specified by NZQA) of its performance against the required outcomes and processes set out in the Code of Practice.

Motivation and respect for school culture.

NEC is a special learning environment. The school is suitable for motivated students who want to study and learn English, and about New Zealand and other cultures.

English Only Please- There is a strict 'English only' student rule the school and it is the school's goal to attract students who are open to new experiences, a new culture and new people. We believe with these conditions, and effective, professional teaching, all students can learn quickly.

Participate - Most students want more conversation practice, but are shy when the teacher asks them to give an opinion in a conversation part of the lesson. You can help the teacher and other students by trying to speak in class without being afraid of making mistakes.

Being fair to other students - Nelson English Centre classes are not individual lessons. Sometimes, a teacher may ask you to wait for others. Many students are not confident in class, and need encouragement to speak from other students. If you have individual questions, you can sometimes write them down and ask the teacher after class.

Discrimination - Please have consideration for all other students who come from all over the world, please respect their cultures and beliefs as any form of discrimination will not be tolerated

Homework and self-study - Students need time to do individual student exercises to follow up new material in class. There will be between 1 and 4 hours set homework a week, including regular diary writing and reading which teachers encourage all students to do, as well as any extra work that students may wish to do. A reasonable amount of out of class help can be expected.

Other - The school may refuse to continue teaching a student who breaks the laws of New Zealand. Although Nelson English Centre will assist, it is the student's final responsibility to check that they comply with immigration requirements.

The school may refuse to continue teaching a student who is disruptive to other students.

The school will only continue to teach students who understand and accept school 'etiquette' Students must attend classes to the satisfaction of the Director of Studies (Exception: Doctor's Certificate)

If you change address or phone details you are please required to tell the school

Orientation Programme

On arrival at NEC on your first day you will be welcomed by our administration staff.

Your orientation provides full information on all NEC policies (including health and safety, termination of enrolment and grievance procedures) as well as the services, support and facilities we offer. Some of this information will be given orally during your tour of the school and some will be given in written form in your first day pack. Front desk staff can be asked at any time for more information about anything

The DOS will greet you and explain the English Only rule, grievance procedure and a who's who of the school.

Administration staff will show you around the school, kitchen (special mention of boiling water "Zip" and fire exits) toilets, fire exits, and earthquake/fire procedure.

Administration staff will take a copy of your passport and insurance

You will need to sign the enrolment contract

You will be given the first day test

Administration staff will take your photo (for school records and student card)

You will have an interview with DOS to assess your speaking and listening ability.

Pathways for further study or career development

We advise students on further avenues of study including university /polytechnic courses, apprenticeships and new careers. Our open door policy ensures that students have ample opportunity to discuss future plans and study options as well as how they can best utilise their use of English when they return home.

In addition, supporting documents such as further reports, letters of reference or telephone references, are provided to individuals and organisations upon request to facilitate applications for courses of further study, jobs, or for immigration purposes

Information can be gained through having meetings with DOS.

Policies

NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits a student's ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 "fine" for a student speaking their first language. This money is donated to the Nelson branch of the SPCA

<https://www.sPCA.nz/centre/nelson-centre>

Students must attend at least 80% of their studies. Please note that NZ Immigration may ask you to explain any absenteeism from class.

Our Data Protection Policy has been updated to accommodate the new GDPR enforced on the 25th of May, 2018. Please find this information at: www.english-school.ac.nz/data-protection-policy

Post

You are welcome to use the school address if you would like things posted to you, any items we receive will be put on the shelves in the student room P.O Box 1217, Nelson

Potential learning outcomes

General English

At NEC you will be immersed in an English speaking environment 24 hours per day. You can expect to learn English efficiently and use this new English to make friends, do things in Nelson, have the time of your life and expand your horizons. After a few weeks of learning you can expect to find it easier to communicate in English; to rent a car using only English, speak to your host family, discuss travel plans with other students in the student zone and so on.

On arrival, students are tested and placed into the appropriate English ability level. For example: Elementary, Pre-Intermediate and so on. Typically, students are promoted up a level about every 8 to 16 weeks, however individual progress varies greatly.

Leaving documents (report) describes the level attained after the course of study, and what learners are expected to be able to do using the language they have learnt at this level.

Examination Preparation Courses

In exam preparation courses, students are expected to have a reasonable chance of success in the examination for which they are preparing.

N.B. Nelson English Centre Directors of Studies advise students whether, after twelve weeks of study, they will have sufficient chance of passing based on their English level prior to the start of the course. Advice is normally based on results of a pre-test administered electronically in the students' home country. Students who disregard advice from the Directors of Studies do not fall under the 'Potential Learning outcome' guideline for Exam Preparation Courses above.

Privacy Act.

NEC may need to inform the New Zealand Immigration Service and relevant examining bodies of personal details relating to your status on your course. In signing the enrolment contract, you give NEC permission to disclose such information to the relevant bodies.

Public Holidays

NEC will be closed over official public holidays.

There are no refunds or discounts for homestay or tuition for weeks that contain public holidays. Please make sure that you look at our price list which will list the public holidays in NZ before making any bookings.

Private lessons

NEC will offer private lessons – if this lesson is cancelled by the student less than 24 hours before the lesson is to take place, then the student will be charged the full cost of this lesson. If it is due to sickness a doctor's note may be required.

Promise of service to you

Nelson English Centre is committed to quality. Giving you, our student, the highest levels of service, equal to the best schools internationally. The following are our quality standards.

Nelson staff

Students should find Nelson English Centre staff:

- Treat students as adults, equals and individuals
- Are easy to talk to, and make an effort to listen to students
- Are generally helpful, friendly and welcoming
- Have a sense of humour and appear to enjoy this work
- Understand the English language, and up-to-date ways of teaching it

Classes

We promise:

- Each student will have a class at their level
- Classes will have an average of twelve students
- The school will use a variety of modern teaching techniques to help individual students make rapid progress in using the English Language
- The Director of Studies will be available if students wish to meet with them. They are here to listen to you.

Learning

Students should find that in class there has been:

- Enough opportunity to speak to the teacher and to other students
- Clear explanation of grammar, vocabulary and other language
- A low stress but purposeful classroom atmosphere
- Success in using English and also a challenge. For example, through completing classroom tasks or by understanding and using new language
- A sense of progress. For example, by completing sections of the textbook, or by being promoted to a higher level.
- A variety of English activities in the lessons: i.e. some grammar, some speaking, listening, reading and writing.
- Work on pronunciation: Intonation, stress and individual sounds
- Correction of errors - written and spoken

- A chance to work with „real life“ modern English - i.e. real life conversations, or articles from modern New Zealand newspapers (Higher level classes)

Homestay

Only families that meet the following standards can qualify as Nelson English Centre Homestay families. Students arranging homestays through the school can expect:

- Clean, comfortable homes
- Safe homes, with good family relationships
- Welcoming homes with families who enjoy talking to foreign students
- Organised families, with a sense of routine, but still flexible and open minded

Activities programme

We promise:

- Frequent short, cheaper social activities, at least once a week, and usually more
- To give advice/tips for students who want to organise their own extra excursions

Outdoor school activities will:

- Be escorted by an experienced teacher/guide
- Have adequate safety systems
- Have opportunity for fun, exercise and making friends.
- Include interesting information about the New Zealand environment, lifestyle and history

Administration and welfare

- Nelson English Centre office staff will be available to answer student's questions.
- Nelson English Centre staff will be able to give friendly and helpful general advice on life and travel in New Zealand or refer the student to places that have the information.
- Nelson English Centre will deal with simple student enquires and problems within one day
- Counselling help with adjustment to life in New Zealand and your homestay is available.

The building

- Nelson English Centre will keep classrooms clean and pleasant to be in.
- Our classes will be centrally located, near to buses, restaurants and other city facilities.

The Nelson area was especially chosen by Nelson English Centre as „the perfect learning environment“. Nelson English Centre believes that the variety and quality of outdoor activities that are available around Nelson is unique and equal to the best in New Zealand

Your course

- If you have a problem, please speak to the Director of Studies, or you can speak to your teacher.
- In the school, please speak English all the time. This is the most important school rule. Also, try to speak English on pub days and school activities.
- After your first day test, you will be placed into the correct class level. If at any time you think you are in the wrong level, please speak to the Director of Studies.
- If you need help. Ask the Director of Studies, Frontdesk staff, Homestay staff or teachers

Quality assurance results

NZQA assesses the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER, tertiary education organisations are held accountable to their students, employers, funders, quality assurance bodies and other interested parties. NEC is a category 1 school rated “highly confident” by the NZ Government www.nzqa.govt.nz

The NEC EER report can be found here www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/eer-reports

NEC is a member of IALC www.ialc.org

Audits from NZQA and IALC have all been exemplary with no major issues

NEC is an approved Saudi Arabian Cultural Mission English language provider

Retailers

Retailers representing NEC must:

Provide international students with reliable information and advice about studying, working, and living in New Zealand

Act with integrity and professionalism towards prospective international students.

Provide reference checks to ensure as far as possible that they have not been involved in any conduct that is false, misleading, deceptive, or in breach of the law

Enter into written contracts with NEC

Terminate their contract with NEC if there is evidence suggesting that those retailers or their subcontracted retailers have been involved in any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; or have jeopardised the signatory’s compliance with this code; and ensure that its retailers have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts with the signatory.

Rules in school

Students must attend at least 80% of classes. (Exceptions: With Bona Fide Doctor’s Certificate)

Please don’t be late for class as this disrupts other students. You may not be allowed into class, if your teacher feels you are too late.

NEC has a strict ENGLISH ONLY policy. This is strictly enforced as it benefits a student’s ability to improve their English as well as communicate successfully with other nationalities. There is a \$1 “fine” for a student speaking their first language. This money is donated to the Nelson branch of the SPCA

<https://www.sPCA.nz/centre/nelson-centre>

Safety and well-being

If we notice a student is having challenges with mixing with other students, we can offer ways to help them mingle in better, offer to take them to events, pick them up and drop them off. Set targets for them to meet e.g., talk to three new people tomorrow. Encourage teachers to mix them with someone suitable in class. Have DOS follow on with other meetings, all of us taking on board information to help the student be in a better place while attending school

Where appropriate and in compliance with the principles of the Privacy Act 1993, issues relating to the students are reported to relevant agencies such as the New Zealand Police and Child, Youth and Family, and to the code administrator.

See “Contact Details”, “Cultural and Community Support” and “Health and Safety” sections for further information.

Smoking/Vaping

The legal age in NZ for the consumption and purchase of tobacco/Vape products is 18. You will most probably be asked for ID when purchasing tobacco/vape products in NZ.

Smoking/vaping in public buildings e.g. school is against the law.

Please use designated smoking areas and please don't throw cigarette butts on the ground.

There is a very strict restriction of bringing tobacco products into NZ. Currently that is For travellers to New Zealand, duty-free tobacco is limited to: 50 cigarettes or 50 grams of cigars or tobacco products or 50 grams of a mixture of all three. Please don't get your friends or family to post them to NZ as they will be stopped at the border.

Staffing**Numbers:**

Nelson English Centre employs seven permanent, full-time teachers throughout the year.

Additional casual staff are employed in the busy season (September through to April).

Staff may be employed full time (23 teaching hours per week) or part time (15 hours a.m. teaching, or, on occasion, 8 hours per week p.m. teaching).

Qualifications:

All teaching staff are required to have as a minimum the Cambridge CELTA (Certificate of English Language Teaching to Adults), Trinity College London Cert TESOL (Certificate in Teaching English to Speakers of Other Languages), or equivalent.

In the case of an equivalent qualification, an externally validated (by a university or other educational body) assessed teaching component must be present.

In addition to the minimum qualification, permanent teaching staff are encouraged to pursue further, higher level (Diploma etc.) teaching qualifications, and are supported by the school in this regard.

Nelson English Centre may, on occasion, consider employing a teacher without this minimum qualification if sufficient experience, or transferable skills/qualifications, can be demonstrated.

Students at risk or with special needs

Please ensure full disclosure to school staff of any issues that may arise whilst you are at school or in homestay. Please ensure this is done at the time of booking as NEC may not be able to facilitate certain needs or requirements.

In some cases lack of disclosure of relevant information may result in termination of homestay or school with no refund.

Homestay Families may be made aware of any issues before a student arrives, or whilst at school, if it is deemed necessary by the Homestay Co-ordinator.

Other staff may be made aware of any issues before a student arrives, or whilst at school if it is deemed necessary by management.

Notification must be given if the next of kin of a student is aware of any situation where the student is at risk or has special needs.

A student's family will be notified if the student who is over the age of 18 requests it. In the instances where the student does not want their family notified, external professional counselling will be offered or contacted for advice.

Depending on the situation we have people we can contact if problems arise e.g., a student arrives and is anorexic, family and staff have noticed a decline, parents are concerned, so meetings have been set up with the local hospital to have counselling. These meetings can be set up very quickly with the appropriate medical staff.

We are happy to take the student to professional medical staff and sit in to help with translation if required.

A student with special needs includes a student who—experiences a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect his or her ability to participate, learn, and achieve or requires the provision of adapted programmes or learning environments, or specialised equipment or materials to support him or her to access the curriculum, participate, learn, and achieve. Please discuss with welfare staff.

A student is at risk if NEC has reasonable grounds to believe that there is a serious issue relating to the student's health, safety, or well-being, including, for example, — the student is unable to adequately protect himself or herself against significant harm or exploitation - the student is unable to adequately safeguard his or her personal welfare. NEC may contact professional services to assist in these circumstances.

If you are unwell please inform NEC staff and they will make an appointment for you to see a doctor.

If a student or staff member has travelled from a country that the NZ government deems to be “at risk” e.g. a country that has coronavirus, then the student may be required to self-isolate.

Study costs

Please refer to our website for the most current price list. www.english-school.ac.nz , if a student would like more specific information we can be emailed at admin@english-school.ac.nz

NEC has no enrolment cancellation fee if this cancellation happens before day 1 of the course.

NEC has a ‘NO REFUND’ policy, other than the specific exemptions required by NZ law

NEC has no hidden costs

NEC provides all materials needed to do the course other than FCE and CAE where a textbook is required. External exams will cost extra, IELTS in Nelson, FCE & CAE in Nelson.

Please see “English Only” for the cost of speaking first language. Currently \$1 which is donated to the Nelson SPCA.

Support

NEC staff are all willing to help with any situation. If they are not able to help, they will refer the student to another staff member who can.

For assistance with anything before you arrive please email admin@english-school.ac.nz

For assistance with anything when at school, please come to a staff member or the front desk.

See “contact details” for 24/7 emergency assistance

We have an open door policy so we are more than happy for you to come to any staff at any time if you have a problem.

Miles Fitton the CEO can be contacted at any time +64 223236427

Termination Procedure:

If students commit a serious offence against New Zealand laws (e.g. drug offence or assault) they may be immediately expelled without refund.

In the case of non-attendance, two formal warnings will be given; one verbal and one in writing.

In the case of disruptive behaviour and etiquette problems, behaviour will be discussed case by case with the Director of Studies and, in the case of recidivist and serious offending, the Director of Studies may expel students after warnings are given as above.

If your study is terminated through this procedure, NEC is obliged by regulation to inform the New Zealand Immigration Service of your non-attendance.

Termination Support Procedure: If you do not attend 80% of classes the Director of Studies or delegated person will meet with you to sympathetically work out whether there is any legitimate cause for your absence. For example, if you are ill (proof required in the form of a legitimate medical certificate) you can discuss the details of your illness with the Director of Studies, who will listen sympathetically. If you don't know the name of a doctor, we will refer you to one.

If you have had a relationship problem or psychological or cross-cultural adjustment problem, and this is causing your absence, the Director of Studies will listen carefully and then make appropriate recommendations. If, after you have received a sympathetic hearing and, if necessary, have had up to 2-3 days to seek appropriate professional or other help and attendance continues to be below 80% without further explanation, then termination proceedings will continue as above

Transport costs

Most students walk or use bicycles to get to school. Bikes can be rented from bike shops from \$55 per day.

Buses cost around \$3.50 per trip in Nelson www.ebus.nz

Flights from Nelson to other cities can be as low as \$80 one way but you may need to book in advance www.airnewzealand.co.nz

Buses to other major cities cost from \$120 www.intercity.co.nz

Under 18 years

Not enrol an international student 10 years or older but under 18 years who does not live with a parent or legal guardian unless—

Ensure that an appropriate safety check has been completed for a residential caregiver; and

Have up-to-date contact details for the students' parents, legal guardians, and residential caregivers; and maintain effective communication with the student and his or her parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation; and Maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study; and

conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and

Ensure that at least 1 staff member is designated to proactively monitor and address any concerns about international students under 18 years (CEO Miles); and

ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's care when the student is in the custody of the designated caregiver; and

Ensure that it receives written confirmation from a parent or legal guardian regarding the plan for handing over the care of an international student after the student's enrolment with the signatory ends.

Ensure that there is appropriate separation of international students from students of different ages in the accommodation; and

Ensure that the student is appropriately supervised in the accommodation.

The student is in a properly supervised group of students whose educational instruction is not for more than 3 months; or

The student is in the care of a residential caregiver.

Validity of information

This information is valid for all students, retailers and other parties. Nelson English Centre reserves the right to change course dates, fees and conditions without notice.

Wheelchairs and special access.

41 Selwyn Place has full wheelchair access to the building (student room, classrooms, kitchen, and toilets). Please note that staff will assist where possible but things like kitchen benches are not at a lowered height.

Please inform us if you are in a wheelchair or if you have problems with stairs, so that we can ensure that classes are provided on the ground floor. Not many homestay families will have any wheelchair access alterations to their house but please email us and we will find out how best we can assist you.

admin@english-school.ac.nz

www.freedommobility.co.nz/visiting-nz

Withdrawal and closure management

Tuition and homestay fees are protected as per NZ government requirements. See “Fee Protection” Procedure - This means that if the school were for to close for any reason, e.g., due to financial or regulatory problems, the full list price of your fees the school has received are protected.

Updated MF June 2016

Updated MF Sep 2017

Updated MF 05/10/17

Updated AC 10/10/17

Updated MF 07/02/18

Updated DL 25/05/18

Reviewed MF 18/7/18

Updated DL 19/03/19

Miles 11/8/19

Miles 10/9/20

Miles 3/11/20

Miles 26/01/22

Miles 25/3/22

Miles 29/8/22

Miles 22/12/22

Miles 09/01/23

Miles 1/3/23

Miles 09/11/23