



INTERNATIONAL COLLEGE *of* AUCKLAND

ICA Certificate in Horticulture (Level 4)
[including the National Certificate in Horticulture (Level 4)]

Student Handbook



February 2008

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Introduction

Welcome, from all the staff at International College of Auckland NZ Limited - known also as ICA. Please make sure that you read and understand all of the information supplied to you in this handbook. If you have any questions, please ask the Horticulture Manager, Mr James Williamson. When you fully understand the information supplied, please sign and return your Enrolment Contract to the Quality Assurance Dean.

At International College of Auckland we offer an individualized approach to learning. You will begin your studies with an orientation programme. During this programme you will also be advised of your rights and responsibilities as a student at International College of Auckland and how to access resources and support. You will learn about living and studying in Auckland, New Zealand including New Zealand culture and lifestyle, features of the school and of the region. You will also sit an English language placement test. Based on a discussion about your learning goals, you will be placed in a suitable class. Lessons will be both in a classroom environment and outside the classroom where you will have the opportunity to apply your skills in practical, challenging and interesting situations.

Courses offered include ICA Certificate in Horticulture (Level 4 that includes the National Certificate in Horticulture Levels 2 & 4), New Zealand Diploma in Business (Level 6), and English for Migrants. Once you have learned the skills set down your skills will be formally assessed and when you have passed sufficient number of credits for your course, you will receive formal notification of your achievements including endorsement from NZQA (New Zealand Qualifications Authority).

ICA has an agreement with the New Horticulture Industry Training Organisation (NZHITO) to find students suitable Horticulture training and employment opportunities with growers. You will have the opportunity if you wish to complete part of your training in the workplace. Also the NZHITO representatives will also assist you to find work in the Horticulture industry upon completion of your qualification. You will also be assisted to access further training if you wish to participate in more advanced levels of study.

Please do not hesitate to contact us if assistance is required.
Once again, welcome to our centre - we wish you every success in achieving your study goals

Zhaoxin (James) Zhu
Principal
International College of Auckland

1. Organisational Requirements

New Zealand Qualifications Framework Registration and Accreditation

International College of Auckland is registered by the New Zealand qualifications Authority (NZQA) as a private training establishment and is approved and accredited to deliver and assess the ICA Certificate in Horticulture (Level 4 that includes the National Certificate in Horticulture Levels 2 & 4), New Zealand Diploma in Business (Level 6), and English for Migrants. NZQA registration and accreditation are evidence that International College of Auckland is able to deliver quality education and training. Our undertaking is to provide quality education as stated in the Tuition Contract, which we ask you to sign when you accept a study place at our school.

Quality Management System

International College of Auckland has a quality management system approved by the New Zealand Qualifications Authority (NZQA). Its systems make sure that both international and New Zealand students have an excellent chance of success. These systems provide:

- fair and reasonable treatment of all
- a secure and positive learning environment
- facilities, resources and methods necessary to deliver quality learning
- well qualified and committed staff sensitive to the culture/s of their students.

Code of Practice

Details of the Code including International College of Auckland's responsibilities in terms of the Code will be discussed with you during your orientation programme and information on the Code is displayed on the main notice boards and in your classrooms. A summary of the Code is included as Appendix 1 in this handbook.

CODE: The International College of Auckland 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/goto/international>

2. Orientation

The orientation programme will highlight information contained in this Student Handbook including:

- student and rights and responsibilities
- timetable
- staff - roles and responsibilities
- how the school works
- grievance procedures
- withdrawals and non attendance and termination of tuition
- fee protection and refund procedures
- student support including understanding culture
- emergency procedures and whereabouts of first aid kits
- course information and study pathways
- recognition of prior learning, current competency and credit transfer
- aegrotat passes
- bridging courses
- New Zealand culture and customs including Treaty of Waitangi
- the Code of Practice
- accommodation and transport
- places of interest in Auckland, and New Zealand
- immigration requirements.
- assessment procedures
- medical and travel insurance

3. Qualifications:

ICA Certificate in Horticulture (Level 4) qualification entitles you to both a local ICA certificate and NZQA National Certificates in Horticulture (Levels 2 and 4).

Targeted students:

The course is designed for international and local students who wish to pursue a career in the horticulture industry and or gain horticulture skills. It may also be suitable for students with some experience but little previous training.

Design of the course:

The National Certificate in Horticulture Level 2 is achieved after you have completed all course requirements covered in the first 24 weeks of Semester 1. The National Certificate in Horticulture Level 4 is achieved after you have completed all course requirements covered in both the Semester 1 and Semester 2.

Course content:

As horticulture students you are required to acquire subject knowledge and under supervision apply this knowledge in practical situations. This general horticulture course consists of modules of learning that deal with specific topic areas in Amenity Horticulture, Nursery Production, Production Horticulture, Pest control and Essential Skills such as Communication from introductory to intermediate levels. Horticulture English is included in the course and additional general and IELTS English support is available for all students.

Course aims:

The course enables you to

- acquire essential subject knowledge particularly with the principles of basic and intermediate levels of horticulture
- develop skills of the areas of communication, reading and writing
- acquire a range of practical skills

If you complete the course successfully you can work in a variety of horticulture contexts in New Zealand or elsewhere. This qualification at certificate level, forms part of the requirements to enter higher level studies such as Diploma or Degree in Horticulture qualifications or an apprenticeship. Additional information about this course or other training options may be obtained from the ICA website, or by contacting ICA directly.

4. Course Entry Requirements

Entry Requirements:

Applicants must -

- Be aged 18 or over.
- Be physically fit.
- Provide evidence of sufficient English language proficiency to cope with the demands of the course.
- Meet New Zealand Immigration Service (NZIS) international student entry requirements

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

*For those applicants who can not demonstrate sufficient English language proficiency AND who are ONSHORE international students, the following arrangements apply:

(1) If the applicant achieves IELTS 3.0 or equivalent

ICA will offer the student a 3-month English course firstly. The student can then enroll on the National Certificate in Horticulture (Level 4), once s/he has at least 80% attendance rate for the English course, or during the English course period, shows that s/he has already achieved IELTS 5.0 or equivalent (e.g. IELTS score, ICA Placement Test score).

*ICA Placement Test can only be sat once every 6 weeks.

(2) If the applicant achieves IELTS 4.0 or equivalent

ICA will offer the student National Certificate in Horticulture (Level 4) with the condition that s/he has to attend the English Support Class during the first 12 weeks and the attendance rates have to be at least 90%. The student can terminate the English Support Class only when s/he can show that s/he has already achieved IELTS 5.0 or equivalent (e.g. IELTS score, ICA Placement Test score).

*ICA Placement Test can only be sat once every 6 weeks.

On completion of this attendance rate, the student will automatically progress on to the second semester. Should the student's attendance fall below 90%, s/he has to sit the IELTS test before being allowed to continue with the course. If the student's IELTS result is below 5.0, s/he will not be allowed to continue. (For such students, ICA agree to refund the 2nd semester fee of NZ\$9,000 with a charge of NZ\$500)

5. Health

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 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.

6. Registration and Selection

Applications will be dealt with in an open and fair manner.

- The first step is for you to register for the course by completing the application to enrol form.
- The application form will be sent with the ICA brochure, on the website, or obtained from ICA itself. Every effort will be made to accommodate people with special needs so please let us know on your application form how we can assist you.
- An offer of a study place is made if the applicant meets the entry criteria for the course. ICA's decision is final.
- Once you have been accepted onto this course, you may be asked to attend an interview and if English is not your first language, you may also be asked to complete an ICA pre course English language skill assessment, to ensure you have sufficient English skills to cope with the courses.
- If the course is full an applicant will be invited to begin a course at a later date. ICA holds the right to offer a place to an applicant or to accept an applicant for enrolment.

7. Financial Matters

Financial Dealings with Students

All dealings will be conducted openly, fairly and according to New Zealand law and good accounting practices. Financial records are kept carefully and information is provided for students when required.

GST is included on the prices and all fees are described in New Zealand dollars

Fees Payment and Refund Policy

Course Fees (which includes GST)

ICA Certificate in Horticulture (including National Certificates in Horticulture Levels 2 & 4) is a full time 48 week course.

Tuition fees for this course for 2008 are set at-

- \$18,000.00 48 Week course (The tuition fee must be paid at the time of enrolment)

Accommodation placement Fees (which includes GST)

- \$200.00 initial homestay and accommodation fee (if assistance with accommodation requested)

Other Fees:

- Transport costs
- Course texts
- Stationery items
- \$200.00 re-sit of assessments if a student does not pass the first time unless you have a valid, signed certificate or reason of absence
- Additional IELTS/ English support fees if deemed necessary

Refunds:

If a student withdraws from a course, or if the College withdraws tuition from the student, a refund may be available - but you must apply for the refund in writing. A sample letter is shown in Appendix 2. The amount of refund depends on the length of the course of study (period of enrolment) and on the time period before withdrawal, as summarised in the table based on NZQA requirements:

Period of enrolment	1 - 34 days		35 days - 3 months		More than 3 months	
Withdrawal period	Within the first two days of the course	After more than two days	Within the first five days of the course	After more than five days	Within the first eight days (i.e., seven days after the first day of the course)	After more than eight days
Amount of refund	50% of total fees paid	No refund	75% of total fees paid	No refund	Full refund, less administration costs of 10% of the total fee or \$500 whichever is the lesser of the two.	No refund

Protection of Student Fees:

ICA ensures that all fees from students are protected by a trust account set up with the Public Trust. This means that student fees are protected if the student withdraws from the course within the first eight days or if unexpectedly a course is closed early. Whether or not students are entitled to a refund of fees depends on the proportion of the course that has not been provided. In that situation the College will assist the student to make study arrangements with another provider and study credits will be transferred to the new provider. The New Zealand Qualifications Authority (NZQA) has accepted this arrangement as meeting requirements of its student indemnification policy.

8. Support Services

General Support:

If you need additional help studying you please contact your tutor or the Horticulture Manager / Programme Leader, **James Williamson** on phone **(09) 826 1521 Ext 106**

A list of key welfare organisations in Auckland is included in [Appendix 4](#).

Support services include:

- Information on College operations
- Details of credit transfer, recognition of Prior Learning or re cognition of Current Competency
- Learning support
- Financial advice
- Limited personal advice
- Welfare support, especially in connection with health services
- Advice about and contact with welfare organisations in Auckland including accommodation advice driving laws, advice on courses, advice on welfare facilities etc. accessing information on sexuality, advice on laws - sale of alcohol, no drink and driving in New Zealand, addressing harassment,
- Employment and course information etc

General Support:

If you need additional help studying you please contact your tutor or the programme leader, **Shireen Maged** on phone **(09) 826 1521 Ext 104**

A list of key welfare organisations in Auckland is included in [Appendix 4](#).

Support services include:

- Information on College operations
- Details of credit transfer, recognition of Prior Learning or recognition of Current Competency
- Learning support
- Financial advice
- Limited personal advice
- Welfare support, especially in connection with health services
- Advice about and contact with welfare organisations in Auckland including accommodation advice driving laws, advice on courses, advice on welfare facilities etc. accessing information on sexuality, advice on laws - sale of alcohol, no drink and driving in New Zealand, addressing harassment,
- Employment and course information etc

Personal Support:

- In **emergencies** please contact the Principal **Mr James Zhu** on mobile **021 040 6568**
Personal or learning support is available from the Assistant Principal **Mr Qilong (Bill) Zhang**, who has responsibility for student support, phone **826 1521 Ext 105**. He is also available for appointments between 9:00 am and 5:00 pm Monday to Friday. Please see Reception or contact Bill to make an appointment. A list of key welfare organisations in Auckland is also included in [Appendix 4](#).

This personal support service includes:

- Accommodation
- Information on ICA operations
- Learning support
- Financial advice
- Limited personal advice
- Welfare support, especially in connection with health services
- Advice about and contact with welfare organisations in Auckland including -
 - driving laws,
 - advice on further training and courses,
 - advice on welfare facilities etc.
 - accessing information on sexuality
 - advice on laws - sale of alcohol etc,
 - addressing harassment.
 - employment and course information

Additional liaison services and support is available from the following people:

- Hee Soo Kim (Korea)
- Nalini Vijaykumar (India)
- Susan Guo (China)
- Diane Williamson (N.Z)

For learning support please contact your tutor or James Williamson, Program me Leader for the Horticulture Department or your tutors.

Learning support services includes :

- One to one additional assistance and information with tutors
- Bi-lingual tutors
- Details of credit transfer, recognition of prior learning, recognition of current competency
- Re-sitting or re-visiting of assessments
- Horticulture English
- General English
- IELTS training
- Work based training support
- Information on aegrotat passes

See Appendix 5 Organisational chart for further information .

9. Accommodation

If you are over 18 years of age you may choose your own accommodation. However if you would like ICA to organise homestay accommodation please indicate this on the registration form or inform the Marketing Manager at any time. If you have problems with your accommodation please see the Assistant Principal (09 826 1521 Ext 105) or any other student support staff member. In an emergency please contact the Principal on Zhaoxin (James) Zhu on the **021 040 6568** (See also Section 8. Support Services)

The Assistant Principal works closely with the accommodation agent to organise suitable accommodation. All student accommodation will be assessed as to its suitability. A copy of the assessment will be sent to you prior to you requiring the accommodation. ICA and the accommodation agent work to ensure that your living situation in New Zealand meets your needs and is a safe and positive experience.

Homestay

The accommodation agent will then arrange for you to stay with a New Zealand family. You will need to pay an accommodation agent fee (\$NZ 200.00) and an airport pick-up fee (\$NZ100.00). You will then be met by the accommodation agent at the airport and visited in your New Zealand home.

Auckland homestays are family homes - separate houses with their own gardens. A typical home has two adults and one or two younger people. During 2008 accommodation with a family is likely to cost from \$NZ200-\$300 a week. Daily travel costs from homestay to the college vary but may cost up to \$NZ50 a week.

Details about homestay arrangements and costs together with application forms for homestay accommodation are available from ICA or from our agent in your own country.

Alternative Accommodation

You may wish to choose your own accommodation. An accommodation option pamphlet is available upon request and information is included in the student handbook. Further support with accommodation is available at any time from the Receptionist.

You may wish to stay in rented accommodation, usually a flat (apartment) shared with two or more students. Flats may cost from \$NZ 250.00 - \$NZ 500.00 a week. Other costs may be \$NZ 70.00 for food, \$NZ 40.00 for energy (electricity /gas) and \$NZ 20.00 for a telephone.

10. General Information

Policies of Textbooks and other Learning Materials:

Students are provided with photocopied information and a list of recommended texts for the course. Reference books may be available to borrow from the college. You may however wish to purchase additional texts. Free membership and resources relevant to your course are available from the local New Lynn library. You tutor will organise a time for you to join the library.

Learning Materials:

ICA provides standard classroom equipment, reference books, teacher handouts and other learning resources.

Equipment:

All necessary Horticulture equipment for the course is provided. A set of protective work boots and raincoats are provided free of charge to each student on the first day of the course.

Course and Teacher Evaluations:

Before you complete your courses you are asked to evaluate your course, the staff and ICA.

Staff:

All staff at ICA are suitably qualified. You are welcome to approach staff at any time for support or advice. See [Appendix 5](#) for a staff organisational chart.

Student Records:

Administration keeps your academic records and other details such as your New Zealand address and contact numbers. You may request details of your academic record.

Change of Address or Contact Information:

If you change your address or contact numbers, please notify the Administration Manager or your tutor immediately.

Progress:

You have the opportunity to discuss your progress whilst on the course by attending a monthly meeting with your tutor including feedback on your assessment results, attitude etc.

Assessments:

To achieve the ICA Certificate in Horticulture (Level 4) including the National Certificates (Levels 2 & 4) you must pass all assessments included in the course.

Reassessment:

- You need to complete an Application to Re-sit Assessment Form.
- You must submit this Application to Re-sit Assessment Form to the departmental Programme Leader up to 28 days after the actual assessment has taken place.
- After 28 days you will not be permitted re-sit any assessment.

Safety:

Safety is governed by the Health and Safety in Employment Amendment Act. Copies of the Health and Safety Manual are placed in classrooms and are discussed in class. Any accident resulting in injury must be reported to the teacher in charge. You may also contact the Health and Safety Representative, Bill Zhang to discuss any health and safety concerns. The Health and Safety Manual is displayed at reception and on the student notice board.

Personal Property:

We try to keep your personal property as secure as possible, but we cannot accept responsibility if it gets lost or damaged.

Attendance and Absences:

To qualify for a course certificate you are required to attend the whole course. This includes all Units and Modules.

Please notify the ICA by telephone if you know you will be absent. All absences will be recorded and absence from the course discussed with you.

Absences could affect your chances of graduating from the course. If you are absent unavoidably for a short period ICA can make arrangements for you to make up the work and complete all course requirements including course information, practical on the job training requirements and assessments.

If you are absent for five days without notice, or if your attendance for the individual Units or Modules falls below 80%, you will receive a warning letter from the college.

You will receive only **two** warning letters and on the **third** you will be **dismissed** from the course for failing to comply with the attendance requirements.

If you are an international student, the New Zealand immigration Service will then be notified and your student permit will be withdrawn.

For international students ICA is required to inform immigration authorities if your attendance falls below the required **80% attendance**. This action could also affect the length of time you are permitted to stay in New Zealand.

Timetable:

You are required to attend 25 hours of class a week. Class hours are five hours daily between 8 :30 and 16:30 hours, Monday to Friday. You are also expected to study for about 10 hours a week in your own time. It may be possible to spend part of your self directed study at the College if for example you may wish to use a computer so that you can complete an assignment. Please see attached schedule.

Alcohol and Drugs:

No alcohol or drugs are allowed on College premises. The exception to this is drugs prescribed by a doctor.

Harassment and Sexual Harassment:

Any kind of harassment is regarded as a serious matter. Sexual harassment is illegal and a serious offence. Please immediately inform staff if you are aware of any of the following behaviours occurring. :

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

No Smoking Policy:

For reasons of health, safety and courtesy, smoking is not permitted in any area of the College Building and/ or College Vehicles. Smoking is permitted outside, in the park, but not in any doorway entrances or passageways. Breaking of these laws carry a hefty fine in New Zealand.

Respect for Others:

ICA is a multicultural environment, which makes it an interesting place to study. This means that the beliefs and values of others are respected at all times.

Telephones:

We accept telephone messages for you and will notify you about them as soon as possible. Mobile phones are permitted but may not be used or turned on in class unless you are married with children and/or need to be contacted in the event of any emergency. In this case, your phone may be turned on to a silent ring tone.

Transport:

You are responsible for your own transport to and from the college, but transport is provided for all practical activities.

Withdrawal of Tuition Services and Dismissal from a Course:

- If you have to withdraw from the course for serious medical reasons provided you can produce a medical certificate ICA will consider reimbursement of course fees. ICA will comply at all times to both NZQA and NZHITO requirements.
- It may be necessary for the College to withdraw tuition from a student and ask him or her to leave a course. Exclusion may take place if a student breaks their study contract through one or more of the following actions:
 - no authority to study in NZ
 - poor attendance
 - poor performance (failure to complete assignments)
 - harassment or sexual harassment
 - damage to property of other students, to ICA premises or equipment.
 - breaking the law
 - inaccurate information on the enrolment application
 - cheating
- The student will receive **two** verbal warnings and then if the behaviour does not improve written notification will be given.
- If there is no further improvement, the student will be notified in writing that s/he must leave the course on a specified day and time.
- The student is then not able to return to the course and nor receive any refund of fees paid.
- For serious offences a student may be dismissed at short notice.
- Student faced with withdrawal of tuition services and exclusion from a course has the right to have their case reconsidered by an external authority, as explained below.

Circumstances in Which Tuition may be Terminated

- Where a student is absent or consistently truanting from ICA then ICA will terminate the enrolment.
 - If a student's behaviour is of an unacceptable level, then a meeting with the student will be arranged. If the behaviour does not improve, written notification will be given to the student, warning of the danger of termination of the enrolment. If there is no further improvement, the student will be notified in writing that the student must leave ICA at the end of that term, or earlier if ICA decides, and will not be eligible to return the following term. There will be no refund of fees paid if this occurs.
 - An acceptable level of behaviour would be seen as following ICA Code of Conduct.
4. If an enrolment application is found to be inaccurate in any way the contract **may be terminated** at ICA's discretion.
 5. Upon the termination of enrolment, the Immigration Service will be notified as required

11. Grievances, Complaints and Appeals

Grievances and Complaints

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

Procedures for Settling Grievances and Complaints

1. First, talk directly to the person or persons concerned.
2. If the problem is not resolved, discuss it with a staff member you feel comfortable with or the duty staff member from the Student Services Unit and record the details on a 'Fix -It' Form found in the Appendices to the Student Handbook. Keep a copy for your own records. It is important to create a written record of your complaint or grievance.
3. If you are unable to find a solution, the next step is to ask the Quality Management Team to consider it - the Principal will arrange a meeting.
4. If a discussion with the Quality Management Team does not find an acceptable solution, you may then refer the problem to an external organisation. The "Fix -It" Form records who you ask to reconsider your case. You may use the information to send to the authorities listed below. See Appendix 6

<p>International Education Appeal Authority C/- Ministry of Education P.O Box 47 - 911 Ponsonby Auckland Phone: (09) 374 5481 Fax(09) 374 5403 E-mail: info@minedu.govt.nz</p>	<p>NZ Qualifications Authority PO Box 160 Wellington Phone (04) 802 3000</p>
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Reassessment and Appeals against Assessment Decisions

Reassessment and appeals should initially be dealt with by staff within the college. If you believe that your work has been assessed unfairly, you must first discuss the matter with your teacher. If you remain dissatisfied with the assessment, ask the Quality Assurance Dean for help. The Quality Assurance Dean will discuss your case with you then if you remain dissatisfied please record you're the information on the 'Fix-It' Form and give the form to the Quality Assurance Dean. She will take the issue to the Quality Management Team at ICA to discuss further. A decision will then be made. If you still remain dissatisfied please contact the Quality assurance Dean for further information and procedures and contact information with appeal authorities.

Training and employment options

Our aim and expectation is that upon completion of the course, you achieve your learning goals that you set out on your study plan upon arrival. You will be interviewed about a month before completion of the course by Diane Williamson, the ICA Horticulture student support and liaison representative or the New Zealand Horticulture Industry training Organisation representative to discuss career and training options with you.

Award of the Certificate

The ICA Certificate in Horticulture (Level 4) is awarded to all students who produce the required portfolio and who meet course assessment requirements and whose performance meets or exceeds the criteria in both assessment components. Should students leave the course after the first semester they could well be eligible for the National Certificate in Horticulture Level 2. Please contact the Programme Leader for further information. Passes of the course are described as either achieving competency or not against the criteria described in unit standards and learning outcomes.

12. Conclusion

Students to the ICA Certificate in Horticulture (Level 4) course are warmly welcomed at ICA. We will endeavour to provide the best learning environment possible and wish students every success on your course. We thank you for choosing to study at ICA.

Appendix 1: 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 www.minedu.govt.nz/goto/international.

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

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

What do I do if something goes wrong?

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

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

What is the International Education Appeal Authority (IEAA)?

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

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority

C/- Ministry of Education

Private Bag 47-911

Ponsonby

Auckland

Fax: (09) 374 5403

Phone: (09) 374 5481

Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

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

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

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

Appendix 2 Sample Letter for Refund of Fees

[Your New Zealand Address]

[Date]

The Principal,
International College of Auckland,
P.O Box 15388
New Lynn
Auckland

Dear Mr Zhu

Application for Refund of Fees

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

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

Yours sincerely

[Signature]

[Typed or printed name]

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

Appendix 3: Accommodation Options Details (For international students)	
<p>Choice Plaza 10 Wellesley Street Auckland Central Phone: 09 302 0880 Web: www.choiceplaza.co.nz</p>	<p>The Railway Campus 26 - 28 Te Taou Street Auckland Central Phone: 09 367 7100 Email: railcamp@auckland.ac.nz Web: www.auckland.ac.nz/accommodation From \$NZ185.00 per week</p>
<p>YWCA 10 Carlton Gore Road Auckland Central Phone 09 377 8763 \$NZ133 single room, \$NZ100.00 shared room</p>	<p>Oaklands Lodge 5A Oaklands Road Mt Eden Auckland Phone: 09 638 6545 \$NZ 180.00 per week</p>
<p>Central Hostel 47 St Pauls Street Auckland Central Phone: 09 377 6889 \$NZ 145 - \$NZ 185.00 per week</p>	<p>Eden Lodge 78 Owens Road Mt Eden Auckland Phone: 09 630 0174 \$NZ 120.00 a week</p>
<p>Huia Residence Hostel Cnr Grafton and Park Roads Phone: 09 377 1345 \$NZ 130.00 a week</p>	<p>Rocklands Accommodation 187 Gillies Avenue Epsom Phone: 09 630 0845 Fax: 09 630 9721 Web: www.rocklands.co.nz</p>
<p>Hotel de Brett Cnr Shortland and High Streets Auckland Central Phone: 09 377 2389 \$NZ 300.00 a week</p>	<p>Princeton Apartments 30 Symonds Street Auckland Central Phone: 09 921 1000 Web: www.princeton.net \$NZ 215 - \$NZ225.00 a week</p>

Appendix 4 Support Contact Details

<ul style="list-style-type: none"> Lifeline and Interchurch Counselling Services 95 Great South Road Epsom Phone: 522 2999 (24 hours) Also at 95 Great South Road: Chinese Lifeline Phone: 522 2088 Crisis counselling of all kinds 	<ul style="list-style-type: none"> Youthline Phone: 0800 376 633 Email: youthline@youthline.co.nz Web: www.youthline.co.nz Crisis counselling of all kinds: anxiety, risk, personal crises, etc
<ul style="list-style-type: none"> Citizens Advice Bureau (CAB) 305 Queen Street Phone: 377 3314 Free advice about anything. Referral to other agencies which can help 	<ul style="list-style-type: none"> Citizens Advice Bureau (CAB) 82 St Lukes Road Mt Albert Phone: 846 4023 Asian Community Help service. Also free general advice about any problem
<ul style="list-style-type: none"> Asian Health Support Service North Shore and West Auckland Phone: 483 8314 Advice about any health problem 	<ul style="list-style-type: none"> Auckland District Health Board Mental Health Service 2 Owens Road Epsom Phone: 623 4664
<ul style="list-style-type: none"> Chinese Mental Health Consultation Services Unit 2E 8 Augustus Terrace 9 Parnell 10 Phone: 377 8277 	<ul style="list-style-type: none"> Mental Health Foundation of New Zealand 62-64 Valley Road Mt Eden Phone: 630 8573 Advice about depression, etc. People seeking help can refer themselves
<ul style="list-style-type: none"> Auckland Family Counselling and Psychotherapy Centre 33 Owens Road Epsom Phone: 638 7632 	<ul style="list-style-type: none"> Community Council on Alcohol and Drugs Addiction Phone: 0800 787 797 Web: www.adanz.org.nz

Support Services (Continued)	
<ul style="list-style-type: none"> • Auckland Central City Mission 140 Hobson Street Phone: 379 2395 Help with addictions 	<ul style="list-style-type: none"> • Alcoholics Anonymous 2 Julyoral Drive Auckland Central Phone: 0800 229 6757 Web: www.aa-auckland.org.nz
<ul style="list-style-type: none"> • The Salvation Army 15 Ewington Avenue Mt Eden Phone: 630 1491 Email: akbridge@xtra.co.nz Web: www.sabak.org.nz Help with addictions 	<ul style="list-style-type: none"> • Auckland Sexual Health Service 16 Park Road Grafton Phone: 307 2885
<ul style="list-style-type: none"> • Auckland Sexual Abuse HELP 2 Conway Road Mt Eden Phone: 623 1700 (24 hours) 	<ul style="list-style-type: none"> • AIDS Hotline 1-3 Poynton Terrace Newton Phones: 0800 802 437 and 358 0099
<ul style="list-style-type: none"> • Gamblers Anonymous Phone: 0800 654 655 	<ul style="list-style-type: none"> • Gayline / Lesbianline Auckland Gay/Lesbian Welfare Group Level 2 39 Anzac Avenue Auckland Central Phone: 303 3584 Sexual and relationship matters
<ul style="list-style-type: none"> • Disabled Citizens' Society 421-423 Dominion Road Mt Eden Phone: 638 8153 	<ul style="list-style-type: none"> • Domestic Violence Centre 33 Wyndham Street Auckland Central Phone: 303 3938
<ul style="list-style-type: none"> • NZ Immigration Service 450 Queen Street Auckland City Phone: 914 4100 Appendix 5 Specialist Support <i>(Continued)</i> 	<ul style="list-style-type: none"> • Legal Information Service 52 Hepburn Street Freemans Bay Phone: 378 7444

Support Services (Continued)	
<ul style="list-style-type: none"> • Tenants Protection Association 33 Wyndham Street Auckland Central Phone: 303 4673 Advice about renting flats, etc 	<ul style="list-style-type: none"> • Tenancy Services Level 11 Reserve Bank Building 67 Customs Street Auckland Central Phone: 0800 836 262 Advice about renting flats, etc
<p><u>Further Information</u> (directories of support organisations - ask at the Help desk, Level 2, Auckland Central Library, Rutland Street, Auckland Central)</p>	
<ul style="list-style-type: none"> • <i>The GM Resource and Referral Directory (Auckland/Northland)</i> 	<ul style="list-style-type: none"> • <i>Community Help: The New Zealand Directory of Services</i>
<ul style="list-style-type: none"> • <i>Youth Services Directory (published by Youthline)</i> 	<ul style="list-style-type: none"> • <i>Auckland Community Resources Directory (published by Lifeline and Inter-Church Counselling Service)</i>

Appendix 5: International College of Auckland Organisational Chart

Principal: Zhaoxin (James) Zhu		Accounts Manager: Min Min Shen	
Deputy Principal Christine Newland	Assistant Principal Qilong (Bill) Zhang	Quality Assurance Dean Shireen Maged	
Administration Manager: Shireen Maged	Programme Leaders Diploma Courses: Nalini Vijaykumar	Student Support Manager: Qilong (Bill) Zhang	Marketing /Accommodation Manager : Tracy Sun
Administration Team: Zhu Xiang Jun Max Qi Xia (Katie) Gao Lin (Zoe) Zhang He Ying Ying	English: Shireen Maged Horticulture: James Williamson (Cert)	Student Support Team: Diane Williamson Hee Soo Kim (Korea) Nalini Vijaykumar (India) Susan Guo (China)	Marketing Team: Xiangjun Zhu Max Qi Zoe Zhang Diane Williamson (Promotions) Hee Soo Kim
Tutorial Staff:			
Health and Safety Supervisors Qilong (Bill) Zhang Xia (Katie) Gao	Business and Communication Roger Su Parti Marc John Kommunuri Chao Leng	English: (New Lynn) Head Office Shireen Maged (PL) Susan Guo (APL) Peter Liu Ruomei Li Li Wei Emily Yi Li Sylvia La Trobe	Horticulture James Williamson(Cert) Zeng Xian (John) Jun Yao Lu (Elaine) Nalini Vijaykumar
Site Supervisor (New Lynn) Xia (Katie) Gao		English: (Mt. Albert) Site Manager/ Tutor Dandi Wang	Practical Coordinator (Hort) Jagmohan Singh
		English: (North Shore) Site Manager Carol Zhang Tutors Xiuli (Elaine) Wei Shu Jia	HITO Programme Dianne Williamson (Liaison)
		English: (Highland Park) Site Manager Irene Li Tutors Larry Liu Louisa Lu Hanna Zhou	Laboratory Technician Zhu Xiang Jun
		English:(Glen Innes) Site Manager Sherry Jiang Tutors Paul Xiaoqing Liao James Zhang	Horticulture English Support Susan Guo

Appendix 6: Change of Details Form

Please complete the details below and return to:

The Administration Officer
PO Box 15388, New Lynn, Auckland

<p>Notification of Change of Address</p> <p>Country of origin <input type="checkbox"/> NZ Accommodation <input type="checkbox"/></p> <p>[Please tick appropriate box]</p>	<p>(Please identify <u>self</u> or name of <u>emergency contact person(s)</u>)</p> <p>Student Name: _____</p> <p>ID _____</p> <p><u>Or</u></p> <p>Emergency contact: _____</p> <p>Change of Address: _____ _____</p> <p>Signature: _____</p> <p>Date: _____</p> <p>Home Phone: _____</p> <p>Email: _____</p> <p>Address Details: _____ _____</p>
<p>Change of Name Details</p> <p>Attach a verified copy of the document to support this change</p>	<p>New Name of Self or Emergency contact: _____</p> <p>Please state self or next of kin _____ _____</p> <p>Signature: _____</p>
<p>Office Use Only</p>	<p>Agreed Changes</p> <p>Signature: _____</p> <p>Date: _____</p>

Appendix 7: Copy of the FIX-IT Form

A Dealing with Problems

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

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

B Purpose of the 'Fix-It' Form

This form leaves a record of attempts to settle a problem. It can be used to record ideas for improving your course or our administration, to express a grievance or complaint, or to appeal against an assessment decision. Filling in the form is a positive step to get action on your problem. *The original of this form should be held by the Administration Manager and the Director of Studies and you should have a copy.*

C Your Name and Contact Details

D Type of Problem

Tick alongside the type of problem you want investigated.

<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20px; border: 1px solid black;"><input type="checkbox"/></td><td><i>Course of Study</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Administration</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Unprofessional Behaviour</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Assessment</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Absence</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Other (provide your own heading):</i></td></tr> </table>	<input type="checkbox"/>	<i>Course of Study</i>	<input type="checkbox"/>	<i>Administration</i>	<input type="checkbox"/>	<i>Unprofessional Behaviour</i>	<input type="checkbox"/>	<i>Assessment</i>	<input type="checkbox"/>	<i>Absence</i>	<input type="checkbox"/>	<i>Other (provide your own heading):</i>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20px; border: 1px solid black;"><input type="checkbox"/></td><td><i>Learning Environment</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Accommodation</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Health and Safety</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Withdrawal from Course of Study</i></td></tr> <tr><td style="border: 1px solid black;"><input type="checkbox"/></td><td><i>Leave</i></td></tr> </table>	<input type="checkbox"/>	<i>Learning Environment</i>	<input type="checkbox"/>	<i>Accommodation</i>	<input type="checkbox"/>	<i>Health and Safety</i>	<input type="checkbox"/>	<i>Withdrawal from Course of Study</i>	<input type="checkbox"/>	<i>Leave</i>
<input type="checkbox"/>	<i>Course of Study</i>																						
<input type="checkbox"/>	<i>Administration</i>																						
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<input type="checkbox"/>	<i>Accommodation</i>																						
<input type="checkbox"/>	<i>Health and Safety</i>																						
<input type="checkbox"/>	<i>Withdrawal from Course of Study</i>																						
<input type="checkbox"/>	<i>Leave</i>																						

E Details of Problem

F Actions Taken within International College of Auckland Limited

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

'FIX-IT' FORM (continued)

G Referral to an External Authority

#	Reconsideration of grievances and complaints:	New Zealand Qualifications Authority	
		<i>or</i>	
		International Education Appeal Authority	
#	Appeals against assessment decisions:	ICA of English Second Languages Limited external moderator	
		<i>or</i>	
		New Zealand Qualifications Authority	

H Outcome of Investigation

I Implications for International College of Auckland

If a grievance, complaint or appeal is found to be justified, a change of policy or procedure may be needed. The Principal is asked to list below any suggested changes and to discuss them with the Quality Management Team.

Signature of Principal:	_____	
Signature of Student Initiating the Action:	_____	
Start date of investigation:	_____	
Finish date of investigation:	_____	

Appendix 8: ICA Code of Conduct

INTERNATIONAL COLLEGE OF AUCKLAND CODE OF CONDUCT ALL STAFF MEMBERS AND STUDENTS SHOULD:

- (I) Show respect for the law and College Governance.
- (II) Act in accordance with the College goals, Policies and Procedures.
- (III) Treat other staff members and students with courtesy, fairness and equity.
- (IV) Engage in conduct that is non-discriminatory on the basis of sex, race, sexuality, disability, cultural background, religion, marital status, age, union affiliation, political conviction or family responsibilities.
- (V) Avoid behaviour that may be reasonably perceived as harassing, intimidating, or verbearing, bullying, or physically or emotionally threatening.
- (VI) Be responsive, courteous and prompt in dealing with other staff members and students.
- (VII) Carry out their duties in a professional, responsible and conscientious manner.
- (VIII) Make sure that computing resources are not used for any illegal or unethical purposes and should not generally be used for recreational or personal use.
- (IX) Refrain from acting in a way that would unfairly harm the reputation and career prospects of other staff members, students or ICA.